



TO: Mazda Dealership General Managers, Service Managers, and Parts Managers

DATE: February 2012

**SUBJECT: 2009 Mazda6 Advanced Keyless Entry Door Handle Request Switch
Special Service Program (SSP) 89**

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2009 Mazda6 vehicles equipped with Advanced Keyless Entry and produced from February 4, 2008 through February 27, 2009.

On certain 2009 Mazda6 vehicles equipped with the Advanced Keyless Entry system, small cracks may occur over time at the rubber button of the front door handle request switch(es). If moisture enters the switch, it could cause the vehicle's advanced keyless entry system to malfunction, affecting the door lock/unlock features. This could also illuminate the dash warning lights, and in some cases, it may affect the push button start/stop features. Dealers should replace the rubber button in the request switch on both front doors. In some cases, the request switch may also require replacement. Please refer to Attachment II for repair details.

Owners of subject vehicles will be notified by first class mail beginning February 6, 2012.

This package contains important information about SSP 89:

Attachment I	Parts and 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 parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, option 2.

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,

Kiyoshi Yagi
Director, Technical Services
Mazda North American Operations



CONDITION OF CONCERN

On certain 2009 Mazda6 vehicles equipped with the Advanced Keyless Entry system, small cracks may occur over time at the rubber button of the front door handle request switch(es). If moisture enters the switch, it could cause the vehicle's advanced keyless entry system to malfunction, affecting the door lock/unlock features. This could also illuminate the dash warning lights, and in some cases, it may affect the push button start/stop features. Dealers should replace the rubber button in the request switch on both front doors. In some cases, the request switch may also require replacement. Please refer to Attachment II for repair details.

SUBJECT VEHICLES

Model	VIN range	Production Date Range
2009 MY Mazda6	1YVHP82***95M00001 through 1YVHP82***95M51929	From February 4, 2008 through February 27, 2009

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning February 6, 2012. Owners will be advised they should bring their vehicle in to have the dealer repair the front door request switches.

PARTS INFORMATION

Description	Part Number	Quantity	Note
Button Kit	GSY2-58-4BY	1 = 2 buttons, 2 screws & 2 pads	Replace in both front doors
Switch Kit	GSY1-58-4BY	1	As needed upon inspection
Campaign Label	9999-95-065A-06	1 = 50 labels	Obtain in MStore (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	Rubber Button Replacement		
Warranty Type Code	A		
Process Number	J1201A		
Symptom Code	99		
Damage Code	99		
Part Number Main Cause / Quantity	GSY2-58-4BY / 1		
Labor Operation / Labor Hours	LH YY735ARX / 0.3 hrs.	RH YY735BRX / 0.3 hrs.	Both Sides YY735CRX / 0.5

**ATTACHMENT I – PARTS AND SERVICE INFORMATION
SSP89**

Switch Replacement			
Warranty Type Code	A		
Process Number	J1201B		
Symptom Code	99		
Damage Code	99		
Part Number Main Cause / Quantity	GSY1-58-4BY / 1-2		
Labor Operation / Labor Hours	LH YY736ARX / 0.7 hrs.	RH YY736BRX / 0.7 hrs.	Both Sides YY736CRX / 1.3

VERIFY THE VEHICLE IS APPLICABLE TO SSP89

1. Verify the vehicle is within the following range:

Model	VIN range	Production Date Range
2009 MY Mazda6	1YVHP82***95M00001 through 1YVHP82***95M51929	From February 4, 2008 through February 27, 2009

If the vehicle is within the above range, go to step 2.

If the vehicle is not within the above range, it is not applicable to the SSP89.

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

eMDCS System - Vehicle Status Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
SSP89 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE".
SSP89 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a campaign label and apply to vehicle's hood or bulkhead.
SSP89 is not displayed	Does not apply	SSP89 does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.

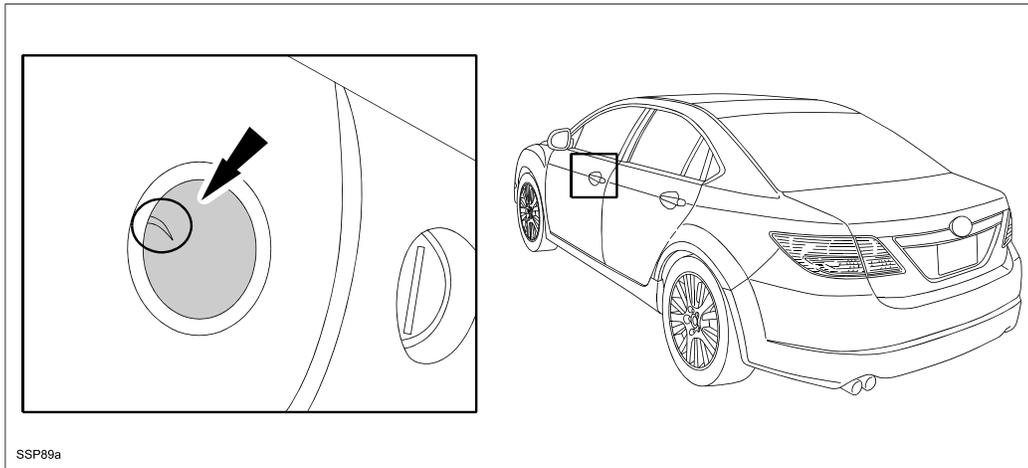
2009 Mazda6 Advanced Keyless Entry Door Handle Request Switch SSP89

A. OVERVIEW

Some vehicles may experience water entry through a crack in front door handle request switch. This condition may result in the keyless unit intermittently freezing.

Customers may experience some (or all) of the conditions below:

- ABS warning light, DSC indicator light, DSC OFF indicator light and keyless indicator light (red) suddenly illuminate while driving.
- Information display and navigation display (if equipped) are temporarily blacked-out.
- Unable to start / stop the engine with the push button start.



SSP89a

B. VEHICLE INSPECTION PROCEDURE

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

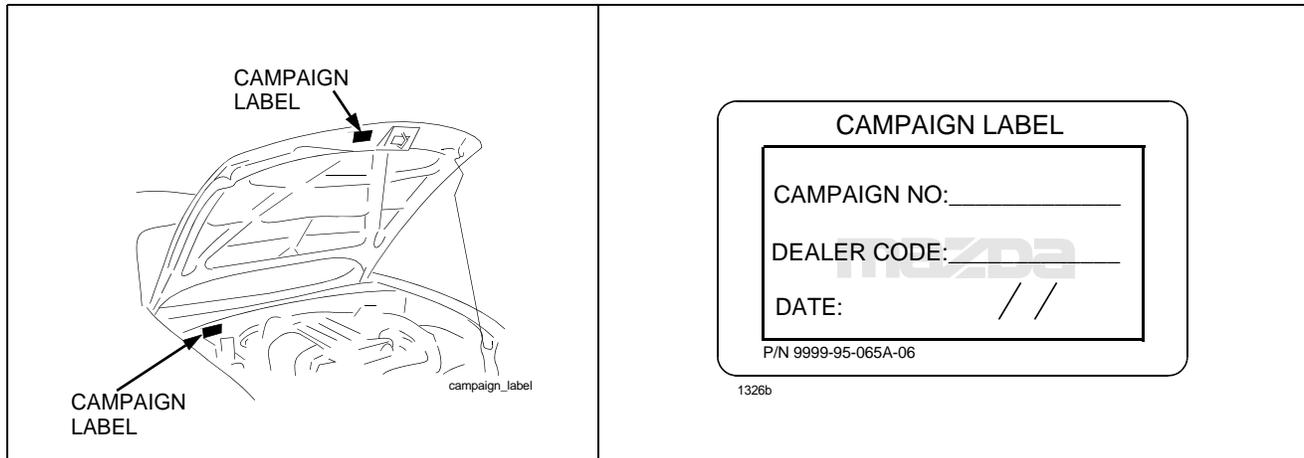
Model	VIN Range	Production Date Range
2009 Mazda6	1YVHP82***95M00001 through 1YVHP82***95M51929	From February 4, 2008 through February 27, 2009

- If the vehicle is within the above range, proceed to step 2.
- If the vehicle is not within the above range, return the vehicle to the customer or inventory.

**ATTACHMENT II
SSP89**

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for a Campaign Label **SSP89** attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify SSP89 number as the vehicle may have multiple SSPs.

