



## MAZDA DEALER EMAIL

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**June 5, 2020**

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

**Notification of Warranty Extension Program - Special Service Program (SSP) B9  
2016-2017 CX-9 – Internal Cracks in Mazda Connect Center Display – UPDATE – Owner Letter  
Mailing**

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for a specific concern in the Mazda Connect Center Display on certain 2016-2017 CX-9 vehicles produced from February 11, 2016 through April 29, 2017.

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-9 vehicles, internal cracks (like a spider crack) may occur in the corners of Mazda Connect center display. The cracks are internal and cannot be felt by touch.

The MNAO Recall Team wanted to advise that Owner Letters for the affected vehicles will mail by June 8. All customers have been advised to contact their Mazda dealership to schedule an appointment for repair to allow you to order the display from United Radio prior to the customer's arrival.

The Owner Letter, Repair Procedures and Parts & Warranty Information are all available on the Mazda Global Support System (MGSS).

We apologize for any inconvenience this SSPB9 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 Services Division  
Mazda North American Operations

