



<b>Subject:</b>  <b>CSP03 2014 CX-5 WINDSHIELD LITIGATION SETTLEMENT</b>	∴
	<b>Last Issued:</b> 11/26/2019

## DESCRIPTION

Mazda Motor Corporation has decided to conduct a Customer Service Program CSP (03) to inform owners or lessees of 2014 CX-5 vehicles manufactured between January–April 2013 (“Covered Vehicle”) and purchased in California (“Covered Owner”) they may be eligible to receive reimbursement for “Out of Pocket” expenses incurred to replace a cracked original Mazda (“OEM”) windshield in their 2014 Mazda CX-5 vehicle (“Reimbursement Program”). In addition, Covered Owners who own a Covered Vehicle with a cracked but unrepaired OEM windshield may, within 180 days of the date that the customer notice is mailed, bring their Covered Vehicle to an authorized Mazda dealer for an inspection of the windshield to determine if the windshield cracked without any outside influence. If the authorized dealer confirms that the OEM windshield cracked without any outside influence, the OEM windshield shall be replaced at no charge to the Covered Owner (“Replacement Program”).

### Outline of Reimbursement Program:

Owners or lessees of a Covered Vehicle may seek up to \$800 for Out of Pocket expenses incurred for a replaced Mazda original equipment windshield if Mazda does not have any record that the windshield cracked as a result of an outside influence (i.e., not as the result of rock chips or debris, impact, or an accident).

In addition, owners or lessees of a Covered Vehicle who replaced two or more cracked Mazda original equipment windshields prior to July 31, 2013 may seek reimbursement for each windshield replacement if Mazda does not have any record that the windshield cracked as a result of an outside influence.

Please read the Dealer Email and Owner Letter for complete details regarding this program.

**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.