



TO: Mazda Dealership General Managers and Service Managers

DATE: July 2014

SUBJECT: 2009-2011 Tribute PCM Software Update - Special Service Program (SSP) 94

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2009-2011 Tribute vehicles.

On certain 2009-2011 Tribute vehicles, contamination on the internal motor contacts of the throttle body may result in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp or Wrench Lamp will illuminate, and the vehicle may enter fail-safe mode. In this mode, the engine power and vehicle speed is reduced, while maintaining full functionality of the power steering, power braking, lighting, and climate control systems.

To improve vehicle performance should the above problem occur, dealers must reprogram the Powertrain Control Module (PCM). Please refer to Attachment II for repair details. This SSP will be in effect until July 31, 2015 regardless of mileage.

Owners of subject vehicles will be notified by first class mail the week of July 14, 2014.

This package contains important information about SSP 94:

Attachment I	Service Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letter

For technical assistance, call the Technical Assistance Hotline at (888) 832-8477, Option 3 for English speaking Hotline Specialist, option 4 for Spanish speaking Hotline Specialist.

For warranty questions, contact the Warranty Hotline at (877) 727-6626, option 3.

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,

Satoshi Takahashi
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

Affected vehicles may develop contamination on the internal motor contacts of the throttle body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp (MIL) or Wrench light will illuminate and the vehicle may enter a fail-safe mode. In this mode, engine power and vehicle speed are reduced, while full functionality of the power steering, power braking, lighting, and climate control systems are maintained.

Dealers are to reprogram the Powertrain Control Module (PCM) to improve vehicle performance should the above problem occur. **This SSP will be in effect until July 31, 2015 regardless of mileage.**

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2009 – 2011 Tributes with A/T, non-hybrid and 3.0L engine	CZ **** 9 M00022 – M09787 CY **** A M00002 – M10051 CY **** B M00001 – M07800	From April 14, 2008 through May 30, 2011
2009 – 2011 Tributes with A/T, non-hybrid and 2.5L engine	CZ **** 9 M09268 – M09787 CY **** A M00002 – M10051 CY **** B M00001 – M03036	From June 1, 2009 through November 30, 2010

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail the week of July 14, 2014.

WARRANTY CLAIM PROCESSING INFORMATION

	Reprogram PCM
Warranty Type Code	A
Process Number	J1404A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	5555-14-007A / Qty = 0
Labor Operation & Labor Hours	YY768XRX / 0.3 hrs.
Period Covered	In effect until July 31, 2015

VERIFY THE VEHICLE IS APPLICABLE TO SSP94

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2009 – 2011 Tributes with A/T, non-hybrid and 3.0L engine	CZ **** 9 M00022 – M09787 CY **** A M00002 – M10051 CY **** B M00001 – M07800	From April 14, 2008 through May 30, 2011
2009 – 2011 Tributes with A/T, non-hybrid and 2.5L engine	CZ **** 9 M09268 – M09787 CY **** A M00002 – M10051 CY **** B M00001 – M03036	From June 1, 2009 through November 30, 2010

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

- If the vehicle is within the above ranges, go to Step 2.
- If the vehicle is not within the above ranges, SSP94 is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
SSP94 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history
	Not present	Proceed to “Repair Procedure” (Attachment II)
SSP94 CLOSED	Present	Return vehicle to customer.
	Not present	Complete a campaign label and apply to vehicle's hood or bulkhead.
SSP94 is not displayed	Does not apply	SSP94 does not apply to this vehicle.

REPAIR PROCEDURE

Please refer to Attachment II.

2009-2011 TRIBUTE - PCM SOFTWARE UPDATE

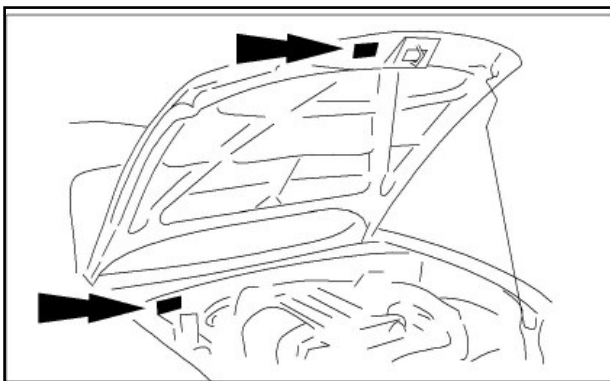
A. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within one of the following ranges:

