



May 2026

## Special Service Program (SSPE1) - 2026 CX-50 Hybrid – Battery Label Concern

This notice applies to your vehicle: VIN \_\_\_\_\_

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2026MY CX-50 vehicles produced from September 8, 2025 through September 26, 2025. If you receive this notice, your vehicle is included in this SSP.

### What is the problem?

On certain CX-50 Hybrid vehicles, inappropriate battery labels were attached to the center pillar and the traction battery beneath the rear seat. QR codes printed on these labels are incorrect and do not link to the battery information website, the required information related to the vehicle's hybrid battery cannot be displayed. This condition does not comply with Section 1962.6 (Battery Labeling Requirements), Title 13 of the California Code of Regulations. Although only the six states (California, Massachusetts, New York, Oregon, Vermont and Washington) have adopted the battery labeling requirements of Section 1962.6 starting with the 2026MY, Mazda is also implementing corrective action for vehicles in all other states.

### What will Mazda do?

Your Mazda dealer will attach the correct battery labels to the center B-pillar and the hybrid battery, free of charge.

### How long will the repair take?

It will take approximately one hour to complete the repair of this SSP; however, your Mazda dealer can provide you with a better estimate as they may need your vehicle for a longer period of time due to service facility capacity. Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a SSP repair.

### What should you do?

We encourage you to contact an authorized Mazda dealer to schedule an appointment for this repair at your earliest convenience. Since the dealer needs time to order battery labels that are specific to your vehicle before your visit, we would greatly appreciate your cooperation in making an appointment in advance through the MyMazda app or with any Mazda dealer.

### Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, please visit our website [www.mazdausa.com/owners](http://www.mazdausa.com/owners) or search and make an appointment on the MyMazda App. If you cannot locate a dealer, please contact our Customer Experience Center at (800) 222-5500, option #6.

### Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please contact your nearest Mazda dealer to update your address and contact information. If you no longer own your vehicle, you can contact the

Mazda Customer Experience Center at [www.mazdausa.com/contact-us](http://www.mazdausa.com/contact-us) to advise your vehicle was sold. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

**Still have questions?**

If you have any questions regarding this SSP, please visit our website [www.mazdausa.com/contact-us](http://www.mazdausa.com/contact-us) or call our Customer Experience Center toll free at (800) 222-5500, option #6.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this program may have caused you.

Sincerely,

**Mazda North American Operations**

*Para información en español, visite [www.MazdaSeguridad.com](http://www.MazdaSeguridad.com) o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*