



*zoom-zoom*

**TO:** All Mazda Dealership Service Managers

**DATE:** May 2016

**SUBJECT:** 2014-2016 Mazda6 – Door Sash Molding Concern  
Special Service Program SSPA5

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2014-2016 Mazda6 vehicles produced from October 25, 2012 through January 30, 2015.

On the subject vehicles, the metal part of the front and rear door sash molding(s) may be exposed and could harm vehicle occupants upon contact.

Dealers are to inspect the door sash on all vehicle doors and repair as instructed in this SSP. If the protector is damaged, replace the door sash with new, improved parts. This repair must be performed at no charge to the vehicle owner.

Owners of subject vehicles will be notified by first class mail beginning May 2, 2016.

This package contains important information about SSPA5:

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 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,

Akira Ikemoto  
Director, Technical Services Division  
Mazda North American Operations

## CONDITION OF CONCERN

On the subject vehicles, the metal part of the front and rear door sash molding(s) may be exposed and could harm vehicle occupants upon contact.

Dealers are to inspect the door sash on all vehicle doors and repair as instructed in this SSP. If the protector is damaged, replace the door sash with new, improved parts. This repair must be performed at no charge to the vehicle owner.

## SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2014-2016 Mazda6	JM1 GJ**** E1 100027 – 162747	From October 25, 2012 through January 30, 2015
	JM1 GJ**** F1 162748 – 225009	
	JM1 GJ**** G1 400009 – 410414	

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

## OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning May 2, 2016.

## PARTS INFORMATION

Description	Part Number	Quantity	Notes
Door sash repair parts set	TA01-76-100	1	Repairs 4 vehicles.
Door sash adhesive kit	0000-M6-RPKT	1	Repairs approx. 8 vehicles. Includes applicator gun & dispenser. <b>Part number for ordering only</b>
Door sash adhesive refill	0000-M6-RFKT	1	Repairs approx. 8 vehicles. Applicator gun & dispenser are NOT included. <b>Part number for ordering only</b>
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

## **WARRANTY CLAIM PROCESSING INFORMATION**

	<b>Repair door sash molding / protector</b>
Process Number	AF061A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity (Qty 1 is for the portion of adhesive used for the repair reimbursed at \$10 plus warranty markup)	7777-SP-K68 & 1 <b>(Must claim quantity 1 or claim will reject)</b>
Related Part Number & Quantity	a) TA01-76-100 & 1 pc  b) If there are any parts replaced, submit applicable parts number and quantity as related parts.  c) <b>Adhesive kit (0000-M6-RPKT) or refill (0000-M6-RFKT) CANNOT be claimed for this repair. Allowance for it included in the PNMC QTY 1 and is reimbursed at \$10 plus warranty markup rate.</b>
Labor Operation Number & Labor Hours	XXM3SXRX & 1.3 hrs. Uniform labor hours for every type of repair (Repair molding with adhesive, file protector and door sash molding replacement if necessary)

## **VERIFY THE VEHICLE IS APPLICABLE TO SSPA5**

1. Verify the vehicle is within the following ranges:

<b>Model</b>	<b>VIN Range</b>	<b>Build Date Range</b>
2014-2016 Mazda6	JM1 GJ**** E1 100027 – 162747 JM1 GJ**** F1 162748 – 225009 JM1 GJ**** G1 400009 – 410414	From October 25, 2012 through January 30, 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, SSPA5 is not applicable.

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

**eMDCS System – Warranty Vehicle Inquiry Results:**

<b>If eMDCS displays:</b>	<b>Campaign Label is:</b>	<b>Action to perform:</b>
SSPA5 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
SSPA5 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
SSPA5 is not displayed	Does not apply	SSPA5 does not apply to this vehicle. Return vehicle to inventory or customer.

**REPAIR PROCEDURE**

Please refer to Attachment II.

**A. DESCRIPTION**

On certain subject vehicles, the metal part of the front and rear door sash molding(s) may be exposed and could harm vehicle occupants upon contact. Dealers are to inspect the door sash on all vehicle doors and repair or replace as needed.

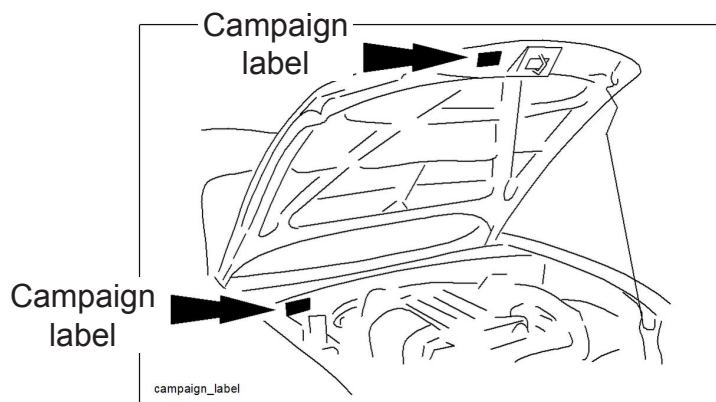
**B. VEHICLE INSPECTION PROCEDURE**

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

Model	VIN Range	Production Date Range
2014-2015 Mazda6	JM1 GJ**** E1 100027 - 162747	From October 25, 2012 through January 30, 2015
	JM1 GJ**** F1 162748 - 225009	
	JM1 GJ**** G1 400009 - 410414	

