



SB-10056131-2655

TO: Mazda Dealership General Managers, Service and Parts Managers

DATE: July 2014

**SUBJECT: 2009-2011 Tribute Throttle Body Warranty Extension Program
Special Service Program (SSP) 95**

Mazda Motor Corporation is extending the warranty coverage for throttle body replacement on certain 2009-2011 Tribute vehicles produced from April 14, 2008 through May 30, 2011. The warranty for throttle body replacement will be extended to 10 years (120 months) from the original warranty start date or 150,000 miles, whichever comes first. If a vehicle has already exceeded the time or mileage limits, this coverage will last through January 31, 2015.

Affected vehicles may develop contamination on the internal motor contacts of the throttle body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp (MIL) or Wrench light will illuminate and the vehicle may enter a fail-safe mode. In this mode, engine power and vehicle speed are reduced, while full functionality of the power steering, power braking, lighting, and climate control systems are maintained.

If diagnosis identifies the throttle body as the causal component, dealers are authorized to replace the throttle body under this warranty extension program. This service must be performed at no charge to the vehicle owner.

Please refer to Attachments I and II for details.

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 Mazda Warranty Policy and Procedures.

PARTS INFORMATION

SSP95 is a Warranty Extension, not a repair campaign. Orders should only be placed when there is a verified failure of a Throttle Body Assembly.

Description	Part Number	Quantity	Engine
Throttle Body Assembly	ZZC4-13-650B	1	all
Throttle Body Gasket	LFE2-13-655	1	2.5L
Throttle Body Gasket	ZZC4-13-655	1	3.0L

Owners of subject vehicles will be notified by first class mail the week of July 14, 2014.

This package contains important information about SSP 95:

Attachment I	Parts and Service Information
Attachment II	Repair Information
Attachment III	Owner Notification Letter & Reimbursement Form

The attached information was emailed to your Service Department and is also available on eMDCS and MS3 (Mazda Service Support System) websites via MXConnect.

For technical assistance, please call the Technical Assistance Hotline at (888) 832-8477, Option 3 for an English speaking Hotline Specialist, Option 4 for a Spanish speaking Hotline Specialist.

For parts questions, please contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

For warranty questions, please contact the Warranty Hotline at (877) 727-6626, Option 3.

Please make certain the appropriate personnel in your dealership are familiar with the details of this warranty extension before responding to customer inquiries. Your understanding and support are greatly appreciated.

Sincerely,



Satoshi Takahashi
Director, Technical Services Division
Mazda North American Operations

WARRANTY EXTENSION

Mazda Motor Corporation is extending the warranty coverage for throttle body replacement on certain 2009-2011 Tribute vehicles produced from April 14, 2008 through May 30, 2011. If a vehicle has already exceeded the time or mileage limits, this coverage will last through January 31, 2015.

CONDITION OF CONCERN

Affected vehicles may develop contamination on the internal motor contacts of the throttle body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp (MIL) or Wrench light will illuminate and the vehicle may enter fail-safe mode. In this mode, engine power and vehicle speed are reduced, while full functionality of the power steering, power braking, lighting, and climate control systems are maintained.

If diagnosis identifies the throttle body as the causal component, dealers are authorized to replace the throttle body at no charge to the vehicle owner under the terms of this warranty extension program.

SUBJECT VEHICLES

Model	Affected VIN ranges	Build Date Range
2009-2011 Tribute with A/T and non-hybrid	CZ **** 9 M00022 – M09787 CY **** A M00002 – M10051 CY **** B M00001 – M07800	April 14, 2008 – May 30, 2011

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail the week of July 14, 2014. Owners are advised they do not need to bring their vehicle to a dealer if it is functioning normally. Refer to the owner letter and reimbursement form in Attachment III.

PARTS INFORMATION

SSP95 is a Warranty Extension, not a repair campaign. Orders should only be placed when there is a verified failure of a Throttle Body Assembly.

Description	Part Number	Quantity	Engine
Throttle Body Assembly	ZZC4-13-650B	1	all
Throttle Body Gasket	LFE2-13-655	1	2.5L
Throttle Body Gasket	ZZC4-13-655	1	3.0L

**ATTACHMENT I –PARTS AND SERVICE INFORMATION
SSP95 WARRANTY EXTENSION**

WARRANTY CLAIM PROCESSING INFORMATION

This warranty information applies only to a verified failure of the Throttle Body Assembly.

	Throttle Body Replacement
Process Number	J1405A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	ZZC4-13-650B / Qty = 1
Labor Operation & Labor Hours	YY769XRX / 0.8 hrs. Includes diagnosis (IDS check for Throttle Body DTCs)
Period Covered	Within 10 years/150,000 miles

RENTAL CAR INFORMATION

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. ***Please make every effort to utilize alternative transportation solutions in place of rental use.***

Rental Car Warranty Claim Information

	Rental Agency Vehicle	Dealer Loaner Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-SS-P95R	5555-SS-P95L
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
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 SSP95

1. Verify the vehicle is within the following ranges:

Model	Affected VIN ranges	Build Date Range
2009-2011 Tribute with A/T and non-hybrid	CZ **** 9 M00022 – M09787 CY **** A M00002 – M10051 CY **** B M00001 – M07800	April 14, 2008 – May 30, 2011

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, SSP95 is not applicable.

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

eMDCS System – Vehicle Status Inquiry Results:

If eMDCS displays:	Action to perform:
SSP95 OPEN	Proceed to “Repair Procedure” of SSP95 only if the vehicle experiences throttle fail-safe mode with throttle body diagnosed as the causal component.
SSP95 EXPIRED	Vehicle is outside the warranty time limitation.
SSP95 is not displayed	SSP95 does not apply to this vehicle.

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

REPAIR PROCEDURE

Please refer to Attachment II.

**ATTACHMENT II
SPECIAL SERVICE PROGRAM SSP95**

2009-2011 TRIBUTE - THROTTLE BODY REPLACEMENT

A. VEHICLE INSPECTION PROCEDURE

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

Model	VIN Range	Build Date Range	SSP95 Warranty Period
2009-2011 Tribute with A/T and non-hybrid	CZ **** 9 M00022 – M09787 CY **** A M00002 – M10051 CY **** B M00001 – M07800	From April 14, 2008 through May 30, 2011	10 years / 150,000 miles

- If the vehicle is within one of the above year ranges, proceed to step 2.
 - If the vehicle is not within one of the above year ranges, return the vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Action to perform:
SSP95 OPEN	Proceed to "Repair Procedure" of SSP95 only if the vehicle experiences throttle fail-safe mode with throttle body diagnosed as the causal component.
SSP95 EXPIRED	Vehicle is outside the warranty time limitation.
SSP95 is not displayed	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. OVERVIEW

Affected vehicles may develop contamination on the internal motor contacts of the Throttle Body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp (MIL) or Wrench light will illuminate and the vehicle may enter a Fail Safe Mode. In this mode, engine power and vehicle speed are reduced, while full function of the power steering, power braking, lighting, and climate control systems are maintained. If dealer diagnosis of an engine warning lamp on an affected vehicle identifies the Throttle Body as the causal component, dealers are authorized to replace the Throttle Body under this program.

C. REPAIR PROCEDURE

1. If throttle body related DTC's are stored in PCM memory, replace the throttle body assembly. Refer to MS3 online Workshop Manual (section 01-13 THROTTLE BODY REMOVAL/INSTALLATION - 3.0L).
2. Return the vehicle to inventory or 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 2009-2011 Tribute built between April 14, 2008 through May 30, 2011.
2. You have paid for throttle body replacement prior to the launch of SSP95.
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
 - Throttle body replacement
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 throttle body replaced prior to the launch of SSP95, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. 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 throttle body 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

2009-2011 Tribute Throttle Body Warranty Extension Program SSP95

(Please type or print)

Name: _____
First Middle Last

Address: _____
Street Address

_____ City State Zip Code

Home: _____
Phone Number: Work: _____

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 throttle body replacement 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)