



ZOOM-ZOOM

TO: All Mazda Dealership General Managers, Service and Parts Managers
DATE: February 2016
SUBJECT: 2014-2016 Mazda3 - Engine Coolant Concentration Concern
Special Service Program (SSP) A2

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2014-2016 Mazda3 vehicles built at the Mexico plant from December 4, 2013 through September 23, 2015.

On certain subject Mazda3 vehicles, the concentration of engine coolant filled at the plant may not be appropriate, which could reduce the cooling or heating performance. With the deterioration of cooling performance, the coolant temperature may increase at high engine load, and a warning light (high engine coolant temperature warning light) may flash or illuminate, resulting in the engine possibly overheating.

Dealers are to check the concentration of engine coolant, and replace the coolant if necessary. The check and repair must be performed at no charge to the vehicle owner. **This campaign expires March 1, 2017.**

Owners of subject vehicles will be notified by first class mail beginning March 1, 2016.

This package contains important information about SSPA2:

Attachment I	Service Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letter

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

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,

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

On certain subject vehicles, the concentration of engine coolant filled at the factory may not be appropriate. If the coolant concentration is too high or too low, engine cooling or heating performance could deteriorate. With the deterioration of cooling performance, the coolant temperature may increase at high engine load, and a warning light (high engine coolant temperature warning light) may flash or illuminate, resulting in the engine possibly overheating.

SUBJECT VEHICLES

Model	Subject VIN range	Subject Built Date Range
2014-2015 Mazda3	3MZ BM**** EM 100134 – 124127 3MZ BM**** FM 121913 – 140284	December 4, 2013 through August 16, 2014
2015-2016 Mazda3	3MZ BM**** FM 136303 – 237205 3MZ BM**** GM 228021 – 259102	August 18, 2014 through September 23, 2015

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail on March 1, 2016. Owners will be informed they should bring their vehicle to any authorized Mazda dealer to have the engine coolant concentration checked and adjusted as necessary.

PARTS INFORMATION

Description	Part Number	Quantity	Notes
Coolant	0000-77-508E-20	See repair instructions for quantity needed	FL-22 type
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	Inspection only
Warranty Type	A
Process Number	AF063A
Symptom Code	99
Damage Code	99
Part Number Main Cause and Qty	7777-SP-K71
Part Quantity	0
Labor Operation Number	XXM2GXRX
Labor Hours	0.3 hrs.

	Inspection & Adjustment of Engine Coolant Concentration	
	Adjustment: One time	Adjustment: Two times
Warranty Type	A	A
Process Number	AF063A	AF063A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	7777-SP-K71	7777-SP-K71
Quantity	0	0
Related Part Number	0000-77-508E-20	0000-77-508E-20
Quantity	1 gallon	2 gallons
Labor Operation Number	XXM2HARX	XXM2JARX
Labor Hours	0.6 H	1.2 H

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-PA2R	5555-SS-PA2L
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 SSPA2

1. Verify the vehicle is within the following ranges:

Model	Subject VIN range	Subject Built Date Range
2014-2015 Mazda3	3MZ BM**** EM 100134 – 124127 3MZ BM**** FM 121913 – 140284	December 4, 2013 through August 16, 2014
2015-2016 Mazda3	3MZ BM**** FM 136303 – 237205 3MZ BM**** GM 228021 – 259102	August 18, 2014 through September 23, 2015

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, SSPA2 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:
SSPA2 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
SSPA2 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a campaign label and apply to vehicle’s hood or bulkhead.
SSPA2 is not displayed	Does not apply	SSPA1 does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.

2014-2016 MAZDA3 ENGINE COOLANT CONCENTRATION CONCERN SSPA2

A. DESCRIPTION

For certain 2014-16 Mazda3 vehicles, the concentration of engine coolant filled at the plant may not be appropriate. If the vehicle is filled with coolant having a higher or lower concentration, it is possible that the coolant may freeze under certain environmental conditions, leading to deterioration of cooling or heating performance.