- 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, SSPA5 is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

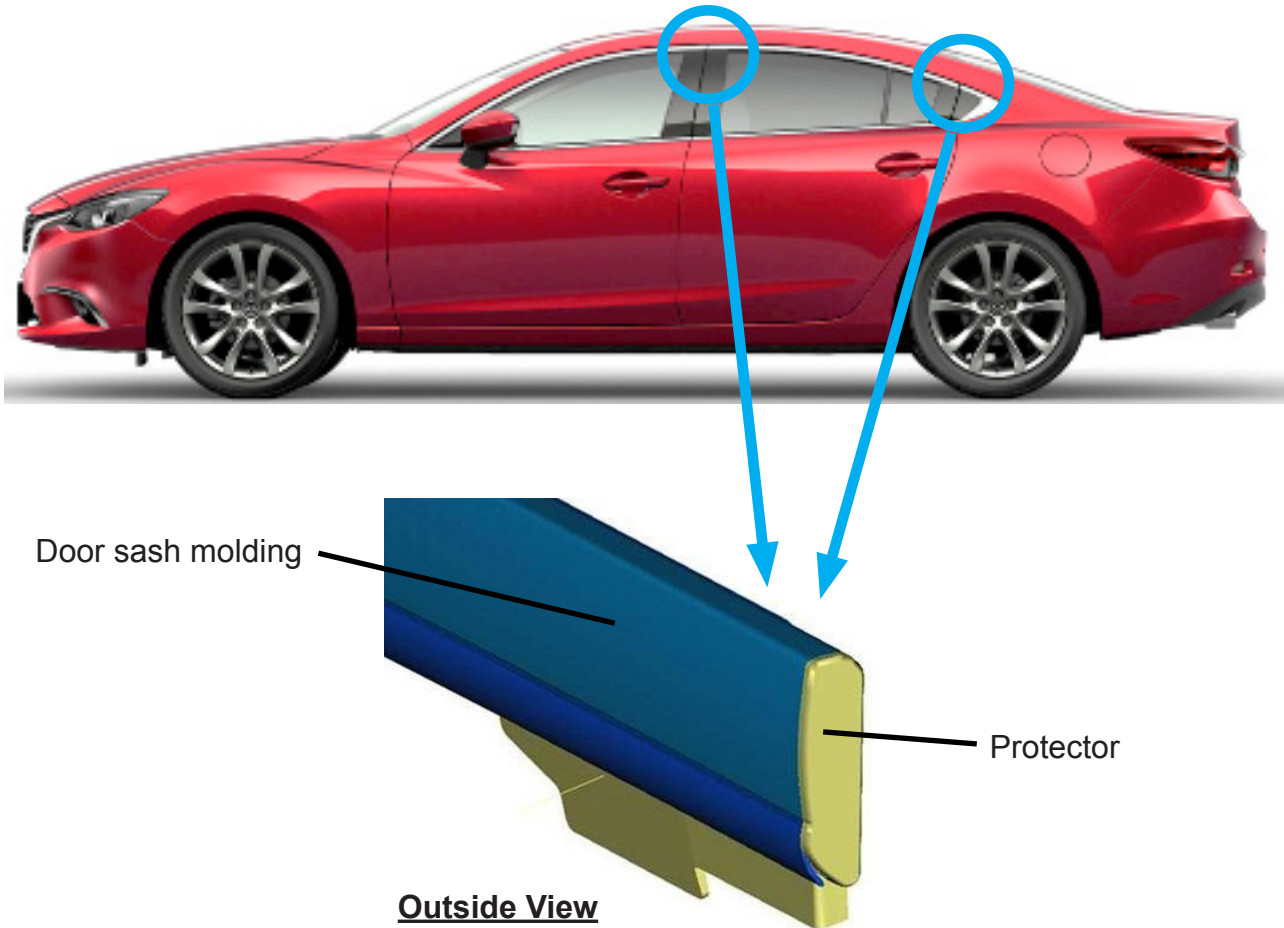
**NOTE:** Verify SSPA5 number as the vehicle may have multiple SSPs.

