



## **SB-10056342-5388**

**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



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

**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**

<b>Model</b>	<b>Affected VIN ranges</b>	<b>Build Date Range</b>
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.***

<b>Description</b>	<b>Part Number</b>	<b>Quantity</b>	<b>Engine</b>
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.

	<b>Throttle Body Replacement</b>
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**

	<b>Rental Agency Vehicle</b>	<b>Dealer Loaner Car Fleet Vehicle</b>
Warranty Type Code	<b>A</b>	<b>A</b>
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	<b>5555-SS-P95R</b>	<b>5555-SS-P95L</b>
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:

<b>Model</b>	<b>Affected VIN ranges</b>	<b>Build Date Range</b>
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:**

<b>If eMDCS displays:</b>	<b>Action to perform:</b>
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**

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**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.



July 2014

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

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for the replacement of the Throttle Body on certain 2009-2011 Tribute vehicles equipped with A/T and produced from April 14, 2008 through May 30, 2011.

The warranty coverage for applicable repair is extended to 10 years (120 months) from the original warranty start date or 150,000 miles, whichever comes first.

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

**What is the problem?**

Your vehicle 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 or Wrench Lamp will illuminate, and the vehicle may also enter a fail-safe mode. In this mode, the engine power and vehicle speed is reduced, while full functionality of the power steering, power braking, lighting, and climate control systems are maintained.

Mazda is extending the warranty on the Throttle Body to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded the time or mileage limits listed above, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners. This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

**What will Mazda do?**

If the Throttle Body on your vehicle requires replacement based upon diagnosis of an engine warning lamp, and your vehicle is within the indicated time/mileage limitations, your Mazda dealer will replace the Throttle Body, free of charge

The repair should take less than one-half day to complete. However, it may take longer depending on parts availability and the service workload at your Mazda dealership.



**What should you do?**

If your vehicle is functioning normally, there is no need to contact your dealer. We suggest keeping this letter with the vehicle's warranty information booklet for future reference.

If the Malfunction Indicator Lamp (MIL) or Wrench light illuminate and remain on, please make an appointment with a Mazda dealer to have the vehicle inspected. If dealer diagnosis identifies the Throttle Body as the causal component, and your vehicle is within the indicated time/mileage limitations, your dealer will replace the Throttle Body at no charge under this program.

As a reminder, Mazda may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years, and adhere to the Rental Car Reimbursement policy. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

**What if you have already paid for the repair?**

If you have already paid for the replacement of the Throttle Body, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form," including 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 try our "Locate a Dealer" feature at [www.MazdaUSA.com](http://www.MazdaUSA.com) or consult your local yellow pages.

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

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* 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 at (800) 222-5500, 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. Please accept our apology for any inconvenience this program may have caused you.

Sincerely,

**Mazda North American Operations**





## 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.