B. VEHICLE INSPECTION PROCEDURE

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

Model	VIN Range	Production Date Range
2014-2015 Mazda3	3MZ BM**** EM 100134 – 124127 3MZ BM**** FM 121913 – 140284	From December 4, 2013 through August 16, 2014
2015-2016 Mazda3	3MZ BM**** FM 136303 – 237205 3MZ BM**** GM 228021 – 259102	From August 18, 2014 through September 23, 2015

- If the vehicle is within one of the above ranges, proceed to step 2.
 - If the vehicle is not within one of the above ranges, SSPA2 is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify SSPA2 number as the vehicle may have multiple SSPs.

eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
SSPA2 Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE"
SSPA2 Closed	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
SSPA2 is not displayed	Does not apply	SSPA2 does not apply to this vehicle. Return the vehicle to inventory or customer

C. REPAIR PROCEDURE

WARNING:

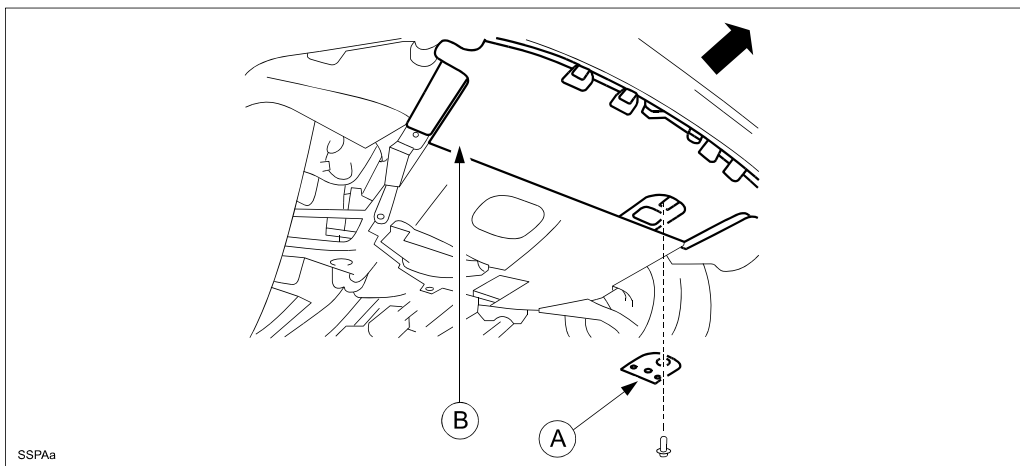
- Never remove the cooling system cap or loosen the radiator drain plug while the engine is running, or when the engine and radiator are hot. Scalding engine coolant and steam may shoot out cause serious injury. It may also damage the engine and cooling system.
- Turn off the engine and wait until it is cool. Even then, be very careful when removing the cap. Wrap a thick cloth around it and slowly turn it counterclockwise to the first stop. Step back while the pressure escapes.
- When you are sure all the pressure is gone, press down on the cap using the cloth, turn it, and remove it.

Checking the Concentration

NOTE:

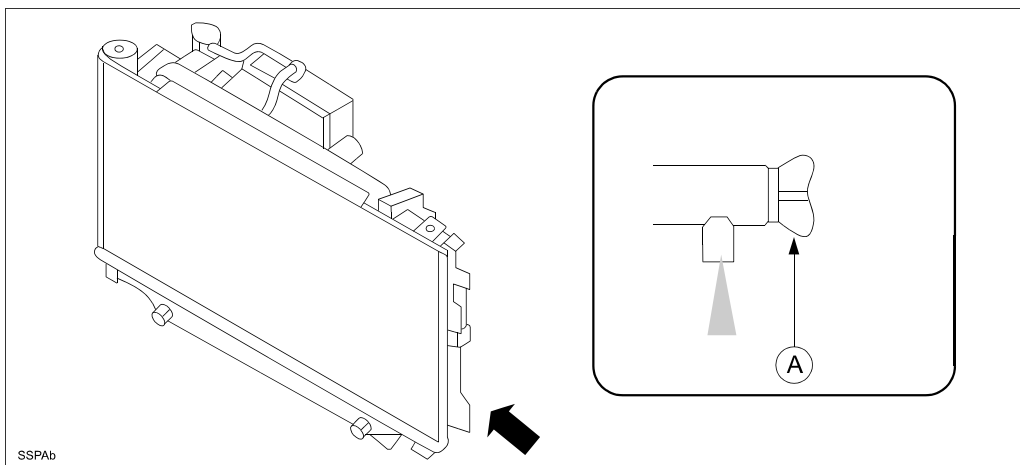
- The use of coolant changers is not recommended. Follow the instructions below.
- Do not use water to adjust the concentration. Minerals contained in the water generating deposits will clog the cooling system and may rust the parts. Service coolant (FL22 55% pre-diluted) is a solution using a specified quality of water.

1. Remove the radiator cap
2. Remove the service hole cover (A) installed at the front, undercover No.1 (B).



3. Loosen the radiator drain plug (A) and take a small sample of the coolant.

NOTE: The sample has to be taken from the bottom of the radiator for an accurate reading.

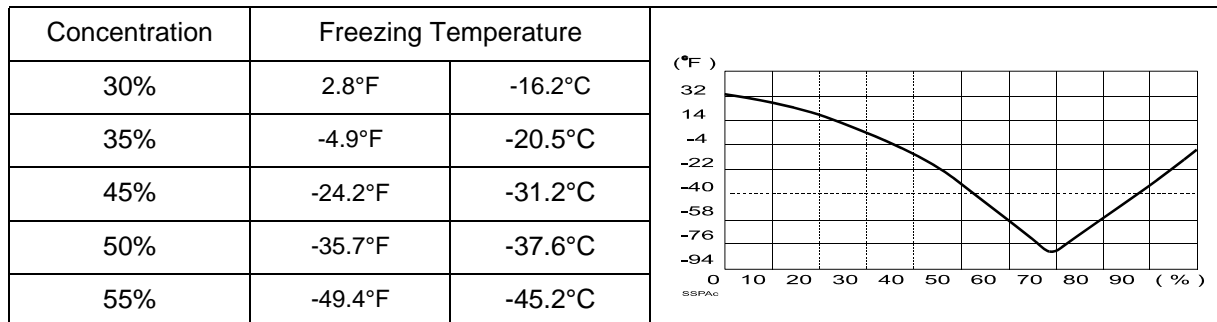


ATTACHMENT II SSPA2

4. Measure the concentration to check if it's in the appropriate range.
- There are 3 different tools available to check the coolant concentration.



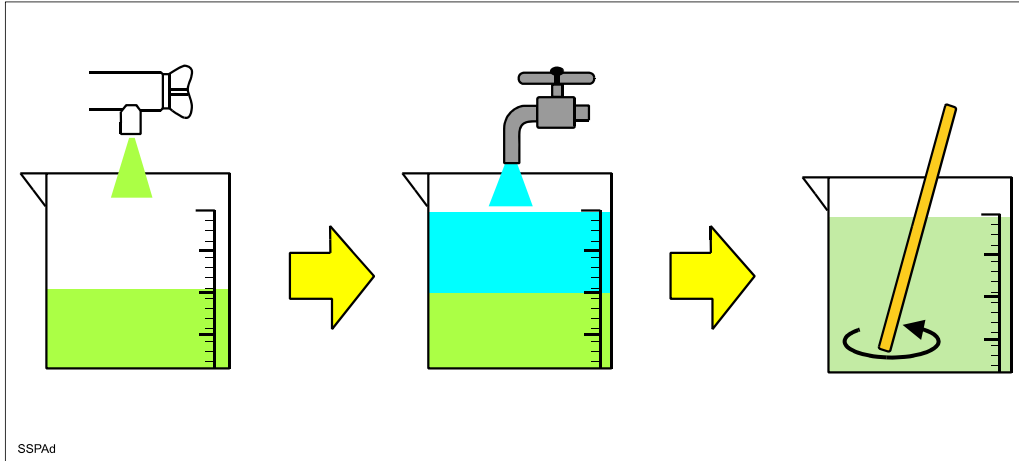
- Upper limit is 70% concentration.
NOTE: Coolant with a concentration greater than 70% could cause overheating due to lower cooling efficiency.
- Lower limit depends on environmental condition (see below).



