



## MAZDA DEALER EMAIL

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**May 6, 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**

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.

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.

**Dealer Action:**

Starting immediately all dealer inventory and lease return vehicles exhibiting this concern can be repaired under this SSP. Contact United Radio for an exchange display unit to repair the vehicle.

Owners of subject vehicles will be notified by first class mail in late May 2020. Please wait until customers are notified before repairing those vehicles. Another communication will be sent to all dealers once customer notifications are sent.

To help you effectively perform this Warranty Extension Program (SSPB9), Mazda has developed the following resources:

1. Parts and Warranty Information, Repair Procedures, and Owner Letter (will be posted when sent out) 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 Dealer Recall Help or the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact United Radio.

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 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



XXXXXX 2020

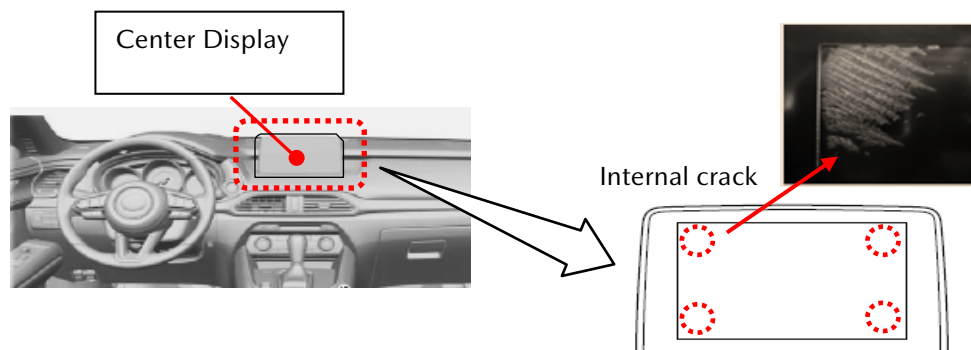
## **2016-2017 CX-9 – Internal Cracks in Mazda Connect Center Display Warranty Extension Program – Special Service Program (SSP) B9**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for a concern regarding the Mazda Connect Center Display on certain 2016-2017 CX-9 vehicles produced from February 11, 2016 through April 29, 2017. If you are a recipient of this notice, your vehicle is included in this warranty extension program. 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.

### **What is the problem?**

On certain 2016-2017 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. This warranty extension program applies only to the repair of the center display with this concern. Any physical damage to the center display caused by foreign objects etc. is not covered under this program.



### **What should you do?**

If the Mazda Connect center display of your CX-9 vehicle does not exhibit the affected condition, there is no need to contact your Mazda dealer. We suggest you to keep this letter with the vehicle's warranty information booklet for future reference and please provide this document to the new owner if the vehicle is sold.

If the Mazda Connect center display of your CX-9 vehicle exhibits the internal cracks in the corner(s) of center display, please contact your Mazda dealer to advise them of your concern. Your Mazda dealer will need to order the part for your vehicle, and once the display is available they will contact you to schedule an appointment for repair.

### **What will Mazda do?**

If your CX-9 vehicle has internal cracks in the Mazda Connect center display, your Mazda dealer will replace the center display with a modified one free of charge during the terms of this warranty extension program. The replacement of the center display will take approximately half

an hour to complete, however, your dealer may need your vehicle for a longer period of time.

**What if you already paid for the replacement of the center display?**

If you have already paid for repair or replacement of the center display due to the internal cracks concern, please visit [www.mazdareimbursement.com](http://www.mazdareimbursement.com) and enter your Vehicle Identification Number (VIN). Follow the online screen prompts to enter the relevant information to submit your claim. For further questions, or, for vehicle owners that prefer submitting claims by mail, please contact the Mazda Customer Experience Center at 1-800-222-5500, Option #4. **Note:** For online claims, allow 3-4 weeks for processing and for claims sent by mail, allow 6-8 weeks for processing.

**Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at [www.MazdaUSA.com](http://www.MazdaUSA.com).

**Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid *Information Change Card* (no envelope required) 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 toll free at (800) 222-5500, select 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. We sincerely apologize for any inconvenience this program may have caused you.

Sincerely,

**Mazda North American Operations**

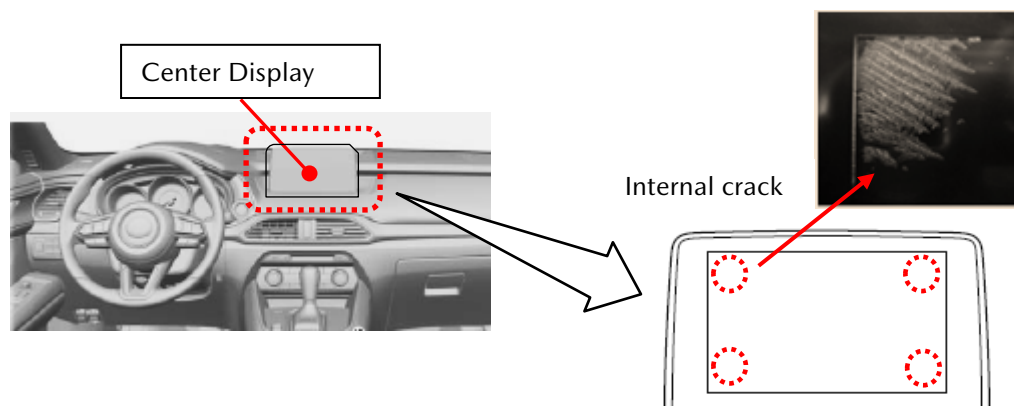
## WARRANTY EXTENSION

For certain 2016-2017 CX-9 vehicles, the warranty coverage for specific repair of the Mazda Connect Center Display is extended to 7 years (84 months) from the original warranty start date, with no mileage limitation.

## CONDITION OF CONCERN

On certain 2016-2017 CX-9 vehicles, internal cracks (like a spider crack) may occur in the corners of Mazda Connect center display due to an inadequate adhesion process between the cover lens and touch panel of center display at the production stage. The cracks are internal and cannot be felt by touch.

Note: Any physical damage to the center display caused by foreign objects etc. is not applicable to this program.



## SUBJECT VEHICLES

Model	VIN range	Build date range
2016-2017 CX-9	JM3 TC**** G0 100053 – 127083 JM3 TC**** H0 127084 – 141862	From February 11, 2016 through April 29, 2017

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

## OWNER NOTIFICATION

Mazda will notify all U.S. owners of the subject vehicles by first class mail in late May 2020.

- Owners will be advised that they do not need to bring their vehicle to a dealer if it does not exhibit the affected condition.
- Owners will also be advised that any previous repair on the center display relating to internal cracks will be eligible for reimbursement if the repair was performed at owner's expense.

Please refer to the owner letter available on MGSS after it has been sent to owners.

## REPAIR PROCEDURE

If you receive a customer complaint on internal cracks in the center display, replace the center display

## PARTS INFORMATION

Description	Part Number	Quantity	Spec.	Note
Center Display <b>(Exchange Part)</b>	TK48-61-1J0	1	7 inch display	<b>Under this warranty extension program, use the exchange part from United Radio for repair.</b>
	TK49-61-1J0B	1	8 inch display	

## WARRANTY CLAIM PROCESSING INFORMATION

### Note:

- This warranty information is applicable to the repair on the CX-9 vehicle beyond New Vehicle Limited Warranty period and the center display is replaced due to internal cracks in the center display.
- The repair on the CX-9 vehicle within New Vehicle Limited Warranty period should be claimed as normal warranty.
- This warranty information is applicable only to the repair of center display due to the internal cracks. This warranty information does not cover any repair of center display exhibiting the other phenomenon e.g., ghost touch.

