



TO: Mazda Dealership General Managers, Service and Parts Managers

DATE: April 2015

**SUBJECT: 2014 CX-9 and 2015 MX-5 Liftgate/Trunk Lid Latch Replacement
Special Service Program (SSP) 97**

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2014 CX-9 and 2015 MX-5 vehicles.

On the affected vehicles, the strength of an internal part of the liftgate latch actuator or trunk lid latch actuator may be insufficient due to the usage of inappropriate material. With repeated lock-unlock operation, the internal part may be broken, making the lock-unlock operation impossible. In the worst case, though the trunk lid can be opened using the key, the liftgate or trunk lid may not be opened electrically (by operating switch, transmitter, etc.).

Dealers are to replace the liftgate or trunk lid latch with a new, improved latch. This repair must be performed at no charge to the vehicle owner.

SSP97 will be in effect until May 31, 2022, regardless of mileage.

Owners of subject vehicles will be notified by first class mail beginning April 30, 2015.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2014 CX-9	JM3 TB**** E0 442375 – 447124	From May 19, 2014 through August 1, 2014
2015 MX-5	JM1 NC**** F0 237799 – 238920	From May 21, 2014 through August 1, 2014

PARTS INFORMATION

Description	Part Number	Quantity	Model
Trunk Lid Latch	NE52-56-820A	1	MX-5 with retractable hard top
	NF79-56-820A	1	MX-5 without retractable hard top
Liftgate Latch (latch & lock actuator)	TD11-62-310B	1	CX-9

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This package contains important information about SSP 97:

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

For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3 for English speaking Hotline Specialist.

For parts questions, please 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,



Satoshi Takahashi
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

On certain 2014 CX-9 and 2015 MX-5 vehicles, the strength of an internal part of the liftgate latch actuator or trunk lid latch actuator may be insufficient due to the usage of inappropriate material. With repeated lock-unlock operation, the internal part may be broken, making the lock-unlock operation impossible. In the worst case, though the trunk lid can be opened using the key, the liftgate or trunk lid may not be opened electrically (by operating switch, transmitter, etc.).

Dealers are to replace the liftgate or trunk lid latch with a new, improved latch. This repair must be performed at no charge to the vehicle owner.

SSP97 will be in effect until May 31, 2022, regardless of mileage.

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning April 30, 2015. Owners will be informed they should bring their vehicle in to have the dealer replace the liftgate or trunk lid latch.

PARTS INFORMATION

Description	Part Number	Quantity	Model
Trunk Lid Latch	NE52-56-820A	1	MX-5 with retractable hard top
	NF79-56-820A	1	MX-5 without retractable hard top
Liftgate Latch (latch & lock actuator)	TD11-62-310B	1	CX-9
Campaign Label	9999-95-065A-06	1=50 labels	(Obtain in Mazda e-Store at no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	MX-5	CX-9
	Replacement of Trunk Lid Latch	Replacement of Liftgate Latch
Process Number	AF011A	AF011A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	NE52-56-820A or NF79-56-820A	TD11-62-310B
Quantity	1	1
Labor Operation Number	XXL3GXRX	XXL3HXRX
Labor hours	0.3 hrs.	0.4 hrs.

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-P97R	5555-SS-P97L
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 SSP97

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2014 CX-9	JM3 TB**** E0 442375 – 447124	From May 19, 2014 through August 1, 2014
2015 MX-5	JM1 NC**** F0 237799 – 238920	From May 21, 2014 through August 1, 2014

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, SSP97 is not applicable.

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:
SSP97 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
SSP97 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
SSP97 EXPIRED	Present or not present	Vehicle is outside the warranty time limitation. SSP97 in effect until May 31, 2022, regardless of mileage
SSP97 is not displayed	Does not apply	SSP97 does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.

