



TO: Mazda Dealership General Managers, Service Managers, and Parts Managers
DATE: March 9th, 2018
SUBJECT: 2014 Mazda3 Front Power Window Regulator Cable
Special Service Program (SSP) SSPB4

Dear Mazda Dealer,

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2014 Mazda3 vehicles. Certain vehicles which were previously inspected / repaired under SSPB0 need to be re-inspected under this new SSPB4 for the same concern (Original subject built range of SSPB0: from April 25, 2014 through June 14, 2014).

When the repair procedure for SSPB0 was released, the affected lot numbers for the front power window regulators were reversed between the left and right side. The repair procedure was updated and corrected at the end of September 2017. This SSPB4 is to re-inspect the vehicles originally repaired under SSPB0 prior to October 2, 2017 as they may still have affected power window regulator(s) mentioned below.

On affected vehicles, the inner end of the front power window regulator cable may be improperly assembled at the production stage. 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. There are 472 vehicles in the United States affected by this SSP.

The purpose of this SSP is to re-inspect the lot number of both the front driver and passenger power window regulators. If either are found to be within a certain lot #, then the affected regulator(s) replacement will be required.

Owners of subject vehicles will be notified by first class mail beginning March 13th, 2018. To help you effectively perform this SSP Campaign, 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 program before responding to customer inquiries.

We apologize for any inconvenience this SSP may cause you and your customers. Your understanding and

support in carrying out this program is greatly appreciated.

Sincerely,

Akira Ikemoto

Director, Technical Services Division Mazda North American Operations

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MAZDA DEALER EMAIL

TO: Mazda Dealership General Managers, Service Managers, and Parts Managers
DATE: March 9th, 2018
SUBJECT: 2014 Mazda3 Front Power Window Regulator
Cable Special Service Program (SSP) SSPB4

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Sincerely,
Akira Ikemoto
Director, Technical Services Division Mazda North American Operations

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March 13th, 2018

**Special Service Program (SSP) B4
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 which were previously inspected / repaired under the past SSPB0, 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) B4.

Your vehicle was already inspected and/or repaired under the previous Special Service Program (SSP) B0. Due to an updated inspection and repair procedure, your Mazda3 will need to be re-inspected and/or repaired at a Mazda dealership for the same concern. **Please accept our apologies for your inconvenience.**

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 re-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.

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

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

CONDITION OF CONCERN

When the repair procedure for SSPB0 was released from MC, the affected lot numbers for the front power window regulators were reversed between the left and right side. The repair procedure was updated and corrected at the end of September 2017. This SSPB4 is to re-inspect the vehicles originally repaired under SSPB0 prior to October 2, 2017 as they may still have affected power window regulator(s) mentioned below.

On affected vehicles, the inner end of 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 during lowering and raising the power window and preventing proper operation of the window regulator.

Remove the both front power window regulators and inspect the lot numbers. If the regulators have the affected lot number, replace the front power window regulator(s) with a modified one(s).

Note1: Affected repair date range under SSPB0 (Vehicles inspected under incorrect repair procedure):
On or before October 1, 2017

Note2: Vehicles which have repair history of both front power window regulators replacement under SSPB0 are excluded from SSPB4 even if the repair date is within affected range, as modified parts were installed to both sides.

Note3: Vehicles which are not repaired yet under SSPB0 are repaired and submitted under SSPB0.

SUBJECT VEHICLES

Model	VIN Range	Production Date Range
2014 Mazda3	3MZ BM **** EM 111909 - 120198	From April 25, 2014 through June 14, 2014

SSPB0 original VIN range is written above.

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning XXXX, 2018. Owners will be informed they should bring their vehicle to their local Mazda dealer for power window regulator lot number inspection/replacement.

PARTS AND WARRANTY INFORMATION
SPECIAL SERVICE PROGRAM SSPB4

TOOL, PARTS and PARTS SCRAP INFORMATION

Description	PartNumber	Quantity	Notes	Scrap
ARM/BASE(R),WINDOW	BJS7-58-590	1	Replace when it has the affected lot #.	Yes
ARM/BASE(L),WINDOW	BJS7-59-590	1	Replace when it has the affected lot #.	Yes
Clips (if replaced)*	Varies	Varies	Replace only when broken or damaged	Yes
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)	n/a

WARRANTY CLAIM PROCESSING INFORMATION*

		Inspect the lot # only		Inspect the lot # and Replace the window regulator (One side)		Inspect the lot # and Replace the side window regulators (Both sides)	
Warranty Type		R		R		R	
Process Number		AJ006A		AJ006B		AJ006C	
Symptom Code		99		99		99	
Damage Code		99		99		99	
Part Number Main Cause	Quantity	7777-SP-P03	0	BJS7-59-590(L) Or BJS7-58-590(R)	1	BJS7-59-590(L)	1
Part Number Main Cause	Quantity	n/a	n/a	See Note*	As needed	BJS7-58-590(R)	1
Labor Operation Number		XXP2DXCX		XXP2EARX		XXP2EBRX	
Labor Hours		0.7		0.7		0.7	

* If a door panel clip is broken or damaged claim as a related part, please replace and include as a related part.