	Replacement of Center Display Exchange Part
Process Number	AL009A
Symptom Code	99
Damage Code	99
Part Number Main Cause	TK48-61-1J0, or TK49-61-1J0B
Quantity	0
Labor Operation	XXS1ZXRX
Labor Hours	0.2 hrs.
Period Covered	Over New Vehicle Limited Warranty period, and Within 7 years/Unlimited mileage

	Return Freight (line 2 claim)
Process Number	J2001A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	5555-20-001A & Qty. 0
Return Freight	5555-RE-TURN & Qty. 1
Labor Operation & Labor Hours	YY813XRX / 0.0 hrs.

## RENTAL CAR INFORMATION

This warranty extension does not have a warranty rental car program.

## 2016-2017 CX-9 - Internal Cracks in Mazda Connect Center Display – SSPB9

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### A. DESCRIPTION

On certain 2016-2017 CX-9 vehicles, internal cracks (like a spider crack) may occur in the corners of Mazda Connect center display due to inadequate adhesion process between the cover lens and touch panel of center display at production stage. The cracks are internal and cannot be felt by touch.

This warranty extension program applies only to the replacement of the center display exhibiting this concern.

### B. VEHICLE INSPECTION PROCEDURE

#### 1. Verify the vehicle is within the following ranges:

Model	VIN range	Build date range
2016-2017 CX-9	JM3 TC**** G0 100053 – 127083 JM3 TC**** H0 127084 – 141862	From February 11, 2016 through April 29, 2017

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

- a) If the vehicle is within the above ranges, go to Step 2.
- b) If the vehicle is not within the above ranges, SSPB9 is not applicable.

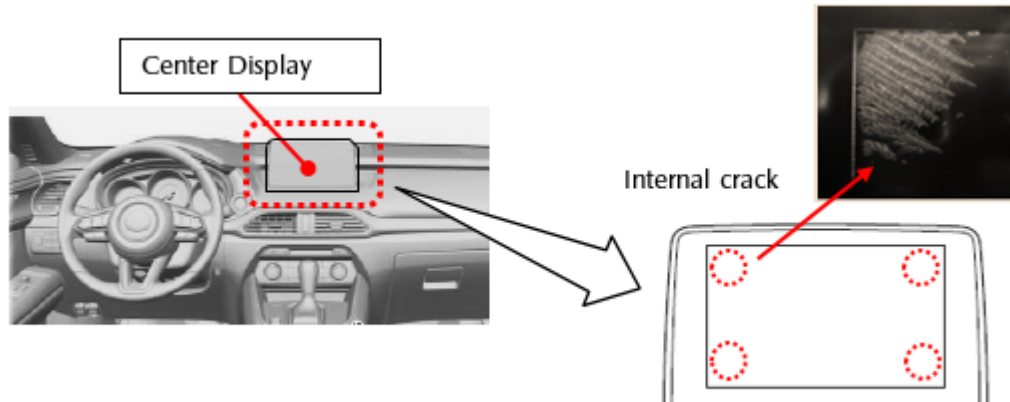
#### 2. Perform a Warranty Vehicle Inquiry using your eMDCS System.

##### eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
SSPB9 OPEN	If internal cracks occur in the center display as identified in procedure A below, proceed to “C. REPAIR PROCEDURE”. Note: Any physical damage to the center display caused by foreign objects etc. is not covered.
SSPB9 EXPIRED	Vehicle is outside the warranty time limitation.
SSPB9 is not displayed	SSPB9 does not apply to this vehicle.

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

**Procedure A. Check for Spider Crack in the display. If spider cracking is similar to the internal crack in the photo below, then replace the display.**



### **C. REPAIR PROCEDURE**

When you have verified a spider crack exists in the center display as outlined above, please replace the center display with a modified one according to the Workshop Manual [“CENTER DISPLAY REMOVAL/INSTALLATION”](#).



<b>Subject:</b>  <b>2016-2017 CX-9 INTERNAL CRACKS IN MAZDA CONNECT CENTER DISPLAY</b>	<b>Campaign No.:</b> SSPB9
	<b>Last Issued:</b> 05/06/2020

## DESCRIPTION

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.

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### Dealer Action:

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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.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.