



TO: Mazda Dealership General Managers, Service Managers, and Parts Managers

DATE: May 2017

**SUBJECT: 2010-2013 Mazda3 - Gap between Instrument Panel and Information Display
Warranty Extension Program – Special Service Program (SSP) A9**

Mazda Motor Corporation is extending the warranty coverage for specific repair of instrument panel on certain 2010-2013 Mazda3 vehicles produced from May 6, 2010 through July 19, 2013.

The warranty coverage for instrument panel replacement due to warping or a gap is extended to 7 years (84 months) from the original **New Vehicle Limited Warranty (Normal Warranty) start date or April 30, 2018 whichever is later,** with no mileage limitation.

On certain 2010-2013 Mazda3 vehicles, the instrument panel just above the information display may be warping, generating a gap between the instrument panel and information display, if exposed to heat under high ambient temperature.

This warranty extension program only applies to the repair of instrument panel due to such conditions.

This is a warranty extension for the specified repair only. Inspection and replacement of non-failed parts will not be eligible for reimbursement to the dealer or customer. This program extends the warranty period for actual failures due to defects in workmanship or materials in accordance with Mazda Warranty Policy and Procedures.

Owners of subject vehicles will begin to be notified by first class mail beginning in June 01, 2017. It is expected that we will mail approximately 30,000 parts available letters per month starting in June until all owners have been notified. The campaign will show up on eMDCS starting June 1, 2017

To help you effectively perform this Special Service Program (SSP) A9, Mazda has developed the following resources:

1. Parts and Warranty Information, Repair Procedure, Owner Letter are available on MGSS (Mazda Global Service Support) website via MXConnect.
2. Parts and Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this warranty extension program before responding to customer inquiries.

We apologize for any inconvenience this SSPA9 may cause you and your customers. Your understanding and support in carrying out this SSP Warranty extension are greatly appreciated.

Sincerely,

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

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