

Subject:

**SSPB6 - MAZDA CONNECT TOUCH SCREEN CONCERN WARRANTY
EXTENSION SPECIAL SERVICE PROGRAM**

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Last Issued: 05/06/2019

DESCRIPTION

We are launching this Warranty Extension on May 23, 2019 and mailing to customers before the end of June, 2019. Until owners are notified, repairs can be performed under this SSP.

Mazda Motor Corporation is extending the warranty coverage for a specific concern regarding the Mazda Connect Center Display on **certain** 2014-2016 Mazda3 vehicles produced from June 11, 2013 through September 3, 2016. Please refer to the Parts and Warranty page for specific production date ranges for MC and MMVO produced vehicles as they are different.

Concern Outline

On certain 2014-2016 Mazda3 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch).

The ITO (Indium Tin Oxide) film of the touch screen may be corroded due to moisture, which may adhere on the lens of the touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of the touch screen. This warranty extension program applies only to the repair of the center display with this concern.

This is a warranty extension for the specified repair only. Inspection and replacement of non-failed parts will not be eligible for reimbursement to the dealer or customer. This program extends the warranty period for actual failures due to defects in workmanship or materials in accordance with the Mazda Warranty Policy and Procedures.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



MAZDA DEALER EMAIL

May 22, 2019

To: All Dealer General, Service and Parts Managers

2014-2016 Mazda3 – Mazda Connect Touch Screen Concern Warranty Extension Program – Special Service Program (SSP) B6

Mazda Motor Corporation is extending the warranty coverage for a specific concern regarding the Mazda Connect Center Display on certain 2014-2016 Mazda3 vehicles produced from June 11, 2013 through September 3, 2016.

The warranty coverage for the repair of the Mazda Connect Center Display due to a touch screen malfunction is extended to 7 years (84 months) from the original New Vehicle Limited Warranty (Normal Warranty) start date, with no mileage limitation.

Affected Vehicles

Model	VIN range	Build date range
2014-2016 Mazda3 (MC, Japan built)	JM1 BM**** E1 100049 – 218349 JM1 BM**** F1 218350 – 276362 JM1 BM**** G1 276363 – 355940	From June 11, 2013 through June 23, 2016
2014-2016 Mazda3 (MMVO, Mexico built)	3MZ BM**** EM 100134 – 124127 3MZ BM**** FM 121913 – 237205 3MZ BM**** GM 228021 – 330142	From December 4, 2013 through September 3, 2016

The asterisk symbol "*" can be any letter or number.

Concern Outline

On certain 2014-2016 Mazda3 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch).

The ITO (Indium Tin Oxide) film of the touch screen may be corroded due to moisture, which may adhere on the lens of the touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of the touch screen. This warranty extension program applies only to the repair of the center display with this concern.

This is a warranty extension for the specified repair only. Inspection and replacement of non-failed parts will not be eligible for reimbursement to the dealer or customer. This program extends the warranty period for actual failures due to defects in workmanship or materials in accordance with the Mazda Warranty Policy and Procedures.

As of May 23, 2019 eMDCS will show this Warranty Extension as active and vehicles can be repaired under this SSP. Owners of subject vehicles will be notified by first class mail by the end of June, 2019. If a customer arrives at your dealership with the concern described, please repair under this Special Service Program.

Note: The repairs are handled via exchange using United Radio.

To help you effectively perform this Warranty Extension Program (SSPB6), Mazda has developed the following resources:

1. Parts and Warranty Information and the Repair Procedure are available on MGSS (Mazda Global Service Support) website via MXConnect.
2. Parts and Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 3.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this warranty extension program before responding to customer inquiries.

We apologize for any inconvenience this SSPB6 may cause you and your customers. Your understanding and support in carrying out this SSP Warranty extension are greatly appreciated.

Sincerely,

Hideo Takashima
Director, Technical Services Division
Mazda North American Operations

MAZDA NORTH AMERICAN OPERATIONS

WARRANTY EXTENSION

For certain 2014-2016 Mazda3 vehicles, the warranty coverage for specific repair of the Mazda Connect Center Display is extended to 7 years (84 months) from the original warranty start date, with no mileage limitation.

CONDITION OF CONCERN

On certain 2014-2016 Mazda3 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch).

