

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>SPEEDOMETER REPLACEMENT PROCEDURE</b>	<b>Bulletin No.:</b> 09-034/18
	<b>Last Issued:</b> 08/31/2018

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted below in Red.

Previous TSBs:	Date(s) Issued:	Previous TSBs:	Date(s) Issued:
09-035/17	08/07/17	09-034/14	08/15/14
09-007/16	02/17/16	09-026/04	07/01/04

## APPLICABLE MODEL(S)/VINS

1990-1994 323	1992-1995 929	2006-2015 Mazda5
1992-1995 MX-3	1995-2002 Millenia	2003- <span style="color: red;">2018</span> Mazda6
1990-2003 Protege	1991-1994 Navajo	2013- <span style="color: red;">2019</span> CX-5
2002-2003 Protege5	1990-2006 MPV	2007-2012 CX-7
1990-2005 Miata	1995-2009 B-Series	2007- <span style="color: red;">2019</span> CX-9
1993-1995 RX-7	2001-2011 Tribute	2006- <span style="color: red;">2019</span> MX-5
1990-1995 MX-6	2011-2014 Mazda2	2004-2011 RX-8
1990-2002 626	2004- <span style="color: red;">2018</span> Mazda3	2016- <span style="color: red;">2019</span> CX-3

## DESCRIPTION

In accordance with Federal regulations, follow the procedure listed below when replacing a speedometer.

### NOTE:

- Tampering with a motor vehicle odometer is strictly prohibited by Federal, and State laws. It is the dealer's responsibility to comply with Federal, State, and local laws concerning odometer and related documentation requirements when providing a repair or replacement.
- Mazda vehicles are manufactured with tamper-proof speedometers.
- When a speedometer is replaced, the new speedometer will read zero (0) miles.
- This procedure is extremely important to accurately represent actual vehicle mileage.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

- Prior to speedometer removal, complete the information required on the “Speedometer Replacement Label”. **Labels can only be ordered through Mazda eStore.**
- In an effort to achieve a higher level of Customer Experience and retain the value of Mazda’s vehicles, MNAO Warranty Operations is allowing all Mazda dealers to utilize a third party, SPECMO Enterprises, Inc., for Instrument Panel Cluster (IPC) odometer setting service. With the use of SPECMO’s services, **it is possible that the odometer will be set between 10 to 31 miles over the odometer mileage** at the time of replacement for both warranty and customer pay repairs. **Please make sure that the customer is aware that there may be a slight variance to the odometer, in which case the customer may have to accept the slightly higher mileage.** Since odometer setting service is not part of the warranty repair, it is not warrantable nor required, but optional. However, Mazda Warranty policy provides after- warranty assistance (AWA) or DSA that can be utilized to cover this service expense.

**REPAIR PROCEDURE**

**NOTE:** Customers have two (2) repair options according to the table below. Discuss each option with the customer and decide which one is best for their situation.

Option	Description	New IPC	New Mileage Setting	Speedometer Sticker Required	Cost
1	Speedometer Replacement:	Yes	Zero (0)	Yes	Customer pay (unless vehicle is still under warranty).
2	SPECMO Odometer Setting:	Yes	Possibly 10~31 miles over the existing mileage	No	Customer pay or AWA / DSA / DSM authorization.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by “do-it-yourselfers.” Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

**SPEEDOMETER REPLACEMENT:**

1. Order "Speedometer Replacement Labels" through Mazda eStore.
2. Record vehicle mileage before removing the speedometer.
3. Remove and replace the speedometer according to the [instructions on MGSS online](#).
4. Complete the following information on the "Speedometer Replacement Label."
  - a. Mileage (before speedometer replacement).
  - b. Date of replacement.
  - c. Dealer code.

SPEEDOMETER REPLACEMENT	
Mileage:	_____
	(Before Replacement)
Date Replaced:	____/____/____
Dealer Code:	_____

1382a  
Complete Information and Install  
On Driver's Side "B" Pillar

5. Attach the completed label to the driver's side "B" pillar.

**SPECMO - ODOMETER SETTING:**

**IMPORTANT NOTE:** Be sure that customers fully understand that the mileage on their new odometer may not be exactly the same as the mileage their original odometer had before the repair. Due to technical limitations, SPECMO may only be able to set the mileage to 10~31 miles over the existing odometer mileage. If SPECMO is unable to set the exact same mileage, the customer can request to have their odometer set to zero and use the Speedometer Replacement Label.

**NOTE:** From the time the dealer receives the new Instrument Panel Cluster IPC from the PDC, overnights it to SPECMO for odometer setting, the complete process could take 2-3 days. Therefore, dealers are encouraged to provide a **loaner vehicle** to the customer.

**SPECMO requires the following forms in all shipments for odometer setting:**

- SPECMO Unit Ship-In Form (completely filled-out, click [HERE](#) for attachment)
- RO/PO

The dealer can overnight the package to SPECO and request the Fed-EX overnight return shipping to reduce vehicle down time. SPECMO will complete the odometer setting within 24-48 hours upon receipt of IPC.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

## PARTS INFORMATION

Part Number	Description	Qty.	Notes
9999-95-SPDO-97	Speedometer Replacement Labels	1= 20 labels	Order labels through Mazda eStore

## WARRANTY INFORMATION

When replacing an **Instrument Panel Cluster** (IPC) within the warranty period and utilizing the odometer setting service, two (2) warranty claims must be submitted. The first warranty claim is for the IPC replacement and associated labor, the second is for the non-warrantable odometer setting service. The claim for the odometer setting service must be submitted as a separate non-warrantable sublet with DSA or DSM authorization.

**NOTE: Odometer setting service must be claimed as non-warrantable AWA or DSA.**

Symptom Code	99
Damage Code	99
Part Number Main Cause*	****-55-*** (refer to GEPC for applicable part number)
Quantity	0
Operation Number / Labor Hours:	T0603XRX / 0.0 Hr.
Sublet Number:	Invoice Number
Sublet Code:	M2 - Non-Warrantable Expense
Sublet Amount:	Enter invoice charge
Authorization	DSA or DSM Authorization

\* PNMC will vary based on vehicle, year, and model.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.