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| Subject: CHECK ENGINE LIGHT ON WITH DTC P250F:00 DUE TO LOW ENGINE OIL LEVEL | Bulletin No.: 01-012/21 |
| | Last Issued : 10/04/2021 |

APPLICABLE MODEL(S)/VINS

- 2021 Mazda3 (Japan built 2.5T) with VINS lower than JM1BP*****403639 (produced before September 14, 2021)
- 2021 Mazda6 (2.5T) with VINS lower than JM1GL*****618910 (produced before September 15, 2021)
- 2021 CX-30 (2.5T)
- 2021 CX-5 (2.5T) with VINS lower than JM3KF*****472325 (produced before September 14, 2021)
- 2021 CX-9 (2.5T) with VINS lower than JM3TC*****541071 (produced before September 14, 2021)

DESCRIPTION

Some vehicles may have a “LOW ENGINE OIL LEVEL” warning message and a CHECK ENGINE light illuminated in the instrument cluster, along with DTC P250F:00 stored in memory.

- DTC P250F:00 - Engine oil level signal: engine oil level low

Upon inspecting the engine oil level, the level is found to be low and there doesn't appear to be any trace of oil leakage in the engine compartment. This concern usually occurs when the mileage reaches approximately 3,100 – 4,700 miles (5,000 - 7,500km) and may also occur again after replacing or topping off the engine oil. The root cause of this concern has not been identified yet, therefore a repair procedure will be announced at a later date. Since this issue has been reported after a valve stem seal modification, it is very likely that valve stem seal damage is causing oil to leak into the combustion chamber.

REPAIR PROCEDURE

1. Verify customer concern by checking the engine oil level to verify that the oil level is low.
 - If the oil level is low, verify that there is no oil leakage in the engine compartment.
 - If no oil leakage is found, top off the engine oil to the FULL level as a temporary measure.

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.

2. Verify repair by making sure the warning message and CHECK ENGINE light do not appear.

3. Explain the following to the customer:

- A small amount of the engine oil may be leaking into the combustion chamber, causing the oil consumption. Mazda has confirmed this oil leakage into the combustion chamber will not cause any immediate engine damage and the vehicle may be safely driven. The warning message and CHECK ENGINE light will go off by topping off the engine oil level. This is only a temporary repair and as soon as Mazda identifies the root cause, a complete repair procedure will be announced. Mazda will top off or replace the engine oil at no charge until the complete repair is provided.

WARRANTY INFORMATION

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's Powertrain Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

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| Warranty Type | A |
| Symptom Code | 16 |
| Damage Code | 99 |
| Part Number Main Cause | 7777-SP-T37 |
| Quantity | 0 |
| Operation Number / Labor Hours: | XXT6SXAX / 0.4 Hrs. (oil level check/refill and oil leak check) |

Claim the engine oil (Max. 4.9 US qt {4.6 L, 4.0 Imp qt}) as related parts.

- If the customer has already paid the cost for topping off the engine oil outside of the dealer, claim for reimbursement entering the actual cost with the sublet code "Z9".

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