The ITO (Indium Tin Oxide) film of touch screen may be corroded due to moisture, which may adhere on the lens of touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of touch screen.

SUBJECT VEHICLES

Model	VIN range	Build date range
2014-2016 Mazda3 (MC build)	JM1 BM**** E1 100049 – 218349 JM1 BM**** F1 218350 – 276362 JM1 BM**** G1 276363 – 355940	From June 11, 2013 through June 23, 2016
2014-2016 Mazda3 (MMVO build)	3MZ BM**** EM 100134 – 124127 3MZ BM**** FM 121913 – 237205 3MZ BM**** GM 228021 – 330142	From December 4, 2013 through September 3, 2016

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

OWNER NOTIFICATION

Mazda will notify all U.S. owners of the subject vehicles by first class mail beginning in May, 2019.

- Owners will be advised that they do not need to bring their vehicle to a dealer if it does not exhibit the affected conditions.
- Owners will also be advised that any previous repair on the center display relating to touch screen malfunction will be eligible for reimbursement if the repair was performed at owner's expense.

Refer to the owner letter and reimbursement form available on MGSS.

PARTS INFORMATION

Description	Part Number	Quantity	Note
Center Display (Exchange)	BHP1-61-1J0E	1	Under this warranty extension program, use the exchange part from United Radio for repair.

WARRANTY CLAIM PROCESSING INFORMATION

Note:

- This warranty information is applicable to the repair on the Mazda3 vehicle beyond New Vehicle Limited Warranty period and the center display is replaced due to malfunction of Mazda Connect touch screen.
- The repair on the Mazda3 vehicle within New Vehicle Limited Warranty period should be claimed with normal warranty.
- This warranty information is applicable only to the repair of center display due to the malfunction of touch screen (ghost touch). This warranty information does not cover any repair of center display exhibiting any other phenomenon.

	Replacement of Center Display
Process Number	AJ067A
Symptom Code	64
Damage Code	9W
Part Number Main Cause & Quantity	BHP1-61-1J0E & QTY 0
Labor Operation & Labor Hours	XXPBBXRX / 0.3 hrs.
Period Covered	Over New Vehicle Limited Warranty period, and Within 7 years/Unlimited mileage

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-SS-PB6R
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer

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

VERIFY THE VEHICLE IS APPLICABLE TO SSPB6

1. Verify the vehicle is within the following ranges:

Model	VIN range	Build date range
2014-2016 Mazda3 (MC build)	JM1 BM**** E1 100049 – 218349 JM1 BM**** F1 218350 – 276362 JM1 BM**** G1 276363 – 355940	From June 11, 2013 through June 23, 2016
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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, SSPB6 is not applicable.

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

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
SSPB6 OPEN	Proceed to “Repair Procedure” of SSPB6 only if the vehicle exhibits the touch screen malfunction.
SSPB6 EXPIRED	Vehicle is outside the warranty time limitation.
SSPB6 is not displayed	SSPB6 does not apply to this vehicle.

Note: This is a warranty extension program. Application of a campaign label is not necessary.

REPAIR PROCEDURE

Please perform a diagnosis and repair according to the Workshop Manual.

- Type in the Search function in MGSS DIAGNOSTIC ASSIST FUNCTION CONNECTIVITY MASTER UNIT.
- Activate the DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT].
- Perform the inspection of center display, with the diagnostic assist code “70” (Display/Touch.Panel Inspection).
- If the malfunction of touch screen (ghost touch) is confirmed, replace the center display under this SSP
- If the display screen is normal, this warranty extension does not apply

2014-2016 MAZDA3 – MAZDA CONNECT TOUCH SCREEN CONCERN SSPB6

A. DESCRIPTION

On certain 2014-2016 Mazda3 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch). The ITO (Indium Tin Oxide) film of touch screen may be corroded due to moisture, which may adhere on the lens of touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of touch screen.

B. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the range:

Model	VIN Range	Production Date Range
2014-2016 Mazda3 (MC build)	JM1 BM **** E1 100049 – 218349 JM1 BM **** F1 218350 – 276362 JM1 BM **** G1 276363 – 355940	From June 11, 2013 through June 23, 2016
2014-2016 Mazda3 (MMVO build)	3MZ BM **** EM 100134 – 124127 3MZ BM **** FM 121913 – 237205 3MZ BM **** GM 228021 – 330142	From December 4, 2013 through September 3, 2016

- If the vehicle is within the above range, proceed to step 2.
 - If the vehicle is not within the above range, SSPB6 is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System. Refer to eMDCS System -Warranty Vehicle Inquiry Results table below.

