



MAZDA DEALER EMAIL

July 22, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Dealer Rework (DRW) 41 Telematics Communication Unit Concern

Concern Outline:

On certain subject 2021 MY CX-5 & CX-9 vehicles, a battery drain concern could occur due to the Telematics Communication Unit (TCU) not going to sleep. In addition, some vehicles were repaired under the cancelled campaign SSPC6, which caused Connected Services to no longer work. This Dealer Rework will repair all concerns to ensure the battery drain concern does not occur and restores Connected Services, if disabled from a prior software update. All Mazda dealers will update the subject vehicles with improved TCU software. This campaign will be expanded to include additional Mazda3 and CX-30 vehicles at a later date, please watch for additional announcements.

Action Required:

There are currently 34,522 vehicles in dealer inventory or arriving soon that must be inspected as soon as possible. The affected dealer inventory will be posted to MGSS by tomorrow end of day and VIN's will show "Open" tomorrow July 23, 2021. Only the affected vehicles will display DRW41 in eMDCS Warranty Vehicle Inquiry.

This DRW must be performed before the vehicle is sold and is a requirement for a New Car Ready Claim. The warranty claim for this DRW should be entered as soon as possible, but the vehicle can be sold as long as the repair is completed. The warranty claim can be entered at a later date but no more than 7 days per warranty policy. The VIN list including dealer inventory, Repair Procedures and Warranty information will be posted on Mazda Global Service Support (MGSS) by end of day July 23, 2021.

RETAILED VEHICLES NOTE: There are 27,949 sold vehicles in this campaign. If a sold vehicle has this DRW showing, please perform the repair. Due to high volume sales having sold vehicles in the campaign was unavoidable.

Affected Vehicle VIN Range:

Model	Plant	Subject VIN range	Subject production date range	
			From:	To:
CX-5	MC	JM3 KF**** M* 394117 – 456234	March 20, 2021	July 15, 2021
CX-9	MC	JM3 TC**** M0 524235 – 536225	March 22, 2021	July 15, 2021

The asterisk symbol "*" can be any letter or number

Number of subject vehicles:

Country	Subject vehicles
USA	62,471

Outline of Repair:

- 1) Reprogram the Telematics Communication Unit (TCU) using a USB stick following the steps in the Repair Procedure. Please pay close attention and update the correct file and model combination.

We apologize for any inconvenience this Dealer Rework may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

If you have any questions regarding this DRW, please contact Dealer Recall Help on OneMazda > Warranty, Recall and Service Tools or contact the Mazda Warranty Department at warrantydept@mazdausa.com

Sincerely,

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