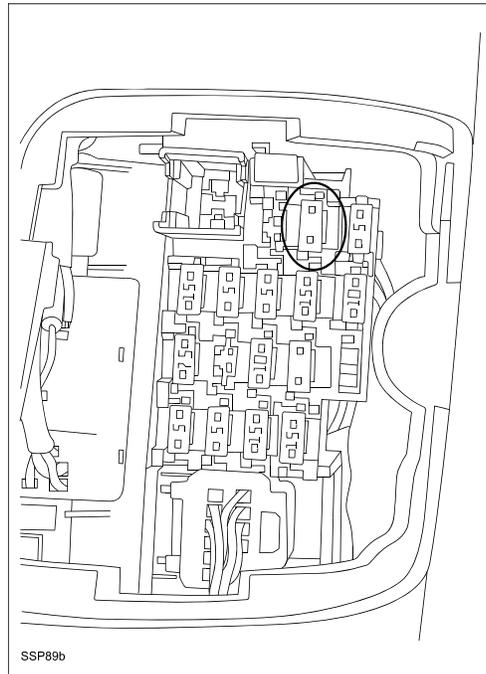


eMDCS System - Warranty Vehicle Inquiry Results

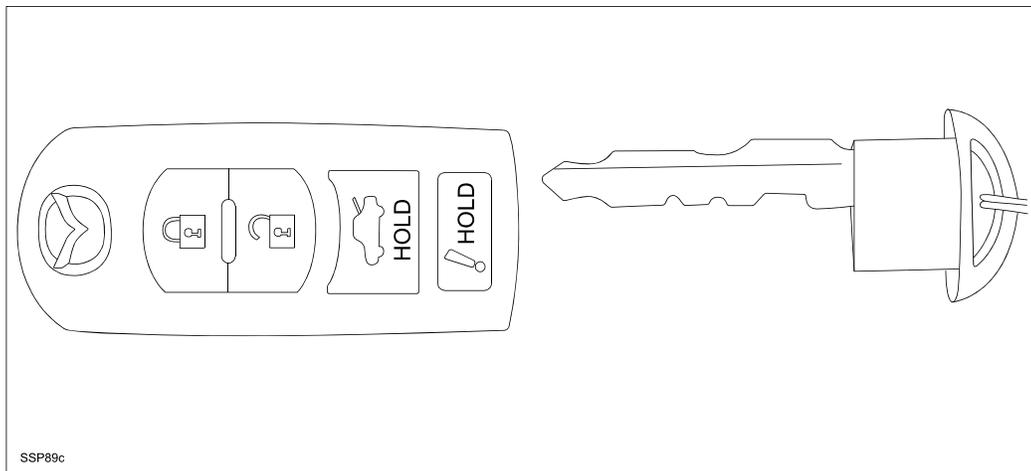
If eMDCS displays:	Campaign Label is:	Action to perform:
SSP89 OPEN	Present	Contact the Mazda Warranty Hotline at (877) 727-6626, Option 3, to update vehicle history.
	Not present	Proceed to "C. OUTER DOOR HANDLE ADVANCED KEYLESS ENTRY REQUEST SWITCH BUTTON REPLACEMENT AND SWITCH INSPECTION PROCEDURE".
SSP89 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to "F. CAMPAIGN LABEL INSTALLATION". Complete a label and apply to vehicle's hood or bulkhead.
SSP89 is not displayed	Does not apply	SSP89 does not apply to this vehicle. Return vehicle to inventory or customer.

**C. OUTER DOOR HANDLE ADVANCED KEYLESS ENTRY REQUEST SWITCH BUTTON REPLACEMENT
AND SWITCH INSPECTION PROCEDURE**

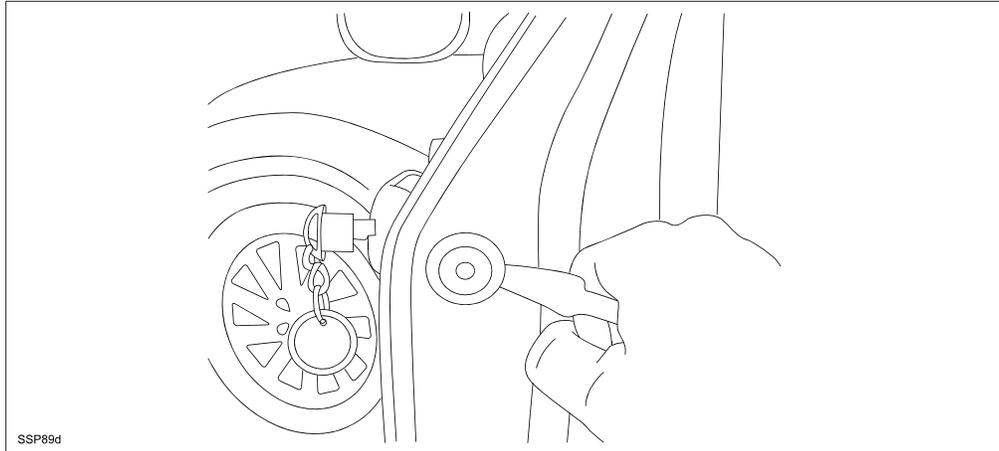
1. Remove fuse cover and pull the power door lock fuse.



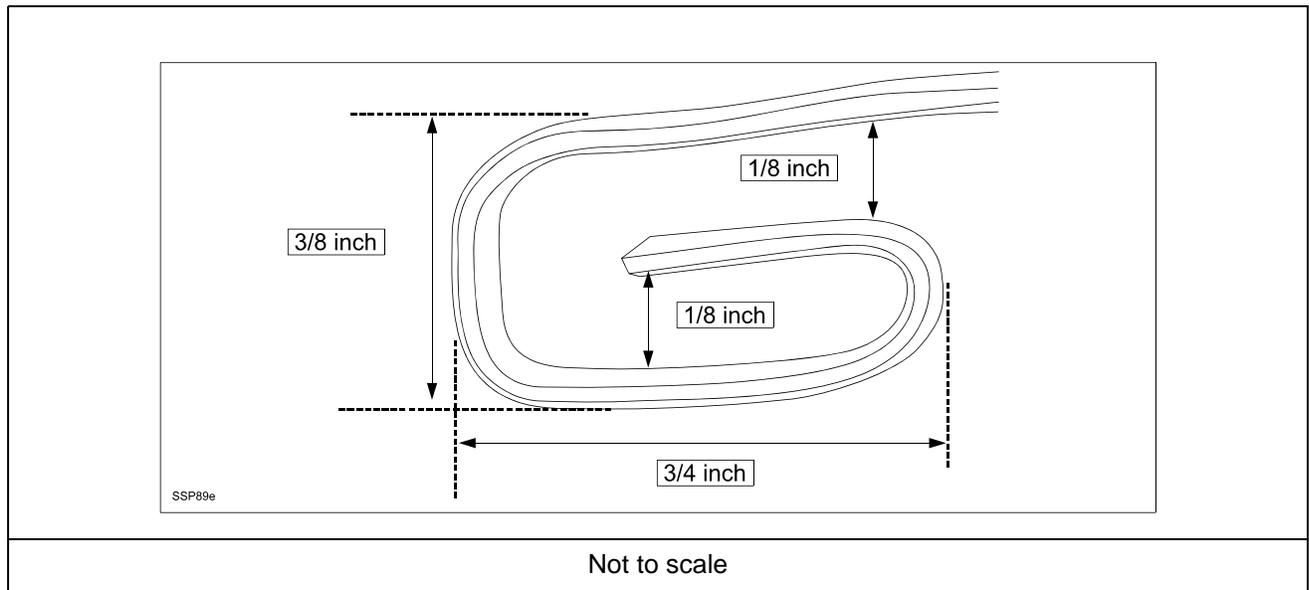
2. Separate the auxiliary key from the key fob and install the key into the door lock.



3. Using the fiber stick remove the door handle cap access hole cover.

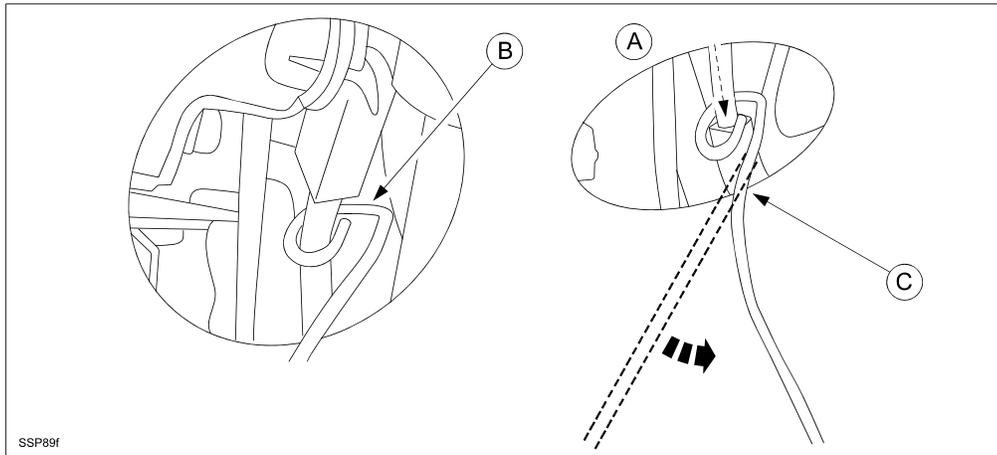


4. Cut off approximately 12 inches of mechanics wire and bend as shown below. This wire will be used to hold the lock rod in place and to assist during reassembly.

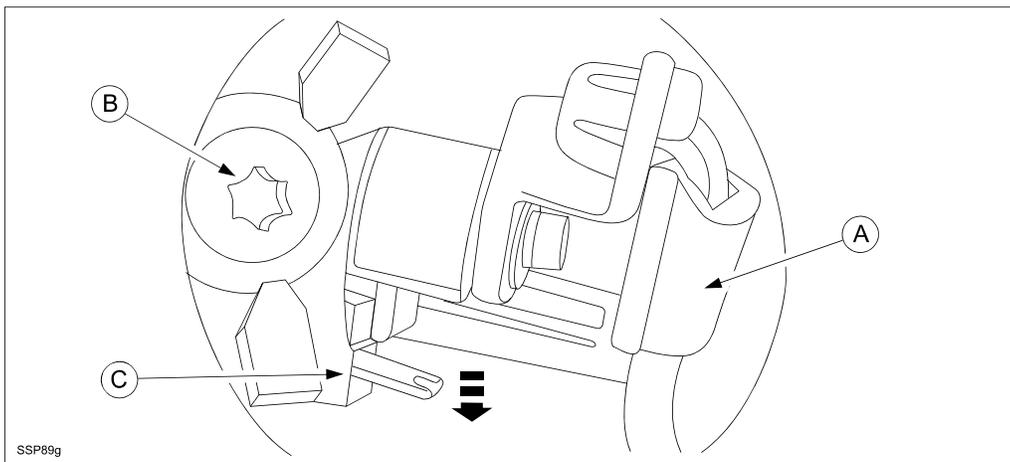


ATTACHMENT II
SSP89

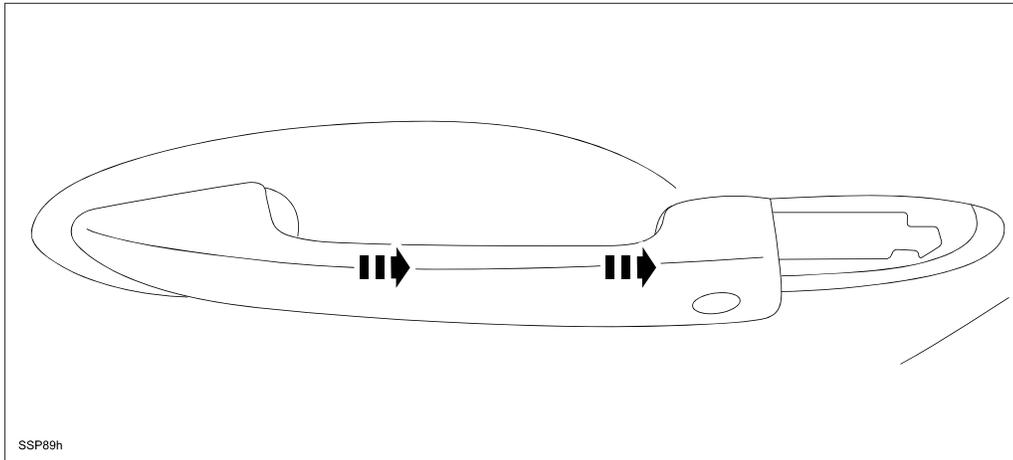
5. Turn the key counter clockwise, hook in the mechanics wire around the lock rod (B), then push the hook down the rod approximately 3 inches (A), and bend the wire down (C) at the access hole as shown below, then release the key.



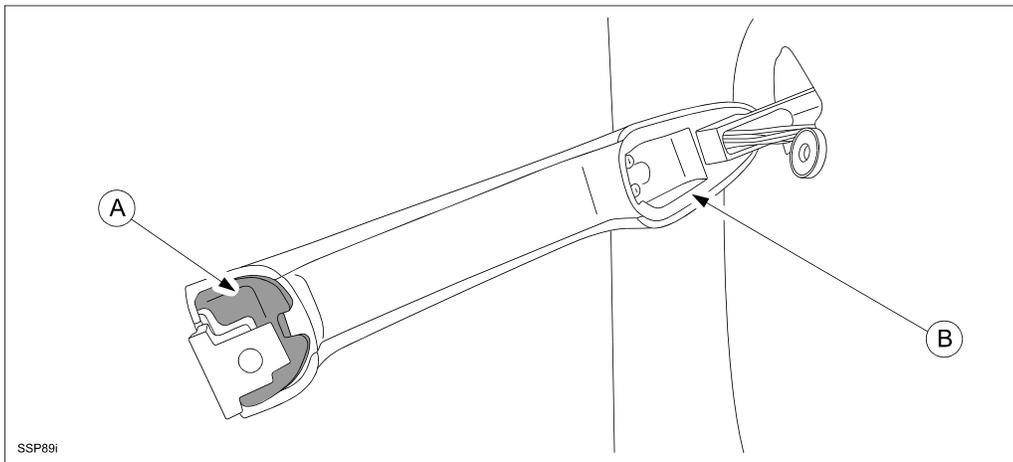
6. Using the small pick release the lock rod clip (A).
7. Loosen the silver T25 torx screw (B) making sure it is completely loose.
NOTE: The torx screw (B) will be retained by the tabs and cannot be removed.
8. Reach in with the small screw driver or pick and press down on the lock tab (C) and remove the handle end cap and lock cylinder.



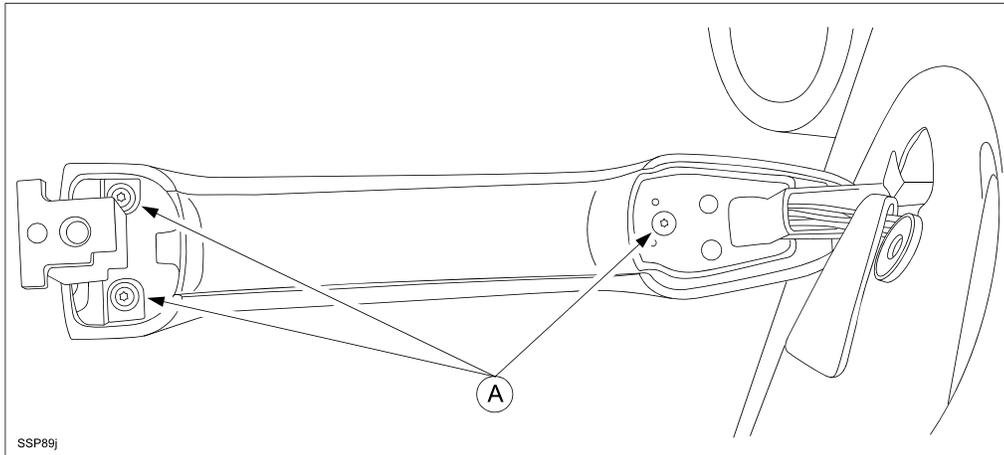
9. Grasp the outer handle and quickly pull towards the back of the door.



10. Pull the handle out of the door far enough to get access to the back side of the handle, and remove the foam pad (A) and lift the rubber screw cover (B) off of the back of the handle.