Model	VIN Range	Build Date Range
2009 – 2011 Tributes with A/T, non-hybrid and 3.0L engine	CZ **** 9 M00022 – M09787 CY **** A M00002 – M10051 CY **** B M00001 – M07800	From April 14, 2008 through May 30, 2011
2009 – 2011 Tributes with A/T, non-hybrid and 2.5L engine	CZ **** 9 M09268 – M09787 CY **** A M00002 – M10051 CY **** B M00001 – M03036	From June 1, 2009 through November 30, 2010

- If the vehicle is within one of the above year ranges, proceed to step 2.
 - If the vehicle is not within one of the above year ranges, return the vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for a Campaign Label SSP94 attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify Recall number as the vehicle may have multiple Recalls.



CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	__ / __ / __
P/N 9999-95-065A-06	

eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
SSP94 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 to update vehicle history.
	Not Present	Proceed to "C. REPAIR PROCEDURE".
SSP94 CLOSED	Present	Return vehicle to inventory or customer.
	Not Present	Proceed to "E. CAMPAIGN LABEL INSTALLATION".
SSP94 is not displayed	Does not apply	SSP does not apply to this vehicle. Return vehicle to inventory or customer.

B. OVERVIEW

Affected vehicles may develop contamination on the throttle body internal motor contacts resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp (MIL) or Wrench light will illuminate and the vehicle may enter a Fail Safe Mode. In this mode, engine power and vehicle speed are reduced, while full function of the power steering, power braking, lighting, and climate control systems are maintained. In the interest of customer satisfaction, Mazda has developed an updated powertrain calibration that will improve vehicle performance should this occur.

C. REPAIR PROCEDURE

IMPORTANT INFORMATION FOR MODULE PROGRAMMING

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the Programmable Module Installation (PMI) process.

MODULE REPROGRAMMING

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Connect the GR8 Battery Management System to the 12V battery. Use the GR8 Supply Mode during Step 2 reprogramming.
2. Reprogram the PCM using IDS release 90.05 or higher.

NOTE: Follow the IDS on-screen instructions to complete the reprogramming procedure.

3. Disconnect the GR8 Battery Management System from the 12V battery, once reprogramming has completed.
4. Proceed to “E. CAMPAIGN LABEL INSTALLATION” on page 3.

ATTACHMENT II
SPECIAL SERVICE PROGRAM SSP94

Recovering a module when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the “Recycle Bin” icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the “Tick” mark to complete the configuration.
- i. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

D. CALIBRATION INFORMATION

MY	Spec.	Engine	DriveTrain	Transmission	File Name	New PCM P/N
2009	Fed.	2.5L	2WD	A/T	9M71A20A23	9U7A-12A650-CEH
2009	Calif.	2.5L	2WD	A/T	9M71A20523	9U7A-12A650-CDH
2009	Fed.	3.0L	2WD	A/T	9M71A30522	9U7A-12A650-CGG
2009	Calif.	3.0L	2WD	A/T	9M71A30522	9U7A-12A650-CGG
2009	Fed.	2.5L	AWD	A/T	9M71A20A23	9U7A-12A650-CEH
2009	Calif.	2.5L	AWD	A/T	9M71A20523	9U7A-12A650-CDH
2009	Fed.	3.0L	AWD	A/T	9M71A30522	9U7A-12A650-CGG
2009	Calif.	3.0L	AWD	A/T	9M71A30522	9U7A-12A650-CGG
2010	Fed.	2.5L	2WD	A/T	AM71A20A20	AU7A-12A650-CAG
2010	Calif.	2.5L	2WD	A/T	AM71A20520	AU7A-12A650-BZG
2010	Fed.	3.0L	2WD	A/T	AM71F30510	AU7A-12A650-BVG
2010	Calif.	3.0L	2WD	A/T	AM71F30510	AU7A-12A650-BVG
2010	Fed.	2.5L	AWD	A/T	AM71A20A20	AU7A-12A650-CAG
2010	Calif.	2.5L	AWD	A/T	AM71A20520	AU7A-12A650-BZG
2010	Fed.	3.0L	AWD	A/T	AM71F30510	AU7A-12A650-BVG
2010	Calif.	3.0L	AWD	A/T	AM71F30510	AU7A-12A650-BVG

