

UPDATED FEBRUARY 18, 2026

## Customer Service Program (CSP) 04 – Connected Services Deactivated – All applicable Mazda vehicles

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There is no Repair Procedure or Warranty Information for this CSP, please read below on what to advise the customer if they inquire about this program. This is an information ONLY CSP and is not a recall.

### Outline of Program:

Connected Services is available for all owners of current generation vehicles. Some owners may wish to remove all Connected Services from their vehicle.

All current vehicles except 2026 CX-5:

To deactivate the TCU (Telecommunications Unit) which removes all connected services from their vehicle, the owner must contact the Mazda Customer Experience Center (CEC). Mazda has established a procedure to deactivate (Opt-Out) Connected Services. Once the vehicle has been deactivated by the CEC, Mazda Warranty and Recalls team will add the VIN to this CSP so it displays on eMDCS giving dealers the visibility that connected services data is not available on this vehicle.

2026 CX-5 with Google Built-in:

Please have the customer contact the Mazda Customer Experience Center to deactivate (Opt-Out) Connected Services. After contacting there is an established procedure to add the VIN to CSP04 so it displays on eMDCS giving dealers the visibility that the customer has requested to Opt-Out of Connected Services.



**Note: The Mazda Vehicle Owner must contact the Mazda Customer Experience Center directly as Mazda dealer staff cannot verify ownership for the customer. You can contact the CEC on the customer's behalf and transfer the phone to the owner of the vehicle to start the Opt-Out Procedure.**

### Opt-Out Procedure

If a customer wishes to "Opt-Out" of Connected Services, the Owner must contact the Mazda Customer Experience Center at 1-800-222-5500, Option #6 to verify ownership and begin the process of Opt-Out. The owner will need to have their Vehicle Identification Number (VIN) available. Advise the owner to request an Opt-Out for Connected Services. Once the procedure is completed, the VIN will be added to CSP04 and the vehicle will display CSP04 in Warranty Vehicle Inquiry. The VIN addition takes approximately 2 business days. For owners that Opt-out the Connected Services in the vehicle will show an "X" for the reception bars (see graphic below).

All eligible vehicles except 2026 CX-5 with Google Built-in (and future vehicles with similar infotainment system capabilities):

The following indication conditions indicate that communication is not operating normally:

Other		Currently conducting an operation check of the communication unit. If this condition continues, consult an Authorized Mazda Dealer.
		The communication unit is unsubscribed. A Connected Service contract has been ended.




### Reactivation Procedure

If a customer wishes to "Reactivate" Connected Services or if your dealership now owns a vehicle in which this CSP04 displays as open in Warranty Vehicle Inquiry, have the Owner of the vehicle contact the Mazda Customer Experience Center and have their Vehicle Identification Number (VIN) available or look for options on the MyMazda App to reactivate

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services. If contacting CEC, please advise the owner to explain they want Connected Services Reactivated. Once Reactivation has taken place, the vehicle will be removed from the CSP and CSP04 will no longer appear in the Warranty Vehicle Inquiry. The update will be complete in approximately 2 business days. After reactivation, the owner will be able to sign up again for Connected Services as long as the signal is present (see graphic below).

All eligible vehicles except 2026 CX-5 and future vehicles with Google Automotive Services:

Level	Indication	Explanation
Out of service area		Radio waves are not being received. Move to a location with good radio wave reception.
Weak		The radio wave reception level is weak
Strong		Good reception.

**Owner Notification:**

There will be no owner notification with this Customer Support Program. If the owner has any questions about this program please have them contact the Mazda Customer Experience Center.

**Available Resources:**

For additional information regarding Connected Services, please refer to the FAQ's available on Mazdausa.com here: <https://mazda.custhelp.com/app/answers/list/c/19>

In addition to this dealer email we have created a "CSP04 – Instructions to Dealers" document on the Mazda Global Warranty System - There is no repair or warranty information for this CSP. Please refer the customer to the Mazda Customer Experience Center to "Opt-out" or "Reactivate" from Connected Services.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this customer service program before responding to customer inquiries.