- If the concentration is in the appropriate range, inspect the engine coolant level and adjust with new FL22 as needed.
- If the concentration is NOT in the appropriate range, go to Replacing the Coolant.

NOTE: If the concentration is over the measurable range of the coolant tester, obtain the value by following these steps.

- a. Measure a certain amount of coolant with a measuring cup.
- b. Dilute the coolant with equal amount of water.
- c. Mix the solution well.
- d. Measure the concentration and obtain the original concentration value by multiplying by two.



Replacing the Coolant

1. Make sure the radiator cap is removed, then drain the coolant from the radiator drain plug as much as possible.
2. Tighten the radiator drain plug.
3. Refill the cooling system with FL22 (55% premix) coolant at the radiator filler neck until it is close to the top of the filler neck.
4. Install the radiator cap.
5. Start the engine and warm-up to normal operating temperature to open the thermostat. To confirm that thermostat is fully open, touch the lower radiator hose.

CAUTION: The lower radiator hose gets hot when the thermostat is opened. Use a thick cloth or gloves when touching the hose.

- Thermostat initial-opening temperature: 177 - 182°F (80.5 - 83.5°C)
 - Thermostat full-open temperature: 188 - 193°F (86.5 - 89.5°C)
6. Mix the coolant in the cooling system using the following steps:
 - a. Run the engine at 2,500 rpm for 5 min.
 - b. Maintain the engine speed at 3,000 rpm for 5s, then allow the engine to idle.
 7. Allow the engine to cool down.
 8. Take a small sample of coolant from the radiator drain plug and check the concentration again.
 - If the concentration is in the appropriate range, go to next step.
 - If the concentration is NOT in the appropriate range, go to step 1 and repeat.
 9. Replace the coolant in the reservoir tank with new FL22.
 10. Inspect the engine coolant and reservoir tank levels and adjust with new FL22 as needed.
 11. Install the service hole cover.
 12. Verify repair.



ZOOM-ZOOM

February 2016

**Special Service Program (SSP) A2
2014-2016 Mazda3 - Engine Coolant Concentration Concern**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to check the engine coolant concentration on certain 2014-2016 Mazda3 vehicles produced from December 4, 2013 through September 23, 2015.

If you are a recipient of this notice, your vehicle is included in this SSPA2.

What is the problem?

On certain subject Mazda3 vehicles, the concentration of engine coolant filled at the factory may not be appropriate. If the coolant concentration is higher or lower than specification, it may reduce the engine cooling or heating performance. This could cause the coolant temperature to increase at high engine load, and a warning light (high engine coolant temperature warning light) may flash or illuminate, resulting in the engine possibly overheating.

What will Mazda do?

Your Mazda dealer will check the concentration of engine coolant. If the concentration is not within proper range, the coolant will be replaced with an appropriate one. The check and repair will be performed free of charge. The check only will take approximately half an hour to complete. If the replacement of coolant is necessary, it will take approximately one and a half hours to complete; however, it may take longer depending on the service workload at your Mazda dealership.

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 should you do?

We encourage you to make an appointment with any authorized Mazda dealer to have the engine coolant concentration checked as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

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.

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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 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 apologies for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations