



ZOOM-ZOOM

TO: All Mazda Dealership Service Managers
DATE: March 2016
SUBJECT: 2013 CX-5 - Steering Wheel Core Cover Concern
Special Service Program (SSPA4)

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2013 CX-5 vehicles equipped with leather-wrapped steering wheel and produced from December 15, 2011 through December 12, 2012.

On certain CX-5 vehicles, the driver's fingers could become caught by a sharp edge in the back side of the steering wheel while turning the wheel.

Dealers are instructed to file the back bottom edge of the steering wheel core cover as described in this SSP. This repair must be performed at no charge to the vehicle owner.

Owners of subject vehicles will be notified by first class mail beginning March 11, 2016.

This package contains important information about SSPA4:

Attachment I	Service 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 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 CX-5 vehicles, the driver’s fingers could become caught by a sharp edge in the back side of the steering wheel while turning the wheel. Dealers are instructed to file the back bottom edge of the steering wheel cover to remove the sharp edge(s) as described in this SSP.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2013 CX-5	JM3 KE**** D0 100063 - 169654 JMZ KEN926 00 136170	December 15, 2011 through December 12, 2012

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning March 11, 2016.

PARTS INFORMATION

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

WARRANTY CLAIM PROCESSING INFORMATION

	Remove sharp edge(s) from back of steering wheel
Warranty Type	
Process Number	AF054A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-K62
Quantity	0
Labor Operation Number	XXLA4XRX
Labor Hours	0.2 H

VERIFY THE VEHICLE IS APPLICABLE TO SSPA4

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2013 CX-5	JM3 KE**** D0 100063 - 169654 JMZ KEN926 00 136170	December 15, 2011 through December 12, 2012

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, SSPA4 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:
SSPA4 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
SSPA4 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
SSPA4 is not displayed	Does not apply	SSPA4 does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.

2013 CX-5 STEERING WHEEL CORE COVER REPAIR - SSPA4

A. DESCRIPTION

For some vehicles (equipped with leather-wrapped steering wheel), it is possible that the drivers fingers may become caught by the back-side of the steering wheel while turning.

This concern can be easily resolved by slightly filing down the back-side, bottom edge of steering wheel core cover according to this repair procedure.

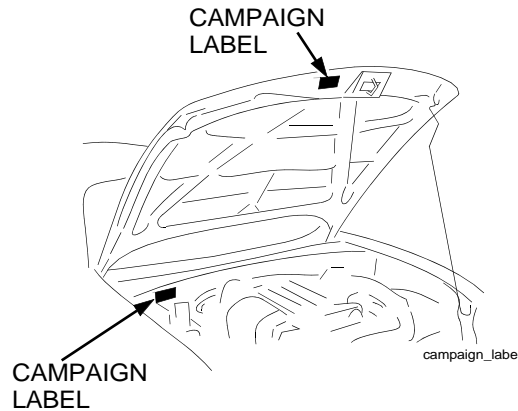
B. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the following range:

Model	VIN Range	Production Date Range
2013 CX-5	JM3KE****D0100063 – 169654	From December 15, 2011 through December 12, 2012

- If the vehicle is within the above range, proceed to step 2.
 - If the vehicle is not within the above range, SSPA4 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 SSPA4 number as the vehicle may have multiple SSPs.



eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
"Campaign: SSPA4 Open"	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to "INSPECTION PROCEDURE"
"Campaign: SSPA4 Closed"	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
"Campaign: SSPA4 Open" or "Closed" is not displayed	Does not apply	Campaign does not apply to this vehicle. Return the vehicle to inventory or customer

C. REPAIR PROCEDURE

Outline:

Using an emery board or file, gently file off any flashing that is found on the back-side, bottom edge of the steering wheel core cover (as shown below).



CAUTION: Use care not to scratch the other parts close to the back of the steering wheel.

1. Turn the steering wheel to the right to better access the repair area.

CAUTION: To prevent scratching, apply masking tape to the back-side of steering wheel (as shown below).

2. Pull on the steering wheel core cover by hand to create a small clearance between the cover and the back of the steering wheel.
3. Carefully file off all flashing from the edge of the cover (as shown below).



4. Lightly run your finger over the edge of the cover. If the surface still feels rough, continue filing until it is completely gone (smooth).
5. Push the steering wheel core cover back to eliminate the clearance between the cover and the steering wheel.
6. Remove the masking tape.
7. Wipe the area clean with a clean shop rag and vacuum up the filings from the seat and floor.

CAMPAIGN LABEL

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with the Campaign No: "SSPA4", your dealer code, today's date, and affix it to the vehicle's hood.

CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	/ /

P/N 9999-95-065A-05

1326b

2. Return the vehicle to the customer.



zoom-zoom

March 2016

**2013 CX-5 - Steering Wheel Core Cover Concern
Special Service Program (SSP) A4**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2013 CX-5 vehicles equipped with leather-wrapped steering wheel and produced from December 15, 2011 through December 12, 2012.

If you are a recipient of this notice, your vehicle is included in Special Service Program (SSP) A4.

What is the problem?

On certain subject vehicles, the driver's fingers could become caught by a sharp edge in the back side of the steering wheel cover while turning the wheel.

What will Mazda do?

Your Mazda dealer will remove the sharp edge(s) on the back of the steering wheel. The repair will be performed free of charge, and will take approximately 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 this repair completed as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for steering wheel core cover repair?

If you have already paid for repair or replacement of steering wheel core cover due to sharp edge(s) prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include 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 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.

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 2013 CX-5 vehicle built between December 15, 2011 and December 12, 2012. (Note: We do not require proof of registration or title.)
2. You have paid for steering wheel core cover repair or replacement due to conditions similar to this SSPA4, prior to March 2016.
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
 - Repair or replacement of the steering wheel core cover due to sharp edge(s)**PLEASE DO NOT SUBMIT THIS FORM WITHOUT THE ABOVE DOCUMENTATION.**
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 steering wheel core cover repaired or replaced due to conditions similar to this SSPA4 prior to the launch of the SSP in March 2016, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Once your vehicle has been repaired according to the SSP instructions, 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 the repair or replacement of the steering wheel core cover.

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

2013 CX-5
Steering Wheel Core Cover Concern – Special Service Program (SSP) A4

REQUIRED DOCUMENTATION MUST ACCOMPANY THIS FORM. SEE PAGE 1.

(Please type or print)

Name: _____
First Middle Last

Address: _____
Street Address

_____ City State Zip Code

Home: _____
Phone Number: Work: _____

Email: _____

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 repair or replacement of the steering wheel core cover 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)