



April 20, 2018

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

Subject: 2009-2013 Mazda6 Dashboard Upper Panel (Crash Pad) Sticky Surface Warranty Extension Program - Special Service Program (SSP) A0

Mazda has now opened Warranty Extension SSPA0 to subject vehicles in all states. On April 23, 2018 parts available notification letters will be sent to 160,686 affected owners.

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.

Please make certain the appropriate personnel in your dealership are familiar with the details of this warranty extension before responding to customer inquiries. Your understanding and support are greatly appreciated. Please also ensure that EVERY vehicle coming in for service has a Warranty Inquiry performed to check for any open campaigns.

Thank you for your support in carrying out this campaign.

Sincerely,

A handwritten signature in black ink, appearing to read 'A. Ikemoto'.

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations