

**Updated June 12, 2024 – Added clarification for technician requirements and direction for flow chart based on oil consumption test results**

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

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**A. DESCRIPTION**

If you have any questions regarding this campaign, please read the Mazda Dealer FAQ's available in MGSS under this campaign before contacting Dealer Recall Help.

Only certain vehicles, 2021-2022 Mazda3, 2021-2022 CX-30, 2021 Mazda6, 2021 CX-5, 2021 CX-9 equipped with 2.5 SKYACTIV-G Turbo AND only listed in eMDCS under this campaign are eligible. This campaign provides the following benefits: The Special Service Program SSPD5 covers repairs for 7 years (84 months) or 84,000 miles for oil consumption related issues only (including for engine repair/replacement due to oil consumption issues/related to the affected valve stem seals).

This SSP will not cover other unrelated powertrain items such as transmission, differential or engine failure not related to oil consumption or the affected valve stem seals. **The Warranty Claim information for SSPD5 is only used when the vehicle is beyond the 5 year or 60,000-mile powertrain warranty.**

**Prior repair reimbursement:** Customers who received a class action notice can apply for reimbursement for any out-of-pocket expenses related to prior oil changes, and additional oil purchased before the normal oil change interval by going to <http://www.MazdaValveStemSealSettlement.com>

**B. VEHICLE INSPECTION PROCEDURE**

**Technician Certification: Senior Certified or above and Engine Mechanical Certification**

**NOTE:**

- **Eligible vehicles - Only VIN's listed in eMDCS Warranty Inquiry are covered.**
- **Ineligible vehicles – any vehicle that does not have SSPD5 listed in eMDCS Warranty Inquiry, whether the VIN is in the range below or not and vehicles excluded from the Settlement such as branded/total loss vehicles, issuers of extended vehicle warranties, anyone acting as a used car dealer or purchased a Settlement Class Vehicle for the purpose of commercial resale.**

**SUBJECT VEHICLES**

Model	VIN range	Build date range
2021 Mazda3, Japan built, SKYACTIV-G 2.5T	JM1BP*****315204 - 403637	From October 12, 2020 through September 13, 2021
2021-2022 Mazda3 Mexico built, SKYACTIV-G 2.5T	3MZBP*****209389 - 307372	From December 8, 2020 through June 16, 2022

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2021-2022 CX-30 SKYACTIV-G 2.5T	3MVDM*****233598 - 437812	From December 7, 2020 through June 30, 2022
2021 Mazda6 SKYACTIV-G 2.5T	JM1GL*****602506 - 618909	From October 6, 2020 through September 14, 2021
2021 CX-5, US/Canada spec, SKYACTIV-G 2.5T with 10.25" center display	JM3KF*****320280 - 472324	From October 6, 2020 through September 13, 2021
2021 CX-9, US/Canada spec, SKYACTIV-G 2.5T with 10.25" center display	JM3TC*****509027 - 541070	From October 6, 2020 through September 13, 2021

The asterisk symbol "\*" can be any letter or number.

- a) If the vehicle is within the above ranges and has SSPD5 listed in eMDCS, go to Step 2.
- b) If the vehicle is not within the above ranges, SSPD5 is not applicable.

**MAZDA DEALERS - ACTION REQUIRED**

1. **If a customer arrives at your dealership with a vehicle that is subject to SSPD5 you are required to do the following:**
  - a. Check for DTC P250F:00 ("Low Engine Oil Level") with the full circle inspection.
  - b. 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, either in the vehicle itself or in the MyMazda app or added or changed their oil more often than 7,500 miles or 1 year due to the low oil level warning light or noticing low oil. Note: In some cases, the customer may report the presence of DTC P250F:00 ("Low Engine Oil Level") or stored/present notification in the MyMazda App.
3. Depending on the customer's responses (or whether DTC P250F:00 is stored in the vehicle's history based on the above) a repair may be required under the SSPD5 Warranty Extension. Proceed below then follow the flow chart.

**eMDCS System – Warranty Vehicle Inquiry Results:**

If eMDCS displays:	Action to perform:
SSPD5 OPEN	See the Flow Chart below
SSPD5 EXPIRED	Vehicle is outside the extended warranty time limitation.
SSPD5 is not displayed	SSPD5 does not apply to this vehicle.

**Note:** This is a warranty extension program. Application of a campaign label is not necessary.

Repair Procedure - ALL VEHICLES IN SSPD5 UNDER POWERTRAIN OR OUT OF POWERTRAIN WARRANTY, FOLLOW THIS PROCEDURE.

IMPORTANT NOTES:

- The DTC250 is not required to be present for valve stem seal replacement. We are working on updating the TSB 01-003/23 for cars under warranty to agree with the procedures below.
  - If the vehicle is using oil or has oil leak that is not a result of a valve stem seal issue, please repair the oil leak under warranty and advise the customer to monitor the oil level and come back if they are continuing to use oil (with no leak present).
  - If the car is out of powertrain warranty, and needs an oil leak repaired, please send use DSA or send in a request for goodwill.
  - An oil change can be claimed separately with valve stem seal replacement.
  - An oil change can be claimed with a consumption test only if car is due for an oil change at time of test.
1. If no complaint of oil consumption, no presence of low oil light, no **DTC P250F:00** (“Low Engine Oil Level”) and no stored code in the car or MyMazda App, there is nothing further unless the customer requests an oil consumption test.
  2. If the customer requests an oil consumption test, [Click here for the test, driving 1,243 miles \(2,000km\).](#)
    - o Then based on the results, go to the “Consumption Test Results” in the flow chart on, but do not repeat the consumption test twice. Check to see if they have used 5 oz of oil or not, then follow the flow chart.
    - o If due for an oil change at the time the test is requested, please change the oil and the change can be claimed on a separate line AFTER the consumption test is finished.
  3. Customer complaint of oil consumption/adding oil **OR** History of low oil warning/light in MyMazda App **OR** Low Oil Level Light **OR** DTC P250F:00 follow the flow chart.

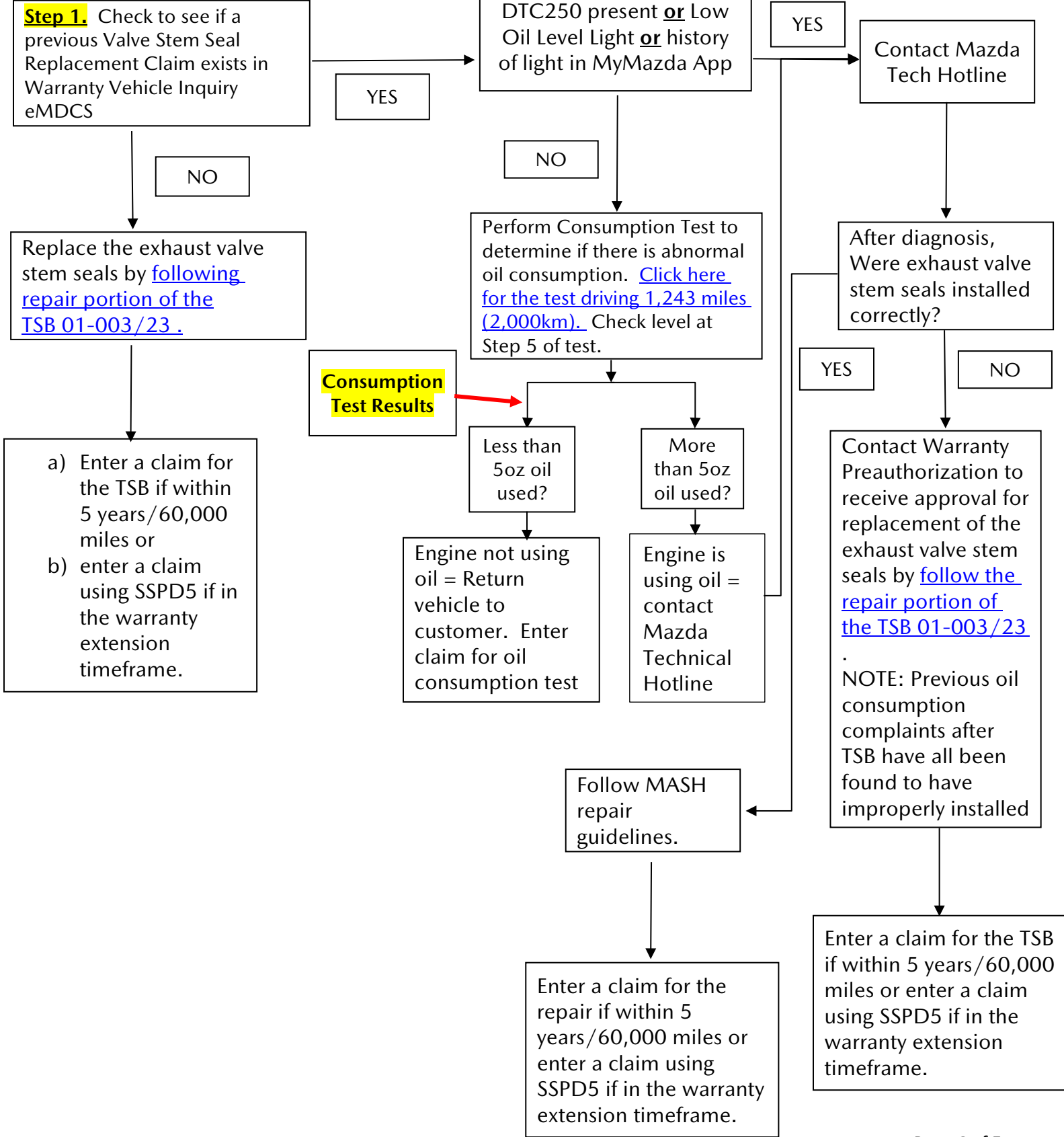
**NOTE: Oil change receipts and/or, current presence of the low oil light, DTC P250F:00, are not required to replace valve stem seals. The replacement can be based on the customer statement.**

-----PROCEED TO THE FLOW CHART ON THE NEXT PAGE-----

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**Process Flow:**

Customer complaint of oil consumption or Low Oil Level Light follow Step 1.  
See middle of the page for steps after oil-consumption test results.



# END OF REPAIR PROCEDURE