2014 MAZDA3 – FRONT POWER WINDOW REGULATOR CABLE SSPB4

A. DESCRIPTION

On the affected vehicles, the front power window regulator cable may tear when lowering and raising the power window which will cause improper operation of the window regulator. This is caused by the inner end of the front power window regulator cable not being properly assembled during production.

B. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the range:

Model	VIN Range	Production Date Range
2014Mazda3	3MZ BM **** EM 111909 – 120198	From April 25, 2014 through June 14, 2014

- If the vehicle is within the above range, proceed to step 2.
 - If the vehicle is not within the above range, SSPB4 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 SSPB4 number as the vehicle may have multiple SSPs.

eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
SSPB4Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to "C. REPAIR PROCEDURE"
SSPB4Closed	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
SSPB4 is not displayed	Does not apply	SSPB4 does not apply to this vehicle. Return the vehicle to inventory or customer

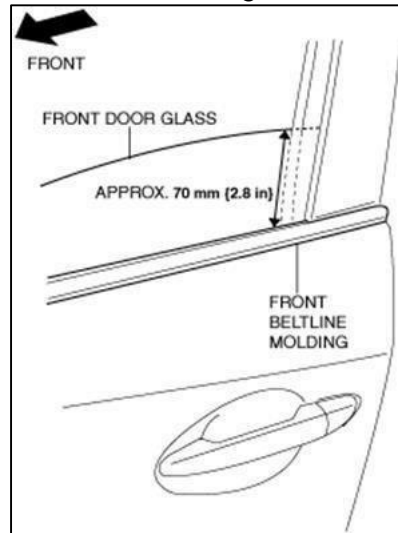
C. REPAIR PROCEDURE

FRONT POWER WINDOW REGULATOR REMOVAL/INSTALLATION

1. Perform the front door glass preparation.

<Front Door Glass Preparation>

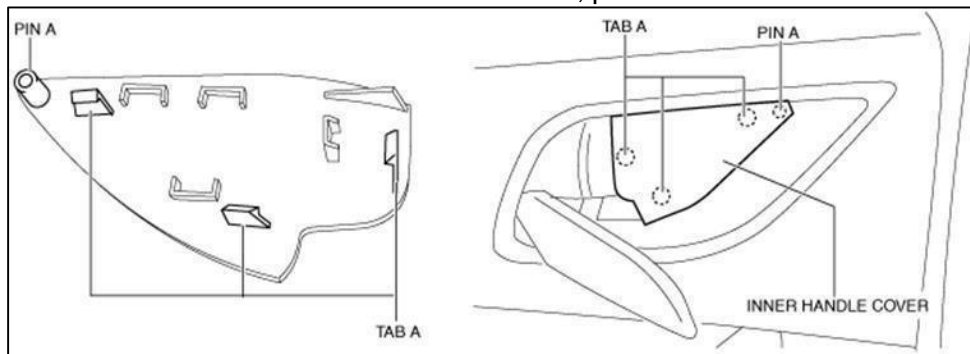
- Before removing the front door glass, the removal procedure for the front door glass installation bolt can be facilitated by adjusting the top of the front door glass to the position approx. 70 mm {2.8 in} away from the upper part of the front beltline molding.



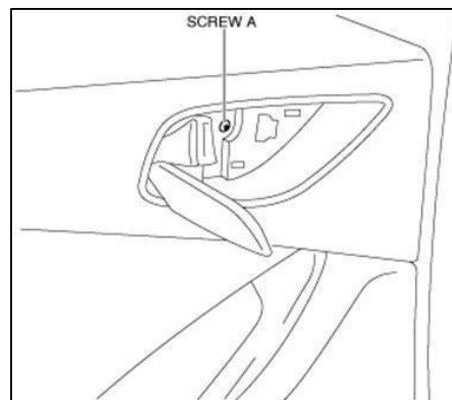
2. Disconnect the negative battery cable.

3. Remove the front door trim.

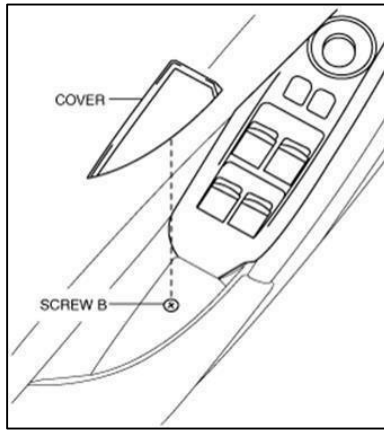
- a) Remove the inner handle cover while detach tabs A, pin A.



- b) Remove the screw A.



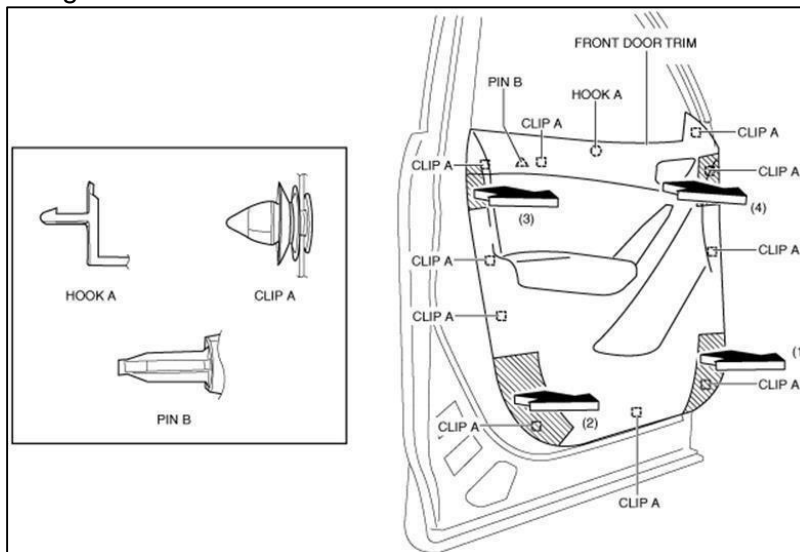
c) Remove the cover, then remove the screw B.



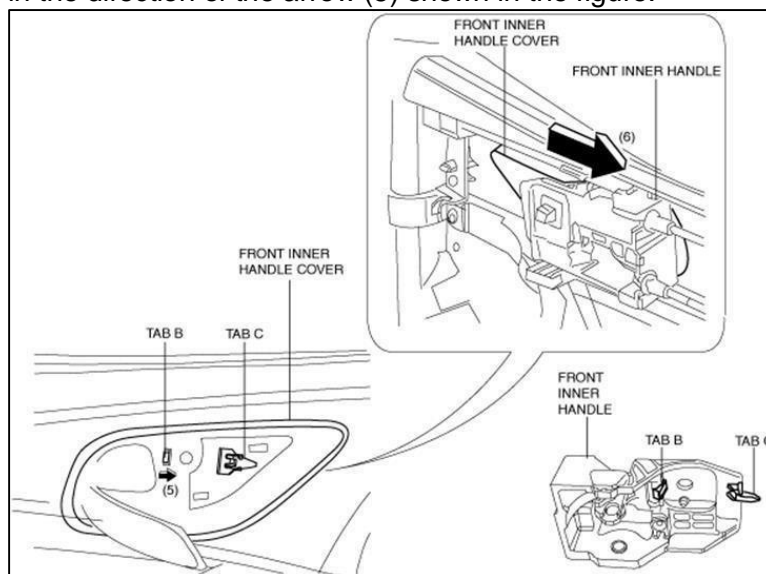
d) Grasp the shaded area shown in the figure, and pull the front door trim in the direction of the arrow in the order of (1), (2), (3), (4) while detaching clips A, hooks A and pin B.

Caution

- If the front door trim is removed in the same way as past vehicles by pulling it upward, it could damage clips A and pin B. When removing the front door trim, always pull it in the direction of the arrow shown in the figure.



e) Remove tab B in the direction of the arrow (5) shown in the figure.



- f) Remove the front inner handle in the direction of the arrow (6) shown in the figure while detaching tab C.
- g) Disconnect the power window main switch connector (driver-side) or power window subswitch connector (passenger-side).

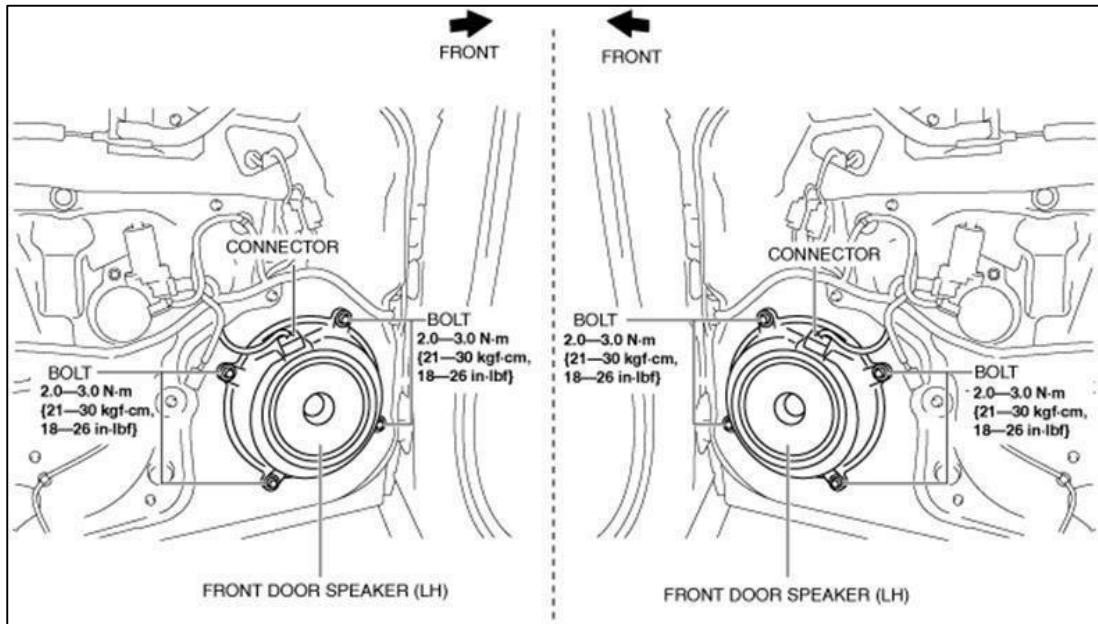
4. Remove the front door speaker.

Without Bose®

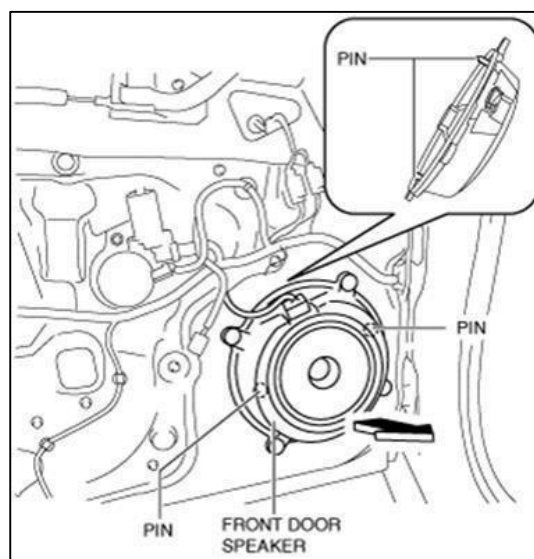
Note

- If the procedure is performed while holding the front door speaker cone, it could deform the cone causing a malfunction. Therefore, perform the procedure while holding any part other than the cone.

- a) Disconnect the connector.

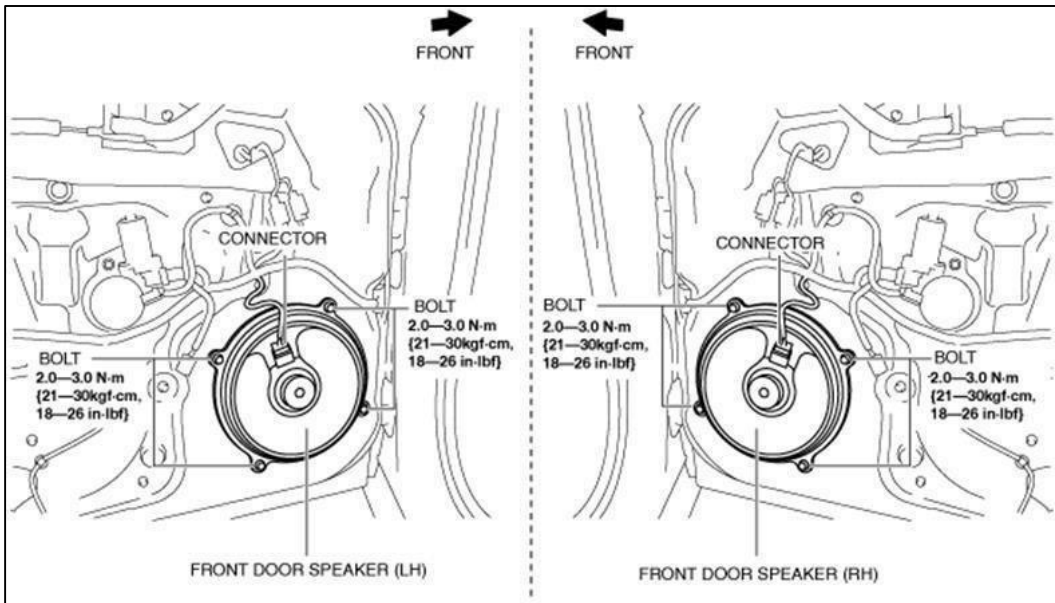


- b) Remove the bolts.
- c) Pull the front door speaker in the direction of the arrow shown in the figure and remove it while detaching the pins.



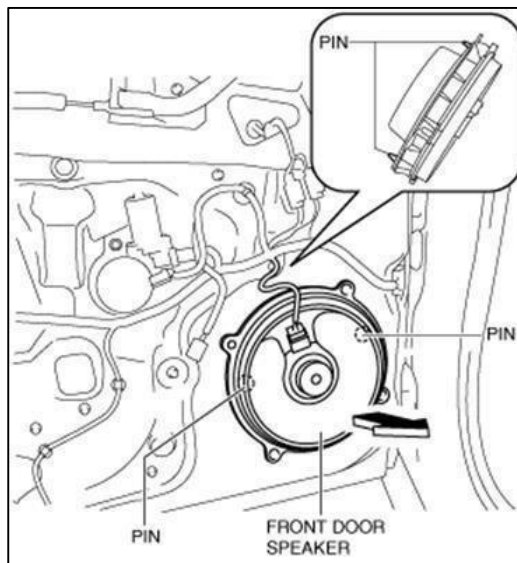
With Bose®

a) Disconnect the connector

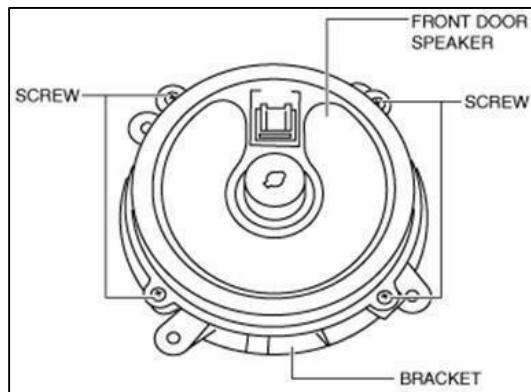


b) Remove the bolts.

c) Pull the front door speaker in the direction of the arrow shown in the figure and remove it while detaching the pins.



d) Remove the screws.

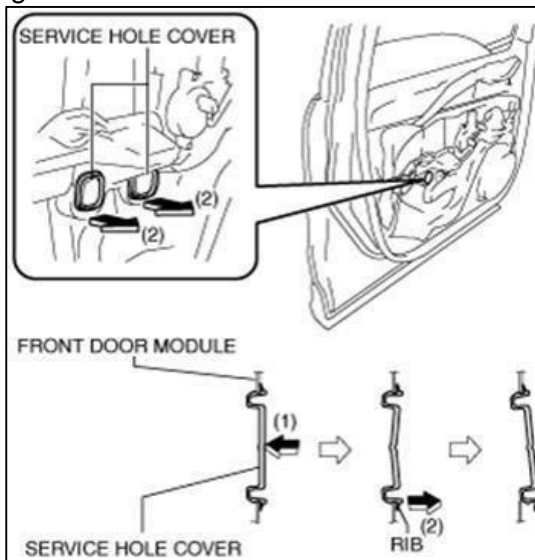


e) Remove the front door speaker from the bracket.

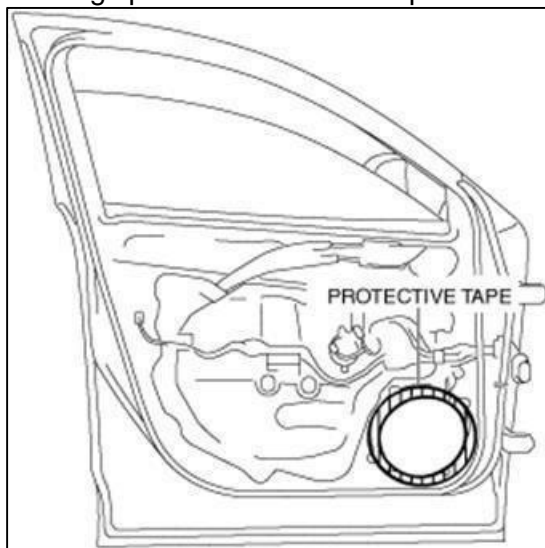
5. Remove the front door glass.

a) Press the center of the service hole cover in the direction of arrow (1) shown in the figure.

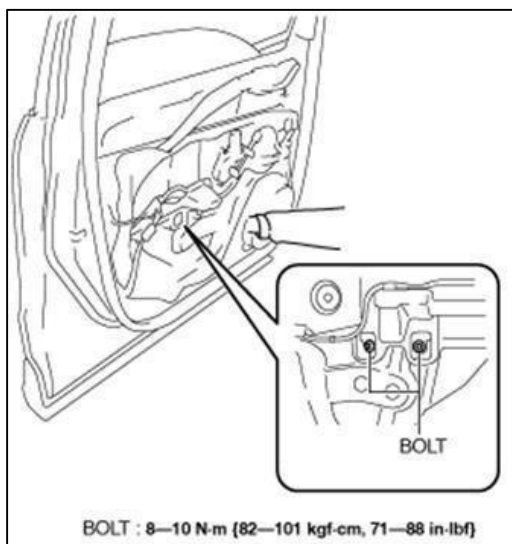
b) Remove the service hole cover by holding its rib and partially peeling it back in the direction of arrow (2) shown in the figure.



c) Apply protective tape to the edge part of the front door speaker installation hole to prevent injury.



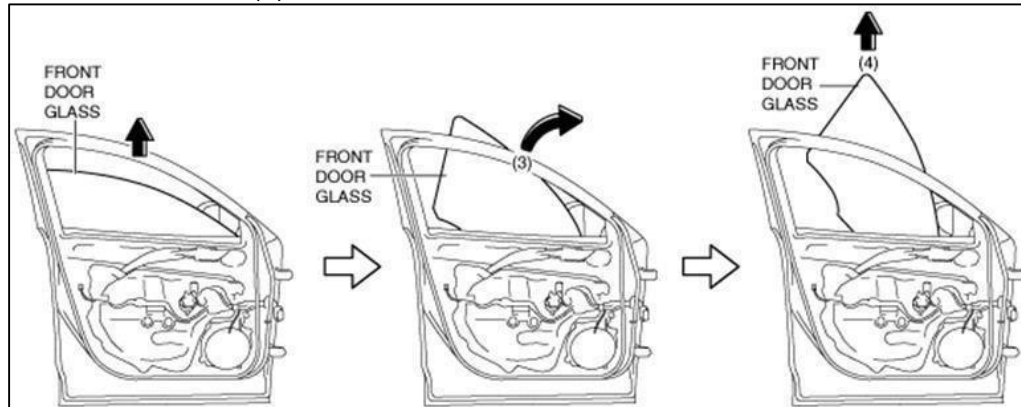
d) Remove bolts.



Caution

- If the bolts are removed without supporting the front door glass, the front door glass may fall off and be damaged. Remove the bolts while inserting your hand into the front door speaker installation hole to support the front door glass.

e) Lift up the front door glass, tilt it in the direction of arrow (3) shown in the figure, then remove it in the direction of arrow (4).



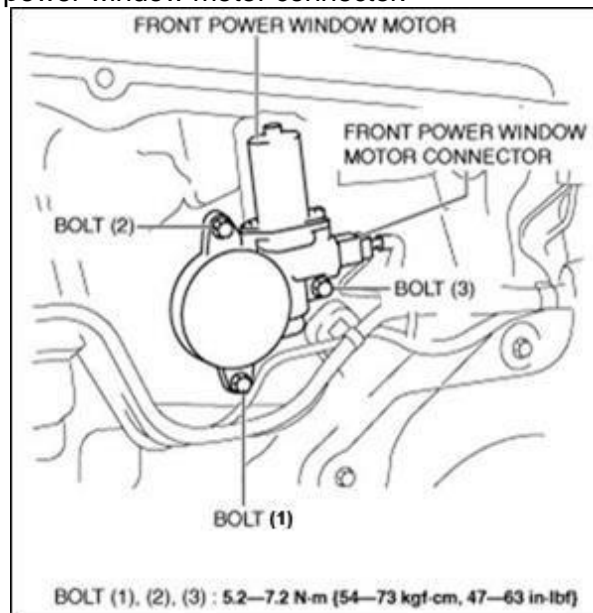
6. Remove the front power window motor.

a) Fully lower the front door glass.

Caution

- If the front power window motor is removed with the front door glass fully closed, the front door glass may fall off and be damaged.
- If the front door glass cannot be fully opened by operating the power window main switch or the power window sub switch, remove the front power window motor while inserting your hand through the front door speaker installation hole to support the front door glass.

b) Disconnect the front power window motor connector.



