



ZOOM-ZOOM

TO: Mazda Dealership General Managers, Service Managers, and Parts Managers

DATE: December 2015

**SUBJECT: 2009-2013 Mazda6 Dashboard Upper Panel (Crash Pad) Sticky Surface
Warranty Extension Program – Special Service Program (SSP) A0**

Mazda Motor Corporation is extending the warranty coverage for dashboard crash pads on certain 2009-2013 Mazda6 vehicles produced from February 4, 2008 through August 24, 2012.

For certain 2009-2013 Mazda6 vehicles, the warranty coverage for sticky dashboard upper panel (crash pad) replacement only is extended to 10 years (120 months) from the original warranty start date, with no mileage limitation. Any other condition for dashboard replacement, such as discoloration, warping, or material splitting, is covered only for 36 months or 36,000 miles.

On certain Mazda6 vehicles that are exposed to severe environmental conditions including high ambient temperature and humidity, the material used in the crash pad may deteriorate over time. If there is prolonged exposure and deterioration, the crash pad could develop a sticky surface. If a sticky surface condition exists, the crash pad must be replaced. The warranty extension only applies to the sticky surface condition. It does not apply to crash pads that are discolored, warped, or split. These conditions are covered under Mazda's New Vehicle Limited Warranty for the first 36 months or 36,000 miles, whichever comes first.

This is a warranty extension for the specified repair only. Inspection and replacement of non-failed parts will not be eligible for reimbursement to the dealer or customer. This program extends the warranty period for actual failures due to defects in workmanship or materials in accordance with Mazda Warranty Policy and Procedures.

PARTS INFORMATION

SSPA0 is a Warranty Extension, not a repair campaign. Orders should only be placed when there is a verified sticky surface condition. Due to current parts production capacity, owner notification letters will be sent on a rolling basis. Mazda is working closely with the manufacturer to ensure replacement crash pads are available as quickly as possible.

OWNER NOTIFICATION

Owners of subject vehicles will be notified by first class mail beginning on December 30, 2015.

- Owners will be advised that they do not need to bring their vehicle to a dealer if it does not exhibit the affected condition.
- Due to repair parts availability, owners will be advised in the first notification letter that the repair parts are currently in short supply and that a second notification letter will be provided when sufficient repair parts become available.
- Customers will also be notified in the first notice that past repairs relating to the sticky crash pad concern will be eligible for reimbursement if the repair was conducted at the customer's expenses.

This package contains important information about SSPA0:

Attachment I	Parts and Service Information
Attachment II	Repair Information
Attachment III	Owner Notification Letter & Reimbursement Form

Service and repair information is available on eMDCS and MS3 (Mazda Service Support System) websites via MXConnect.

For technical assistance, call the Technical Assistance Hotline at (888) 832-8477, Option 3.

For parts questions, please contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.

Please make certain the appropriate personnel in your dealership are familiar with the details of this warranty extension before responding to customer inquiries. Your understanding and support are greatly appreciated.

Sincerely,



Satoshi Takahashi
Director, Technical Services Division
Mazda North American Operations

WARRANTY EXTENSION

For certain 2009-2013 Mazda6 vehicles, the warranty coverage for crash pad replacement is extended to 10 years (120 months) from the original warranty start date, with no mileage limitation. This warranty extension only applies to crash pads that exhibit a sticky surface. This warranty extension does not apply to crash pads that are discolored, warped, or split, which are covered under Mazda’s New Vehicle Limited Warranty for the first 36 months or 36,000 miles, whichever comes first.

CONDITION OF CONCERN

On certain Mazda6 vehicles that are exposed to severe environmental conditions including high ambient temperature and humidity, the material used in the crash pad surface may deteriorate over time. If there is prolonged exposure and deterioration, the crash pad could result in a sticky surface.

SUBJECT VEHICLES

Model	Affected VIN ranges	Build Date Range
2009-2013 Mazda6	1YV HP**** 95 M00001 – M52259 1YV HZ**** A5 M00013 – M58889 1YV HZ**** B5 M00002 – M30741 1YV HZ**** C5 M00001 – M44241 1YV HZ**** D5 M00004 – M17345	From February 4, 2008 through August 24, 2012

The asterisk symbol “*” can be any letter or number.

OWNER NOTIFICATION

Mazda will notify all U.S. owners by first class mail on December 30, 2015. The customer will be advised that they do not need to bring their vehicle to a dealer if it does not exhibit the affected condition. Due to repair parts availability, customers will be advised in the first owner notification letter that the repair parts are in short supply and that a second notification will be provided when sufficient repair parts become available. The first notice will also advise owners that any previous repairs relating to the sticky crash pad concern will be eligible for reimbursement if the repair was conducted at the customer’s expense. Refer to the owner letter and reimbursement form in Attachment III.

PARTS INFORMATION

SSPA0 is a Warranty Extension, not a repair campaign. Orders should only be placed when there is a verified sticky surface condition.

Description	Part No.
Crash Pad	GSYL-60-350

PARTS ORDERING

A complete VIN is needed to process the order. A limited supply of replacement parts is available. A parts order screen is now available in MX Connect.

WARRANTY CLAIM PROCESSING INFORMATION

	Replacement of Crash Pad
Process Number	AF044B
Symptom Code	87
Damage Code	9B
Part Number Main Cause & Quantity	7777-SP-K54 & 0 pcs
Related Part Number & Quantity	GS3L-60-350E-02 & 1 pc
Labor Operation	XXL95XRX
Labor hours	0.7 H
Period Covered	Beyond New Vehicle Limited Warranty period, and Within 10 years/unlimited mileage

RENTAL CAR INFORMATION

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. ***Please make every effort to utilize alternative transportation solutions in place of rental use.***

Rental Car Warranty Claim Information

	Rental Agency Vehicle	Dealer Loaner Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	<u>5555-SS-PA0R</u>	<u>5555-SS-PA0L</u>
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
Sublet – Rental Car		
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order	
Sublet Type Code	Enter “Z9” (other)	
Sublet Amount	Up to \$30.00 per day for the number of days customer had rental car	
Sublet Text	Number of days rental car was supplied to customer	

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

VERIFY THE VEHICLE IS APPLICABLE TO SSPA0

1. Verify the vehicle is within the following ranges:

Model	Affected VIN ranges	Build Date Range
2009-2013 Mazda6	1YV HP**** 95 M00001 – M52259 1YV HZ**** A5 M00013 – M58889 1YV HZ**** B5 M00002 – M30741 1YV HZ**** C5 M00001 – M44241 1YV HZ**** D5 M00004 – M17345	From February 4, 2008 through August 24, 2012

The asterisk symbol “*” can be any letter or number.

- If the vehicle is within the above ranges, go to Step 2.
- If the vehicle is not within the above ranges, SSPA0 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:
SSPA0 PRELIM LTR	Customer has not received the “parts available” letter. Inform customer that parts are in very short supply they will receive a second notification when sufficient repair parts become available
SSPA0 OPEN	Proceed to “Repair Procedure” of SSPA0 only if the vehicle exhibits crash pad sticky surface.
SSPA0 EXPIRED	Vehicle is outside the warranty time limitation.
SSPA0 is not displayed	SSPA0 does not apply to this vehicle.

Note: This is a warranty extension program. Application of a campaign label is not necessary.

REPAIR PROCEDURE

Please refer to Attachment II.

2009-2013 MAZDA6 DASHBOARD STICKY SURFACE SSPA0

A. DESCRIPTION

For certain 2009-2013 Mazda6 vehicles, the warranty coverage for crash pad replacement is extended to 10 years (120 months) from the original warranty start date, with no mileage limitation. This warranty extension only applies to crash pads that exhibit a sticky surface. This warranty extension does not apply to crash pads that are discolored, warped, or split, which are covered under Mazda’s New Vehicle Limited Warranty for the first 36 months or 36,000 miles, whichever comes first.

On certain vehicles that are exposed to severe environmental conditions including high ambient temperature and humidity, the material used in the crash pad surface may deteriorate over time. If there is prolonged exposure and deterioration, the crash pad could result in a sticky surface.

B. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within one of the following ranges:

Model	VIN Range	Production Date Range
2009 Mazda6	1YV HP**** 95 M00001 – M52259	From February 4, 2008 through August 24, 2012
2010 Mazda6	1YV HZ**** A5 M00013 – M58889	
2011 Mazda6	1YV HZ**** B5 M00002 – M30741	
2012 Mazda6	1YV HZ**** C5 M00001 – M44241	
2013 Mazda6	1YV HZ**** D5 M00004 – M17345	

- If the vehicle is within one of the above ranges, proceed to step 2.
 - If the vehicle is not within one of the above ranges, SSPA0 is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify SSPA0 number as the vehicle may have multiple SSPs.

eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
SSPA0 PRELIM LTR	Customer has not received the “parts available” letter. Inform customer that parts are in very short supply. They will receive a second notification when sufficient repair parts become available.
SSPA0 OPEN	Proceed to “C. Repair Procedure” of SSPA0 only if the vehicle exhibits crash pad sticky surface.
SSPA0 EXPIRED	Vehicle is outside warranty time limitation.
SSPA0 is not displayed	SSPA0 does not apply to this vehicle. Return vehicle to inventory or customer.

NOTE: This is a warranty extension program. Application of a campaign label is not necessary.

C. REPAIR PROCEDURE

PASSENGER-SIDE AIR BAG MODULE REMOVAL/INSTALLATION:

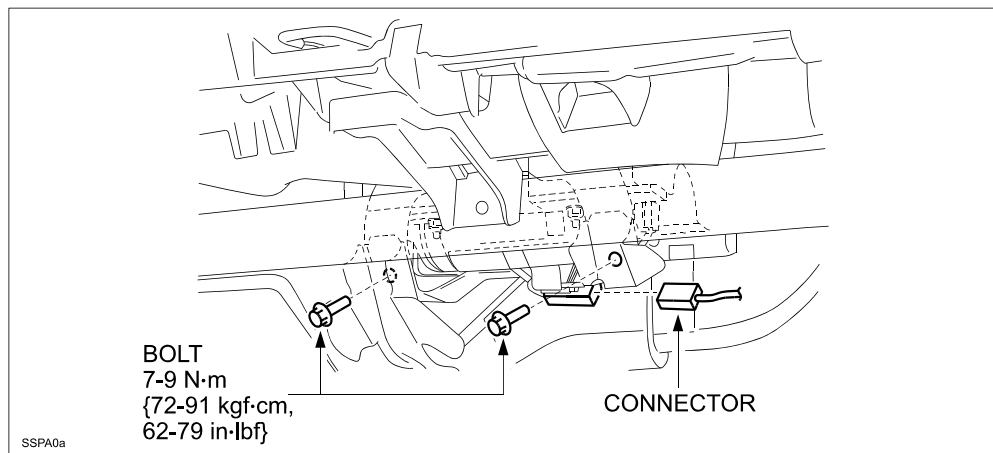
WARNING: Handling the air bag module improperly can accidentally deploy the air bag module, which may seriously injure you. Read the air bag system service warnings and cautions before handling the air bag module. (See AIR BAG SYSTEM SERVICE WARNINGS.) (See AIR BAG SYSTEM SERVICE CAUTIONS.)

WARNING: Due to the adoption of 2-step deployment control in the passenger-side air bag module, depending on the impact force, it is possible that inflator No.2 might not deploy. In such cases, before disposing of the air bag module, make sure to follow the inflator deployment procedures and verify complete deployment of inflators No.1 and 2.

NOTE:

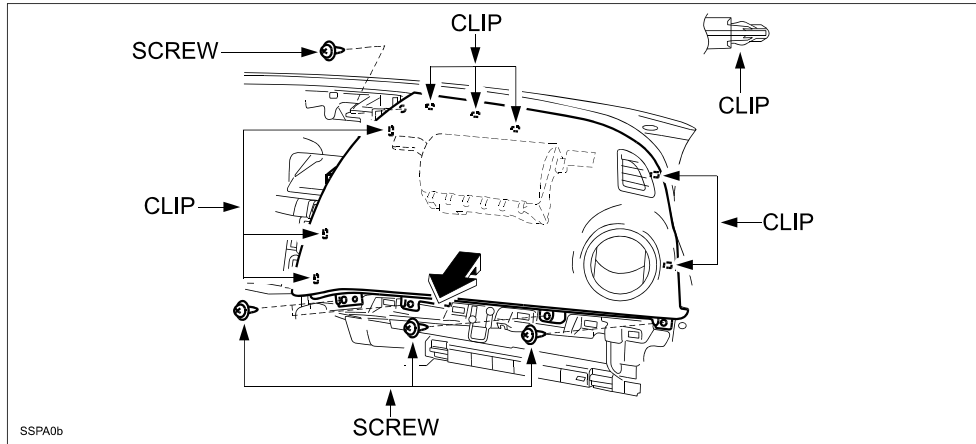
- When replacing the passenger-side air bag module after the deployment, replace it together with the mid-wiring harness.
- When installing the mid-wiring harness, install it along the vehicle wiring harness using bands or tape.

1. Switch the ignition to off.
2. Disconnect the negative battery cable and wait for one (1) minute or more.
3. Remove the following parts according to the MS3 online instructions or the Workshop Manual:
 - a. Glove compartment (See GLOVE COMPARTMENT REMOVAL/INSTALLATION.)
 - b. Center panel upper (See CENTER PANEL UPPER REMOVAL/INSTALLATION.)
 - c. Upper panel (See UPPER PANEL REMOVAL/INSTALLATION.)
 - d. Decoration panel (See DECORATION PANEL REMOVAL/INSTALLATION.)
 - e. Passenger-side front scuff plate (See FRONT SCUFF PLATE REMOVAL/INSTALLATION.)
 - f. Passenger-side front side trim (See FRONT SIDE TRIM REMOVAL/INSTALLATION.)
 - g. Side panel (See SIDE PANEL REMOVAL/INSTALLATION.)
 - h. Shift knob (MTX) (See MANUAL TRANSAXLE SHIFT MECHANISM REMOVAL/INSTALLATION.)
 - i. Shift panel (See SHIFT PANEL REMOVAL/INSTALLATION.)
 - j. Center panel lower (See CENTER PANEL LOWER REMOVAL/INSTALLATION.)
 - k. Audio unit (See AUDIO UNIT REMOVAL/INSTALLATION.)
 - l. SIRIUS satellite radio unit (See SIRIUS SATELLITE RADIO UNIT REMOVAL/INSTALLATION.)
4. Remove the bolts.

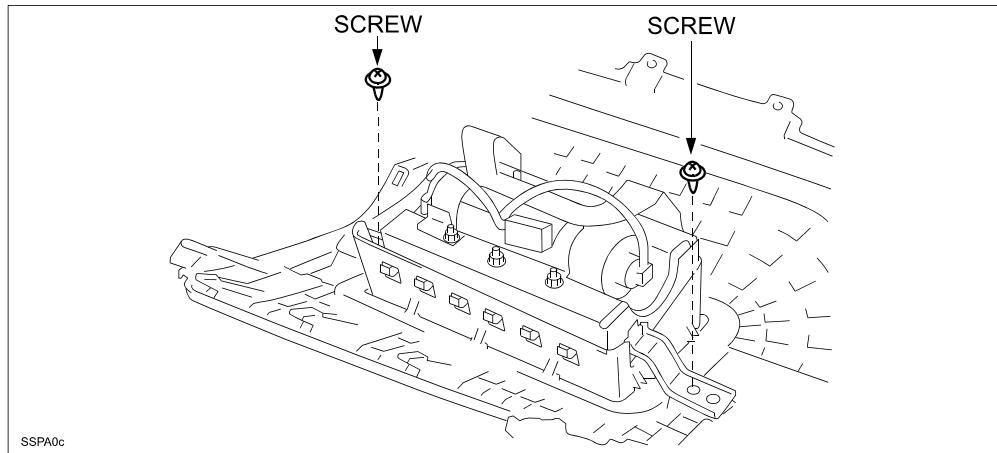


5. Disconnect the connector.

6. Remove the screws.

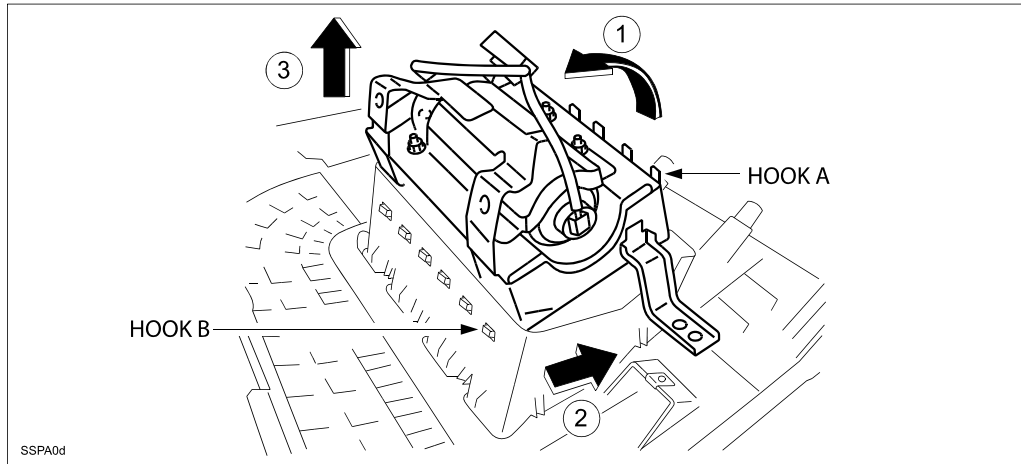


7. Pull the passenger-side air bag module in the direction of the arrow shown in the figure and remove it while detaching the clips.
8. Remove the screws.



ATTACHMENT II
SSPA0

9. Remove hook A.
10. Pull the passenger-side air bag module in the direction of arrow (1) and detach hook A from the instrument panel.



11. Press the passenger-side air bag module in the direction of arrow (2) and rotate it in the direction of arrow (3) and remove it.
12. Install in the reverse order of removal.
13. Switch the ignition to ON.
14. Verify that the air bag system warning light illuminates for approx. six (6) seconds and goes out.
NOTE: If the air bag system warning light does not operate, refer to the on-board diagnostic system (air bag system) and perform inspection of the system. (See FLOWCHART.)
15. Verify repair.



ZOOM-ZOOM

December 2015

**2009-2013 Mazda6 Dashboard Upper Panel Sticky Surface
Warranty Extension Program - Special Service Program (SSP) A0**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for the dashboard upper panel (crash pad) on certain 2009-2013 Mazda6 vehicles produced from February 4, 2008 through August 24, 2012.

The warranty coverage for applicable repair is extended to 10 years (120 months) from the original warranty start date, with no mileage limitation.

If you are a recipient of this notice, your vehicle is included in this warranty extension program.

What is the problem?

On certain Mazda6 vehicles that are exposed to severe environmental conditions including extreme heat and humidity, the material used in the dashboard upper panel (crash pad) surface may deteriorate over time. If there is prolonged exposure and deterioration, it could develop a sticky surface.

What should you do?

At this time Mazda is currently preparing the necessary parts to implement this warranty extension. We will notify you again when the parts become available. If you have already paid to repair your vehicle's sticky dashboard upper panel, please see the below section regarding a possible reimbursement.

If your vehicle does not have the above sticky condition on dashboard surface, there is no need to contact your dealer. We suggest keeping this letter with the vehicle's

Mazda North American Operations

7755 Irvine Center Drive
Irvine, CA 92618
T (949) 727-1990

warranty information booklet for future reference.

What will Mazda do?

Once the necessary parts become available, if your vehicle exhibits the sticky dashboard upper panel (crash pad) condition, your Mazda dealer will replace it **free of charge** during the terms of this warranty extension program.

What if you have already paid for the repair?

If you have already paid to repair or replace a sticky dashboard upper panel in your vehicle, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please complete the enclosed "Reimbursement Application Form," including the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and try our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Still have questions?

If you have any questions regarding this program, please contact our Customer Experience Center at (800) 222-5500, option #6. Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apology for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations

Mazda North American Operations

7755 Irvine Center Drive
Irvine, CA 92618
T (949) 727-1990

REIMBURSEMENT PLAN

Requirements for Reimbursement

If you meet **all** of the following requirements, you are eligible to receive reimbursement under this plan:

1. You own or lease or have owned or leased a 2009-2013 Mazda6 vehicle built between February 4, 2008 and August 24, 2012.
2. You have paid to repair or replace a dashboard upper panel (crash pad) due to sticky surface concern prior to the launch of SSPA0.
3. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Vehicle model and year, and vehicle identification number (VIN)
 - Your name and address at the time of repair
 - Description of the concern reported
 - Repair or replacement of dashboard upper panel (crash pad) due to a sticky surface concern
4. Mail this reimbursement application form with the applicable payment receipts in the enclosed envelope to:

Mazda North American Operations
Attn: Recall Reimbursement Dept
P.O. Box 57085
Irvine, CA 92619-7085

Procedure for Reimbursement Request

If you had the dashboard upper panel (crash pad) repaired or replaced due to sticky surface concern prior to the launch of SSPA0, you may apply for reimbursement by doing the following:

1. Complete and sign the Reimbursement Application Form found on the reverse side of this page.
2. Mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope. Include any applicable payment receipts, i.e. credit card receipt, cancelled check, etc.
3. **Retain copies** of the paid repair order or invoice and this application form for your records.
4. You will be reimbursed for the amount you paid for parts and labor for repair or replacement of dashboard upper panel (crash pad) due to the sticky surface concern. Parts and labor paid for items unrelated to the sticky surface concern, such as discoloration, warp, or material splitting, are not covered by SSPA0 warranty extension.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible, or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

(SEE REVERSE SIDE FOR APPLICATION FORM)