**eMDCS System - Warranty Vehicle Inquiry Results**

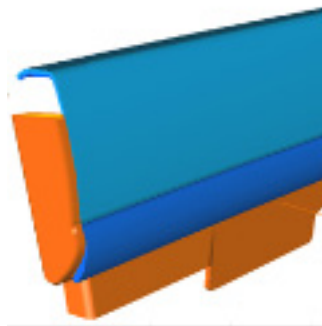
If eMDCS displays:	Campaign Label is:	Action Required:
SSPA5 Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE"
SSPA5 Closed	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
SSPA5 is not displayed	Does not apply	SSPA5 does not apply to this vehicle. Return the vehicle to inventory or customer

### C. REPAIR OUTLINE

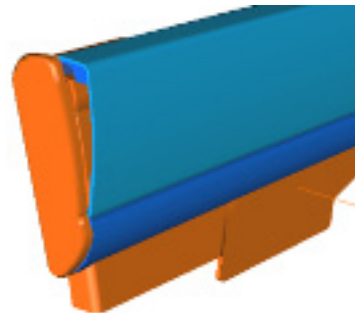
#### Door Sash Molding Repair



1. Inspect the protector(s) on all doors. If the protector(s) is(are) broken and/or separated, replace the door sash molding(s).



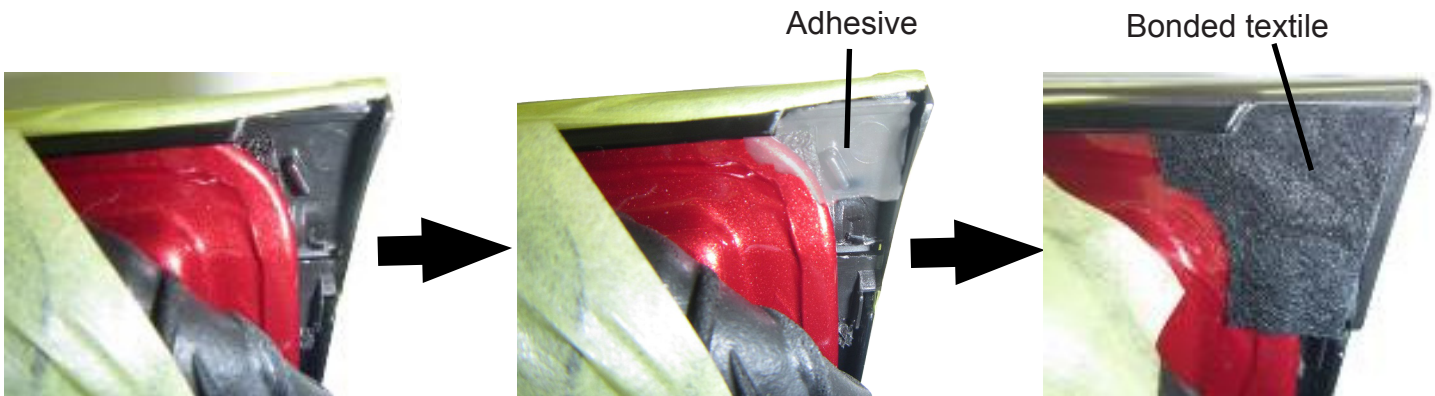
**Broken**



**Separated**

2. If the protector(s) is (are) not broken or separated, repair the protector(s) and cover the edge of the door sash molding using adhesive. (For all doors)

Right front door is shown as an example



Inside view

3. Inspect the protrusion (edge) of the protector. If the height is over 0.4 mm, file off the protrusion using sand paper. (For all doors)



4. Install campaign label.

#### D. REPAIR PROCEDURE

A repair video has been developed to assist you with this repair. [CLICK HERE](#) to view the video.

1. Inspect the protector(s) on all doors. Is (are) the protector(s) broken and/or separated? (See images on page 2)
  - Yes - Replace door sash molding. Refer to MS3 online or Workshop Manual section 09-16:
    - Front Removal - FRONT SASH MOLDING REMOVAL
    - Front Install - FRONT SASH MOLDING INSTALLATION.
    - Rear Removal - REAR SASH MOLDING REMOVAL
    - Rear Install - REAR SASH MOLDING INSTALLATION
  - No - Proceed to E. DOOR SASH MOLDING REPAIR.
2. Proceed to G. CAMPAIGN LABEL.




