

UPDATED – August 18, 2026 – Added warning regarding original labels if discarded.



DO NOT submit your claim without the three specific photos required. If your technician or service advisor sends you the incorrect photos **DO NOT SUBMIT THE CLAIM.** Please go back to the technician or advisor and get the correct photos for submission.

The photos must be correct with **ALL QR CODES VISIBLE**, and cannot be poor quality, black and white, blurry, odd angle, etc as stated on page #2.

PHOTO #1:



PHOTO #2:



PHOTO #3:



NO GOOD - UNACCEPTABLE PHOTOS – IF ANY OF YOUR PHOTOS ARE AS DESCRIBED BELOW, YOUR CLAIM WILL BE DENIED AND THE VEHICLE WILL NEED TO RETURN FOR A RE-REPAIR AND NEW LABELS ADDED AT THE DEALER EXPENSE WITH GREAT CUSTOMER INCONVENIENCE.

UNACCEPTABLE – CANNOT SUBMIT PHOTOS

- BLURRY
- POOR QUALITY/BAD ANGLE
- CROPPED
- BLACK/WHITE
- GRAINY
- CAR IS NOT THE CORRECT COLOR (WRONG VEHICLE)

SSPE1 – Battery Label Concern - affecting 2026 CX-50 Hybrid vehicles

CONDITION OF CONCERN

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.

REPAIR OUTLINE:

Add battery label on the center B-pillar: Remove the incorrect battery label and attach the NEW label.
Add battery label on the traction battery: Attach the NEW battery label slightly to the right of the original label, then take all 3 required photos.

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2026MY CX-50 Hybrid	7MM VA**** TN 142667 – 145555	From September 8, 2025 through September 26, 2025

The asterisk symbol "*" can be any letter or number. **Note:** The subject VIN and production date ranges shown in the table above are based on all affected vehicles, including those covered by the Emissions Recall 8026C or SSPE1.

OWNER NOTIFICATION

Mazda is planning to notify the owners by first class mail May 15, 2026.

PARTS INFORMATION AND LABEL ORDERING - SEE INSTRUCTIONS BELOW

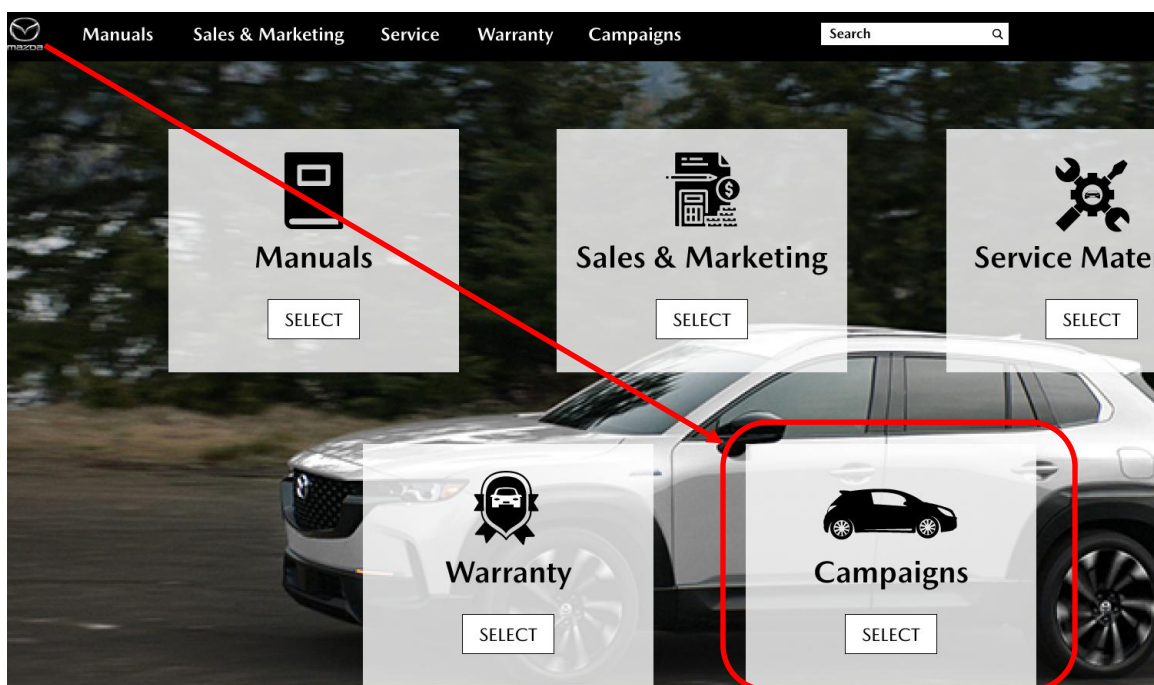
Other than the required campaign label below, there are no parts required for this repair.

Description	Part Number	Quantity	Note
Label Kit (2 identical labels) ONE: B-Pillar, TWO: Hybrid Battery: Parts managers: You will need to create your own internal dealer P/N for this to bill out the line on the RO.	NONE - no charge	1	Obtain in Mazda eStore
Campaign Completion Label	9999-95-065A-06	1 order=50 labels	Obtain in Mazda eStore

LABEL KIT ORDERING - ALL MAZDA DEALERS: To order the label kit, please go to eSTORE on OneMazda under the “Campaigns” section, and choose SSPE1.

ORIGINAL STICKERS ARE NOT REPLACEABLE. DO NOT TRY TO ORDER THE ORIGINAL STICKERS AS THIS IS NOT POSSIBLE.

- The label will be shipped at no charge via overnight delivery to your dealership.
- You will receive an eStore order confirmation with UPS tracking.
- There is zero charge for labels or shipping to your dealer.
- If you cannot submit your claim, have misplaced, lost or damaged labels please contact Dealer Recall Help on OneMazda with a clear explanation why you need a replacement label set. If the label is damaged, we require a photo AND an explanation. **ORIGINAL STICKERS ARE NOT REPLACEABLE.**



As of July 24, 2026 AVIS repair locations can no longer repair vehicles. Any repair on an AVIS vehicle (Dealer code 05099) is valid if CLOSED and does not require repair. Any vehicle in OPEN status must be repaired.

**WARRANTY CLAIM PROCESSING INFORMATION - ALL CLAIMS WILL BE MANUALLY
REVIEWED TO ENSURE PHOTOS ARE CORRECT WHICH TAKES UP TO 2-3 BUSINESS DAYS**

	Battery Label Kit Replacement
Process Number	AT007A
Symptom Code	99
Damage Code	99
Causal Part Number	7777-SP-A04 (the label kit is no charge and ordered from eSTORE)
Quantity	0
Labor Operation Code	1AT07XRX
Labor Hours	0.6 H
D40 Photo Requirements (you must have three correct (3), D40 attachments)	Photo 1 – B-pillar NEW Label after install Photo 2 – B-pillar OLD and NEW Label in same photo Photo 3 – Hybrid battery after install

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RENTAL CAR INFORMATION

Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual. Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle or Ride Share (Uber, Lyft, Taxi)
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-SS-PE1R
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to the maximum allowed per current warranty policy
Sublet Text		Number of days the rental car was supplied to the customer