



## **2014-2016 Mazda6 - Mazda Connect Touch Screen Concern**

### **Warranty Extension Program - Special Service Program (SSP) B6**

**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 2014-2016 Mazda6 vehicles produced from June 11, 2013 through September 3, 2016.

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.

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

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

On certain 2014-2016 Mazda6 vehicles, the film inside the touch screen may be corroded due to moisture, which might adhere on the lens of the touch screen. This corrosion may cause a malfunction of the touch screen.

This warranty extension program applies only to the repair of the center display with this concern.

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

If the Mazda Connect touch screen in your Mazda6 vehicle exhibits this touch screen malfunction, please make an appointment with your Mazda dealer and provide your VIN in advance of your arrival. This is to ensure that the Mazda dealer will have the parts available to complete your repair. If your vehicle exhibits the issue described above, the Mazda dealer will replace the center display of your vehicle with a modified one, free of charge.

If the Mazda Connect touch screen in your Mazda6 vehicle does not exhibit the affected conditions, there is no need to contact

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your Mazda dealer. We suggest you to keep this letter with the vehicle's warranty information booklet for future reference.

**What will Mazda do?**

If the Mazda Connect touch screen in your vehicle exhibits the touch screen malfunction, 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 repair or replacement of the center display?**

If you have already paid for repair or replacement of the center display due to this touch screen malfunction, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include 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 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

## 2014-2016 MAZDA6 – MAZDA CONNECT TOUCH SCREEN CONCERN SSPB6

### A. DESCRIPTION

On certain 2014-2016 MAZDA6 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch). The ITO (Indium Tin Oxide) film of touch screen may be corroded due to moisture, which may adhere on the lens of touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of touch screen.

### B. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the range:

Model	VIN Range	Production Date Range
2014-2016 MAZDA6 (MC build)	JM1 BM **** E1 100049 – 218349 JM1 BM **** F1 218350 – 276362 JM1 BM**** G1 1276363 – 2355940	From June 11, 2013 through June 23, 2016
2014-2016 MAZDA6 (MMVO build)	3MZ BM **** EM 100134 – 124127 3MZ BM **** FM 121913 – 237205 3MZ BM**** GM 1228021 – 2330142	From December 4, 2013 through September 3, 2016

- If the vehicle is within the above range, proceed to step 2.
  - If the vehicle is not within the above range, SSPB6 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 SSPB6 number as the vehicle may have multiple SSPs.

#### eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
SSPB6Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to "C. REPAIR PROCEDURE"
SSPB6Closed	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
SSPB6 is not displayed	Does not apply	SSPB6 does not apply to this vehicle. Return the vehicle to inventory or customer

### C. REPAIR PROCEDURE

PLEASE PERFORM A DIAGNOSIS AND REPAIR ACCORDING TO THE WORKSHOP MANUAL.

- Type in the Search function in MGSS DIAGNOSTIC ASSIST FUNCTION CONNECTIVITY MASTER UNIT.
- Activate the DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT].
- Perform the inspection of center display, with the diagnostic assist code “70” (Display/Touch. Panel Inspection).
- If the malfunction of touch screen (ghost touch) is confirmed, replace the center display under this SSP.
- **To replace the center display, contact Mazda Customer Care at 800-430-0153 to generate an authorization #.** Then, go to MX-Connect/Parts/Exchange Central to order an exchange display from United Radio.
- If the display screen is normal, this warranty extension does not apply

### D. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue “Campaign Label” (9999-95-065A-06) with Campaign No: “SSPB6”, your dealer code, today’s date.

CAMPAIGN LABEL

CAMPAIGN NO: \_\_\_\_\_

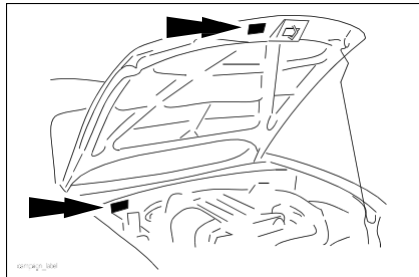
DEALER CODE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

P/N 9999-95-065A-06

1326b

2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.

## **WARRANTY EXTENSION**

For certain 2014-2016 MAZDA6 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 2014-2016 MAZDA6 vehicles, the Mazda Connect touch screen in the center display may not accept touch commands properly or may operate by itself (ghost touch).

The ITO (Indium Tin Oxide) film of touch screen may be corroded due to moisture, which may adhere on the lens of touch screen during the cleaning process at the plant. The corrosion may allow the electrostatic capacity to vary without any input, causing the malfunction of touch screen.

## **SUBJECT VEHICLES**

Model	VIN range	Build date range
2014-2016 MAZDA6 (MC build)	JM1 BM**** E1 100049 – 218349 JM1 BM**** F1 218350 – 276362 JM1 BM**** G1 1276363 – 2355940	From June 11, 2013 through June 23, 2016
2014-2016 MAZDA6 (MMVO build)	3MZ BM**** EM 100134 – 124127 3MZ BM**** FM 121913 – 237205 3MZ BM**** GM 1228021 – 2330142	From December 4, 2013 through September 3, 2016

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.

