



MAZDA DEALER EMAIL

June 11, 2024

Attention: Mazda General, Parts and Service Managers

Subject: **UPDATE - Valve Stem Seals Class Action Settlement Program for Excessive Oil Consumption and Oil Consumption Powertrain Warranty Extension Special Service Program SSPD5**

Dear Mazda Dealer Partners,

We are receiving inquiries regarding the decision to repair vehicles and wanted to clarify the published procedures. Please review the updates below, which are also in the latest repair procedures. As a reminder, Mazda dealer staff are required to read the Repair and Warranty documents before each repair as they may change over time.

1. Please do not refer to the TSB for decision making on replacing valve stem seals and refer only to the SSPD5 repair procedure. The TSB is to be used for repair purposes only. **ADTC P250F:00 ("Low Engine Oil Level") is not required to be present to replace valve stem seals in a customer vehicle.** We are in the process of updating the TSB 01-003/23 to reference SSPD5 repair documentation directly and this should be updated in the coming weeks.
2. An oil consumption test is not required for replacement of valve stem seals. You can and should replace valve stem seals based on a documented customer complaint of car using oil, changing more often, Low Engine Oil Level light on and/or prior in the MyMazda App or in the car per the SSPD5 Repair Procedure. Proof of oil change receipts or photos of the Low Oil Level Light, or past proof of P250F:00 are also not required. Please make sure to check for any engine oil leaks as per the Full Circle Inspection and Repair, under warranty or review for goodwill if an engine oil leak exists. If the vehicle has already had the Valve Stem Seals replaced in history, then a diagnosis and oil consumption test will be required to determine the root cause.
3. **Engine oil leaks not related to the class action:** During the Full Circle Inspection, as normal procedure, if you notice an engine oil leak and suspect this is the cause of oil consumption, please repair under Powertrain Warranty or if out by time or miles, review for goodwill. Then, advise the customer to monitor their oil consumption and let any Mazda dealer know if they are experiencing issues as outlined in the Class Action documentation (using oil, low engine oil level light on, changing oil more often). However, as stated above the valve stem seals can be

replaced based on the specific customer complaint documented on the Repair Order following the SSPD5 Repair Procedure.

MAZDA DEALERS - ACTION REQUIRED

1. If a customer arrives to your dealer subject to SSPD5, please ask the customer if they are familiar with the SSPD5 oil consumption Warranty Extension and if not, review the program with the customer.
2. Ask the customer if they have had the low oil level light displayed or have changed or purchased oil more often than the maintenance schedule of 7,500 miles due to a low oil level concern. In some cases there may be the presence of DTC P250F:00 ("Low Engine Oil Level") or in the MyMazda App.
3. Depending on the customer's responses a repair may be required under the Powertrain Warranty or SSPD5 Warranty Extension following the repair procedure.

Available Resources:

To help you answer any questions regarding this program, Mazda has developed the following resources:

1. Dealer FAQ's, Repair Procedure and Parts & Warranty Information are all available on Mazda Global Service Support.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.
3. For parts related questions, please contact the Corporate Dealer Assistance Group at corpdag@mazdausa.com or by calling (877) 727-6626, Option 2.
4. For questions regarding the reimbursement program or the Special Service Program benefits, please read the Dealer FAQ's and fill out the Dealer Recall Help Form located on [OneMazda](#).

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

Your understanding and support in carrying out this program are greatly appreciated.

Sincerely,

Mazda North American Operations

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