



May 2017

**2010-2013 Mazda3 - Gap between Instrument Panel and Information Display  
Warranty Extension Program – Special Service Program (SSP) A9**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the New Vehicle Limited Warranty (Normal Warranty coverage) for specific repair of instrument panel on certain 2010-2013 Mazda3 vehicles produced from May 6, 2010 through July 19, 2013.

The New Vehicle Limited Warranty (Normal Warranty coverage) for instrument panel replacement due to warping or gap is extended to 7 years (84 months) from the original warranty start date or April 30, 2018 whichever is later, with no mileage limitation.

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

**What is the problem?**

On certain 2010-2013 Mazda3 vehicles, the instrument panel just above the information display may be warping, generating a gap between the instrument panel and information display, if exposed to heat under high ambient temperature.

This warranty extension program only applies to the repair of the instrument panel due to such conditions.



**What should you do?**

If the instrument panel of your Mazda3 vehicle has the warping on its surface or a gap exists between the instrument panel and information display, please make an appointment with your Mazda dealer to have your vehicle repaired. Your dealer will replace the instrument panel of your vehicle with a modified one, free of charge.

If your Mazda3 vehicle does not have the warping or gap condition, there is no need to contact your Mazda dealer. We suggest you to keep this letter with the vehicle's warranty information booklet for future reference.

**What will Mazda do?**

If your vehicle has the warping or gap condition on the instrument panel, your Mazda dealer will replace the instrument panel with a modified one free of charge during the terms of this warranty extension program. The replacement of instrument panel will take approximately four hours to complete, however, your dealer may need your vehicle for a longer period of time due to parts availability and service scheduling requirements.

**What if you already paid for repair or replacement of instrument panel?**

If you have already paid for repair or replacement of the instrument panel due to warping on the instrument panel surface or gap between the instrument panel and information display, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

**Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at [www.MazdaUSA.com](http://www.MazdaUSA.com).

**Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid *Information Change Card* (no envelope required) 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 toll free at (800) 222-5500, select 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. We sincerely apologize for any inconvenience this program may have caused you.

Sincerely,

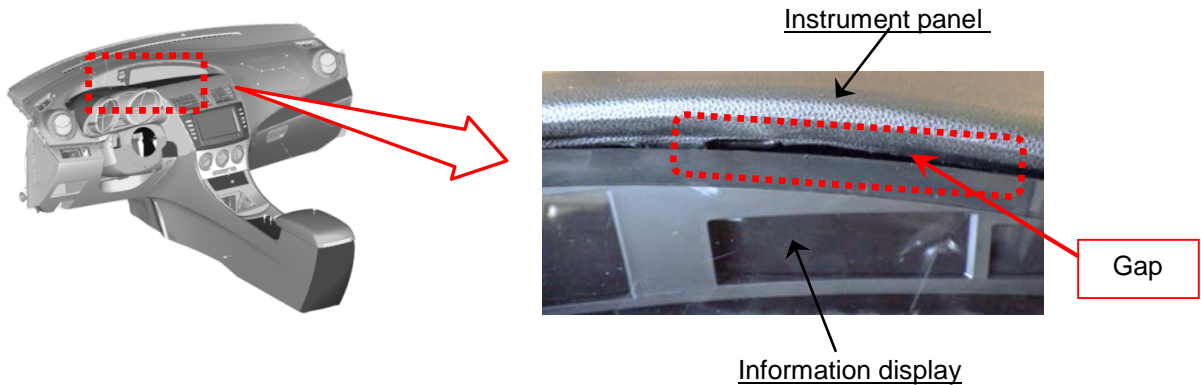
**Mazda North American Operations**

**WARRANTY EXTENSION**

The warranty coverage for instrument panel replacement due to warping or a gap is extended to 7 years (84 months) from the original warranty start date, with no mileage limitation.

**CONDITION OF CONCERN**

On certain 2010-2013 Mazda3 vehicles, the material of instrument panel surface may shrink and warp if exposed to heat under high ambient temperature. Also, the joint area between the instrument panel and information display may not have enough rigidity due to structural concern. With such conditions, the instrument panel just above the information display may warp, generating a gap between the instrument panel and information display, causing poor appearance.