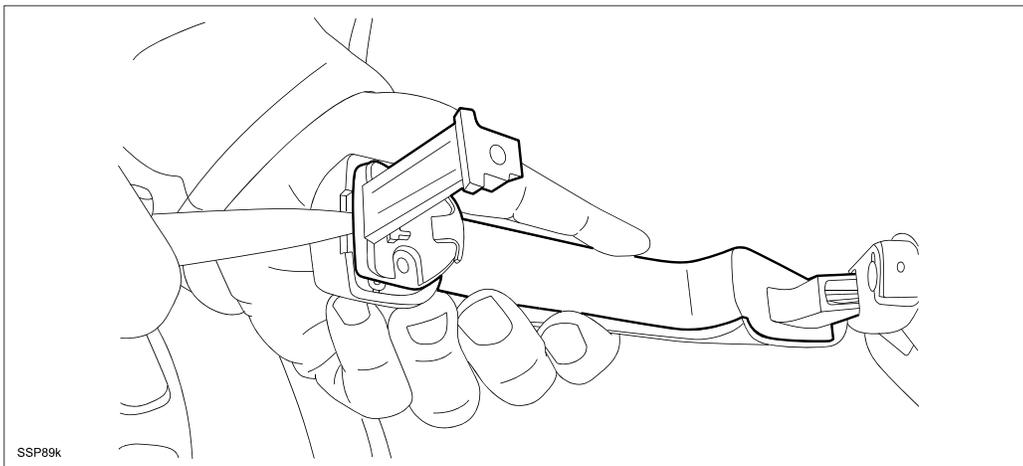


11. Using the T10 torx driver remove the 3 screws (A).

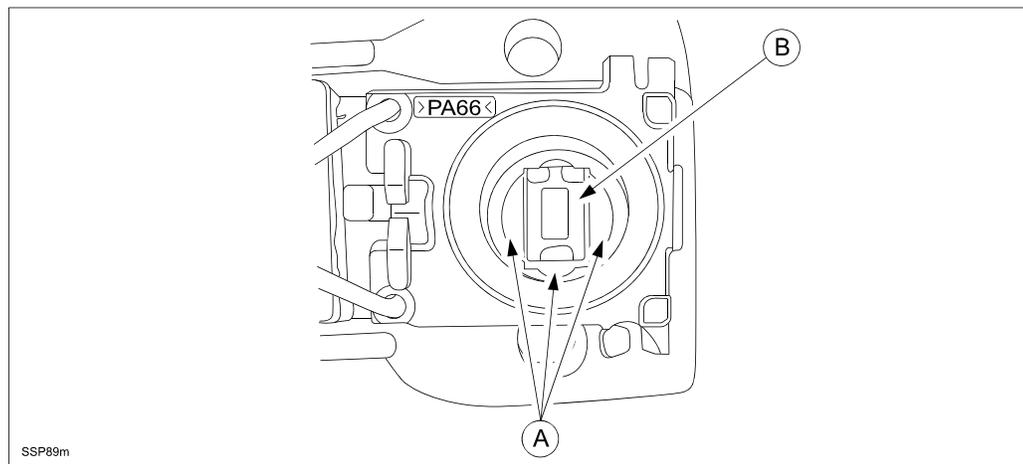
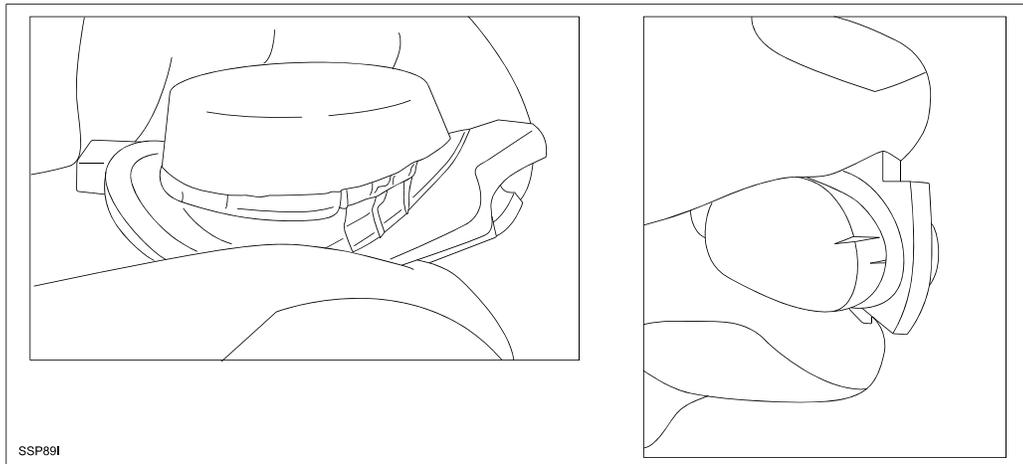


12. Using the fiber stick carefully pry the colored cover off of the door handle.

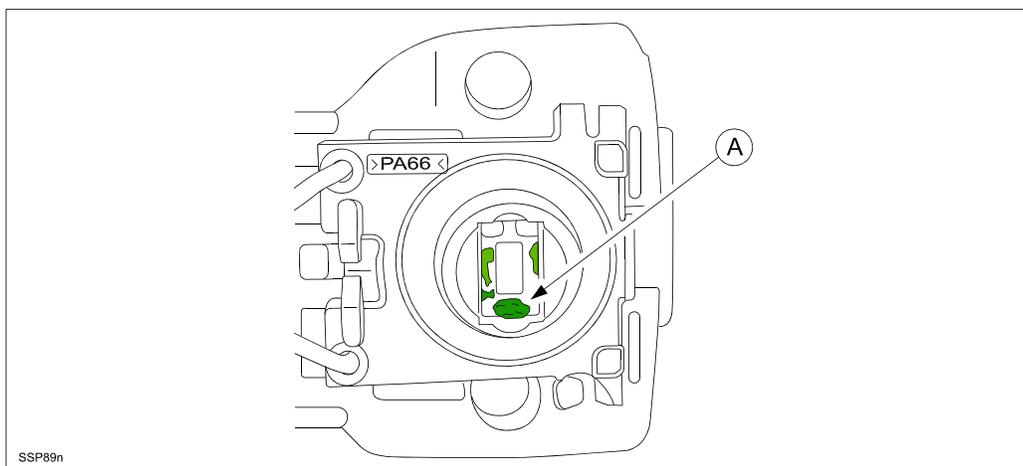
NOTE: The cover is hooked in at the harness end, so start at the button end and work your way back.



13. Remove the rubber button and closely inspect for cracks. If cracks are found, closely inspect the switch (B) and switch cavity (A) for signs of corrosion or moisture.



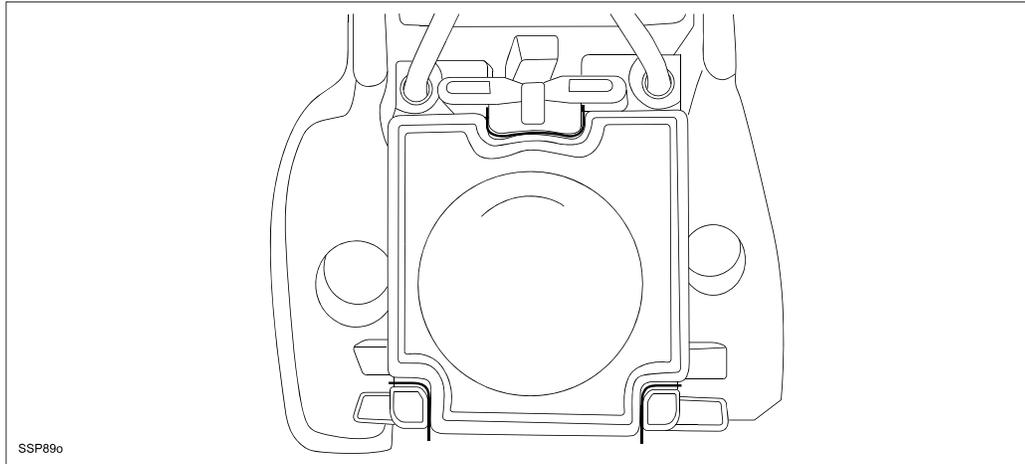
Example of corrosion include: Greenish residue (A) on the switch and/or on the bottom of the switch cavity.



- Was Corrosion found on the switch or switch cavity?
- No, proceed to D. RUBBER BUTTON REPLACEMENT AND HANDLE REASSEMBLY.
- Yes, proceed to E. REQUEST SWITCH REPLACEMENT PROCEDURE.

D. RUBBER BUTTON REPLACEMENT AND HANDLE REASSEMBLY

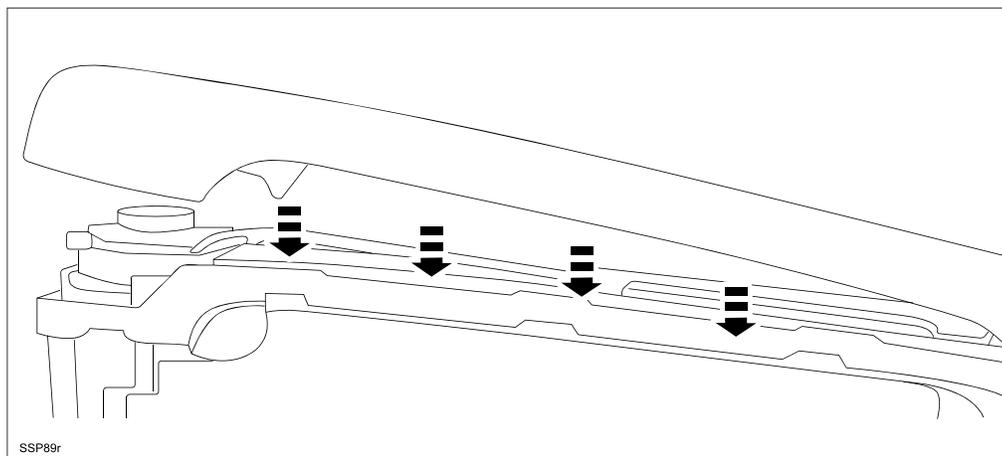
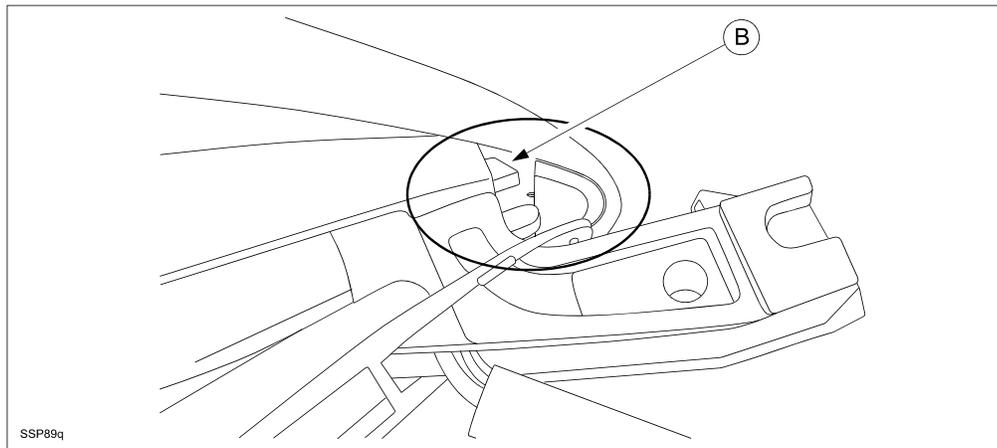
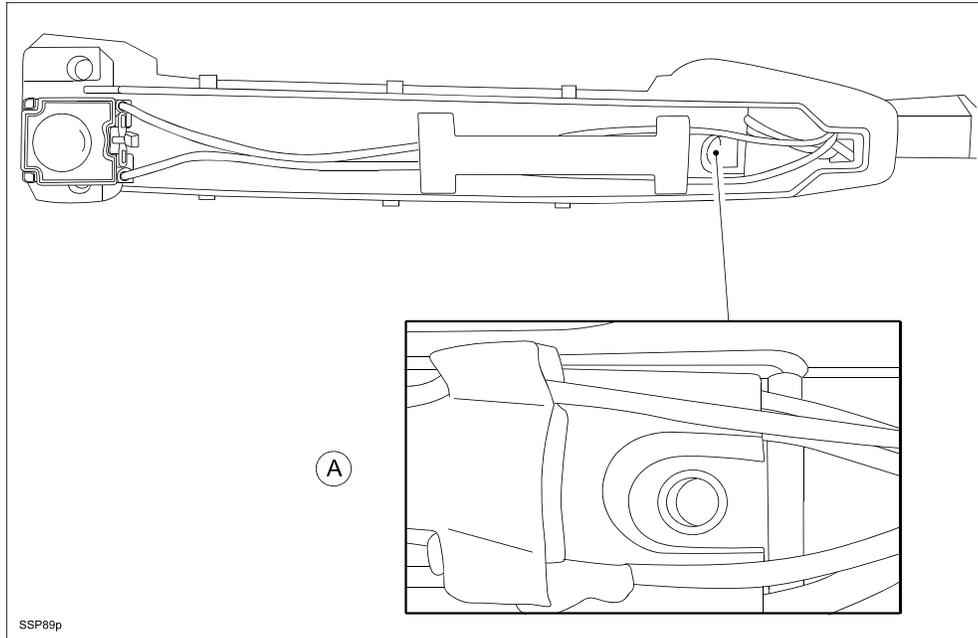
1. Install new rubber button, making sure rubber button is in proper alignment with the three switch tabs.



