



## MAZDA DEALER EMAIL

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**October 17, 2019**

**To: All Dealer General, Service and Parts Managers**

**2016-2017 CX-3 – Air Conditioner Refrigerant Leak Due to Condenser Corrosion  
Warranty Extension Program – Special Service Program (SSP) B8**

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for a concern regarding the Air Conditioner (A/C) Condenser on certain 2016-2017 CX-3 vehicles produced from June 1, 2015 through October 22, 2016.

The warranty coverage for an applicable repair has been extended to 7 years (84 months) from the original warranty start date, with no mileage limitation.

**Concern Outline:**

On certain subject CX-3 vehicles, the A/C condenser may corrode, resulting in an A/C refrigerant leak. Vehicles with this condition will exhibit a lack of cooling from the climate control vents when the A/C is ON. This warranty extension program applies only to the replacement of the A/C condenser exhibiting 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 under this SSP 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.

If a customer arrives at your dealership with the concern described, please repair under this Special Service Program.

**Owner Notification:**

Owners of subject vehicles will be notified by first class mail beginning on October 18, 2019.

To help you effectively perform this Warranty Extension Program (SSPB8), 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 warranty extension program before responding to customer inquiries.

We apologize for any inconvenience this SSPB8 may cause you and your customers. Your understanding and support in carrying out this Warranty extension SSP are greatly appreciated.

Sincerely,

Travis Young  
Manager, Recalls, Technical Service Division  
Mazda North American Operations