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June 2017

**2010 Mazda3 Dashboard Upper Panel Sticky Surface
Warranty Extension Program – Special Service Program (SSP) 99**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for the dashboard on certain 2010 Mazda3 vehicles produced from October 7, 2008 through April 28, 2010.

The warranty coverage for the applicable repair is extended to 10 years (120 months) from the original warranty start date, with no mileage limitation. If you are a recipient of this notice, your vehicle is included in this warranty extension program.

What is the problem?

On certain Mazda3 vehicles that are exposed to severe environmental conditions including high ambient temperature and humidity, the material used in the dashboard surface may deteriorate over time. If there is prolonged exposure and deterioration, the dashboard could develop a sticky surface.

What should you do?

If your vehicle has the above sticky dashboard condition, please bring your vehicle to your Mazda dealer for dashboard replacement.

If your vehicle does **not** have the above sticky dashboard condition, there is no need to contact your dealer. Please keep this letter with the vehicle's warranty information booklet for future reference.

Mazda North American Operations

7755 Irvine Center Drive
Irvine, CA 92618
T (949) 727-1990

What will Mazda do?

If your vehicle has the above sticky dashboard condition, your Mazda dealer will replace the dashboard free of charge during the terms of this warranty extension program.

What if you have already paid for the repair?

If you have already paid for repair or replacement of your dashboard due to sticky surface concerns only, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Failure due to cracked, warped or other similarly damaged dashboard panels will not qualify for reimbursement.

Please complete the enclosed "Reimbursement Application Form," including 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 www.MazdaUSA.com and use our "Locate a Dealer" feature, 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. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

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. Please accept our apology for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations

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