



January 2012

**Heavy White Exhaust Smoke Warranty Extension Program SSP 86
2007-2009 CX-7, 2007-2008 Mazdaspeed3, 2006-2007 Mazdaspeed6 Federal Emission
models**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for the specific repair of heavy white smoke from exhaust tail pipe(s) concern, on certain Federal emission vehicles: 2007-2009 CX-7 vehicles produced from February 14, 2006 through July 1, 2008, 2007-2008 Mazdaspeed3 vehicles produced from June 28, 2006 through June 30, 2008, and 2006-2007 Mazdaspeed6 vehicles produced from August 4, 2005 through June 30, 2007.

The warranty coverage for this specific repair is extended to 7 years (84 months) from the original warranty start date or 70,000 miles, whichever comes first.

If you are a recipient of this notice, your vehicle is included in this warranty extension program. Your vehicle is also included in an additional warranty extension program for the Variable Valve Timing Noise and Timing Chain Noise. Please see the attached letter for details.

What is the problem?

Certain vehicles may exhibit heavy white smoke from the exhaust tail pipe(s) after long idle periods or while driving at low speeds in heavy traffic. The smoke may be caused by engine oil leakage from the turbocharger entering the exhaust pipe. The warranty extension applies only to this condition.

The warranty extension does not apply if the problem is caused by poor vehicle maintenance (insufficient oil changes or using engine oil of viscosity lower than 5W-30).

What will Mazda do?

If your vehicle experiences this problem, your Mazda dealer will inspect the vehicle to verify the causal factor of the white smoke. If the white smoke is caused by engine oil leakage from the turbocharger, your dealer will install a ventilation kit or replace the turbo charger **free of charge** during the terms of this warranty extension program. If the white smoke is caused by poor vehicle maintenance (insufficient oil changes or using engine oil of viscosity lower than 5W-30), this warranty extension program does not apply.

If a ventilation kit is needed, the repair should take approximately 1½ hours to complete. If the turbocharger must be replaced, the repair should take 3-4 hours to complete. However, it may take longer depending on parts availability and the service workload at your Mazda dealership.

As a reminder, Mazda may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years, and adhere to the Rental Car Reimbursement policy. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

What should you do?

If your vehicle is functioning normally, there is no need to contact your dealer. We suggest keeping this letter with the vehicle's warranty information booklet for future reference.

If your vehicle experiences this problem, please make an appointment with a Mazda dealer to have the vehicle inspected and repaired as necessary.

What if you have already paid for the repair?

If you have already paid for the applicable inspection, repair or part replacement due to white smoke from exhaust tail pipe caused by engine oil leak from turbocharger, 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. In order to be eligible for reimbursement, you must have thoroughly followed the scheduled maintenance requirements for the engine and be able to document that the engine has been properly maintained.

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 Assistance 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