A. DESCRIPTION

On 2014 CX-9 vehicles with manual liftgate and certain 2015 MX-5 vehicles, the liftgate/trunk lid latch may have insufficient strength for repeated lock-unlock operation. In some cases, the liftgate/trunk lid latch may become broken, affecting locking and/or unlocking operations. In the worst case, the lift-gate/trunk lid cannot be opened electrically.

Dealers are to replace the liftgate/trunk lid latch with a new one.

This SSP will be in effect for seven (7) years (until May 31, 2022), regardless of mileage.

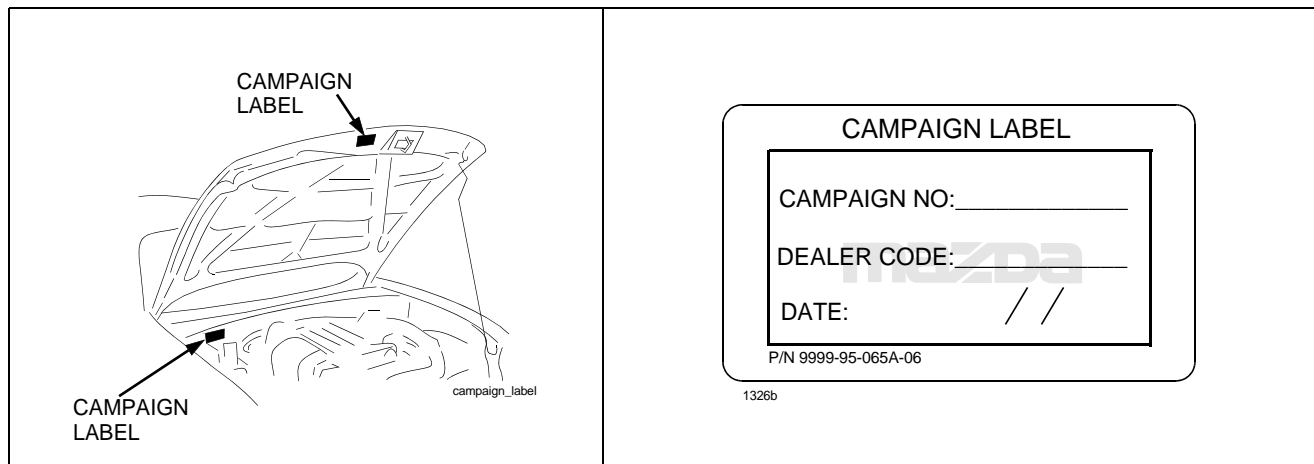
B. VEHICLE INSPECTION PROCEDURE

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

Model	VIN Range	Production Date Range
2014 CX-9 with manual liftgate	JM3 TB**** E0 442375 – 447124	From May 19, 2014 through August 1, 2014
2015 MX-5	JM1 NC**** F0 237799 – 238920	From May 21, 2014 through August 1, 2014

- If the vehicle is within the above VIN range, proceed to step 2.
 - If the vehicle is not within the above VIN range, SSP97 is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for a Campaign Label **SSP97** attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify SSP97 number as the vehicle may have multiple SSPs.