ATTACHMENT II
SSP89

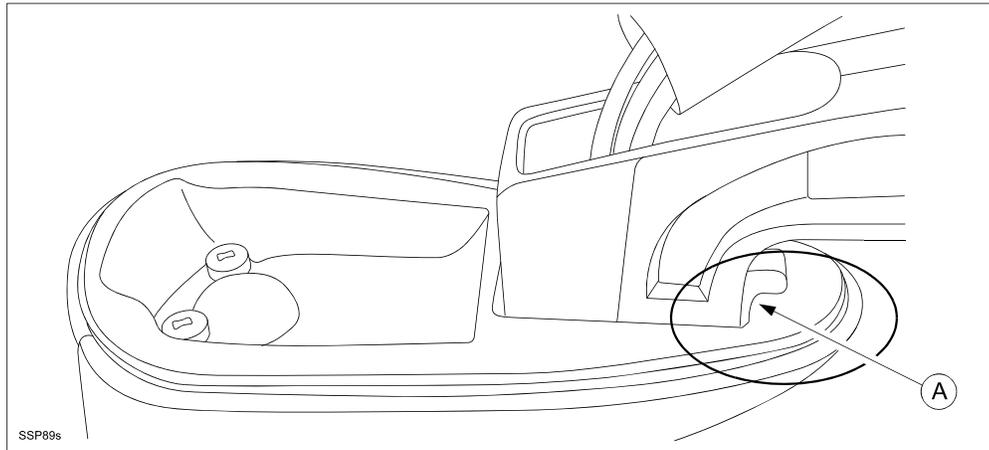
2. Confirm correct position of the switch wires and switch, then align the colored outer handle with the hook (B) at the harness end then move the cover down into position with the rubber button and snap into place.

CAUTION: Prior to reinstalling the cover make sure the switch wires are positioned correctly at the rear screw hole location (A).

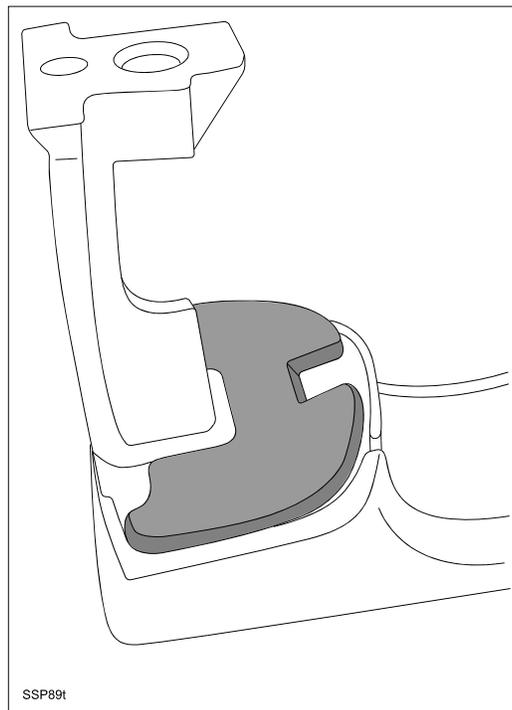


ATTACHMENT II
SSP89

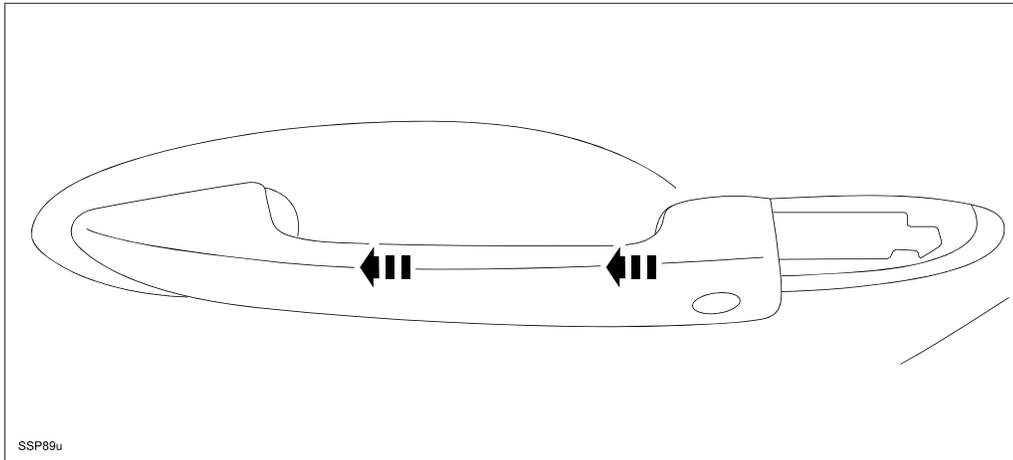
3. Install the three screws.
4. Reinstall the rubber screw cover at the harness end making sure the rubber cover is positioned under the tab (A) as shown below.



5. Install new foam pad at the switch end of the handle.

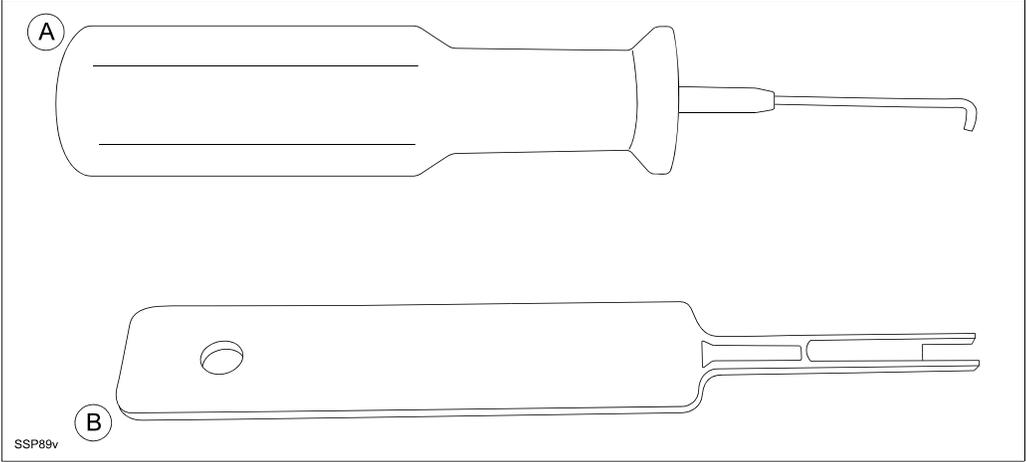


6. Reinstall the door handle into the door and end cap/key cylinder assembly.

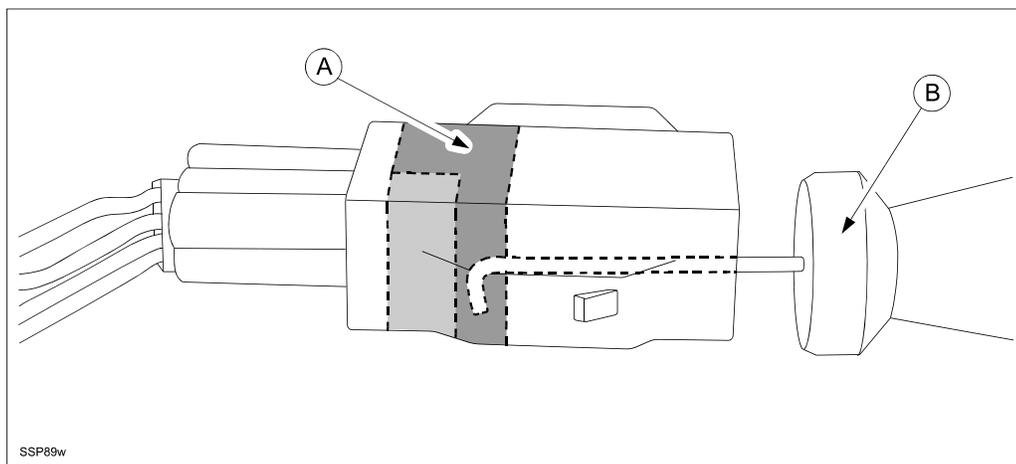


7. Tighten the silver T25 torx screw.
8. (Drivers Side Only) Using the mechanics wire and auxiliary key, turn the key cylinder, manipulate the lock rod back into the clip, then reposition the lock rod clip over the lock rod.
9. Reinstall the plastic hole cover and move to the passenger side of the vehicle.
10. Repeat rubber button inspection procedure for the passenger side outer door handle, starting at step seven after removing the plastic hole cover.
11. Reinstall the fuse and cover.
12. Verify that the Advanced Keyless Entry system operates properly.

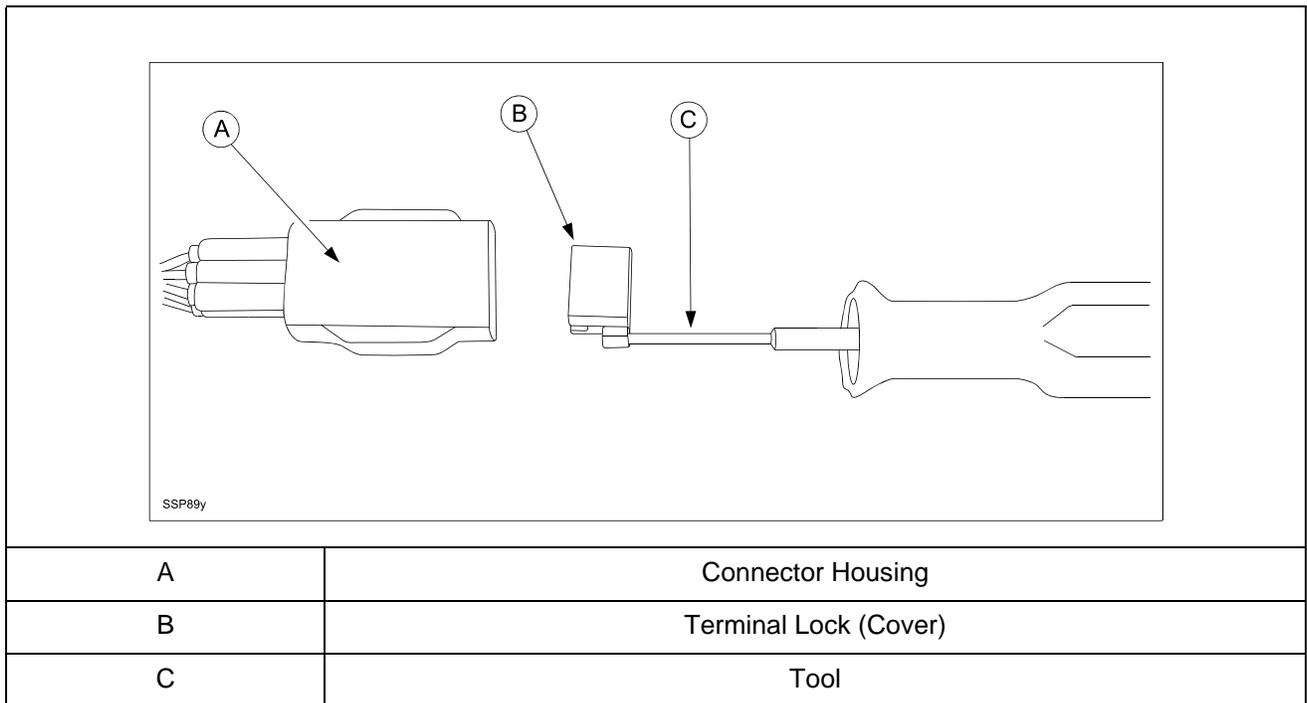
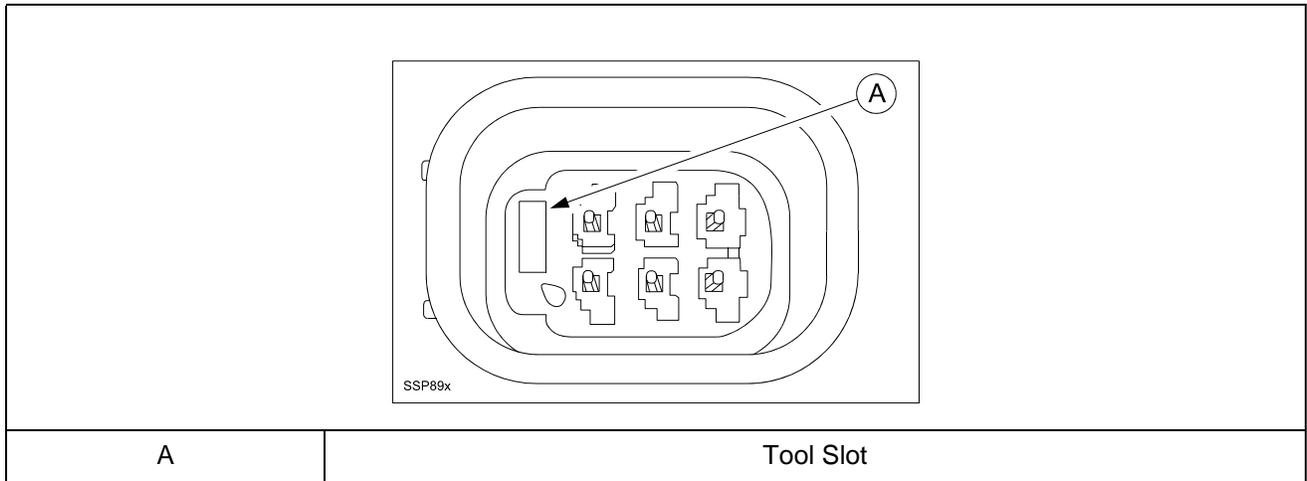
E. REQUEST SWITCH REPLACEMENT PROCEDURE

Special Service Tool (SST) Removal Set (part number 49D0-66-004)	
	
