



MAZDA DEALER EMAIL

October 21, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Extension of 2019 Mazda CX-5 Diesel Zero Cost Maintenance Program
Customer Satisfaction Program CSP (08) – Now includes the 5th-8th Service for an additional 2 years

Dear Mazda Dealer Partners,

Mazda is pleased to announce an extension to the 2019 CX-5 Signature SKYACTIV-D Zero Cost Maintenance (CSP08)! Please review the entire communication and pay special attention to the items in ***Bold Italicized font***.

When the CX-5 Diesel was launched, to show our commitment to customer satisfaction and loyalty and differentiate the launch of the 2019 Mazda CX-5 Signature SKYACTIV-D, Mazda provided 4 scheduled services at zero cost to the customer. ***The extension now provides 4 additional zero cost maintenance services at a maximum interval of 5,000 miles or 6 months, whichever comes first (Schedule 2).***

The 2019 CX-5 Signature SKYACTIV-D Zero Cost Maintenance Program (CSP08) provided 4 factory scheduled services that are required during the first 2 years or 30,000 miles, whichever comes first at zero cost to the customer for all 2019 CX-5 Signature SKYACTIV-D vehicles (excluding fleet rental vehicles).

This program allows the Mazda dealer to provide a premium service experience to our Mazda CX-5 Signature SKYACTIV-D owners and builds a positive, lasting customer experience.

Program Guidelines - *UPDATE*

1. The 2019 CX-5 Signature SKYACTIV-D Zero Cost Maintenance Program (CSP08) is applicable to all new 2019 CX-5 Signature SKYACTIV-D customers. Fleet rental vehicles are not eligible for this program.
2. Through eMDCS claim submission, Mazda will reimburse the dealer a set amount for the factory specified parts and labor required to complete the factory-scheduled maintenance.
3. The 2019 CX-5 Signature SKYACTIV-D Zero Cost Maintenance Program (CSP08) includes the 4 factory scheduled services that are required during the first 2 years or 30,000 miles, whichever comes first.
4. ***The 2019 CX-5 Signature SKYACTIV-D Zero Cost Maintenance Program (CSP08) extension provides an additional 4 factory scheduled services at 5,000 miles or 6 months, whichever comes first on a Schedule 2 basis.***
5. Warranty repairs found during the scheduled maintenance service are covered under the existing vehicle warranty guidelines and must be handled per Mazda Warranty Policies & Procedures Manual.
6. The 2019 CX-5 Signature SKYACTIV-D Zero Cost Maintenance Program (CSP08) is valid only at an authorized Mazda dealer.

Administering the Zero Cost Maintenance Program

When a 2019 CX-5 Signature SKYACTIV-D owner requests from your dealership's Service Department a factory-scheduled maintenance service:

1. Check Warranty Vehicle Inquiry to verify the maintenance service requested has not been performed previously.
2. Perform the required maintenance service.
3. Submit the claim via eMDCS warranty for reimbursement. Refer to "Warranty Processing Guidelines" for the scheduled maintenance warranty information. Only the special part numbers and labor operations listed will be accepted for reimbursement.

Warranty Processing Guidelines: Please review updated documents on eMDCS/Warranty Vehicle Inquiry and MGSS.

Note: Services 5-8 differ in time and mileage. We will only accept these maintenance claims no more than 1 month/1,000 miles after the scheduled service interval. Due to inflation, these services are reimbursed at a higher rate.

Every claim submitted under this maintenance program requires a complete copy of the accounting repair order electronically attached to the claim using **Attachment ID: D01**. Failure to do so will result in claim rejection. Also, due to the unique nature of these claims, all accepted claims are subject to Mazda Warranty Operations review.

Services 5-8 Every 6 Months/5,000 miles

Use the following warranty information to claim recommended factory-scheduled maintenance services based on 6-month time interval or 5,000 miles, whichever comes first.

Service #5 @ 30 Months/35,000 Miles

CX-5 Signature SKYACTIV-D Maintenance Program Service @ 30 Months / 35,000 Miles		Includes the following Mazda OEM Parts
Warranty Type	A	0000-77-0W30 QT - Diesel 5.4 Qt SH01-14-302A- Diesel Oil Filter 9956-41-400- Drain Plug Gasket as needed 0000-77-DEF - Refill Service Includes: LOF, Rotate Tires, Fill DEF, Clean Engine Air Filter and Box
Process Number	MTDEXT	
Symptom Code	99	
Damage Code	99	
PNMC	5555-MT-D30M	
Quantity	1	
Operation Number	YY808XRX	
Labor Hours	0.0	
Claim will reimburse at a set amount of \$145.00		

Service #6 @ 36 Months/ 40,000 Miles

CX-5 Signature SKYACTIV-D Maintenance Program Service@ 36 Months/ 40,000 Miles		Includes the following Mazda OEM Parts
Warranty Type	A	0000-77-0W30 QT - Diesel 5.4 Qt SH01-14-302A- Diesel Oil Filter 9956-41-400- Drain Plug Gasket as needed 0000-77-DEF - Refill KD45-61-J6X - Cabin Air Filter Service Includes: LOF, Rotate Tires, Fill DEF, Clean Engine Air Filter and Box, Replace Cabin Air Filter
Process Number	MTDEXT	
Symptom Code	99	
Damage Code	99	
PNMC	5555-MT-D36M	
Quantity	1	
Operation Number	YY808XRX	
Labor Hours	0.0	
Claim will reimburse at a set amount of \$190.00		

Service #7 @ 42 Months/45,000 Miles

CX-5 Signature SKYACTIV-D Maintenance Program Service @42 Months / 45,000 Miles		Includes the following Mazda OEM Parts 0000-77-0W30 QT - Diesel 5.4 Qt SH01-14-302A- Diesel Oil Filter 9956-41-400- Drain Plug Gasket as needed 0000-77-DEF– Refill SH01-13-3A0A – Air Filter SHT1-13-ZA5A – Fuel Filter Service Includes: LOF, Rotate Tires, Fill DEF, Replace Engine Air Filter and Clean Air Box, Replace Diesel Fuel Filter
Warranty Type	A	
Process Number	MTDEXT	
Symptom Code	99	
Damage Code	99	
PNMC	5555-MT-D42M	
Quantity	1	
Operation Number	YY808XRX	
Labor Hours	0.0	
Claim will reimburse at a set amount of \$240.00		

Service #8 @ 48 Months/50,000 Miles

CX-5 Signature SKYACTIV-D Maintenance Program Service @ 48 Months / 50,000 Miles		Includes the following Mazda OEM Parts
Warranty Type	A	0000-77-0W30 QT - Diesel 5.4 Qt SH01-14-302A- Diesel Oil Filter 9956-41-400- Drain Plug Gasket as needed 0000-77-DEF - Refill KD45-61-J6X - Cabin Air Filter Service Includes: LOF, Rotate Tires, Fill DEF, Clean Engine Air Filter and Box, Replace Cabin Air Filter
Process Number	MTDEXT	
Symptom Code	99	
Damage Code	99	
PNMC	5555-MT-D48M	
Quantity	1	
Operation Number	YY808XRX	
Labor Hours	0.0	
Claim will reimburse at a set amount of \$190.00		

Limitation of submission: The warranty system is designed to accept one of each Zero Cost Maintenance service with no more than 6 months/1,000 miles after the scheduled service interval. Claims submitted with less than 6 months/ 7,500 miles (5,000 miles for services 5-8) will be accepted.

Please contact MNAO Warranty with any claim processing questions or coverage concerns regarding this program at warrantydept@mazdausa.com or 877-727-6626

Owner Notification:

Customers will be mailed early November 2021 to inform them of the Zero Cost Maintenance Program extension. As a reminder, CSP programs are not subject to the Missed Recall Report but should always be reviewed to see if they apply to the customer concern if a vehicle is at a Mazda dealer.

To help you effectively perform this CSP, Mazda has developed the following resources:

1. Warranty Information and Check Lists are posted to Mazda Global Service Support (MGSS)
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles are displayed in eMDCS as "Open"

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this campaign before responding to customer inquiries.

Sincerely,

Travis Young
Manager Recalls, Technical Services Division
Mazda North American Operations

