



MAZDA DEALER EMAIL

May 14 , 2026

Attention: Mazda Sales, General, Parts and Service Managers

Subject: Announcement of Emissions Recall 8026C and Special Service Program SSPE1 - Battery Label Concern - 2026MY CX-50 Hybrid vehicles

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct an Emissions Recall and Special Service Program on certain 2026MY CX-50 Hybrid vehicles sold in the U.S. Please see the description, model, year, and VIN range below for all vehicles in these campaigns. There are 612 vehicles affected by Emission Recall 8026C and 1,997 vehicles affected by Special Service Program SSPE1. There are 2,609 total vehicles affected by these two concerns.

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2026MY CX-50 Hybrid	7MM VA**** TN 142667 – 145555	From September 8, 2025 through September 26, 2025

**Only VIN's in this range and with an "OPEN" status in eMDCS are affected. The subject VIN and production date ranges are based on all the subject vehicles regardless if the vehicle is in the Emissions recall or SSP.

Emissions Recall 8026C: On certain CX-50 Hybrid vehicles, inappropriate battery labels were attached to the center pillar and the hybrid battery beneath the rear seat. QR codes printed on these labels are incorrect and do not link to the battery information website, the required information related to the vehicle's traction battery cannot be displayed. This condition does not comply with Section 1962.6 (Battery Labeling Requirements), Title 13 of the California Code of Regulations.

Special Service Program SSPE1: On certain CX-50 Hybrid vehicles, inappropriate battery labels were attached to the center pillar and the traction battery beneath the rear seat. QR codes printed on these labels are incorrect and do not link to the battery information website, the required information related to the vehicle's hybrid battery cannot be displayed. This condition does not comply with Section 1962.6 (Battery Labeling Requirements), Title 13 of the California Code of Regulations. Although only the six states (California, Massachusetts, New York, Oregon, Vermont and Washington) have adopted the battery labeling requirements of Section 1962.6 starting with the 2026MY, Mazda is also implementing corrective action for vehicles in all other states.

Repair Outline, Photo Requirement and Label Ordering: For both campaigns, attach two labels to each vehicle; one on the B-pillar and the other on the hybrid battery beneath the rear seat.

- **Label Kit Ordering:** The part used in this campaign is not ordered from the Dealer Assistance Group (DAG). The label kit is ordered from eSTORE via a specific procedure outlined in the Parts

& Warranty information. Please follow detailed instructions in the document on how to order the labels. Each order will appear in your dealers list of eSTORE orders and be shipped overnight delivery free of charge.

- **AVIS rental vehicles in SSPE1:** This SSP includes approximately 900 vehicles owned by AVIS rental car. All AVIS repair facilities are authorized to do this repair, but if a vehicle is at your Mazda dealer for a different warranty repair, the SSP can be completed.
- **VITALLY IMPORTANT: All warranty claims will be manually reviewed. There are 3 required photos that must be submitted with each warranty claim exactly as specified in the repair procedure. Claims with incorrect photos will require a re-repair at the dealer's expense.**

STOP DELIVERY OF AFFECTED VEHICLES: MAZDA SALES AND SERVICE TEAMS - ACTION ITEM: There are approximately 120 vehicles (for both campaigns) in stock at U.S. Mazda dealers which must be repaired prior to delivery. All Mazda dealers must quarantine any affected New, Used or Certified Pre-Owned in-stock vehicles until the repair is completed. The affected dealer inventory list will be available to each District Service Manager with the notification of this dealer email. Once completed, the vehicle can be delivered, and the Warranty claim can be submitted later without penalty since the vehicle has been repaired.

To All Mazda Dealers: As a reminder, failure to properly perform any recall repair (8026C) is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership penalties/fines by Mazda and CARB/EPA, increased liability risk for the dealership, Missed Recall penalties, loss of customer trust and a poor Customer Experience. Both of these campaigns will not be shown in the Missed Recall report, although they are required to be completed.

Owner Notification: Mazda will notify owners of affected vehicles for these campaigns no later than May 15, 2026. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs.

To help you effectively perform the Emissions Recall and SSP, Mazda has developed the following resources:

1. Repair Procedure and Warranty Information documents for both campaigns will be posted to MGSS no later than May 15, 2026. As a reminder, any search with a VIN will appear the same day but keyword searching will not be available until the following business day.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.
3. For Recall related 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 these campaigns before responding to customer inquiries. We apologize for any inconvenience these campaigns may cause you and your customers. Your understanding and support are greatly appreciated.

Sincerely,

Mazda North American Operations

