

Mazda North American Operations



TO: Mazda Dealership General Managers, Service Managers, and Parts Managers

DATE: November 2006

**SUBJECT: 2006-2007 Mazda5, 2006-2007 MX-5, 2006-2007 Mazda3 and 2007 CX-7
Audio Unit - Special Service Program (SSP) 69**

Dear Mazda Dealer:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2006-2007 Mazda5, 2006-2007 MX-5, 2006-2007 Mazda3 and 2007 CX-7 vehicles, equipped with Clarion audio and Sirius satellite receiver. The purpose of this SSP is to correct a condition that prevents the unit from receiving satellite broadcast signals.

These vehicles were unable to receive the Sirius satellite radio broadcasting from September 26, 2006 through October 11, 2006 due to a software issue in the Clarion audio unit. On October 12, 2006 Sirius was able to temporarily restore their broadcast signal for vehicles equipped with Clarion audio units. This will remain in effect until the end of December 2006.

On January 1st, 2007 Sirius Satellite Radio will change their program lineup and loss of the broadcast signal may again occur on some vehicles unless the audio unit has been re-flashed with corrected software. Clarion has developed the means to update the audio unit's software on the vehicle and a Re-flash Kit is being provided to all dealers.

Owners of subject vehicles will be notified by first class mail beginning December 1st, 2006.

This package contains important information about SSP 69:

Attachment I Dealer Information
Attachment II Repair procedures
Attachment III Owner notification letter

For technical assistance, call the Technical Assistance Hotline at (888) 832-8477. For warranty questions, contact the Corporate Dealer Assistance Group at (877) 727-6626.

Please make certain that the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this program before responding to customer inquiries. Your understanding and support in carrying out this program is greatly appreciated.

Sincerely,

Susumu Niinai
Director, Technical Services
Mazda North American Operations

ATTACHMENT I – DEALER INFORMATION

CONDITION OF CONCERN

Certain vehicles equipped with Clarion audio and Sirius satellite receiver were unable to receive the Sirius satellite radio broadcasting from September 26, 2006 through October 11, 2006 due to a software issue in the audio unit. Currently the audio unit can receive the satellite radio broadcasting normally; however, after January 1st, 2007, the same failure may occur unless the Clarion audio units have been re-flashed with corrected software.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
Mazda5	JM1 CR29** 60 100023 – 131283 JM1 CR29** 70 131285 – 139536	April 12, 2005 through October 10, 2006
MX-5	JM1 NC2*F* 60 100060 – 122881 JM1 NC2*F* 70 121113 – 129641	May 17, 2005 through October 11, 2006
Mazda3	JM1 BK**** 61 400013 – 545533 JM1 BK**** 71 600021 – 655250	July 1, 2005 through October 17, 2006
CX-7	JM3 ER29** 70 100058 – 145591	February 14, 2006 through October 10, 2006

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

IMPORTANT

Please check your dealer inventory to perform the re-flash procedure in any vehicles that fit the VIN range provided and have a Sirius satellite receiver and Clarion head unit.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning December 1st, 2006.

PARTS INFORMATION

Description	Part Number	Quantity	Note
Campaign Label	9999-95-065A-00	1=sheet of 18 labels	MStore (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	Reprogramming of Audio unit (Mazda5, MX-5, CX-7)	Reprogramming of Audio unit (Mazda3)
Authorization Number	A0674B	A0674B
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-06-010	5555-06-010
Quantity	0	0
Labor Operation Code	XXB463F1	XXB463F2
Labor Hours	0.3 hrs.	0.7 hrs.

RENTAL CAR

A rental car may be provided to the customer if eligible based on the terms and conditions of the Rental Car Reimbursement Program, policy 12.0. Rental car reimbursements are available only on 2001 and newer vehicles within the mileage and time limitations under the New Vehicle Limited Warranty. If the customer was placed in a rental car while the campaign was being completed, submit a separate **claim/problem** using the standard rental claim information.

Warranty Type Code	A
Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-RE-NTAL
Part Quantity	0
Labor Operation Code	MM012XRX
Labor Hours	0.0
Sublet – Rental Car	
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code	Enter “L”
Sublet Amount	Up to \$30.00 per day for the number of days customer had rental car

Rental expenses exceeding the two-day limit will require prior DCSM Authorization, as outlined in the Rental Car Reimbursement Program policy.

VERIFY THE VEHICLE NEEDS THE SSP

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
Mazda5	JM1 CR29** 60 100023 – 131283 JM1 CR29** 70 131285 – 139536	April 12, 2005 through October 10, 2006
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If the vehicle is within the above ranges, go to step 2.

If vehicle is not within the above ranges, return it to the customer.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Modification Label SSP 69 attached to the vehicle's bulkhead.

eMDCS System - Vehicle Status Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
SSP 69 OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history
	Not present	Proceed to “REPAIR PROCEDURE”
SSP 69 CLOSED	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply to vehicle's hood or bulkhead
SSP 69 is not displayed	Not present	If equipped with Sirius satellite receiver and Clarion Audio head unit, proceed to “REPAIR PROCEDURE”
	Does not apply	SSP does not apply to this vehicle. Return vehicle to inventory or customer

Note: Verify the SSP number as the vehicle may have multiple labels.

REPAIR PROCEDURE

Please refer to Attachment II.