ATTACHMENT II SPECIAL SERVICE PROGRAM SSP94

MY	Spec.	Engine	DriveTrain	Transmission	File Name	New PCM P/N
2011 (J1)	Fed.	2.5L	2WD	A/T	AM71A20A34	AU7A-12A650-KMD
2011 (J1)	Calif.	2.5L	2WD	A/T	AM71A20534	AU7A-12A650-KLD
2011 (J1)	Fed.	3.0L	2WD	A/T	AM71F30532	AU7A-12A650-KPD
2011 (J1)	Calif.	3.0L	2WD	A/T	AM71F30532	AU7A-12A650-KPD
2011 (J1)	Fed.	2.5L	AWD	A/T	AM71A20A34	AU7A-12A650-KMD
2011 (J1)	Calif.	2.5L	AWD	A/T	AM71A20534	AU7A-12A650-KLD
2011 (J1)	Fed.	3.0L	AWD	A/T	AM71F30532	AU7A-12A650-KPD
2011 (J1)	Calif.	3.0L	AWD	A/T	AM71F30532	AU7A-12A650-KPD
2011 (J2)	Fed.	2.5L	2WD	A/T	AM71A20A40	AL8A-12A650-BKJ
2011 (J2)	Calif.	2.5L	2WD	A/T	AM71A20540	AL8A-12A650-BJJ
2011 (J2)	Fed.	3.0L	2WD	A/T	AM71F30538	AL8A-12A650-BRJ
2011 (J2)	Calif.	3.0L	2WD	A/T	AM71F30538	AL8A-12A650-BRJ
2011 (J2)	Fed.	2.5L	AWD	A/T	AM71A20A40	AL8A-12A650-BKJ
2011 (J2)	Calif.	2.5L	AWD	A/T	AM71A20540	AL8A-12A650-BJJ
2011 (J2)	Fed.	3.0L	AWD	A/T	AM71F30538	AL8A-12A650-BRJ
2011 (J2)	Calif.	3.0L	AWD	A/T	AM71F30538	AL8A-12A650-BRJ

Note: In 2011MY, the PCM hardware changed from Job1 (J1) to Job2 (J2). Separate releases for each.

E. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "SSP94", your dealer code, today's date.

CAMPAIGN LABEL

CAMPAIGN NO: _____

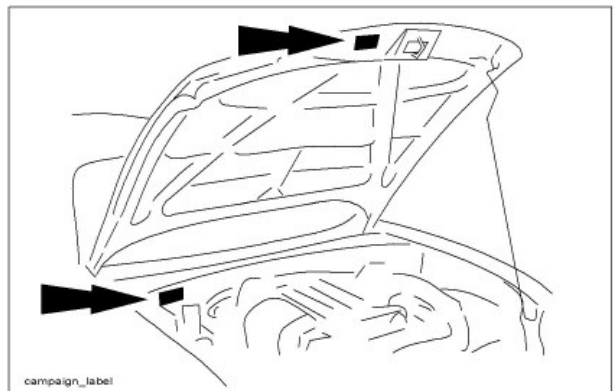
DEALER CODE: _____

DATE: // /

P/N 9999-95-065A-06

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2. Affix the Campaign Label to the hood or bulkhead as shown:



3. Return the vehicle to the customer.



July 2014

**PCM Software Update
Special Service Program (SSP) 94
2009-2011 Tribute**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to update the Powertrain Control Module (PCM) software on certain 2009-2011 Tribute vehicles.

If you are a recipient of this notice, your vehicle is included in this program.

What is the problem?

Your vehicle may develop contamination on the internal motor contacts of the throttle body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp or Wrench Lamp will illuminate, and the vehicle may enter a fail-safe mode. In this mode, the engine power and vehicle speed is reduced, while maintaining full functionality of the power steering, power braking, lighting, and climate control systems.

What will Mazda do?

Your Mazda dealer will reprogram the Powertrain Control Module (PCM) to improve vehicle performance should the above problem occur. This reprogramming will be made free of charge and should take approximately 30 minutes to complete. However, it may take longer depending on the service workload at your Mazda dealership.

This Special Service Program will be in effect until July 31, 2015 regardless of mileage.

What should you do?

Mazda is concerned about your complete satisfaction, and we encourage you to make an appointment with any authorized Mazda dealer to have this software update completed. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and try our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

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. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Still have questions?

If you have any questions regarding this program, please contact our Customer Experience Center at (800) 222-5500, option #6.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apology for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations