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June 30, 2017

**Special Service Program (SSP) B0  
2014 Mazda3 Front Power Window Regulator Cable**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2014 Mazda3 vehicles built From April 25, 2014 through June 14, 2014.

If you are a recipient of this notice, your vehicle is included in Special Service Program (SSP) B0.

**What is the problem?**

On affected vehicles, the inner end of the front power window regulator cable may be improperly assembled at the production stage. Because of this, it is possible that the front power window regulator cable may be torn when lowering and raising the power window, which may prevent the proper operation of the window regulator.

**What will Mazda do?**

Your Mazda dealer will inspect the serial number of both front power window regulators and replace the affected regulator(s) with a modified one(s). The repair will be performed free of charge, and will take approximately 1 - 1/2 hours 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 front power window regulators inspected 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 repair or replacement of the power front window regulator?**

If you have already paid for repair or replacement of the front power window regulator due to damage of the cable end, 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](http://www.MazdaUSA.com)

**Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid **Information Change Card** (no envelope required) 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. 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**