



MAZDA DEALER EMAIL

June 11, 2026

Attention: Mazda Sales, General, Parts and Service Managers

Subject: *****PROCEDURE REMINDER***** - Recall 8026C and SSPE1 Battery Label Concern - 2026MY CX-50 Hybrid vehicles

Dear Mazda Dealer Colleagues,

Mazda has received a high volume of inquiries and claim issues due to procedures not being followed as required for Recall 8026C and SSPE1.

Non-compliance is resulting in:

- Repair delays
- Warranty claim denials
- Repeat repairs (comebacks)
- Poor customer experience

Immediate adherence to the following is required

Repair Procedure – Critical Requirements

- Read the full procedure, including the flow chart, before beginning repairs.
- All 3 unique photos are mandatory – no exceptions.
 - Verify accuracy prior to claim submission
- Two labels are required before starting the repair
 - Do not proceed unless both labels are available
 - Never install only one label
- Remove and retain the original B-pillar label for required photo documentation.
- Do NOT place the new B-pillar label over the old label
 - Only the Hybrid Battery label is applied over the existing label

Label Ordering – Strict Controls

- Only one label set per VIN is allowed
- Duplicate orders are not permitted unless:
 - Original shipment is lost
 - Labels are damaged (shipping or repair)
 - Delivery failure is confirmed

To request a duplicate: Submit a Dealer Recall Help Form (OneMazda) with a clear explanation

Vehicle Registration Compliance For Recall 8026C:

- In states including CA and NY, vehicles cannot be registered until the recall is completed
- Ensure all applicable vehicles in your service drive are repaired promptly

- Submit warranty claims within 7 days (or sooner) per policy

Available Resources

- Repair procedures and warranty details are available in MGSS
- Warranty questions: warrantydept@mazdausa.com
- Recall support: Dealer Recall Help Form (OneMazda)

Strict adherence to these requirements is essential to avoid claim rejection and ensure a seamless customer experience.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division