



XXXXXX 2017

**2010-2013 Mazda3 - Gap between Instrument Panel and Information Display
Warranty Extension Program – Special Service Program (SSP) A9**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the New Vehicle Limited Warranty (Normal Warranty coverage) for specific repair of instrument panel on certain 2010-2013 Mazda3 vehicles produced from May 6, 2010 through July 19, 2013.

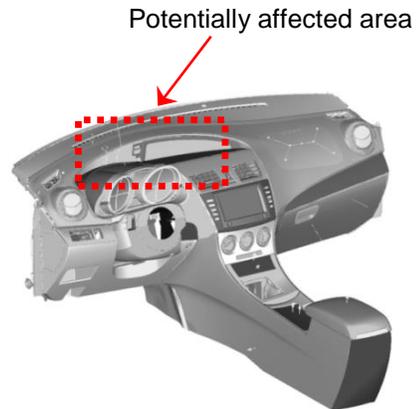
The New Vehicle Limited Warranty (Normal Warranty coverage) for instrument panel replacement due to warping or gap is extended to 7 years (84 months) from the original warranty start date or April 30, 2018 whichever is later, with no mileage limitation.

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

What is the problem?

On certain 2010-2013 Mazda3 vehicles, the instrument panel just above the information display may be warping, generating a gap between the instrument panel and information display, if exposed to heat under high ambient temperature.

This warranty extension program only applies to the repair of the instrument panel due to such conditions.



What should you do?

If the instrument panel of your Mazda3 vehicle has the warping on its surface or a gap exists between the instrument panel and information display, please make an appointment with your Mazda dealer to have your vehicle repaired. Your dealer will replace the instrument panel of your vehicle with a modified one, free of charge.

If your Mazda3 vehicle does not have the warping or gap 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.

What will Mazda do?

If your vehicle has the warping or gap condition on the instrument panel, your Mazda dealer will replace the instrument panel with a modified one free of charge during the terms of this warranty extension program. The replacement of instrument panel will take approximately four hours to complete, however, your dealer may need your vehicle for a longer period of time due to parts availability and service scheduling requirements.

What if you already paid for repair or replacement of instrument panel?

If you have already paid for repair or replacement of the instrument panel due to warping on the instrument panel surface or gap between the instrument panel and information display, 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.

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