**SUBJECT VEHICLES**

Model	VIN Range	Build Date Range
2010-2013 Mazda3	JM1 BL**** A1 323650 – 381090	From May 6, 2010 through July 19, 2013
	JM1 BL**** B1 354775 – 903616	
	JM1 BL**** C1 500035 – 701162	
	JM1 BL**** D1 701163 – 835644	

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 on approximately May 30, 2017.

- Owners will be advised that they do not need to bring their vehicle to a dealer if it does not exhibit the affected condition.
- Owners will also be advised that any previous repairs relating to the instrument panel warping or gap concern 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	Remark
Instrument Panel	BBY4-60-400 02	1	"BBY4-60-400 02" supersedes "BBM4-60-400H 02"
Spacer Set	BBY2-55-180	1	For Instrument Panel
Clip	D651-68-162A	2	For A-pillar trim
Bolt	9YA0-11-004	1	For Steering Wheel
Shaft Bolt	B455-32-099B	1	For Steering Shaft

**Note: This SSPA9 is a Warranty Extension, not a repair campaign. Orders should only be placed on an occurrence basis of warping or gap concern.**

**WARRANTY CLAIM PROCESSING INFORMATION**

	<b>Instrument Panel Replacement</b>
Process Number	AH012A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	BBY4-60-400 02, or BBM4-60-400H 02 & 1 pc
Related Part Number & Quantity	BBY2-55-180 & 1 pc D651-68-162A & 2 pcs 9YA0-11-004 & 1 pc B455-32-099B & 1 pc
Labor Operation Number	XXN2ZXRX
Labor Hours	1.7 hrs.
Period Covered	Beyond New Vehicle Limited Warranty period, and Within 7 years/unlimited mileage

**Note: This warranty information is applicable to the repair on the vehicle beyond New Vehicle Limited Warranty period.**

Note: The repair on the vehicle within New Vehicle Limited Warranty period should be claimed with normal warranty.

**Regarding certain 2010 Mazda3 vehicles, the extended warranty period will shortly expire due to time. For those vehicles, this warranty extension program will be effective for until April 30, 2018.**

The following warranty information can be applied to such vehicles.

For certain 2010 Mazda3 vehicles beyond the extended warranty period (7 years/unlimited mileage):

	<b>Instrument Panel Replacement</b>
Process Number	AH012Z
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	BBY4-60-400 02, or BBM4-60-400H 02 & 1 pc
Related Part Number & Quantity	BBY2-55-180 & 1 pc D651-68-162A & 2 pcs 9YA0-11-004 & 1 pc B455-32-099B & 1 pc
Labor Operation Number	XXN2ZZRX
Labor Hours	1.7 hrs.

**Note: This warranty information will be effective until April 30, 2018.**

**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**

	<b>MCVP Vehicle Preferred</b>	<b>Rental Agency Vehicle</b>
Warranty Type Code	MCVP does not require claim submission	<b>A</b>
Symptom Code		99
Damage Code		99
Part Number Main Cause		<b>5555-SS-PA9R</b>
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 DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

**VERIFY THE VEHICLE IS APPLICABLE TO SSPA9**

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2010-2013 Mazda3	JM1 BL**** A1 323650 – 381090	From May 6, 2010 through July 19, 2013
	JM1 BL**** B1 354775 – 903616	
	JM1 BL**** C1 500035 – 701162	
	JM1 BL**** D1 701163 – 853644	

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, SSPA9 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:
SSPA9 OPEN	Proceed to “Repair Procedure” of SSPA9 only if the vehicle exhibits the air bag warning light illumination.
SSPA9 EXPIRED	Vehicle is outside the warranty time limitation.
SSPA9 is not displayed	SSPA9 does not apply to this vehicle.

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

**REPAIR PROCEDURE**

Please replace the instrument panel according to the Workshop Manual.



## 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 2010-2013 Mazda3 vehicle produced from May 6, 2010 through July 19, 2013.  
**Please do not send your title or registration, as these are NOT required.**
2. You have paid for instrument panel repair or replacement due to warping or gap, prior to receiving the notice of this program (SSPA9).
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
  - Instrument panel 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 instrument panel repaired or replaced due to a similar concern to this warranty extension program, prior to the launch of the program (SSPA9), 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 instrument panel 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.



# REIMBURSEMENT APPLICATION FORM

2010-2013 Mazda3

Gap between Instrument Panel and Information Display – SSPA9

**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 instrument panel 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: \_\_\_\_\_

(SEE REVERSE SIDE FOR REIMBURSEMENT PLAN DETAILS)