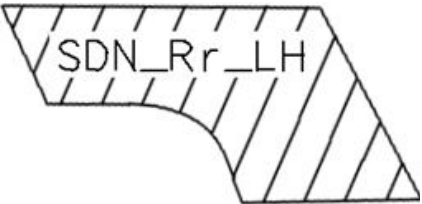
E. DOOR SASH MOLDING REPAIR

Preparation

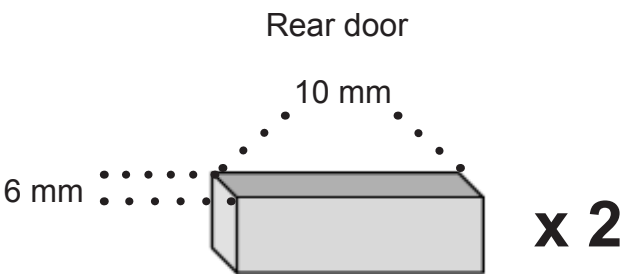
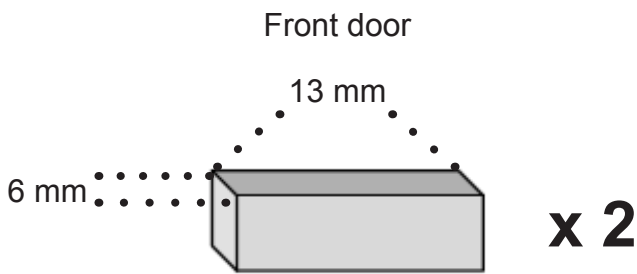
- Pallet
- Masking tape
- Dryer

1. Cut the bonded textile into the form of paper pattern in 1/1 size. (Used to hide the adhesive)

**NOTE:** Textile template is provided on page 11.

	Front	Rear
Right		
Left		

2. Cut the sponge rubber (Thickness 3.0 mm) to the following shape: (Used to prevent adhesive sagging)

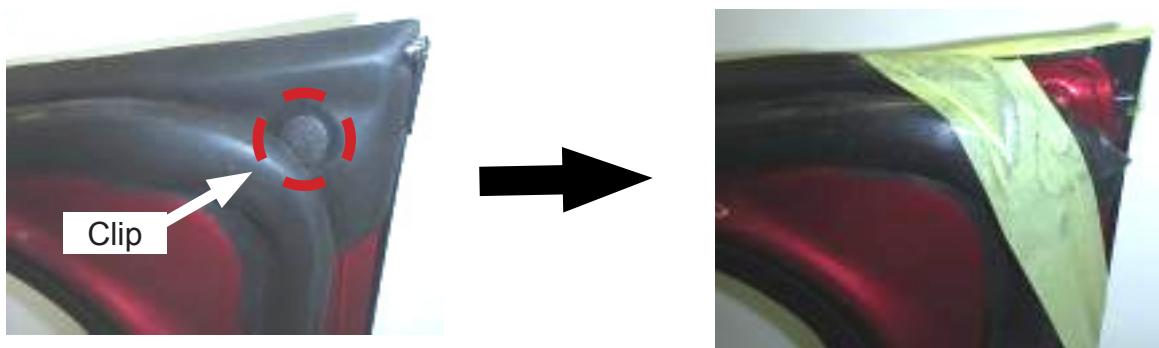




Repair

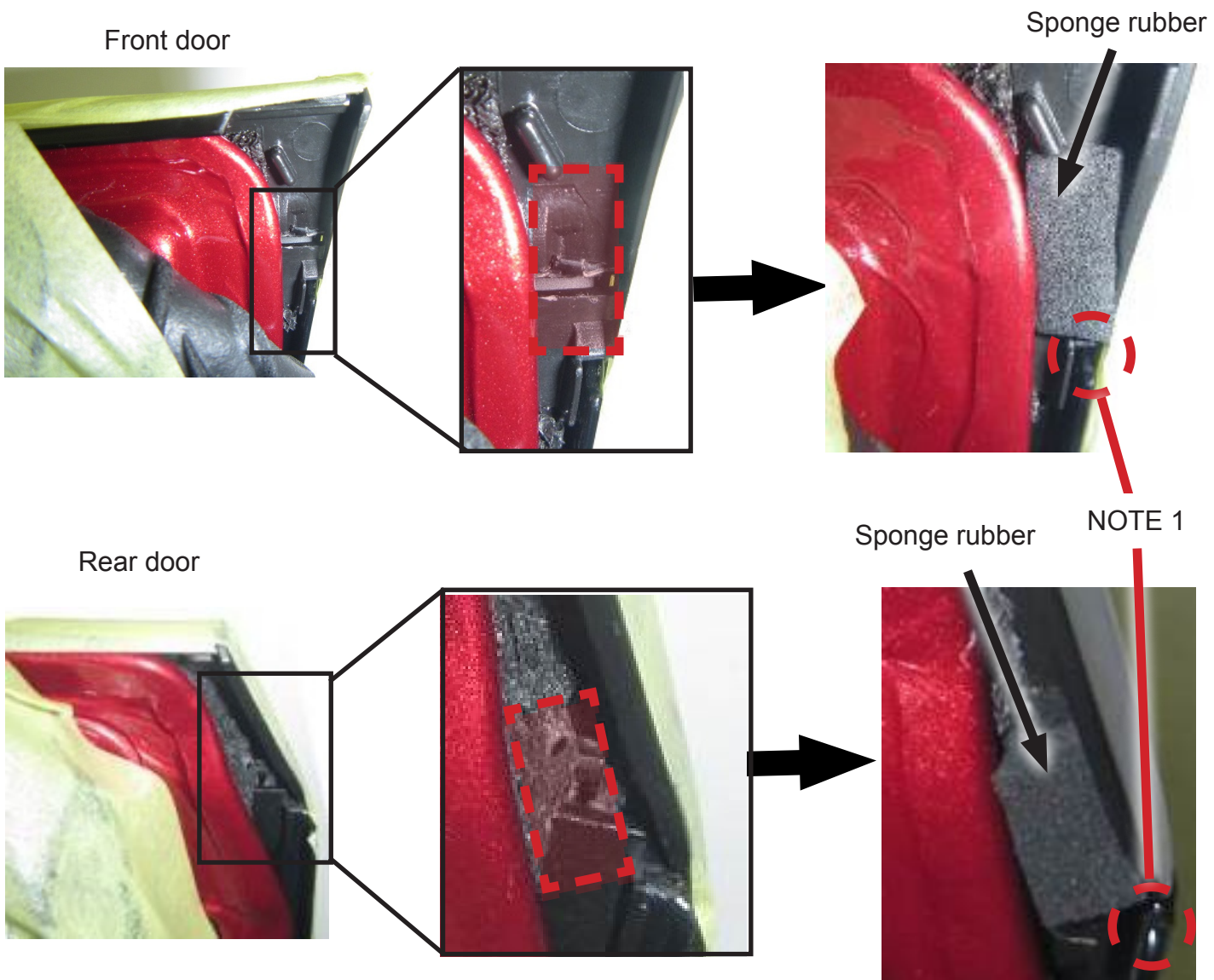
3. Open the door and flip the weather strip as shown below: Then fold it down and use masking tape to hold it.

**NOTE:** Do not remove the weather strip clip.



4. Apply the sponge rubber to the door sash molding as shown:

**NOTE 1:** Prevent the protrusion of sponge rubber between the protector and the door garnish.

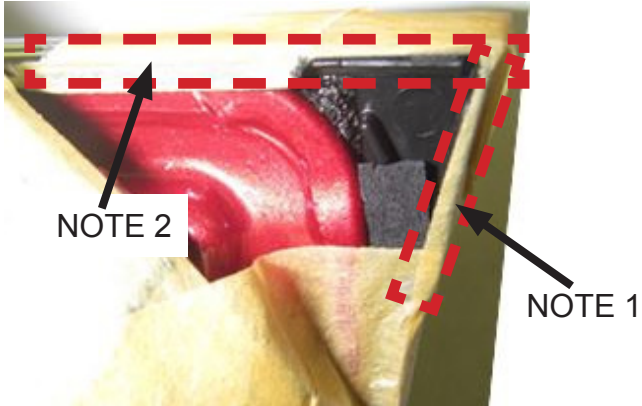


5. Apply the masking tape on the door sash molding, protector, door panel and weather strip as shown in the figure below.

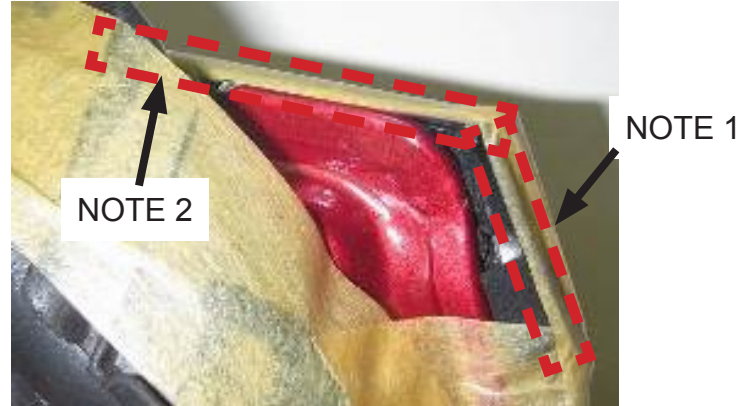
**NOTE 1:** Apply the masking tape at the inside edge of the protector.

**NOTE 2:** Apply the masking tape at the end of door sash molding.

Front door



Rear door



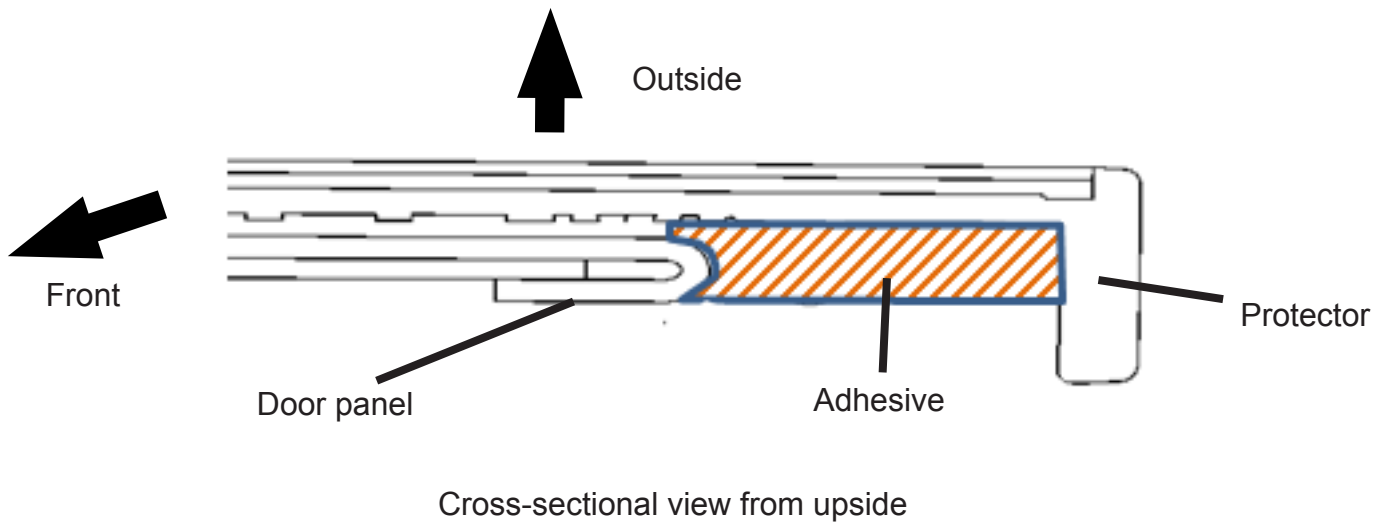
6. Clean the adhesive area of door sash molding and door panel.  
7. Warm the adhesive area using a dryer for 1 ~ 2 min.



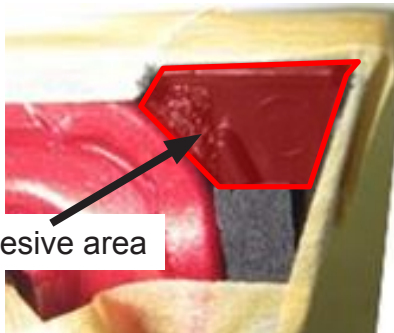
8. Apply the adhesive on the bonding area of the front and rear door as shown below.

**NOTE:**

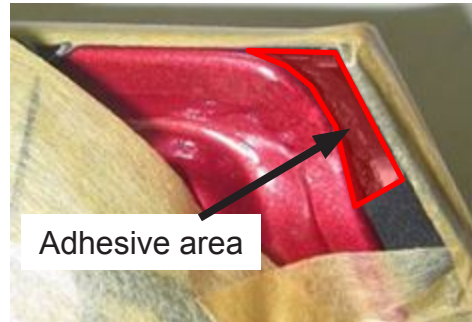
- Recoat the adhesive to the same thickness as the door panel.
- The adhesive may run down when applied. Use a pallet on the adhesive until it cures enough to stop running down.



Front door



Rear door



9. Approximately 10 minutes after applying the adhesive, apply the bonded textile on the adhesive.

**NOTE:** Before the adhesive is fully cured, apply the bonded textile.



10. After 10 ~ 15 minutes, confirm that the bonded textile is NOT peeling. If there is no problem, remove any excess adhesive application and the masking tape.

11. Return the weather strip to the original shape and verify the repair.

**NOTE:** DO NOT wash the car immediately after the repair.

12. Proceed to F. DOOR SASH MOLDING PROTECTOR INSPECTION.



## F. DOOR SASH MOLDING PROTECTOR INSPECTION

### Preparation

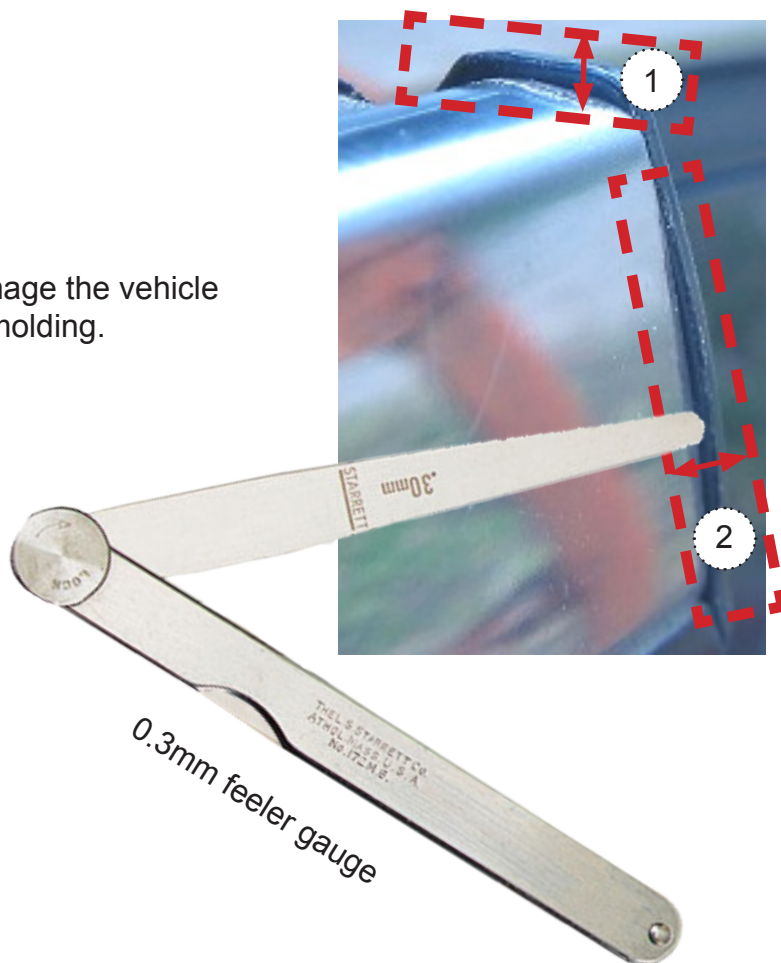
- 0.3 mm feeler gauge
- Sand papers (#300, #600, #1000)
- Masking tape

1. Inspect the protector for excessive protrusion. Measure the protrusion height at (1) / (2) using a 0.3mm feeler gauge.

The height is equal or less 0.3 mm, filing is NOT required.

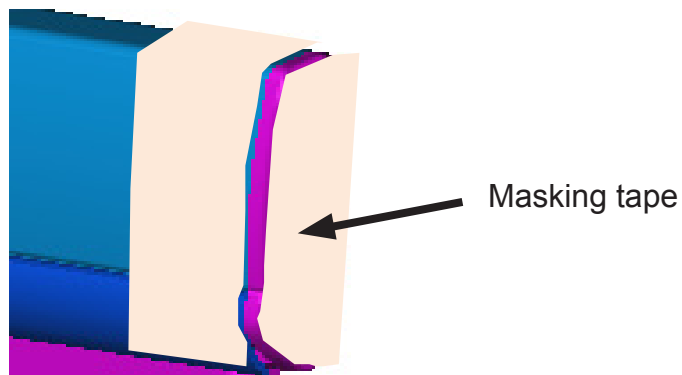
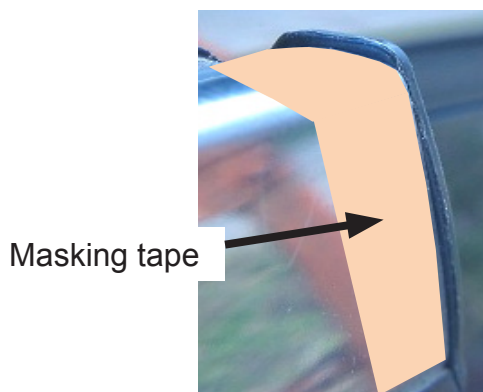
The height is over 0.4 mm, filing is required.

**NOTE:** DO NOT damage the vehicle or door sash molding.



Vehicle front

2. If filing is required, apply masking tape on the door sash molding as shown below.



**SSPA5**

3. File the protector until the height of the protrusion is equal or less 0.3 mm using the sand paper. Then, remove the sharp edges of the protector using sand paper.

**NOTE:** DO NOT damage the vehicle or door sash molding.



4. Verify the height of the protrusion and the sharp edges of the protector. If there is no problem, Remove the masking tape and clean around the protector.
5. Repeat the same operation to the other doors as needed.
6. Proceed to G. CAMPAIGN LABEL.

**G. CAMPAIGN LABEL**

1. Fill out a blue “Campaign Label” (9999-95-065A-06) with the Campaign No: “SSPA5”, your dealer code, today’s date, and affix it to the vehicle’s hood.

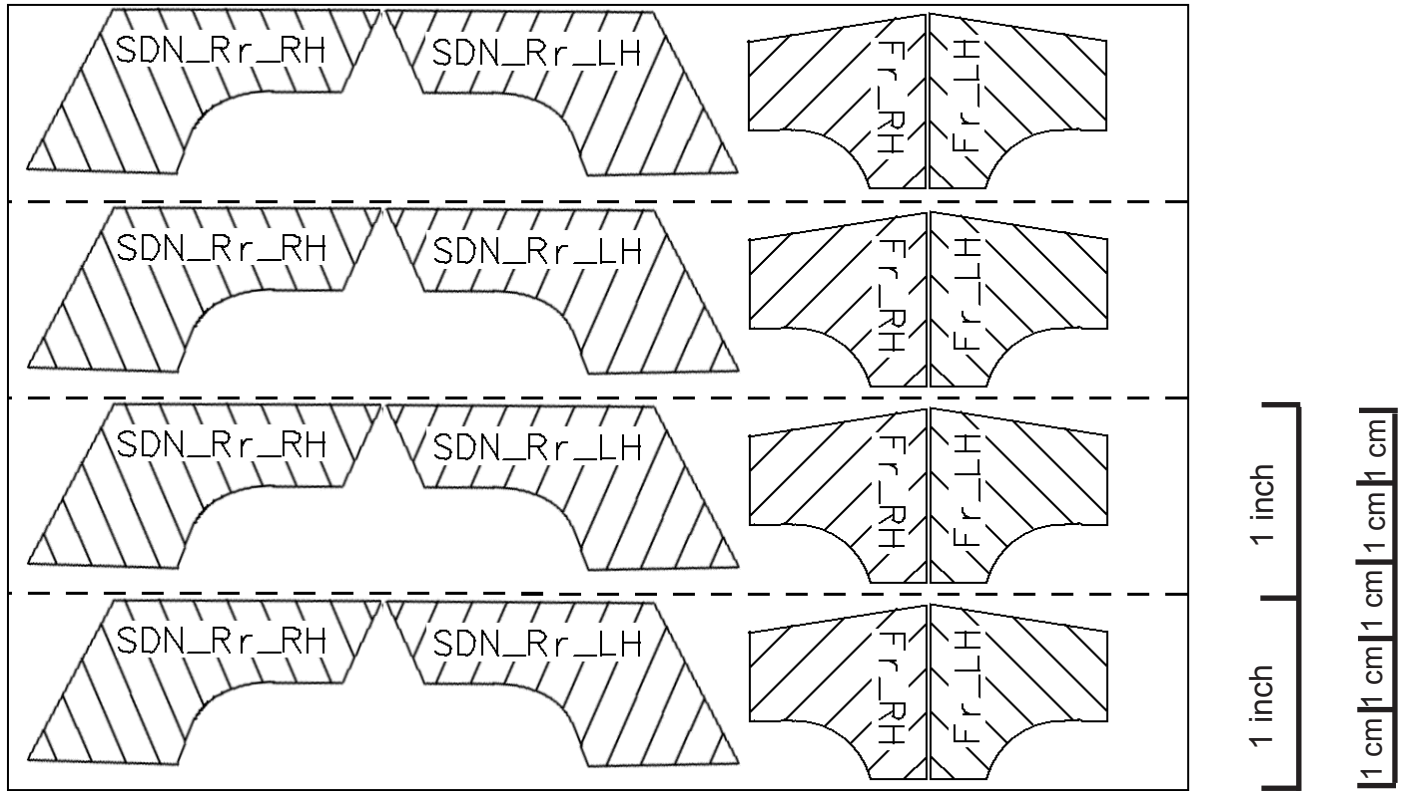
CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	__ / __ / __

P/N 9999-95-065A-05

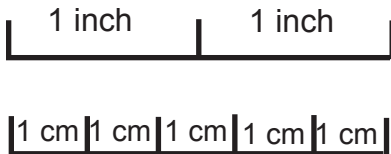
1326b

2. Return the vehicle to the customer.

Textile template



Protective foil side



Scale



*zoom-zoom*

May 2016

**2014-2016 Mazda6 – Door Sash Molding Concern  
Special Service Program (SSP) A5**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2014-2016 Mazda6 vehicles produced from October 25, 2012 through January 30, 2015.

If you are a recipient of this notice, your vehicle is included in Special Service Program (SSP) A5.

**What is the problem?**

On certain subject Mazda6 vehicles, the front and rear doors may have a gap between the door sash molding and the resin protector. The protector may separate or break, causing the metal part of the door sash to be exposed. If the driver or passenger contacts this metal part when entering or exiting the vehicle, injury may occur.



**What will Mazda do?**

Your Mazda dealer will reinforce all the door sash moldings to prevent this condition. Also, any protector separation or breakage will be repaired. The repairs will be performed free of charge, and will take approximately ½ day to complete; however, it may take less time depending on the repair required and/or service workload at your Mazda dealership.

**What should you do?**

We encourage you to make an appointment at 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 door sash molding(s) repair?**

If you have already paid for repair or replacement of door sash molding(s) due to gap or protector dislocation/breakage prior to May 1<sup>st</sup> 2016, 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. You will only be reimbursed for repairs made to the door sash not caused by any outside influence.

**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](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 Postage-page *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 2014-2016 Mazda6 vehicle produced from October 25, 2012 through January 30, 2015.  
(Note: We do not require proof of registration or title.)
2. You have paid for door sash molding(s) repair or replacement due to conditions similar to this SSPA5 prior to May 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
  - Repair facility name, address, phone number with description of the concern reported
  - Repair or replacement of the door sash molding(s) due to conditions similar to this SSPA5

**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 door sash molding(s) repaired or replaced due to conditions similar to this SSPA5 prior to the launch of the SSP in May 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. After your vehicle has been repaired at an authorized Mazda dealer 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 door sash molding(s).

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

### 2014-2016 Mazda6 Door Sash Molding Concern – Special Service Program (SSP) A5

**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 door sash molding(s) 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)