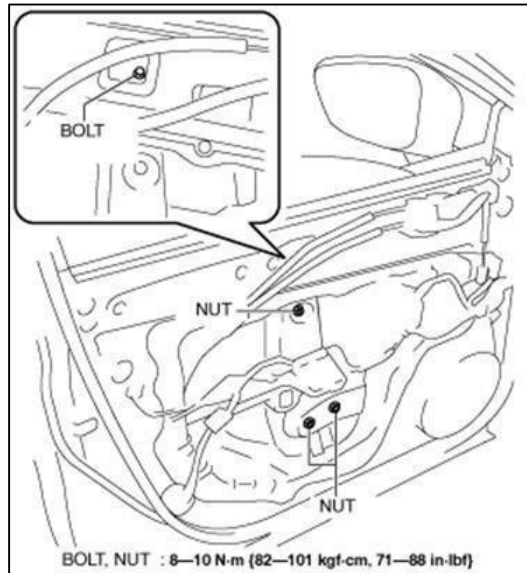
c) Remove the bolt (1).

d) Remove the bolt (2).

e) Remove the bolt (3).

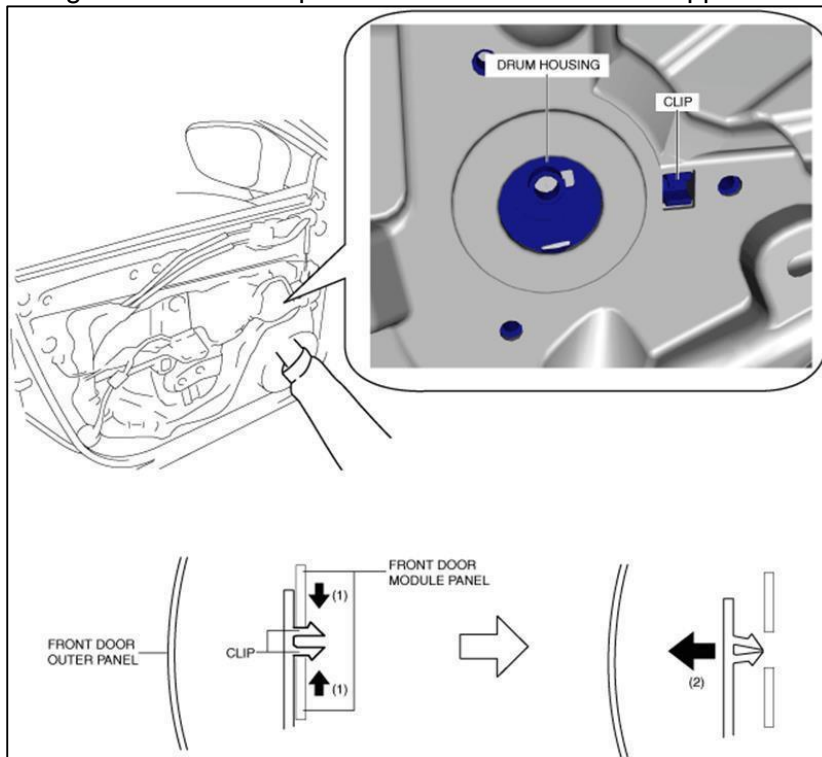
f) Remove the front power window motor.

7. Remove the bolt.



8. Remove nuts.

9. Insert your hand through the front door speaker installation hole and support the drum housing.

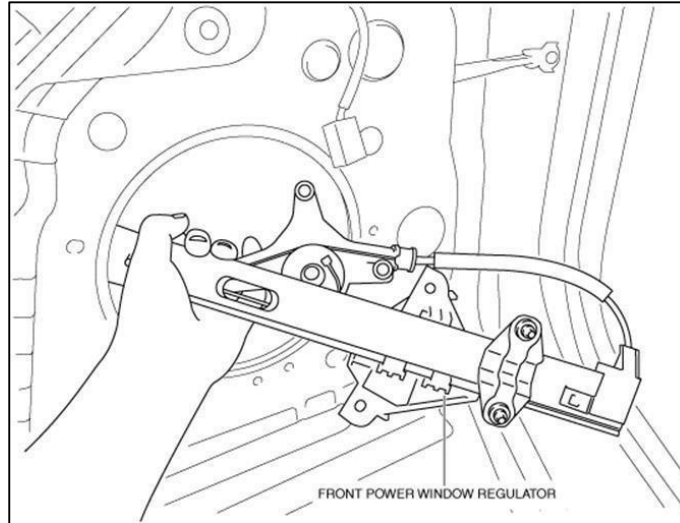


10. Move the clip tabs in the direction of arrow (1) shown in the figure to detach the tabs, and move the clip in the direction of arrow (2) to remove.

