

Subject: 2016-2017 CX-9 INTERNAL CRACKS IN MAZDA CONNECT CENTER DISPLAY	Campaign No.: SSPB9
	Last Issued: 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.

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.

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.

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.

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

COOLANT LEAKS AT CYLINDER HEAD

Bulletin No.: 01-013/21

Last Issued : 12/02/2021

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
01-013/21	10/15/21

APPLICABLE MODEL(S)/VINS**US Spec.:**

2019-2020 CX-5 SKYACTIV-G 2.5T vehicles with VINs lower than JM3KF*****830243 (produced before Jun. 9, 2020)
2016-2020 CX-9 SKYACTIV-G 2.5T vehicles with VINs lower than JM3TC*****422801 (produced before Jun. 9, 2020)
2018-2020 Mazda6 SKYACTIV-G 2.5T vehicles with VINs lower than JM1GL*****523967 (produced before Mar. 25, 2020)

Mexico Spec.:

2019-2020 Mazda6 SKYACTIV-G 2.5T vehicles with VINs lower than JM1GL*****523672 (produced before Mar. 21, 2020)

DESCRIPTION

Some vehicles may have coolant leaks at the cylinder head around the exhaust manifold (as shown below). There may be cracks at the stud bolt hole (1) or at the outside of the exhaust manifold (2).

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