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

Refer to the owner letter and reimbursement form available on MGSS.

## VERIFY THE VEHICLE IS APPLICABLE TO SSPB6

1. Verify the vehicle is within the following ranges:

Model	VIN range	Build date range
2014-2016 MAZDA6 (MC build)	JM1 BM**** E1 100049 – 218349 JM1 BM**** F1 218350 – 276362 JM1 BM**** G1 1276363 – 2355940	From June 11, 2013 through June 23, 2016
2014-2016 MAZDA6 (MMVO build)	3MZ BM**** EM 100134 – 124127 3MZ BM**** FM 121913 – 237205 3MZ BM**** GM 1228021 – 2330142	From December 4, 2013 through September 3, 2016

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, SSPB6 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:
SSPB6 OPEN	Proceed to “Repair Procedure” of SSPB6 only if the vehicle exhibits the touch screen malfunction.
SSPB6 EXPIRED	Vehicle is outside the warranty time limitation.
SSPB6 is not displayed	SSPB6 does not apply to this vehicle.

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

## REPAIR PROCEDURE

Please perform a diagnosis and repair according to the Workshop Manual.

- Type in the Search function in MGSS DIAGNOSTIC ASSIST FUNCTION CONNECTIVITY MASTER UNIT.
- Activate the DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT].
- Perform the inspection of center display, with the diagnostic assist code “70” (Display/Touch.Panel Inspection).
- If the malfunction of touch screen (ghost touch) is confirmed, replace the center display under this SSP
- If the display screen is normal, this warranty extension does not apply

**PARTS INFORMATION**

Description	Part Number	Quantity	Note
Center Display (Exchange)	BHP1-61-1J0E	1	Under this warranty extension program, use the exchange part from United Radio for repair.

**WARRANTY CLAIM PROCESSING INFORMATION**

Note:

- This warranty information is applicable to the repair on the MAZDA6 vehicle beyond New Vehicle Limited Warranty period and the center display is replaced due to malfunction of Mazda Connect touch screen.
- The repair on the MAZDA6 vehicle within New Vehicle Limited Warranty period should be claimed with normal warranty.
- This warranty information is applicable only to the repair of center display due to the malfunction of touch screen (ghost touch). This warranty information does not cover any repair of center display exhibiting any other phenomenon e.g., spider crack.

Warranty claim line 1

	<b>Replacement of Center Display</b>
Process Number	AJ067A
Symptom Code	64
Damage Code	9W
Part Number Main Cause & Quantity	BHP1-61-1J0E & Qty. 0
Labor Operation & Labor Hours	XXPBXRX / 0.3 hrs.
Period Covered	Over New Vehicle Limited Warranty period, and Within 7 years/Unlimited mileage

Warranty claim line 2 – Return reimbursement of the display unit

	<b>Return Freight</b>
Process Number	J1905A
Symptom Code	64
Damage Code	9W
Part Number Main Cause & Quantity	5555-FT-SPB6 & Qty. 0
Return Freight	5555-RE-TURN & Qty. 1
Labor Operation & Labor Hours	YY809RX / 0.0 hrs.

**RENTAL CAR INFORMATION**

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



## 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 have owned a 2014-2016 MAZDA6 vehicle produced from June 11, 2013 through September 3, 2016.  
**Please do not send your title or registration, as these are NOT required.**
2. You have paid for center display repair or replacement due to malfunction of Mazda Connect touch screen, prior to receiving the notice of this program (SSPB6).
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
  - Center display repair or replacement

***PLEASE DO NOT SUBMIT THIS FORM WITHOUT THE ABOVE DOCUMENTATION.***

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 your vehicle has had the center display repaired or replaced due to a similar concern to this warranty extension program, prior to the launch of the program (SSPB6), you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Once your vehicle has been repaired according to the SSP instructions, 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 have paid for center display repair or replacement.

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)**

# REIMBURSEMENT APPLICATION FORM

## 2014-2016 MAZDA6 Mazda Connect Touch Screen Concern – SSPB6

**REQUIRED DOCUMENTATION MUST ACCOMPANY THIS FORM. SEE PAGE 1.**

(Please type or print)		
Name:		
First	Middle	Last
Address:		
Street Address		
City	State	Zip Code
Home:		
Phone Number:		
Work:		
Email: _____		
Vehicle Identification Number (VIN): _____		
(17 digits in length)		
Total Amount of Reimbursement Requested: _____		
Dollars Cents		

### INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:

- Please read thoroughly
- Fill in vehicle identification number
- Sign the General Release (below)

### General Release

I am submitting to Mazda Motor Corporation ("Mazda") a claim for reimbursement for repair or replacement of center display performed to date. The vehicle identification number (VIN) is:

VIN: \_\_\_\_\_

In exchange for Mazda's payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such inspection/repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.

Dated: \_\_\_\_\_

Signed: \_\_\_\_\_