



FIELD COMMUNICATIONS

DATE: Tuesday, March 25, 2025
FROM: TRAVIS YOUNG
SUBJECT: RESOLVED - Pending Warranty Claim Error - Mazda Service Program MSP61 Affecting 2024MY CX-30 and Mazda3 Vehicles
SUMMARY: RESOLVED - Pending Warranty Claim Error - Mazda Service Program MSP61 Affecting 2024MY CX-30 and Mazda3 Vehicles
TYPE: Informational

Dear Mazda Dealer Colleagues,

Recently, there was a small number of warranty claims that could not be processed due to system pending error code.

We are happy to report this issue has been resolved and all claims pending with the following code have been processed:

- *eMDCS Message: "REPROGRAMMING CHAIN INFO" and*
- *On daily list of claims processed the code will state: "999 – UNDER CONSIDERATION AT MNAO"*

If your outstanding MSP61 claim is not paid, was denied or is still in "OPEN" status, please contact the Warranty Department at warrantydept@mazdausa.com

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division

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DO NOT REPLY to this email. If you have questions or comments, please contact us at [OneMazdaUSA.com](#).

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