



ZOOM-ZOOM

TO: All Mazda Dealership General Managers and Service Managers
DATE: February 2016
SUBJECT: 2015-2016 Mazda3 – Spare Tire Air Pressure Concern
Special Service Program (SSP) A3

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2015-2016 Mazda3 vehicles built from January 5, 2015 through October 9, 2015.

On certain subject vehicles, the air pressure of the spare tire may be lower than the specification. Dealers are to check the spare tire air pressure, and adjust the air pressure as necessary.

The spare tire air pressure check and adjustment must be performed at no charge to the vehicle owner.

NOTE: Spare tire inflation pressure check is included in PDI procedures.

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 SSPA3:

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 Mazda3 vehicles, the air pressure of the spare tire may be lower than the specification. Dealers are to check the spare tire air pressure, and adjust the air pressure as necessary. **This campaign expires March 1, 2017.**

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2015-2016 Mazda3	3MZ BM**** FM 180799 – 237205 3MZ BM**** GM 228021 – 263670	January 5, 2015 through October 9, 2015

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning March 1, 2016. Owners will be informed they should bring their vehicle to their local Mazda dealer to have the spare tire air pressure checked and corrected as necessary, free of charge.

PARTS INFORMATION

Description	Part Number	Quantity	Model
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	Check Spare Tire Air Pressure and Adjust if Necessary
Warranty Type	A
Process Number	AF060A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-K67
Quantity	0
Labor Operation Number	XXM1AXCX
Labor Hours	0.2 H

VERIFY THE VEHICLE IS APPLICABLE TO SSPA3

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2015-2016 Mazda3	3MZ BM**** FM 180799 – 237205 3MZ BM**** GM 228021 – 263670	January 5, 2015 through October 9, 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, SSPA3 is not applicable.

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

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
SSPA3 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
SSPA3 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a campaign label and apply to vehicle's hood or bulkhead.
SSPA3 is not displayed	Does not apply	SSPA3 does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.

2015-2016 MAZDA3 SPARE TIRE PRESSURE CONCERN SSPA3

A. DESCRIPTION

On certain subject vehicles, the air pressure of spare tire may be lower than the specification. Dealers are to check the spare tire air pressure, and adjust the air pressure as necessary.

B. VEHICLE INSPECTION PROCEDURE

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

Model	VIN Range	Production Date Range
2015-2016 Mazda3	3MZ BM**** FM 180799 – 237205 3MZ BM**** GM 228021 – 263670	From January 5, 2015 through October 9, 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, SSPA3 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 SSPA3 number as the vehicle may have multiple SSPs.

eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
SSPA3 Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE"
SSPA3 Closed	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
SSPA3 is not displayed	Does not apply	SSPA3 does not apply to this vehicle. Return the vehicle to inventory or customer

C. REPAIR PROCEDURE

1. For the 4-door sedan, open the trunk. There are 3 ways to accomplish this.
 - a. Press the button to left of the steering wheel.



- b. Press and hold the button on the remote.



- c. Press the electric trunk lid opener button, located next to the back-up camera on the trunk lid.



2. For the 5-door hatchback, open the liftgate by pressing the electric liftgate opener.



3. Lift up the trunk mat and unscrew the spare tire hold down bolt by hand and place it to the side.



4. Remove the spare tire, turn it over, and remove the valve stem cap.
5. Use a pressure gauge to read the pressure.
 - **US tire pressure specification: 60-77psi.**



- If tire pressure is below 60 psi, fill to 60-77 psi, and go to next step.
 - If tire pressure is 60 psi or more, go to next step.
6. Put the valve stem cap back on and install tire back in the vehicle
 7. Secure spare tire with the same hold down bolt removed previously and tighten until snug.
NOTE: Be careful not to over tighten or cross thread the hold down bolt.
 8. Close trunk/liftgate and record the VIN as completed.



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February 2016

**Special Service Program (SSP) A3
2015-2016 Mazda3 Spare Tire Air Pressure Concern**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to check the spare tire air pressure on certain 2015-2016 Mazda3 vehicles built from January 5, 2015 through October 9, 2015.

If you are a recipient of this notice, your vehicle is included in Special Service Program (SSP) A3.

What is the problem?

On certain subject vehicles, the air pressure of the spare tire may be lower than the specification.

What will Mazda do?

Your Mazda dealer will check the air pressure of the spare tire installed in your vehicle. If the air pressure is lower than the specification, the dealer will adjust the air pressure to the specified value. The check and adjustment will be performed free of charge, and will take less than 30 minutes to complete; however, it may take longer depending on the service workload at your Mazda dealership.

What should you do?

We encourage you to make an appointment with any authorized Mazda dealer to have the spare tire air pressure 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.

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.

-Page 2-

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