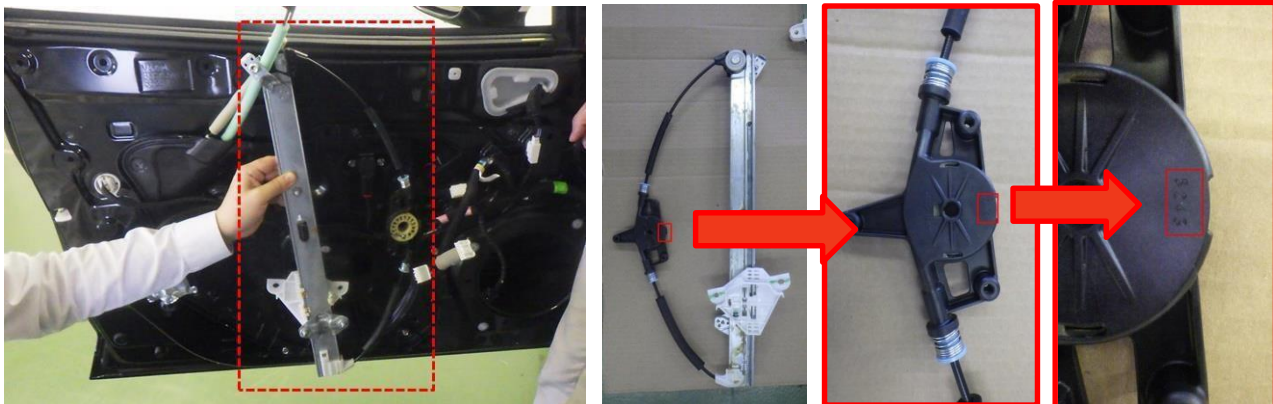
11. Remove the front power window regulator through the speaker installation hole.

Caution

- When removing the front power window regulator, the front power window regulator may contact the front door speaker installation hole, and the coating film of the front door inner panel and the front power window regulator could be damaged. Remove the front power window regulator while verifying that the front power window regulator and the front door speaker installation hole do not contact each other.



<Inspection Procedure>



12. Confirm the lot number on the front power window regulator.

- If the lot number is same with one of the below table, replace the front power window regulator with new one
- If the lot number is NOT same with one of the below table, no further action is required.

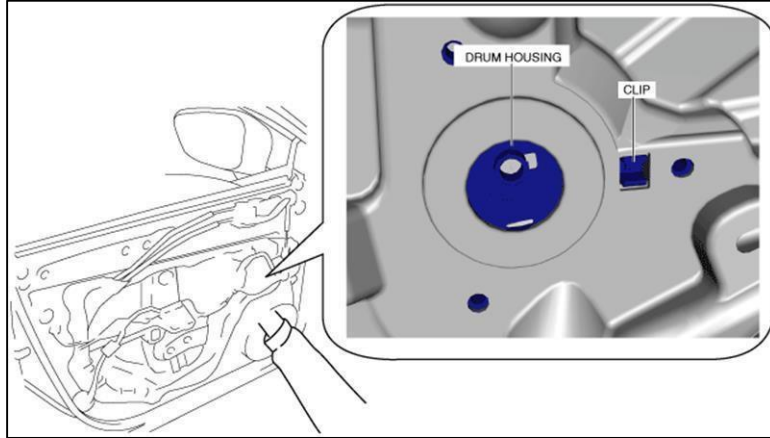
Part name	Part Number	LOT						
Driver's side ARM/BASE(Right side)	BJS7-58590	4113	4115	4118	4119	4120	4125	-
Passenger side ARM/BASE(Left side)	BJS7-59590	4114	4115	4118	4119	4122	4125	4126

13. Install in the reverse order of removal.

Front Power Window Motor Installation Note

Caution

- If the front power window motor is installed without securing the front power window regulator drum housing, the drum housing may detach from the front door module panel and the front power window motor may not install correctly. When installing the front power window motor, insert your hand through the front door speaker installation hole and secure the drum housing so that the clip shown in the figure does not detach.



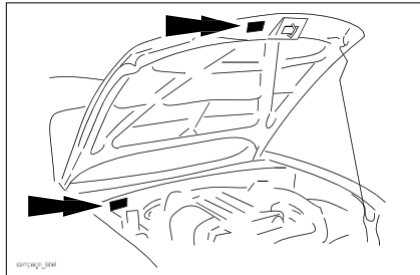
D. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "SSPB4", your dealer code, today's date.

CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	/ /
P/N 9999-95-065A-06	

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2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.