



MAZDA DEALER EMAIL

March 24, 2026

Attention: Mazda General, Sales, Parts and Service Managers

Subject: Notification of Special Service Program (SSPE0) - 2025 CX-50 Hybrid - Hybrid System Failure Displayed on Instrument Cluster (DTC P2530:12)

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct a Special Service Program on certain 2025 CX-50 Hybrid vehicles. Please see the description, model, year, and VIN range below.

Subject VIN and Production date ranges:

Model	Subject VIN range	Subject production date range
2025MY CX-50 Hybrid	7MMVA**** SN 100047 – 125005	From September 4, 2024 through May 29, 2025

The asterisk symbol "*" can be any letter or number. Only VINs in this range and with "Open" status in eMDCS are subject to this SSP. Some vehicles in the VIN range that have received the same repair as this SSP are not included in this SSP.

Concern Outline:

When starting the vehicle, a Master Warning Light may turn on and a hybrid system failure message (Hybrid System Malfunction Have the Vehicle Inspected) may be displayed in the instrument cluster. The hybrid system may not activate, and the engine may not start, along with the DTC P2530:12 [Hybrid Control] and other numerous DTCs.

Repair Outline:

Reprogram the PT_GWU with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS) by following TSB 30-001/26 repair instructions.

ACTION ITEM - STOP DELIVERY: All dealer inventory types: New, Certified Pre-Owned, or Used can be sold but not delivered until repaired. There are approximately 50 new vehicles in dealer stock and/or in transit to dealers. **All affected dealer inventory types with this SSP must be repaired prior to delivery. The number of affected units at your dealership can be seen in Inventory & Sales 2.0 in eMDCS and VIN list (via an internal MNAO campaign reporting) will also be provided to your District Service Manager by 5pm (Pacific Time) on March 24, 2026.**

Owner Notification:

Mazda will notify owners of affected vehicles no later than April 24, 2026 or earlier. Vehicles will display in eMDCS as "Open" on March 24, 2026 and all vehicles can be repaired immediately.

Important Notice:

1. The Repair Procedure & Parts and Warranty information will be available with a View Content (VIN search) with the sending of this dealer email on MGSS (Mazda Global Service Support) and will be available by Keyword search (by campaign number) the following business day. The Parts & Warranty information is available on eMDCS.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.
3. For parts related questions, please contact the Corporate Dealer Assistance Group at corpdag@mazdausa.com or by calling (877) 727-6626, Option 2.
4. For general, non-technical SSP related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this SSP before responding to customer inquiries. We apologize for any inconvenience this program may cause you and your customers. Your understanding and support in carrying out this program are greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division