



MAZDA DEALER EMAIL

August 10, 2026

Attention: Mazda General, Sales, Parts and Service Managers

Subject: Warranty Start Date error for vehicles in Special Service Program (SSPE2) Ethernet Communication – Over The Air (OTA) Update Concerns and Manufacturer Service Program (MSP67) – Battery Depletion - 2026MY CX-5 vehicles

Dear Mazda Dealer Colleagues,

Over the weekend prior to August 10, 2026 there was an error made where the Warranty Start date for all vehicles in campaigns SSPE2 and MSP67 were set to July 27, 2026 which is the date these two campaigns were announced. This error occurred for vehicles in-warranty and un-sold (vehicle inventory) as well. The error only affects the 70,138 vehicles in these two campaigns.

The Mazda Warranty department along with Mazda IT are planning to correct the error after 5PM PST, today August 10, 2026 to reset the Warranty Start date to what was submitted with the original Retail Delivery Report. The original mileage when sold and Retail Date are not affected.

If you encounter an error reporting a vehicle sold, please contact the Mazda IT department for assistance with processing your Retail Delivery Report.

For questions if you encounter issues with Warranty claims please fill out Dealer Recall Help on OneMazda or contact the Mazda Warranty department.

We do apologize for any inconvenience or confusion this error may cause you and your customers.

Sincerely,

Travis Young
Manager, Recalls
Technical Service Division
Mazda North American Operations

