

Special Service Program SSPEO - 2025 CX-50 Hybrid - Hybrid System Failure Displayed on Instrument Cluster (DTC P2530:12)

CONDITION OF CONCERN

When starting the vehicle, a Master Warning Light may turn on and a hybrid system failure message (Hybrid System Malfunction Have the Vehicle Inspected) may be displayed in the instrument cluster. The hybrid system may not activate, and the engine may not start, along with the DTC P2530:12 [Hybrid Control] and other numerous DTCs.

Causal factor: Improper logic of the Powertrain Gateway Unit (PT_GWU)

OUTLINE OF REPAIR:

Reprogram the PT_GWU with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS).

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2025MY CX-50 Hybrid	7MMVA**** SN 100047 – 125005	From September 4, 2024 through May 29, 2025

The asterisk symbol “*” can be any letter or number.

Only VINs in this range and with “Open” status in eMDCS are subject to this SSP. Some vehicles that had a similar issue and had already received the same repair as this SSP are not included in this SSP.

OWNER NOTIFICATION:

Mazda will notify the owners by first class mail no later than April 24, 2026.

PARTS INFORMATION

Other than the required campaign label below, there are no parts required for this repair.

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

WARRANTY CLAIM PROCESSING INFORMATION

IMPORTANT NOTE:

- 1) Software update entry is required in MDARS for the PT_GWU if at the latest version or if reprogrammed (this is checked in the last step of the repair procedure). Also, all vehicles are required to perform an ODR, "Collect Diagnostic Information" after the check for current version **OR** if the PT_GW is reprogrammed. If this is not uploaded successfully, or if one or more software updates are missed or done incorrectly, the warranty claim will be rejected and the SSPEO will remain open with the claim unpaid. The Mazda Dealer will then be required to contact the customer and have the vehicle brought back to correct the concern.
- 2) Please wait up to 30 minutes after completing the SSPEO operation before submitting the warranty claim

	Gateway Unit Reprogramming
Process Number	AT001A
Symptom Code	99
Damage Code	99
Causal Part Number	7777-SP-A01
Quantity	0
Labor Operation Number	1AT01XFX
Labor Hours	0.3 hrs.

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.

**SPECIAL SERVICE PROGRAM SSPEO
WARRANTY INFORMATION**

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Alternative Transportation (Rental, 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-PEOR
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