

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



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| Subject: SPEEDOMETER REPLACEMENT PROCEDURE | Bulletin No.: 09-016/23 |
| | Last Issued : 02/28/2023 |

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted below in Red.

| Previous TSBs: | Date(s) Issued: |
|----------------|-----------------------|
| 09-024/22 | 07/18/22 |
| 09-002/21 | 01/21/21 |
| 09-003/20 | 01/09/20 |
| 09-009/19 | 01/14/19 |
| 09-034/18 | 08/31/18 and 10/10/18 |
| 09-035/17 | 08/07/17 |
| 09-007/16 | 02/17/16 |
| 09-034/14 | 08/15/14 |
| 09-026/04 | 07/01/04 |

APPLICABLE MODEL(S)/VINS:

- 1990-1994 323
- 1992-1995 MX-3
- 1990-2003 Protege
- 2002-2003 Protege5
- 1990-2005 Miata
- 1993-1995 RX-7
- 1990-1995 MX-6
- 1990-2002 626
- 1992-1995 929
- 1995-2002 Millenia
- 1991-1994 Navajo
- 1990-2006 MPV
- 1995-2009 B-Series
- 2001-2011 Tribute
- 2011-2014 Mazda2
- 2004-2018 Mazda3

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2006-2015 Mazda5
2003-2021 Mazda6
2013-~~2023~~ CX-5
2007-2012 CX-7
2007-~~2023~~ CX-9
2006-~~2023~~ MX-5
2004-2011 RX-8
2016-2021 CX-3

NOTE: This service information is NOT applicable to 7th generation Mazda vehicles because the odometer data is stored in the BCM.

DESCRIPTION

In accordance with Federal regulations, follow the procedure listed below when replacing a speedometer.

NOTE:

- Tampering with a motor vehicle odometer is strictly prohibited by Federal, and State laws. It is the dealer's responsibility to comply with Federal, State, and local laws concerning odometer and related documentation requirements when providing a repair or replacement.
- Mazda vehicles are manufactured with tamper-proof speedometers.
- When a speedometer is replaced, the new speedometer will read zero (0) miles.
- This procedure is extremely important to accurately represent actual vehicle mileage.
- Prior to speedometer removal, complete the information required on the "Speedometer Replacement Label".
Labels can only be ordered through Mazda eStore.
- In an effort to achieve a higher level of Customer Experience and retain the value of Mazda's vehicles, MNAO Warranty Operations is allowing all Mazda dealers to utilize a third party, SPECMO Enterprises, Inc., for Instrument Panel Cluster (IPC) odometer setting service. With the use of SPECMO's services, it is possible that the odometer will be set between 10 to 31 miles over the odometer mileage at the time of replacement for both warranty and customer pay repairs. Please make sure that the customer is aware that there may be a slight variance to the odometer, in which case the customer may have to accept the slightly higher mileage. Since odometer setting service is not part of the warranty repair, it is not warrantable nor required, but optional. However, Mazda Warranty policy provides after- warranty assistance (AWA) or DSA that can be utilized to cover this service expense.

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REPAIR PROCEDURE

NOTE: Customers have two (2) repair options according to the table below. Discuss each option with the customer and decide which one is best for their situation.

| Option | Description | New IPC | New Mileage Setting | Speedometer Sticker Required | Cost |
|--------|--------------------------|---------|--|------------------------------|--|
| 1 | Speedometer Replacement: | Yes | Zero (0) | Yes | Customer pay (unless vehicle is still under warranty). |
| 2 | SPECMO Odometer Setting: | Yes | Possibly 10~31 miles over the existing mileage | No | Customer pay or AWA / DSA / DSM authorization. |

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SPEEDOMETER REPLACEMENT:

1. Order "Speedometer Replacement Labels" through Mazda eStore.
2. Record vehicle mileage before removing the speedometer.
3. Remove and replace the speedometer according to the instructions on MGSS online.
4. Complete the following information on the "Speedometer Replacement Label."
 - a. Mileage (before speedometer replacement).
 - b. Date of replacement.
 - c. Dealer code.

| SPEEDOMETER REPLACEMENT | |
|-------------------------|----------------------|
| Mileage: | _____ |
| | (Before Replacement) |
| Date Replaced: | ____/____/____ |
| Dealer Code: | _____ |

128ka
Complete Information and Install
On Driver's Side "B" Pillar

5. Attach the completed label to the driver's side "B" pillar.

SPECMO - ODOMETER SETTING:

IMPORTANT NOTE: Be sure that customers fully understand that the mileage on their new odometer may not be exactly the same as the mileage their original odometer had before the repair. Due to technical limitations, SPECMO may only be able to set the mileage to 10~31 miles over the existing odometer mileage. If SPECMO is unable to set the exact same mileage, the customer can request to have their odometer set to zero and use the Speedometer Replacement Label.

NOTE: From the time the dealer receives the new Instrument Panel Cluster IPC from the PDC, overnights it to SPECMO for odometer setting, the complete process could take 2-3 days. Therefore, dealers are encouraged to provide a loaner vehicle to the customer.

SPECMO requires the following forms in all shipments for odometer setting:

- SPECMO Unit Ship-In Form
- RO/PO

The dealer can overnight the package to SPECMO and request the Fed-EX overnight return shipping to reduce vehicle down time. SPECMO will complete the odometer setting within 24-48 hours upon receipt of IPC.

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PARTS INFORMATION

| Part Number | Description | Qty. | Notes |
|-----------------|--------------------------------|---------------|-----------------------------------|
| 9999-95-SPDO-97 | Speedometer Replacement Labels | 1 = 20 labels | Order labels through Mazda eStore |

WARRANTY INFORMATION

When replacing an Instrument Cluster within the warranty period and utilizing the odometer setting service, two (2) warranty claims must be submitted. The first warranty claim is for the IPC replacement and associated labor, the second is for the non-warrantable odometer setting service. The claim for the odometer setting service must be submitted as a separate non-warrantable sublet with DSA or DSM authorization.

NOTE: Odometer setting service must be claimed as non-warrantable AWA or DSA.

| | |
|---------------------------------|---|
| Symptom Code | 99 |
| Damage Code | 99 |
| Part Number Main Cause* | ****-55-*** (refer to GEPC for applicable part number) |
| Quantity | 0 |
| Operation Number / Labor Hours: | T0603XRX / 0.0 Hr. |
| Sublet Number: | Invoice Number |
| Sublet Code: | M2 - Non-Warrantable Expense |
| Sublet Amount: | Enter invoice charge |
| Authorization | DSA or Warranty Pre-Authorization |

* PNMC will vary based on vehicle, year, and model.

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