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

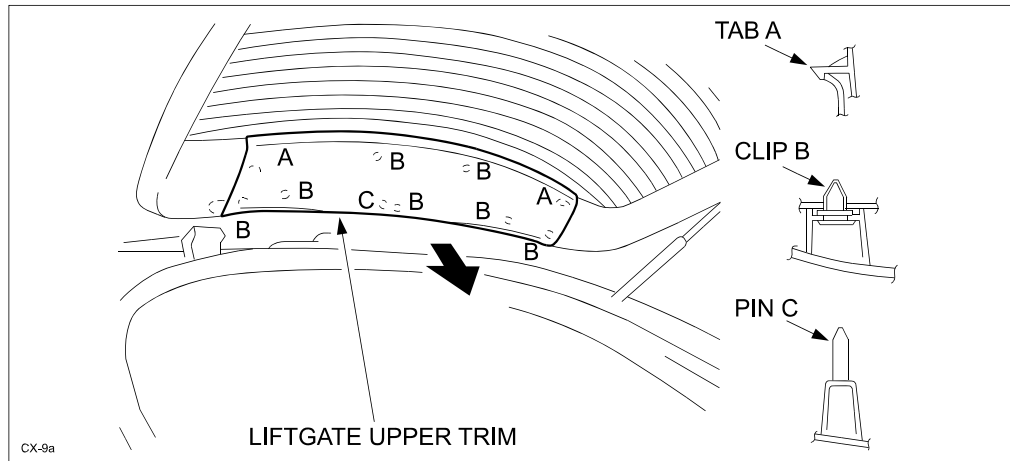
eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
SSP97 OPEN	Present	Contact the Mazda Warranty Hotline at (877) 727-6626, Option 3, to update vehicle history.
	Not present	Proceed to "C. REPAIR PROCEDURE"
SSP97 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulk-head.
SSP97 EXPIRED	Present or not present	Vehicle is outside warranty time limitation. SSP97 is in effect until May 31, 2022, regardless of mileage.
SSP97 is not displayed	Does not apply	SSP97 does not apply to this vehicle. Return vehicle to inventory or customer.

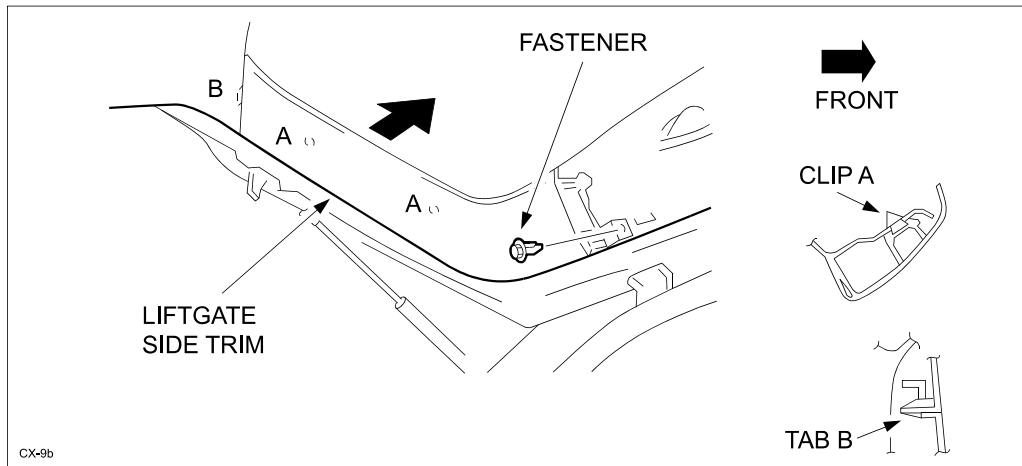
C. REPAIR PROCEDURE

CX-9 MANUAL LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION:

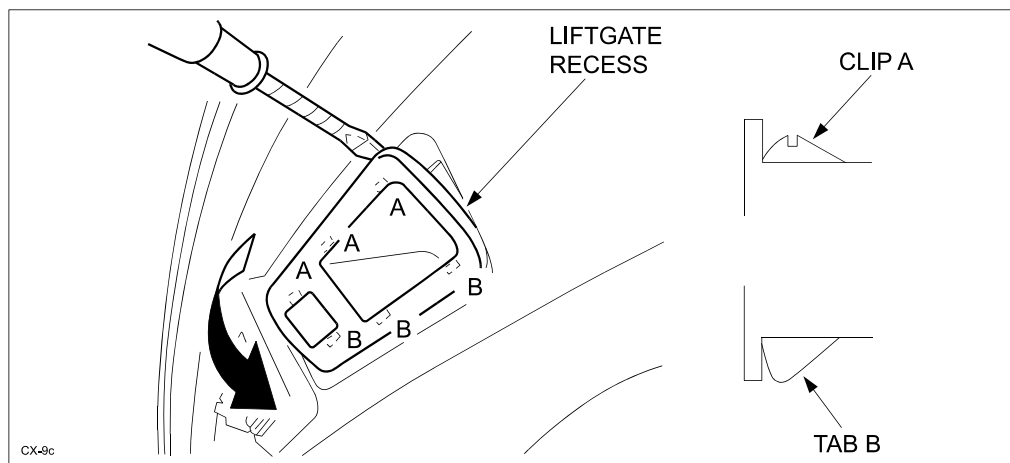
1. Disconnect the negative battery cable.
2. Remove the liftgate upper trim.
 - a. Detach tabs A, clips B, and pin C by pulling them in the direction of the arrow.
 - b. Remove the liftgate upper trim.