NOTE: Verify SSPB6 number as the vehicle may have multiple SSPs.

eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
SSPB6Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to "C. REPAIR PROCEDURE"
SSPB6Closed	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
SSPB6 is not displayed	Does not apply	SSPB6 does not apply to this vehicle. Return the vehicle to inventory or customer

C. REPAIR PROCEDURE

PLEASE PERFORM A DIAGNOSIS AND REPAIR ACCORDING TO THE WORKSHOP MANUAL.

- Type in the Search function in MGSS DIAGNOSTIC ASSIST FUNCTION CONNECTIVITY MASTER UNIT.
- Activate the DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT].
- Perform the inspection of center display, with the diagnostic assist code “70” (Display/Touch. Panel Inspection).
- If the malfunction of touch screen (ghost touch) is confirmed, replace the center display under this SSP.
- To replace the center display go to MX-Connect/Parts/Exchange Central to order an exchange display from United Radio
- If the display screen is normal, this warranty extension does not apply

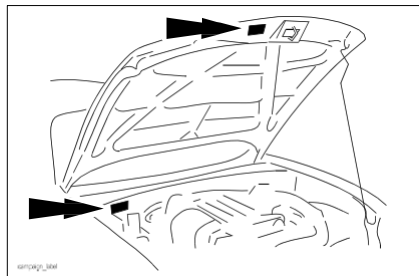
D. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue “Campaign Label” (9999-95-065A-06) with Campaign No: “SSPB6”, your dealer code, today's date.

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

1326b

2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.

REIMBURSEMENT PLAN

Requirements for Reimbursement

If you meet **all** of the following requirements, you are eligible to receive reimbursement under this plan:

1. You own or have owned a 2014-2016 Mazda3 vehicle produced from June 11, 2013 through September 3, 2016.
Please do not send your title or registration, as these are NOT required.
2. You have paid for center display repair or replacement due to malfunction of Mazda Connect touch screen, prior to receiving the notice of this program (SSPB6).
3. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Vehicle model and year, and vehicle identification number (VIN)
 - Your name and address at the time of repair
 - Description of the concern reported
 - Center display repair or replacement

PLEASE DO NOT SUBMIT THIS FORM WITHOUT THE ABOVE DOCUMENTATION.

4. Mail this reimbursement application form with the applicable payment receipts in the enclosed envelope to:

**Mazda North American Operations
Attn: Recall Reimbursement Dept.
P.O. Box 57085
Irvine, CA 92619-7085**

Procedure for Reimbursement Request

If your vehicle has had the center display repaired or replaced due to a similar concern to this warranty extension program, prior to the launch of the program (SSPB6), you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Once your vehicle has been repaired according to the SSP instructions, mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope. Include any applicable payment receipts, i.e. credit card receipt, cancelled check, etc.
3. **Retain copies** of the paid repair order or invoice and this application form for your records.
4. You will be reimbursed for the amount you have paid for center display repair or replacement.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible, or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

(SEE REVERSE SIDE FOR APPLICATION FORM)

REIMBURSEMENT APPLICATION FORM

2014-2016 Mazda3 Mazda Connect Touch Screen Concern – SSPB6

REQUIRED DOCUMENTATION MUST ACCOMPANY THIS FORM. SEE PAGE 1.

(Please type or print)

Name: _____
First Middle Last

Address: _____
Street Address

_____ City State Zip Code

Phone Number: Home: _____
Work: _____

Email: _____

Vehicle Identification Number (VIN): _____
(17 digits in length)

Total Amount of Reimbursement Requested: _____
Dollars Cents

INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:

- Please read thoroughly
- Fill in vehicle identification number
- Sign the General Release (below)

General Release

I am submitting to Mazda Motor Corporation ("Mazda") a claim for reimbursement for repair or replacement of center display performed to date. The vehicle identification number (VIN) is:

VIN: _____

In exchange for Mazda's payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such inspection/repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.

Dated: _____ Signed: _____