

SSPD9 – Water Heater Malfunction

WARRANTY EXTENSION

For certain 2024 CX-90 PHEV and 2025 CX-70 PHEV vehicles that are equipped with the suspected water heater, the warranty coverage for an applicable repair of the water heater has been extended to 8 years (96 months) from the original warranty start date, with no mileage limitation.

CONDITION OF CONCERN

While warming up the cabin using the water heater after starting the vehicle in EV mode, the nichrome wire in the water heater may break or a decrease in insulation resistance may be detected, causing the concerns described below:

Heater performance may become poor:

1. The hybrid system warning light may turn on and the DTC P0AA6:00 may be stored.
2. P0AA6:00 – High voltage insulation malfunction: Decrease in vehicle insulation resistance

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3KK**** R1 100054 - 172250	From December 28, 2022 through May 7, 2024
2025 CX-70	JM3KJ**** S1 100013 - 109070	From December 5, 2023 through May 7, 2024

The asterisk symbol “*” can be any letter or number. Only VIN’s in eMDCS Warranty Inquiry with SSPD9 displayed are covered.

OWNER NOTIFICATION

Mazda will notify all U.S. owners of the subject vehicles by first class mail no later than September 1, 2025.

- 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 water heater due to concerns related to this SSP will be eligible for reimbursement if the repair was performed at the owner’s expense. Please refer the customer to the Owner Letter for reimbursement instructions.

NO COVERAGE FOR BRANDED AND OTHER LIMITATIONS - EXCLUDED COVERAGE

- Per Warranty policy 3.26 all limitations apply to this Warranty Extension. There is no coverage for total loss/insurance/salvage or rebuilt titles (W1). If you are unsure about the policy please contact the Warranty Department.

REPAIR PROCEDURE

If you receive customer complaints about the check engine light ON with P0AA6:00 with any of the symptoms mentioned above, verify the concerns and perform appropriate repair according to the Service Information [Technical Service Bulletin \(TSB\) No. 07-006/24](#).

Note: Please always refer to the latest version of TSB.

PARTS INFORMATION

Parts Number	Description	Quantity	Notes
KMY6-61-310	Water Heater	1	Replacement parts included
0000-77-508F-20	Coolant	Suitable amount	Use of FL22 is recommended when refilling coolant

Dealers can use the Limited Parts Ordering (LPO) screen on eMDCS to order the repair parts. There is a weekly maximum allotment, which is displayed on the LPO screen. The LPO process and weekly quantity limit helps to ensure our supply is balanced across the U.S. dealer network and available for all customers.

WARRANTY CLAIM PROCESSING INFORMATION

- This warranty information is applicable only to vehicles **beyond** the New Vehicle Limited Warranty.
- The repair on the subject vehicle **within** New Vehicle Limited Warranty period should be claimed as normal warranty according to the Technical Service Bulletin (TSB) 07-006/24.

	Water Heater Replacement (Do not use this information unless the vehicle is out of the Limited Mazda Warranty period of 3 years or 36,000 miles)
Process Number	AS018A
Symptom Code	59
Damage Code	96
Part Number Main Cause & Quantity	KMY6-61-310 & 1
Related Part Number & Quantity	0000-77-508F-20 & 1 to 3 maximum (Qty of actual used up to 3 gallons, and note: PTC heater only holds 1 gallon)
Labor Operation Number	XXWXPXR
Labor Hours (*)	1.2 Hrs.
Period Covered	Over New Vehicle Limited Warranty period, and Within 8 years/Unlimited mileage

RENTAL CAR INFORMATION

Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual.

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle or Ride Share (Uber, Lyft, Taxi)
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-SS-PD9R
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to maximum allowed per day determined by current Warranty policy.
Sublet Text		Number of days rental car was supplied to customer