A	Terminal Lock (Cover) Remover
B	Terminal Lock Release Tool

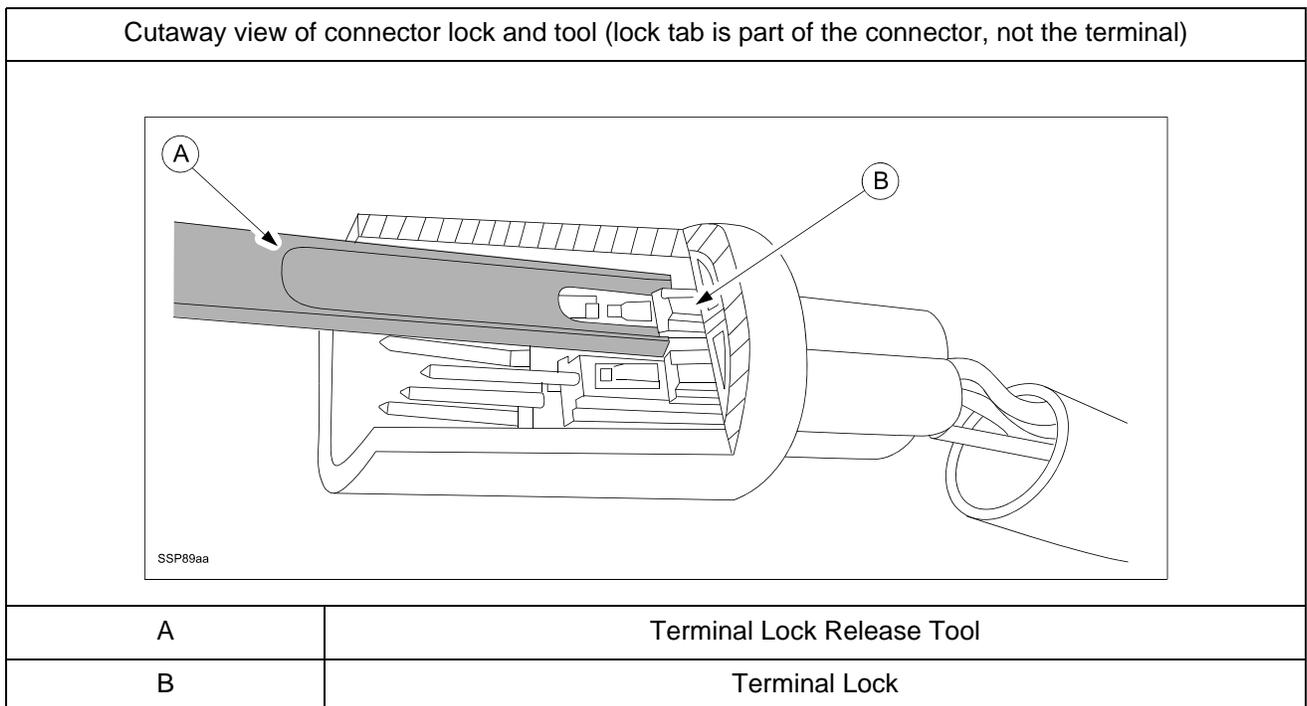
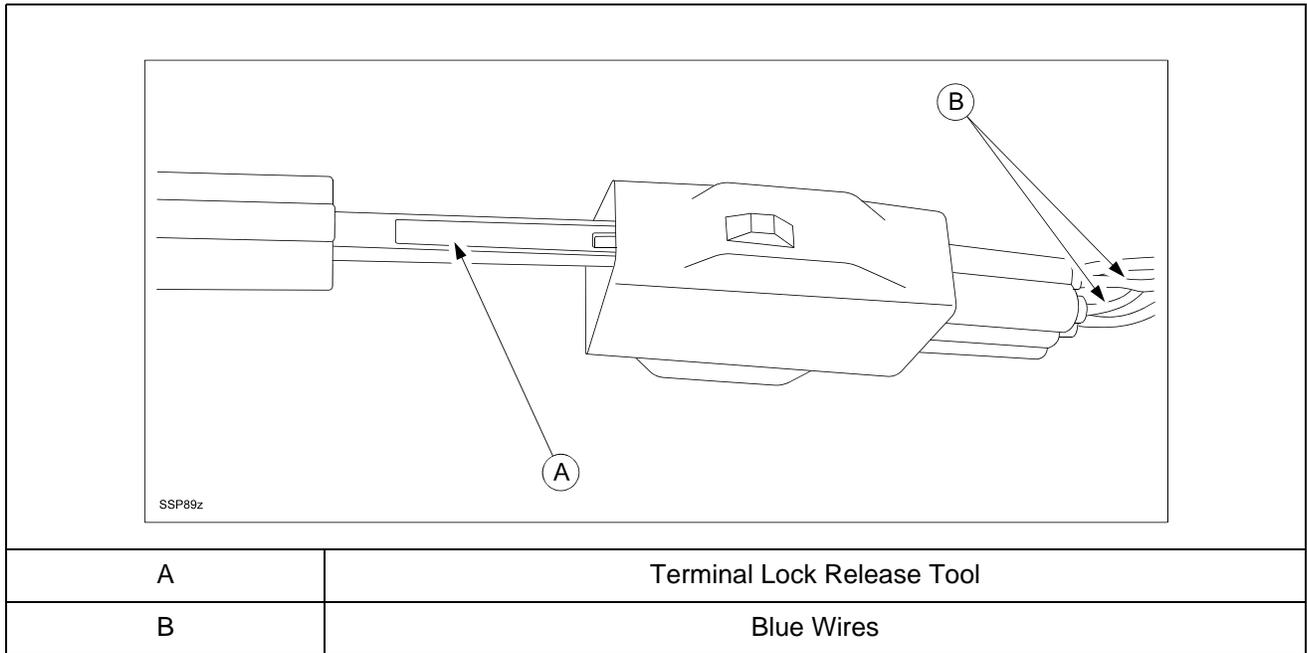
1. Completely remove the outer handle according to Workshop Manual "FRONT OUTER HANDLE REMOVAL / INSTALLATION".
NOTE: Remove the mechanics wire from the lock rod of the key cylinder (Drivers side only).
2. Remove the terminal lock (A) from the connector housing using SST Removal Set 49D0-66-004 (B).



ATTACHMENT II
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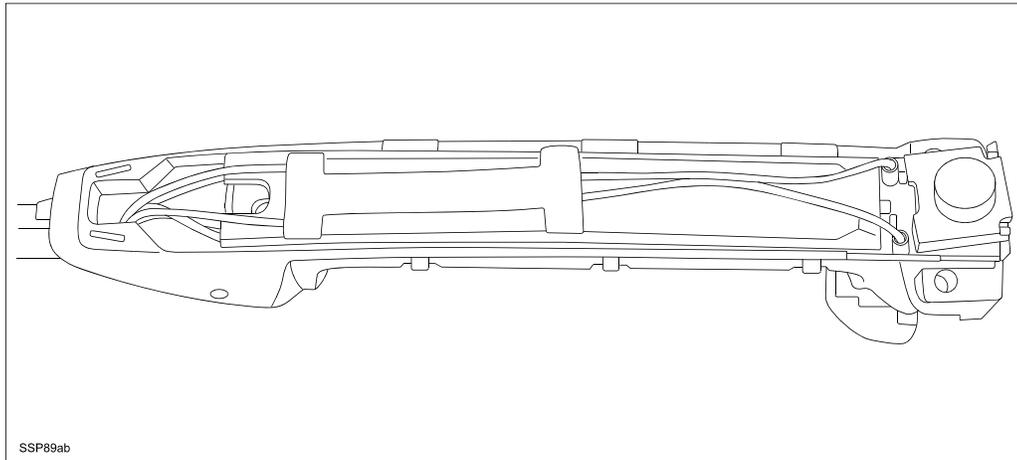


3. Remove the request switch terminals from connector housing using terminal lock release SST.

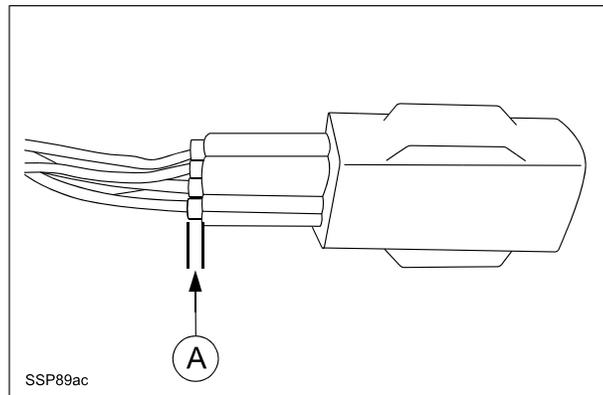


ATTACHMENT II
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4. Remove and discard the double-sided tape then remove then request switch.
5. Position new request switch into handle body align wires and install new double-sided tape as illustrated below.



6. Insert the request switch terminals into to the connector.

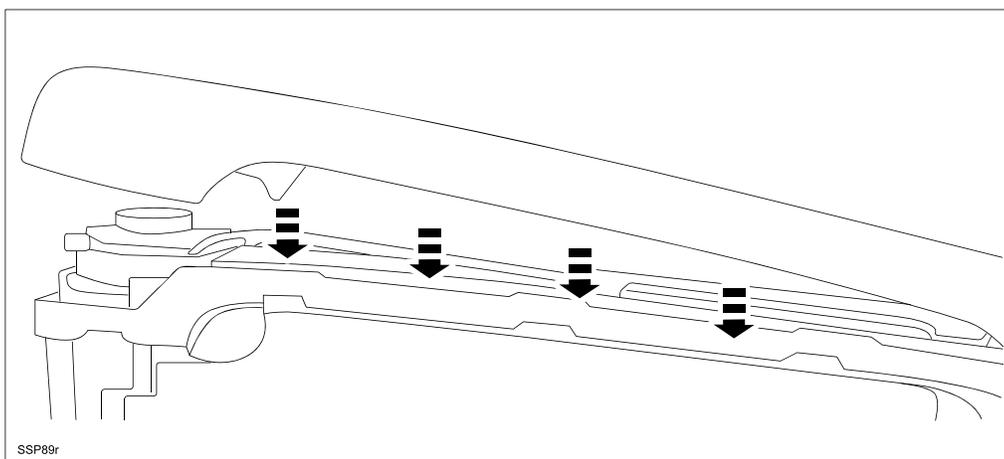
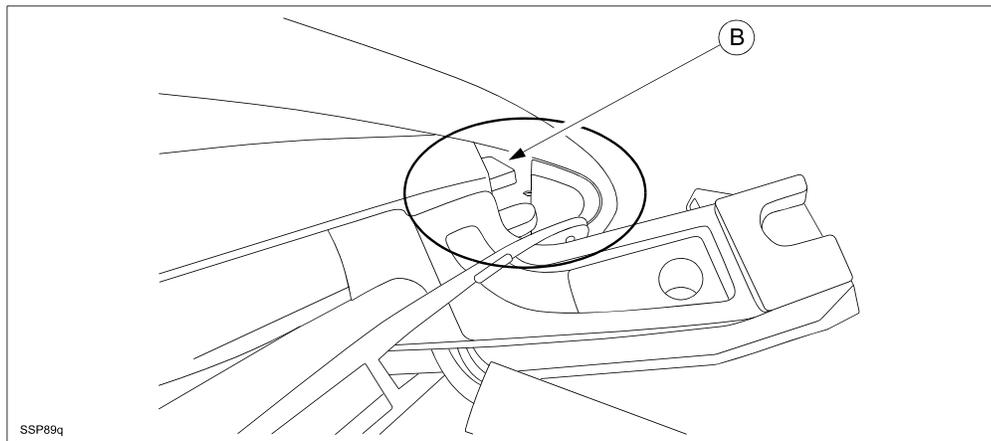
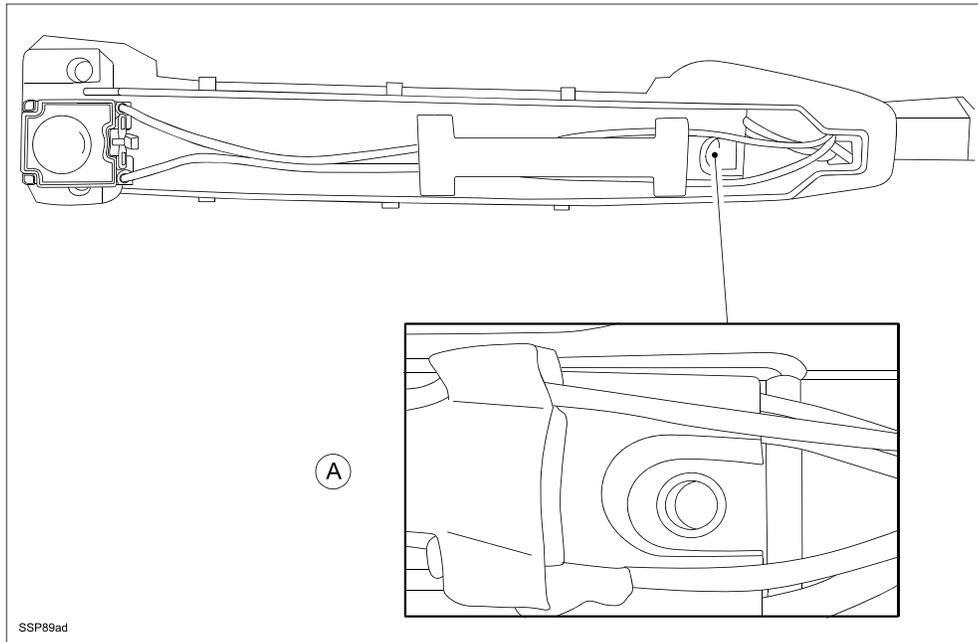


