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.

Subject: SSPB6 - MAZDA CONNECT TOUCH SCREEN CONCERN WARRANTY EXTENSION SPECIAL SERVICE PROGRAM

Last Issued: 05/06/2019

DESCRIPTION

We are launching this Warranty Extension on May 23, 2019 and mailing to customers before the end of June, 2019. Until owners are notified, repairs can be performed under this SSP.

Mazda Motor Corporation is extending the warranty coverage for a specific concern regarding the Mazda Connect Center Display on certain 2014-2016 Mazda3 vehicles produced from June 11, 2013 through September 3, 2016. Please refer to the Parts and Warranty page for specific production date ranges for MC and MMVO produced vehicles as they are different.

Concern Outline
On certain 2014-2016 Mazda3 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch). The ITO (Indium Tin Oxide) film of the touch screen may be corroded due to moisture, which may adhere on the lens of the touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of the touch screen. This warranty extension program applies only to the repair of the center display with this concern.

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 the Mazda Warranty Policy and Procedures.
May 22, 2019

To: All Dealer General, Service and Parts Managers

2014-2016 Mazda3 – Mazda Connect Touch Screen Concern Warranty Extension Program – Special Service Program (SSP) B6

Mazda Motor Corporation is extending the warranty coverage for a specific concern regarding the Mazda Connect Center Display on certain 2014-2016 Mazda3 vehicles produced from June 11, 2013 through September 3, 2016.

The warranty coverage for the repair of the Mazda Connect Center Display due to a touch screen malfunction is extended to 7 years (84 months) from the original New Vehicle Limited Warranty (Normal Warranty) start date, with no mileage limitation.

Affected Vehicles

| Model                          | VIN range                        | Build date range
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2016 Mazda3 (MC, Japan built)</td>
<td>JM1 BM**** E1 100049 – 218349</td>
<td>From June 11, 2013 through June 23, 2016</td>
</tr>
<tr>
<td></td>
<td>JM1 BM**** F1 218350 – 276362</td>
<td></td>
</tr>
<tr>
<td></td>
<td>JM1 BM**** G1 276363 – 355940</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3MZ BM**** FM 121913 – 237205</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3MZ BM**** GM 228021 – 330142</td>
<td></td>
</tr>
</tbody>
</table>

The asterisk symbol “***” can be any letter or number.
Concern Outline

On certain 2014-2016 Mazda3 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch).

The ITO (Indium Tin Oxide) film of the touch screen may be corroded due to moisture, which may adhere on the lens of the touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of the touch screen. This warranty extension program applies only to the repair of the center display with this concern.

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 the Mazda Warranty Policy and Procedures.

As of May 23, 2019 eMDCS will show this Warranty Extension as active and vehicles can be repaired under this SSP. Owners of subject vehicles will be notified by first class mail by the end of June, 2019. If a customer arrives at your dealership with the concern described, please repair under this Special Service Program.

Note: The repairs are handled via exchange using United Radio.

To help you effectively perform this Warranty Extension Program (SSPB6), Mazda has developed the following resources:

1. Parts and Warranty Information and the Repair Procedure 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

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 SSPB6 may cause you and your customers. Your understanding and support in carrying out this SSP Warranty extension are greatly appreciated.
Sincerely,

Hideo Takashima
Director, Technical Services Division
Mazda North American Operations
WARRANTY EXTENSION

For certain 2014-2016 Mazda3 vehicles, the warranty coverage for specific repair of the Mazda Connect Center Display is extended to 7 years (84 months) from the original warranty start date, with no mileage limitation.

CONDITION OF CONCERN

On certain 2014-2016 Mazda3 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch).

The ITO (Indium Tin Oxide) film of touch screen may be corroded due to moisture, which may adhere on the lens of touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of touch screen.

SUBJECT VEHICLES

<table>
<thead>
<tr>
<th>Model</th>
<th>VIN range</th>
<th>Build date range</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2016 Mazda3 (MC build)</td>
<td>JM1 BM**** E1 100049 – 218349 JM1 BM**** F1 218350 – 276362 JM1 BM**** G1 276363 – 355940</td>
<td>From June 11, 2013 through June 23, 2016</td>
</tr>
</tbody>
</table>

The asterisk symbol “*” can be any letter or number.

OWNER NOTIFICATION

Mazda will notify all U.S. owners of the subject vehicles by first class mail beginning in May, 2019.

- Owners will be advised that they do not need to bring their vehicle to a dealer if it does not exhibit the affected conditions.
- Owners will also be advised that any previous repair on the center display relating to touch screen malfunction will be eligible for reimbursement if the repair was performed at owner’s expense.

Refer to the owner letter and reimbursement form available on MGSS.

PARTS INFORMATION

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Number</th>
<th>Quantity</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center Display (Exchange)</td>
<td>BHP1-61-1J0E</td>
<td>1</td>
<td>Under this warranty extension program, use the exchange part from United Radio for repair.</td>
</tr>
</tbody>
</table>

WARRANTY CLAIM PROCESSING INFORMATION
Note:

- This warranty information is applicable to the repair on the Mazda3 vehicle beyond New Vehicle Limited Warranty period and the center display is replaced due to malfunction of Mazda Connect touch screen.
- The repair on the Mazda3 vehicle within New Vehicle Limited Warranty period should be claimed with normal warranty.
- This warranty information is applicable only to the repair of center display due to the malfunction of touch screen (ghost touch). This warranty information does not cover any repair of center display exhibiting any other phenomenon.

<table>
<thead>
<tr>
<th>Replacement of Center Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Number</td>
</tr>
<tr>
<td>Symptom Code</td>
</tr>
<tr>
<td>Damage Code</td>
</tr>
<tr>
<td>Part Number Main Cause &amp; Quantity</td>
</tr>
<tr>
<td>Labor Operation &amp; Labor Hours</td>
</tr>
<tr>
<td>Period Covered</td>
</tr>
</tbody>
</table>

**RENTAL CAR INFORMATION**

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

**Rental Car Warranty Claim Information**

<table>
<thead>
<tr>
<th>MCVP Vehicle Preferred</th>
<th>Rental Agency Vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warranty Type Code</td>
<td>A</td>
</tr>
<tr>
<td>Symptom Code</td>
<td>99</td>
</tr>
<tr>
<td>Damage Code</td>
<td>99</td>
</tr>
<tr>
<td>Part Number Main Cause</td>
<td>5555-SS-PB6R</td>
</tr>
<tr>
<td>Part Quantity</td>
<td>0</td>
</tr>
<tr>
<td>Labor Operation Code</td>
<td>MM024XRX</td>
</tr>
<tr>
<td>Labor Hours</td>
<td>0</td>
</tr>
<tr>
<td>Sublet – Rental Car</td>
<td></td>
</tr>
<tr>
<td>Sublet Invoice Number</td>
<td>Number from Rental Invoice or Dealer Purchase Order</td>
</tr>
<tr>
<td>Sublet Type Code</td>
<td>Enter “Z9” (other)</td>
</tr>
<tr>
<td>Sublet Amount</td>
<td>Up to $30.00 per day for the number of days customer had rental car</td>
</tr>
<tr>
<td>Sublet Text</td>
<td>Number of days rental car was supplied to customer</td>
</tr>
</tbody>
</table>
Rental expenses exceeding the two-day limit will require prior Warranty Pre-Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

**VERIFY THE VEHICLE IS APPLICABLE TO SSPB6**

1. Verify the vehicle is within the following ranges:

<table>
<thead>
<tr>
<th>Model</th>
<th>VIN range</th>
<th>Build date range</th>
</tr>
</thead>
</table>
| 2014-2016 Mazda3 (MC build) | JM1 BM**** E1 100049 – 218349  
JM1 BM**** F1 218350 – 276362  
JM1 BM**** G1 276363 – 355940 | From June 11, 2013 through June 23, 2016 |
| 2014-2016 Mazda3 (MMVO build) | 3MZ BM**** EM 100134 – 124127  
3MZ BM**** FM 121913 – 237205  
3MZ BM**** GM 228021 – 330142 | From December 4, 2013 through September 3, 2016 |

The asterisk symbol “*” can be any letter or number.

- If the vehicle is within the above ranges, go to Step 2.
- If the vehicle is not within the above ranges, SSPB6 is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System.

**eMDCS System – Warranty Vehicle Inquiry Results:**

<table>
<thead>
<tr>
<th>If eMDCS displays:</th>
<th>Action to perform:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSPB6 OPEN</td>
<td>Proceed to “Repair Procedure” of SSPB6 only if the vehicle exhibits the touch screen malfunction.</td>
</tr>
<tr>
<td>SSPB6 EXPIRED</td>
<td>Vehicle is outside the warranty time limitation.</td>
</tr>
<tr>
<td>SSPB6 is not displayed</td>
<td>SSPB6 does not apply to this vehicle.</td>
</tr>
</tbody>
</table>

**Note:** This is a warranty extension program. Application of a campaign label is not necessary.

**REPAIR PROCEDURE**

Please perform a diagnosis and repair according to the Workshop Manual.

- Type in the Search function in MGSS DIAGNOSTIC ASSIST FUNCTION CONNECTIVITY MASTER UNIT.
- Activate the DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT].
- Perform the inspection of center display, with the diagnostic assist code “70” (Display/Touch.Panel Inspection).
- If the malfunction of touch screen (ghost touch) is confirmed, replace the center display under this SSP
- If the display screen is normal, this warranty extension does not apply
A. DESCRIPTION
On certain 2014-2016 Mazda3 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch). The ITO (Indium Tin Oxide) film of touch screen may be corroded due to moisture, which may adhere on the lens of touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of touch screen.