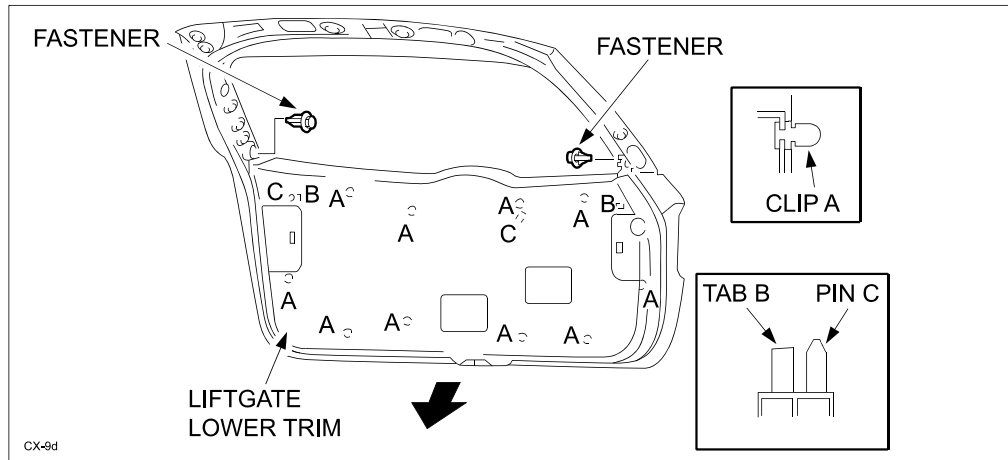
3. Remove the liftgate side trim.
 - a. Remove the fastener.
 - b. Detach clips A and tab B by pulling them in the direction of the arrow.



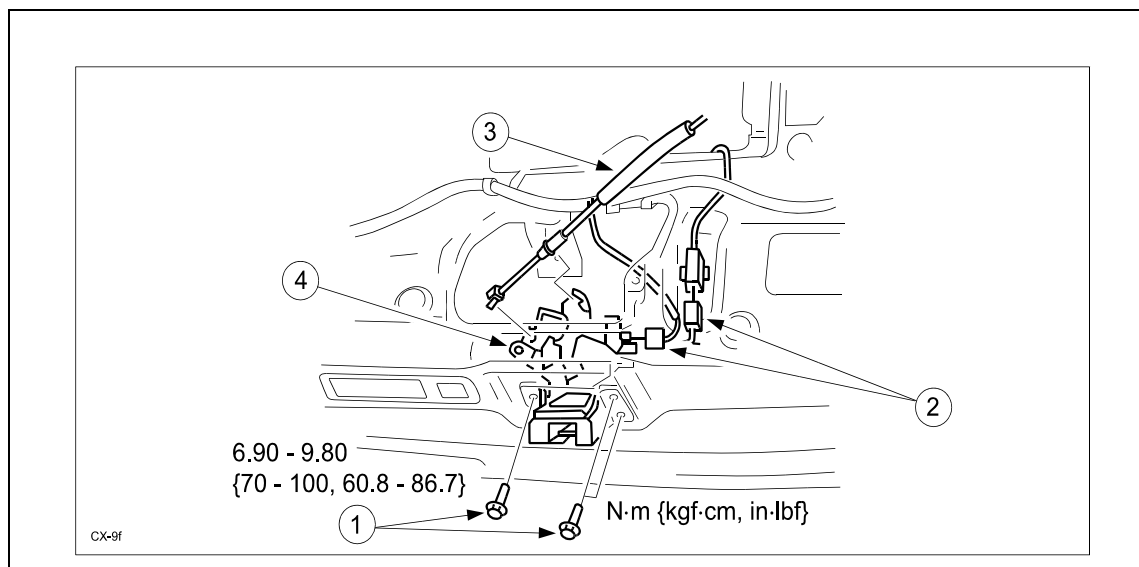
4. Remove the liftgate lower trim.
 - a. Insert a tape-wrapped flathead screwdriver into the position shown below, and pull the screwdriver in the direction of the arrow to detach clips A.
 - b. Detach tabs B and remove the liftgate recess.



- c. Remove the fasteners.
- d. Detach clips A, tabs B, and pins C by pulling them in the direction of the arrow.
- e. Disconnect the cargo compartment light connector.



- 5. Replace the liftgate and lock actuator with a modified part.

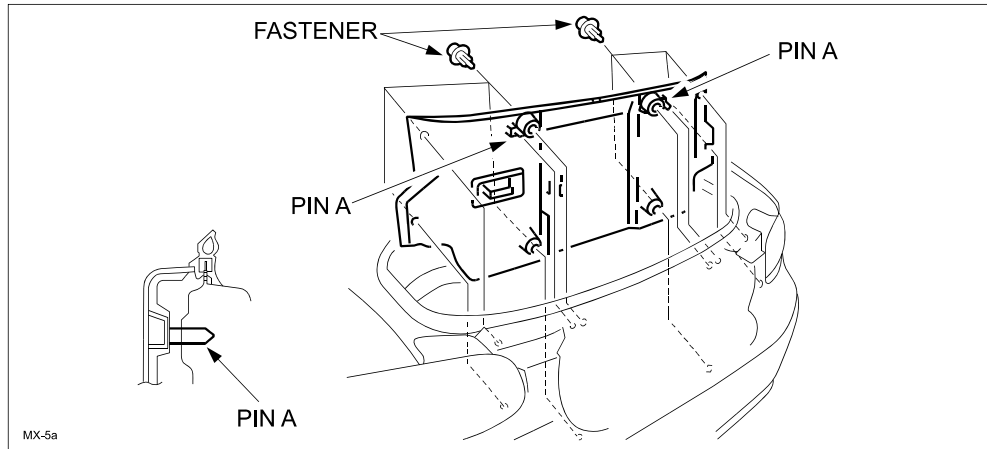


1	Bolt
2	Connector
3	Cable
4	Liftgate and lock actuator

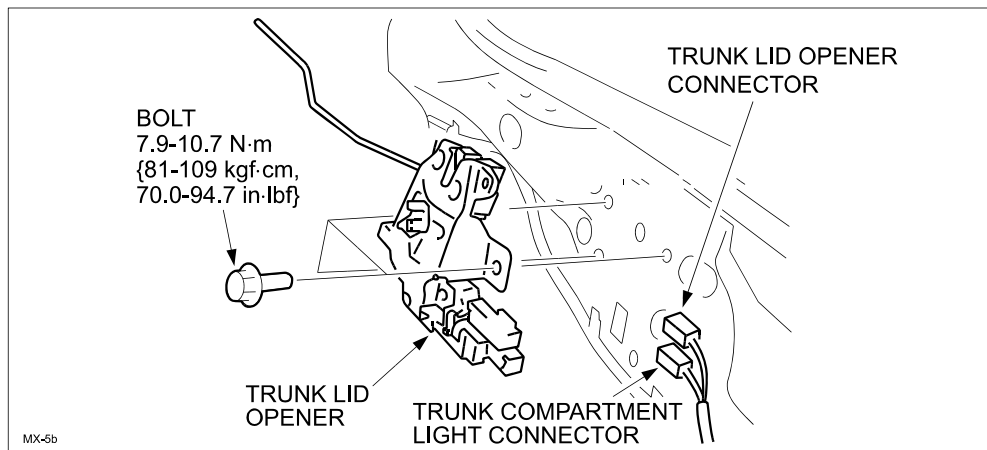
- 6. Re-install in the reverse order of removal.
- 7. Inspect the liftgate operation.

MX-5 TRUNK LID OPENER REMOVAL/INSTALLATION:

1. Disconnect the negative battery cable.
2. Remove the trunk end trim.
 - a. Remove the fasteners.
 - b. Pull the trunk end trim upward, then disengage pin A.
 - c. Disconnect the trunk compartment light connector.
 - d. Disconnect the trunk lid cancel switch connector.

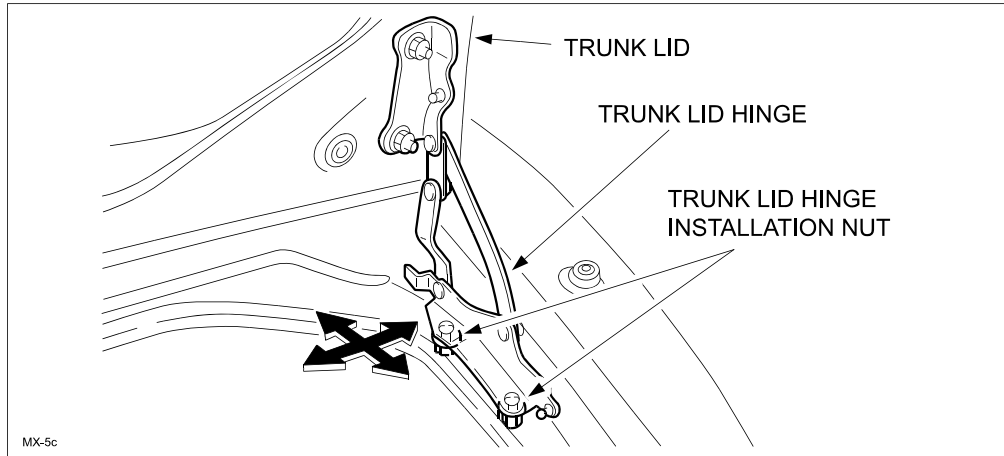


3. Detach the rod.
4. Disconnect the trunk lid opener connector and the trunk compartment light connector.
5. Remove the bolts, then remove the trunk lid opener.

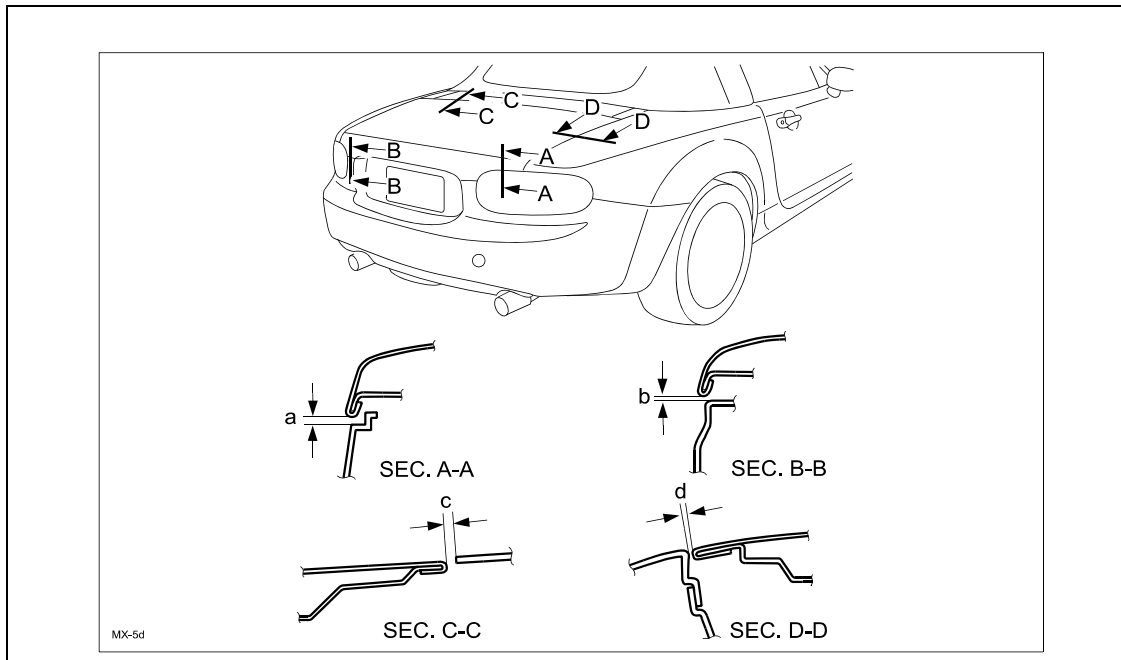


6. Install a modified trunk lid opener and other removed parts in the reverse order of removal.

7. Adjust the trunk lid to the proper specifications.

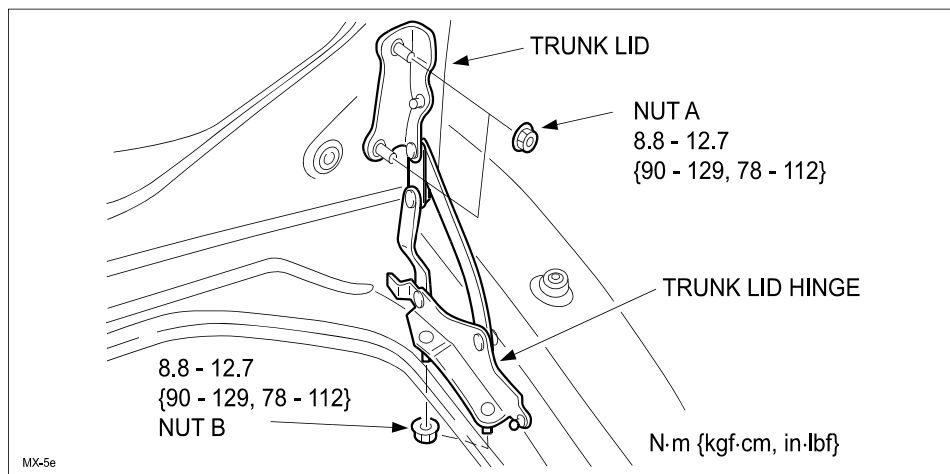


- a. Measure the gap and height difference between the trunk lid and the body.
- b. Loosen the trunk lid hinge installation nuts or the trunk lid lock striker installation screws, and adjust the trunk lid.



Standard Clearance	Notes
A: 4.5—7.5 mm {0.18—0.29 in.}	w/o power retractable hardtop
A: 5.5—8.5 mm {0.22—0.33 in.}	w/ power retractable hardtop
B: 5.0—9.0 mm {0.20—0.35 in.}	---
C: 3.0—6.0 mm {0.12—0.23 in.}	w/o power retractable hardtop
C: 4.0—8.0 mm {0.16—0.31 in.}	w/ power retractable hardtop
D: 3.0—5.0 mm {0.12—0.19 in.}	---

