



MAZDA DEALER EMAIL

June 29, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Mazda Service Program (MSP) 58 – 2019 CX-5 Diesel DCU Module Reprogramming.

Dealer Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Mazda Service Program (MSP) on certain 2019 CX-5 Diesel-fueled vehicles produced from March 23, 2018 through July 31, 2019.

Subject Vehicles:

Affects 561 US CX-5 Diesel -fueled vehicles only

Model	Subject VIN range	Subject production date range
2019 CX-5	JM3 KF**** K0 568893 – 678929	From March 23, 2018 through July 31, 2019

Concern Outline:

On the subject CX-5 vehicles, diagnosis for the Selective Catalytic Reduction (SCR) system failure may not function properly, leading to an inappropriate/delayed failure detection of the Dosing Control Unit (DCU), with codes ① DTC P2048 and ② DTC P229F.

① DTC P2048:00 - Urea injector circuit low input

Normally the diagnosis of urea injector coil resistance activates while the injector is operating and detects a failure based on the electric current value in the injector coil. On the subject vehicles, the diagnosis activates also while the injector is not operating due to inappropriate software of DCU, which allows the coil resistance to be temporarily judged to be normal, even if any abnormality occurs in the coil resistance value.

② DTC P229F:00 - NOx sensor No.2 system: NOx concentration malfunction

Normally the diagnosis of NOx sensor output characteristics (gain diagnosis) activates during IG-OFF and detects a failure based on the output value (gain value) of NOx sensor. On the subject vehicles, if a significant fluctuation occurs in the output value, the diagnosis may not be completed within the timing due to inappropriate software of DCU. This can cause delayed detection of sensor failure and lead to a delayed MIL illumination.

For all subject vehicles:

Reprogram the DCU with modified software using MDARS.

Warranty claims for MSP58 will be accepted during Mazda's New Vehicle Limited Powertrain Warranty term of 60 months or 60,000 miles. Authorization from Warranty Operations is required if the vehicle is outside the New Vehicle Limited Powertrain Warranty term.

Please remind your Service Consultants to run a Warranty Vehicle Inquiry using eMDCS for every vehicle that comes through your service drive. This report will indicate if the vehicle is applicable to MSP58, as well as any other open Recall, Special Service Program (SSP), Customer Satisfaction Campaign (CSP) or Dealer Rework (DRW).

A Mazda Service Program (MSP) is designed to improve customer satisfaction and reduce customer inconvenience. However, MSPs are limited to correcting issues that do not substantially affect vehicle durability, reliability, or performance. Vehicle owners are not notified by mail for MSPs. We apologize for any inconvenience this program may cause your dealership and your customers. Your understanding and support are greatly appreciated.

1. Warranty Information and Repair Procedures will be posted on MGSS by June 30, 2021.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" by June 30, 2021 and must be repaired.
4. For Campaign questions please fill out the Dealer Recall Help Form located on OneMazda.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this MSP before responding to customer inquiries. We apologize for any inconvenience this MSP may cause you and your customers. Your understanding and support in carrying out all campaigns are greatly appreciated.

Sincerely,

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