CAUTION: Insert the terminal until the “click” sound is heard. Verify the protrusion of the water proof seal is aligned (A) to the other terminals.

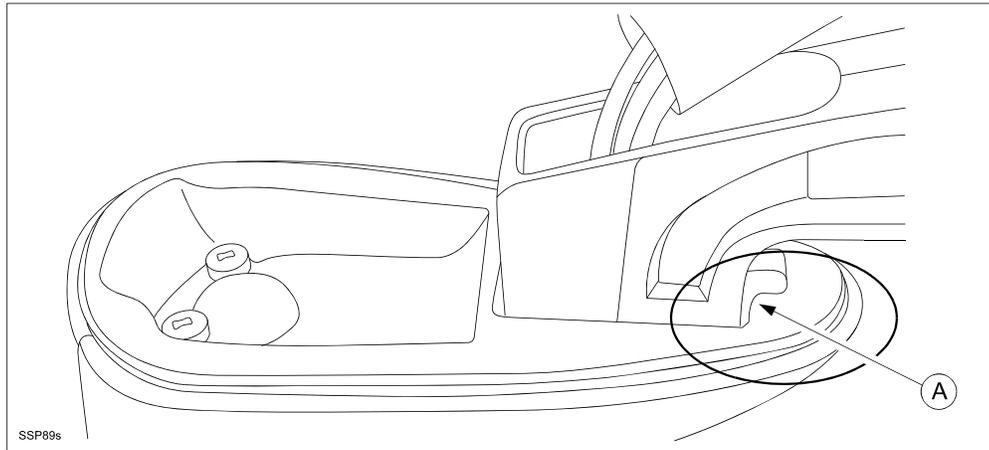
ATTACHMENT II
SSP89

7. Confirm correct position of the switch wires and switch, then align the colored outer handle with the hook (B) at the harness end then move the cover down into position with the rubber button and snap into place.

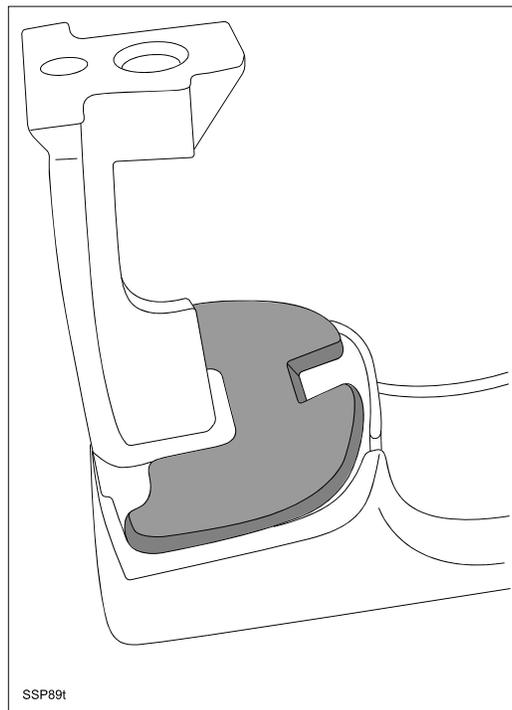
CAUTION: Prior to reinstalling the cover make sure the switch wires are positioned correctly at the rear screw hole (A) location.



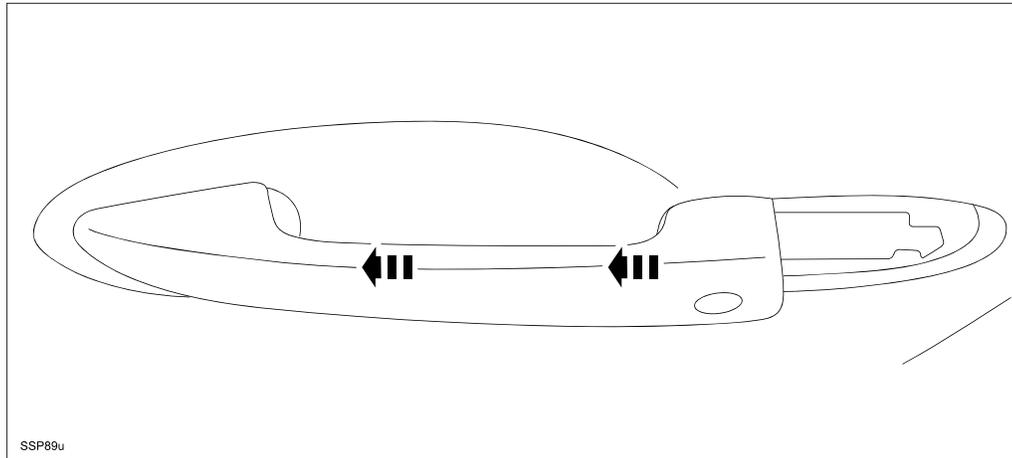
8. Install the three new screws.
9. Reinstall the plastic screw cover at the harness end making sure the plastic cover is positioned under the tab (A) as shown below.



10. Install new foam pad at the switch end of the handle.



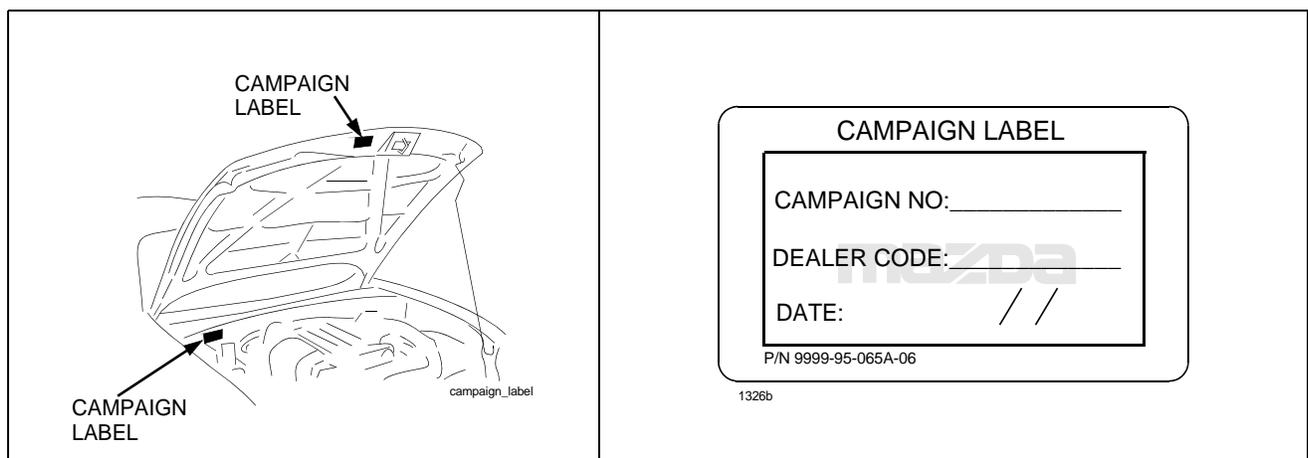
11. Reinstall the door handle into the door and end cap/key cylinder assembly.



12. Tighten the silver T25 torx screw.
13. Reinstall the lock rod clip to the lock rod.
14. Reinstall the plastic hole cover.
15. Reconnect the Advanced Keyless Entry door handle connector to the door harness.
16. Reinstall window regulator, window and door trim in the reverse order.
17. If you have not already done so, repeat the rubber button inspection procedure for the passenger side outer door handle.
18. Reinstall the fuse and cover.
19. Verify that the Advanced Keyless Entry system operates properly.

F. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "SSP89", your dealer code, today's date, and affix it to the vehicle's hood or bulkhead as shown in "B. VEHICLE INSPECTION PROCEDURE".



2. Return vehicle to customer.