

Updated 8-21-2026: Added warning do not submit a XRT claim without an SSPE2 claim.

Technician punch times are not required. Must be Mazda certified technician. All claims reviewed for proper software updates prior to acceptance.

SSPE2 – Ethernet Communication – Over The Air (OTA) Update Concerns & MSP67 - Battery Depletion

SSPE2 CONDITION OF CONCERN

- 1) Ethernet communication (CDC-DCM communication) issue - Communication in the Cockpit Domain Controller (CDC) and Data Communication Module (DCM), may be interrupted, making the connected services unavailable. Furthermore, the communication interruption may be erroneously detected as a malfunction, causing the master warning light to illuminate, accompanied by a warning sound from the emergency call speaker.
- 2) OTA software update issue - Due to an improper communication control program in the CDC and DCM, OTA software updates may fail. In addition, if an OTA software update is successfully completed, the vehicle's software configuration status may not be correctly transmitted to the server, which may prevent notification of subsequent software updates.

REPAIR OUTLINE: Reprogram the DCM and CDC software, using a USB memory stick with modified software.

SUBJECT VEHICLES:

Model	Subject VIN range	Subject production date range
2026MY CX-5	JM3 KM**** TO 100025 – 199717	From December 16, 2025 through July 10, 2026

****Only VIN's in this range and with an "OPEN" status in eMDCS are affected.**

OWNER NOTIFICATION

Mazda is planning to notify the owners by the end of August 2026.

MSP67 CONDITION OF CONCERN

- 1) In the Data Communication Module (DCM), the remote diagnostics application (a function that remotely diagnoses the vehicle via a server using connected services) may reset. If this occurs, the CAN communication channel may not be properly closed and could remain open. This may lead to battery depletion after IG OFF, Note: Vehicles for Puerto Rico and Mexico markets are not affected by this factor as they are not equipped with the DCM.
- 2) In the Body Control Module (BCM), intermittent operation in sleep mode after IG OFF, may cause the microcontroller to reset during memory access. As a result, the vehicle may repeatedly cycle between wake-up and sleep states, which may lead to battery depletion.

REPAIR Outline

Reprogram the BCM software with M-MDS, using Mazda Diagnostic and Repair Software II (MDARS II). The DCM software is reprogrammed by SSPE2 software updates.

Note: When the BCM is reprogrammed, the Central Gateway (CGW) will also be updated automatically.

MSP67 Subject Vehicles:

Model	Subject VIN range	Subject production date range
2026MY CX-5	JM3 KM**** TO 100025 – 174450	From December 16, 2025 through May 26, 2026

****Only VIN's in this range and with an "OPEN" status in eMDCS are affected.**

OWNER NOTIFICATION – There is no owner notification of this MSP

WARRANTY CLAIM PROCESSING INFORMATION – SSPE2 & MSP67

Confirm the vehicle has both SSPE2 and MSP67 by checking Warranty Vehicle Inquiry

	2026 CX-5 SSP & MSP67
Process Number	AT031E
Symptom Code	99
Damage Code	99
Causal Part Number	7777-SP-A38
Quantity	0
Labor Operation Code	1AT31AFX
Labor Hours	1.0 H

Note: Template is created and available

MSP67 is automatically created by a Dummy Claim via overnight process upon acceptance of this claim. This will take 24-48 hours to reflect on the Vehicle Inquiry Screen.

WARRANTY CLAIM PROCESSING INFORMATION – VEHICLES WITH ONLY SSPE2

Verify by checking Warranty Vehicle Inquiry

	2026 CX-5 SSP ONLY
Process Number	AT031E
Symptom Code	99
Damage Code	99
Causal Part Number & Qty	7777-SP-A38
Labor Operation Code	1AT31BFX
Labor Hours	0.7 H

Note: Template is created and available

Actual Time allowance: CANNOT BE SUBMITTED WITHOUT A SSPE2 CLAIM

If reprogramming cannot be completed on the first attempt and requires additional attempts, any actual labor time incurred beyond the standard labor hours (1.0H, 0.7H, may be submitted under **AT031F**. A Hotline File must be created if the time is **over 1.0 Hour** or the claim will be denied.

Actual Time is not allowed if programming is successfully completed on the first try. Session data is monitored. Time Punch Flags are required clearly explaining why time is required.

DO NOT SUBMIT WITHOUT A SSPE2 REPAIR CLAIM ON ANOTHER LINE

	If additional reprogramming attempts are required (*)
Process Number	AT031F
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-A39
Quantity	0
Labor Operation No.	1AT31XRT
Labor Hours	Actual time

IMPORTANT NOTE:

- 1) All vehicles are required to "Collect Diagnostic Information (ODR Upload)" after the reprogramming has been completed. **If this is not uploaded successfully, or if one or more reprogramming operations are missed or performed incorrectly, the SSPE2 claim will be rejected and the SSP/MSP will remain open, with the warranty claim not being paid.** Dealers will then be required to contact the customer to bring the vehicle back to correct the concern.

PARTS INFORMATION AND LABEL ORDERING - SEE INSTRUCTIONS BELOW

Other than the required campaign label below, there are no parts required for both repairs.

Description	Part Number	Quantity	Note
Campaign Completion Label	9999-95-065A-06	1 order=50 labels	Obtain in Mazda eStore

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-PE2R
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