



## MAZDA DEALER EMAIL

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October 27, 2020

Attention: Mazda General, Parts and Service Managers

Subject: **\*\*CAMPAIGN UPDATE\*\*** - Mazda3 SSP99 and SSPA9 Dashboard Warranty Extension – Possible Parts Collection.

Dear Mazda Dealer Partners,

Mazda released two active Warranty Extension campaigns for the dashboard instrumental panel as identified in the campaigns below. As of today, the parts and warranty information has been updated for the following campaigns where the primary repair part (dashboard component) is not to be scrapped.

- 2010-2013 Mazda3 - Gap between Instrument Panel and Information Display – SSPA9
- 2010 Mazda3 Dashboard Upper Panel Sticky Surface – SSP99

Action Required: Until further notice, a photograph of the dashboard defect, either the sticky area for SSP99 or the gap for SSPA9 is required to be attached to the SSP (A9 or 99) claim. In addition, the dashboard component must be held per standard warranty scrapping policy. Do Not immediately scrap as the dashboard will likely be collected for a study until further notice. If we request your part to be returned, your dealer parts and service management will be contacted by a member of the MNAO Technical Services Team. **Please do not return the part unless asked.**

MNAO Technical Services apologizes for the updates in the repair procedure and the inconvenience this created. Your understanding and support in carrying out this update is greatly appreciated. If you have any questions, please fill out the Dealer Recall Help form on MXConnect.

Sincerely,  
Travis Young  
Manager Recalls, Technical Services Division  
Mazda North American Operations

