



Special Service Program SSPC2 2020 CX-5 and CX-9 – Power LiftGate (PLG) Control Unit Concern

November 2020

VIN _____

Dear Mazda Owner,

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2020 CX-5 and CX-9 vehicles produced from September 3, 2019 through March 28, 2020. If you are a recipient of this notice, your vehicle is included in this Special Service Program .

What is the problem?

On affected vehicles, the Power LiftGate (PLG) Control Unit may not switch to power saving mode when the ignition is in the 'OFF' setting. Vehicles with this condition may exhibit a weak or dead battery if the vehicle is left unused for some amount of time.

What should you do?

We encourage you to please make an appointment with your Mazda dealer to have your vehicle repaired, **at no cost to you.**

What will Mazda do?

Your Mazda dealer will replace the PLG Control Unit with an updated part. The repair will be performed at no cost to you. The replacement of the PLG Control Unit will take approximately one hour to complete, however, your dealer may need more time with your vehicle.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer visit our website and try our "Find a Dealer" feature at www.mazda.ca, or contact our Customer Assistance Centre at 1-800-263-4680.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

Still have questions?

If you have any questions regarding this special service program, please contact our Customer Assistance Centre at 1-800-263-4680.

We apologize for any inconvenience this special service program may have caused you.

As a reminder, you can always go to <https://www.mazdarecalls.ca> and enter your VIN to view recalls and service campaigns that apply to your vehicle.

Sincerely,

Mazda Canada Inc.