



September 2026

Special Service Program (SSPE2) - Ethernet Communication and OTA Update Concerns

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-5 vehicles produced from December 16, 2025, through July 10, 2026. If you receive this notice, your vehicle is included in this SSP.

What is the problem? – There are two concerns below addressed by this SSP:

1) Communication concern:

- Communication in two vehicle modules (called the Cockpit Domain Controller (CDC) and Data Communication Module (DCM), may be interrupted, making the connected services unavailable. The interruption may cause the master warning light to illuminate and audible warning from the emergency call speaker.

2) Over The Air (OTA) software update concern:

- OTA software updates may not be completed due to improper communication control programs. Additionally, if an OTA software update is successfully completed, the vehicle's software status may not be correctly transmitted which may prevent notification of future software updates and enhancements.

What will Mazda do?

Your Mazda dealer will reprogram the DCM and CDC modules with modified software. The repair will be performed at no cost to you.

How long will the repair take?

It will take approximately two hours 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. 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 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 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 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 o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*