B. VEHICLE INSPECTION PROCEDURE
1. Verify that the vehicle is within the range:

<table>
<thead>
<tr>
<th>Model</th>
<th>VIN Range</th>
<th>Production Date Range</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>JM1 BM **** F1 218350 – 276362</td>
<td></td>
</tr>
<tr>
<td></td>
<td>JM1 BM **** G1 276363 – 355940</td>
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<td>3MZ BM **** FM 121913 – 237205</td>
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</tr>
<tr>
<td></td>
<td>3MZ BM **** GM 228021 – 330142</td>
<td></td>
</tr>
</tbody>
</table>

- If the vehicle is within the above range, proceed to step 2.
- If the vehicle is not within the above range, SSPB6 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 SSPB6 number as the vehicle may have multiple SSPs.

eMDCS System - Warranty Vehicle Inquiry Results

<table>
<thead>
<tr>
<th>If eMDCS displays:</th>
<th>Campaign Label is:</th>
<th>Action Required:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSPB6Open</td>
<td>Present</td>
<td>Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history</td>
</tr>
<tr>
<td></td>
<td>Not present</td>
<td>Proceed to “C. REPAIR PROCEDURE”</td>
</tr>
<tr>
<td>SSPB6Closed</td>
<td>Present</td>
<td>Return vehicle to inventory or customer</td>
</tr>
<tr>
<td></td>
<td>Not present</td>
<td>Complete a label and apply it to vehicle’s bulkhead or hood</td>
</tr>
<tr>
<td>SSPB6 is not displayed</td>
<td>Does not apply</td>
<td>SSPB6 does not apply to this vehicle. Return the vehicle to inventory or customer</td>
</tr>
</tbody>
</table>
C. REPAIR PROCEDURE
PLEASE PERFORM A DIAGNOSIS AND REPAIR ACCORDING TO THE WORKSHOP MANUAL.
• Type in the Search function in MGSS DIAGNOSTIC ASSIST FUNCTION CONNECTIVITY MASTER UNIT.
• Activate the DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT].
• Perform the inspection of center display, with the diagnostic assist code “70” (Display/Touch. Panel Inspection).
• If the malfunction of touch screen (ghost touch) is confirmed, replace the center display under this SSP.
• To replace the center display go to MX-Connect/Parts/Exchange Central to order an exchange display from United Radio
• If the display screen is normal, this warranty extension does not apply

D. CAMPAIGN LABEL INSTALLATION
1. Fill out a blue “Campaign Label” (9999-95-065A-06) with Campaign No: “SSPB6”, your dealer code, today’s date.

   ![Campaign Label Diagram]

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

   ![Campaign Label Affix Diagram]

3. Return the vehicle to customer.
REIMBURSEMENT PLAN

Requirements for Reimbursement

If you meet all of the following requirements, you are eligible to receive reimbursement under this plan:

1. You own or have owned a 2014-2016 Mazda3 vehicle produced from June 11, 2013 through September 3, 2016. Please do not send your title or registration, as these are NOT required.

2. You have paid for center display repair or replacement due to malfunction of Mazda Connect touch screen, prior to receiving the notice of this program (SSPB6).

3. You have an original or legible copy of the paid repair order or invoice receipt showing:
   - Vehicle model and year, and vehicle identification number (VIN)
   - Your name and address at the time of repair
   - Description of the concern reported
   - Center display repair or replacement

   PLEASE DO NOT SUBMIT THIS FORM WITHOUT THE ABOVE DOCUMENTATION.

4. Mail this reimbursement application form with the applicable payment receipts in the enclosed envelope to:

   Mazda North American Operations
   Attn: Recall Reimbursement Dept.
   P.O. Box 57085
   Irvine, CA 92619-7085

Procedure for Reimbursement Request

If your vehicle has had the center display repaired or replaced due to a similar concern to this warranty extension program, prior to the launch of the program (SSPB6), you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.

2. Once your vehicle has been repaired according to the SSP instructions, mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope. Include any applicable payment receipts, i.e. credit card receipt, cancelled check, etc.

3. Retain copies of the paid repair order or invoice and this application form for your records.

4. You will be reimbursed for the amount you have paid for center display repair or replacement.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible, or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

(SEE REVERSE SIDE FOR APPLICATION FORM)
REIMBURSEMENT APPLICATION FORM
2014-2016 Mazda3
Mazda Connect Touch Screen Concern – SSPB6

REQUIRED DOCUMENTATION MUST ACCOMPANY THIS FORM. SEE PAGE 1.
(Please type or print)

Name: ________________________________
First: ____________________________ Middle: ____________________________ Last: ________________

Address: ________________________________
Street Address: ________________________________
City: ____________________________ State: ____________________________ Zip Code: ________________

Home: ________________________________

Phone Number: ________________________________
Work: ________________________________

Email: ________________________________

Vehicle Identification Number (VIN): ________________________________ (17 digits in length)

Total Amount of Reimbursement Requested: ________________________
__________________________
Dollars Cents

INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:

- Please read thoroughly
- Fill in vehicle identification number
- Sign the General Release (below)

General Release

I am submitting to Mazda Motor Corporation (“Mazda”) a claim for reimbursement for repair or replacement of center display performed to date. The vehicle identification number (VIN) is:

VIN: ________________________________

In exchange for Mazda’s payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such inspection/repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.

Dated: ________________ Signed: ________________________________

(SEE REVERSE SIDE FOR REIMBURSEMENT PLAN DETAILS)