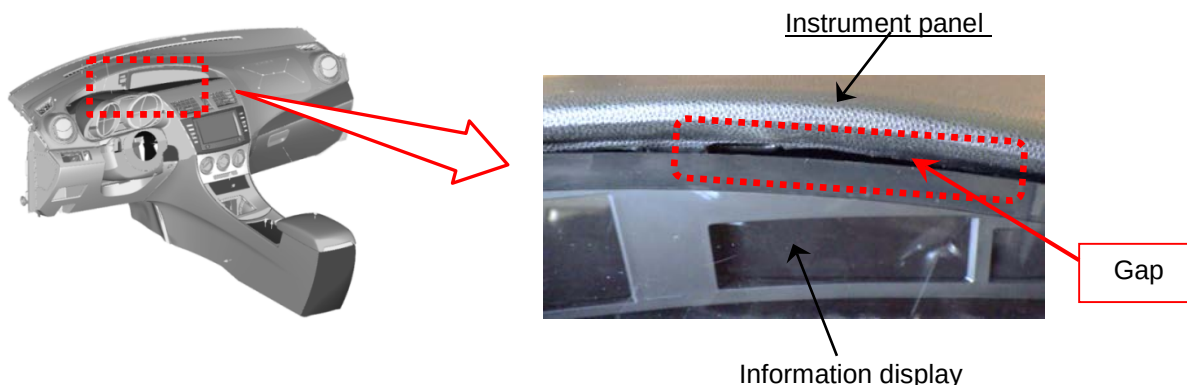


WARRANTY EXTENSION

The warranty coverage for instrument panel replacement due to warping or a gap is extended to 7 years (84 months) from the original warranty start date, with no mileage limitation.

CONDITION OF CONCERN

On certain 2010-2013 Mazda3 vehicles, the material of instrument panel surface may shrink and warp if exposed to heat under high ambient temperature. Also, the joint area between the instrument panel and information display may not have enough rigidity due to structural concern. With such conditions, the instrument panel just above the information display may warp, generating a gap between the instrument panel and information display, causing poor appearance.



SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2010-2013 Mazda3	JM1 BL**** A1 323650 – 381090	From May 6, 2010 through July 19, 2013
	JM1 BL**** B1 354775 – 903616	
	JM1 BL**** C1 500035 – 701162	
	JM1 BL**** D1 701163 – 835644	

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

OWNER NOTIFICATION

Mazda will notify all U.S. owners of the subject vehicles by first class mail beginning on approximately May 30, 2017.

- Owners will be advised that they do not need to bring their vehicle to a dealer if it does not exhibit the affected condition.
- Owners will also be advised that any previous repairs relating to the instrument panel warping or gap concern will be eligible for reimbursement if the repair was performed at owner’s expense.

Refer to the owner letter and reimbursement form available on MGSS.

PARTS INFORMATION

Description	Part Number	Quantity	Remark
Instrument Panel	BBY4-60-400 02	1	"BBY4-60-400 02" supersedes "BBM4-60-400H 02"
Spacer Set	BBY2-55-180	1	For Instrument Panel
Clip	D651-68-162A	2	For A-pillar trim
Bolt	9YA0-11-004	1	For Steering Wheel
Shaft Bolt	B455-32-099B	1	For Steering Shaft

Note: This SSPA9 is a Warranty Extension, not a repair campaign. Orders should only be placed on an occurrence basis of warping or gap concern.

WARRANTY CLAIM PROCESSING INFORMATION

	Instrument Panel Replacement
Process Number	AH012A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	BBY4-60-400 02, or BBM4-60-400H 02 & 1 pc
Related Part Number & Quantity	BBY2-55-180 & 1 pc D651-68-162A & 2 pcs 9YA0-11-004 & 1 pc B455-32-099B & 1 pc
Labor Operation Number	XXN2ZXRX
Labor Hours	1.7 hrs.
Period Covered	Beyond New Vehicle Limited Warranty period, and Within 7 years/unlimited mileage

Note: This warranty information is applicable to the repair on the vehicle beyond New Vehicle Limited Warranty period.

Note: The repair on the vehicle within New Vehicle Limited Warranty period should be claimed with normal warranty.

Regarding certain 2010 Mazda3 vehicles, the extended warranty period will shortly expire due to time. For those vehicles, this warranty extension program will be effective for until April 30, 2018.

The following warranty information can be applied to such vehicles.

For certain 2010 Mazda3 vehicles beyond the extended warranty period (7 years/unlimited mileage):

	Instrument Panel Replacement
Process Number	AH012Z
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	BBY4-60-400 02, or BBM4-60-400H 02 & 1 pc
Related Part Number & Quantity	BBY2-55-180 & 1 pc D651-68-162A & 2 pcs 9YA0-11-004 & 1 pc B455-32-099B & 1 pc
Labor Operation Number	XXN2ZZRX
Labor Hours	1.7 hrs.

Note: This warranty information will be effective until April 30, 2018.

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-SS-PA9R
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		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 SSPA9

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2010-2013 Mazda3	JM1 BL **** A1 323650 – 381090 JM1 BL **** B1 354775 – 903616 JM1 BL **** C1 500035 – 701162 JM1 BL **** D1 701163 – 853644	From May 6, 2010 through July 19, 2013

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, SSPA9 is not applicable.

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

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
SSPA9 OPEN	Proceed to “Repair Procedure” of SSPA9 only if the vehicle exhibits the air bag warning light illumination.
SSPA9 EXPIRED	Vehicle is outside the warranty time limitation.
SSPA9 is not displayed	SSPA9 does not apply to this vehicle.

Note: This is a warranty extension program. Application of a campaign label is not necessary.

REPAIR PROCEDURE

Please replace the instrument panel according to the Workshop Manual.