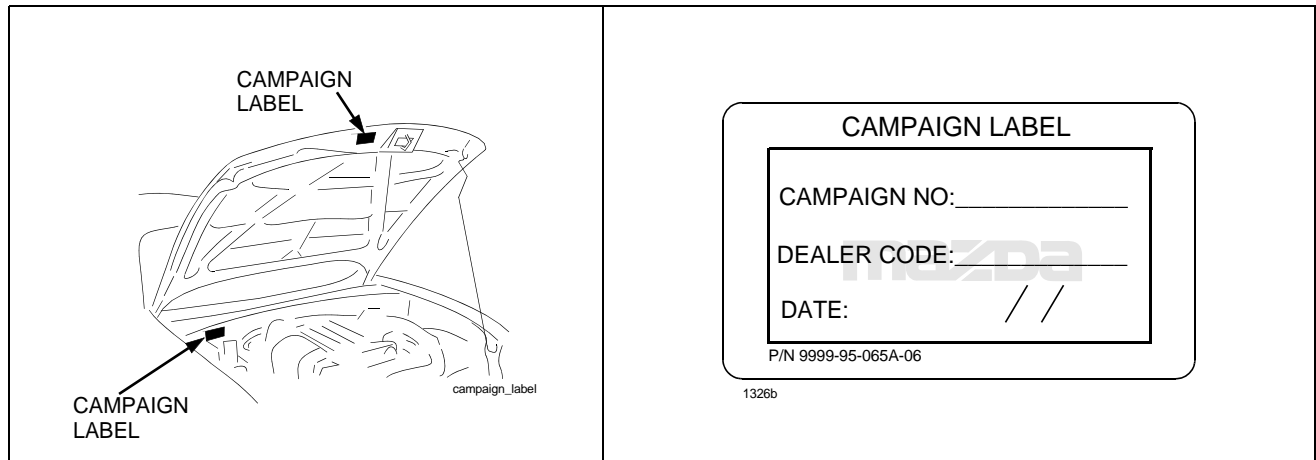
c. Tighten nuts A and B to the proper torque specification.



8. Inspect the trunk lid operation.

D. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "SSP97", 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.



April 2015

**Liftgate Latch / Trunk Lid Latch Replacement
Special Service Program (SSP) 97
2014 CX-9 and 2015 MX-5**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to replace the liftgate latch or trunk lid latch on certain 2014 CX-9 and 2015 MX-5 vehicles.

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

What is the problem?

On certain 2014 CX-9 and 2015 MX-5 vehicles, the strength of an internal part of the liftgate latch actuator or trunk lid latch actuator may be insufficient due to the usage of inappropriate material. With repeated lock-unlock operation, the internal part may be broken, making the lock-unlock operation impossible. In the worst case, though the trunk lid can be opened using the key, the liftgate or trunk lid may not be opened electrically (by operating switch, transmitter, etc.).

What will Mazda do?

Your Mazda dealer will replace the liftgate latch (CX-9) or trunk lid latch (MX-5) with a new and improved one, free of charge. The repair should take approximately 30 minutes to complete; however, it may take longer depending on the service workload at your Mazda dealership.

This Special Service Program will be in effect for seven years until May 31, 2022 regardless of mileage. Coverage is automatically transferred to subsequent owners.

What should you do?

Mazda is concerned about your complete satisfaction, and we encourage you to make an appointment with any authorized Mazda dealer to have the liftgate latch or trunk lid latch replaced. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

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.



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 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.

Still have questions?

If you have any questions regarding this campaign, 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 apologies 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 2014 CX-9 or 2015 MX-5.
2. You have paid for liftgate latch or trunk lid latch replacement, prior to launch of SSP97.
3. You have had SSP97 completed on your vehicle by an authorized Mazda dealer.
4. 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
 - Liftgate latch or trunk lid latch replacement

IMPORTANT
***SSP97 must be completed on your vehicle by an authorized Mazda dealer
before your reimbursement request can be processed.***

5. 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 liftgate or trunk lid latch replacement prior to the launch of SSP97, 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 liftgate latch or trunk lid latch 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.

