

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

Model	VIN range	Build date range
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.

OWNER NOTIFICATION

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

VERIFY THE VEHICLE IS APPLICABLE TO SSPB6

1. Verify the vehicle is within the following ranges:

Model	VIN range	Build date range
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
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- 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:

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

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 above test with code “70” passes and malfunction of touch screen (ghost touch) is not confirmed, then the SSP does not apply. Please submit a warranty claim for diagnosis.**
- 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

PARTS INFORMATION

Description	Part Number	Quantity	Note
Center Display (Exchange)	BHP1-61-1J0E	1	Under this warranty extension program, use the exchange part from United Radio for repair.

***Not Available to Order at this time**

Description	Part Number	Quantity	Note
Display Lens Kit	BHY1-61-1JZ	1	Continue ordering Center Display under United Radio for the time being.

***Your Sales order may fill with either the Center Display or the Display Lens Kit**

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 e.g., spider crack.

Warranty claim line 1

	Diagnosis and Replacement of Display Lens Kit	Diagnosis and Replacement of Center Display
Process Number	AJ067B	AJ067A
Symptom Code	64	64
Damage Code	9W	9W
Part Number Main Cause & Quantity	BHY1-61-1JZ & Qty. 1	BHP1-61-1J0E & Qty. 0
Labor Operation & Labor Hours	XXR5JXRX / 0.4 hrs.	XXPBBXRX / 0.3 hrs.
Period Covered	Over New Vehicle Limited Warranty period, and Within 7 years/Unlimited mileage	

Warranty claim line 2 – Return reimbursement of the display unit (ONLY IF EXCHANGE PART IS REPLACED)

	Return Freight
Process Number	J1905A
Symptom Code	64
Damage Code	9W
Part Number Main Cause & Quantity	5555-FT-SPB6 & Qty. 0
Return Freight	5555-RE-TURN & Qty. 1
Labor Operation & Labor Hours	YY809XRX / 0.0 hrs.

Diagnosis Only if Ghost Touch was not present

	Diagnosis Only. Center Display Passed.
Process Number	J1905B
Symptom Code	64
Damage Code	9W
Part Number Main Cause & Quantity	BHP1-61-1J0E & Qty. 0
Labor Operation & Labor Hours	YY810XRX / 0.2 hrs.
Period Covered	Over New Vehicle Limited Warranty period, and Within 7 years/Unlimited mileage

RENTAL CAR INFORMATION

This warranty extension does not have a warranty rental car program