



FIELD COMMUNICATIONS

DATE: Wednesday, April 02, 2025
FROM: TRAVIS YOUNG
SUBJECT: ***REMINDER*** MDRT Tool Return for Service Program SSP (A6) 2016 CX-5 Passenger Frontal Air Bag Concern
SUMMARY: ***REMINDER*** MDRT Tool Return for Service Program SSP (A6) 2016 CX-5 Passenger Frontal Air Bag Concern
TYPE: Action Required

Attention: All Mazda General, Service, and Parts Managers

Dear Mazda Dealer Colleagues,

As a reminder, the deadline to return the MDRT Tool is April 30, 2025. If the tool is not returned to the vendor address below by April 30, 2025, your Mazda dealer will be charged \$1,000 to your dealer parts statement. The original SSPA6 MDRT sent in 2020 must be returned immediately. A new replacement MDRT tool was shipped in October 2024 which repairs both Recall 6924I **AND** SSPA6.

ACTION REQUIRED SSPA6 MDRT RETURN – DO NOT RETURN THE TOOL SENT IN OCTOBER 2024:

Return Updates: Your District Service Manager is receiving weekly updates of returned tools.

Tool Return Instructions: Please only ship the tool to the vendor address below. The tool return will be managed by our vendor, Crestec sent to the address below. Please ship UPS OR FEDEX GROUND service on your dealer carrier account. Please also save your Tracking # but this does not need to be sent to Mazda.

DOCUMENT YOUR TRACKING NUMBER, THEN PACK AND SHIP VIA GROUND TO CRESTEC:

MAZDA SSPA6 TOOL RETURN
c/o - Crestec USA, Inc.

2410 Mira Mar Avenue
Long Beach, CA 90815

PHOTO OF MDRT Tool to be returned – SSPA6 ONLY

Do not return the MDRT tool sent in October 2024



NEW MAZDA DEALERS SINCE LATE 2020. If you do not have this tool, please fill out Dealer Recall Help on [OneMazda](#) advising you are a new dealer, however you may have likely received a SSPA6 MDRT Tool since beginning operations and it will be required to be returned. All dealers sent a New Recall Dealer Tool Kit in 2024 received the original SSPA6 MDRT.

Tool Return Shipment Reimbursement: After your tool is returned to the vendor, we will process a reimbursement of \$20 to your Mazda dealer parts statement no later than April 30, 2025. Reimbursement amounts above \$20 will be reviewed on a case by case basis. ***Note: overnight or express shipment amounts will not be reimbursed.***

For any questions regarding this return, please contact Dealer Recall Help on [OneMazda](#).

Please make certain the appropriate personnel in your dealership are familiar with the details of this return before responding to customer inquiries. Your understanding and support of this tool return is greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division

- **SSPA6 TOOL RETURN DEALER LETTER REIMINDER APRIL 2025**

CLICK HERE TO VIEW DEALER COMMUNICATION



[PRIVACY POLICY](#) | [TERMS AND CONDITIONS](#) | [ONEMAZDAUSA.COM](#)

Mazda North American Operations – 200 Spectrum Center Drive, Irvine, CA 92618

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

eFC number: 25-0001397

Distribution List: Region Aftersales Team; Region Ops Team; Executive Committee; Executive & Administrative Assistants; Marketing & PR; Region Field Teams; CEC and Mediation; Legal Audit Govt; POD and Aftersales; Quality; R&D; TSD; US Operations; Vehicle Sales Planning

©2025 MAZDA NORTH AMERICAN OPERATIONS. ALL RIGHTS RESERVED.