



MAZDA DEALER EMAIL

October 17, 2024

Attention: All Dealer General, Service and Parts Managers

Subject: 2016-2020 CX-9, 2019-2020 CX-5, 2018-2020 Mazda6 equipped with PYT SKYACTIV Engine – Warranty Extension Matching TSB – 01-002/23 (CSP11)

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct a Customer Service Program (CSP11) to extend the limited powertrain warranty to 10 years or 120,000 miles, whichever occurs first, for necessary repairs if the covered vehicle has coolant leaks at the cylinder head, around the exhaust manifold. A dealer must inspect and confirm the covered vehicle is exhibiting coolant leaks at the cylinder head around the exhaust manifold matching Technical Service Bulletin 01-002/23 (Feb. 10, 2023) for the repair to be covered.

All current and prior owners may also be eligible to receive reimbursement for out-of-pocket expenses incurred for parts and labor ("Eligible Repairs") to repair the condition of coolant leaks at the cylinder head around the exhaust manifold before the vehicle reached 10 years or 120,000 miles from the vehicle's in-service date (meaning, the start date of the warranty for the vehicle), whichever is earlier. Eligible Repairs are subject to the following limitations as described in this letter. Towing expenses, if incurred and directly related to coolant leaks at the cylinder head, are also reimbursable.

Owner Notification:

If a vehicle is covered under this CSP, it will be visible in eMDCS as of the date of this notice. Owners of affected vehicles will be notified by U.S. Mail beginning November 10, 2024.

Outline of Reimbursement Program:

All applicants must provide proof of payment confirming their out-of-pocket expenses incurred for Eligible Repairs matching the condition as outlined in the TSB and the forthcoming owner letter. The submission must include details regarding the type of expense incurred to determine eligibility (i.e., repair order showing paid parts and labor, towing receipt, etc..) and the dates

reflecting that the Eligible Repairs were within 10 years and 120,000 miles from the vehicle's in-service date. A member of the Mazda Customer Reimbursement Team may contact the owner to request additional information if the submission does not provide the necessary information for Mazda to determine qualification for reimbursement under this CSP.

Customers must apply for reimbursement within six (6) months from the owner letter mailing date. Starting November 15, 2024, customers can apply by visiting www.mazdareimbursement.com. After receipt of the application, payment will be made by Mastercard Reward Card in approximately 3-4 weeks, plus mailing time. If a customer asks for a paper application due to no internet access, the form will be available on MGSS the same day as the online application is live, but the reimbursement time will be up to 6-8 weeks, plus mailing time.

1. Initial owners and lessees of a covered vehicle may request reimbursement for the Eligible Repair.
2. Subsequent owners of a covered vehicle may request reimbursement for the Eligible Repair.
3. Mazda's reimbursement will be limited to the amount of out-of-pocket expenses incurred for parts and labor for Eligible Repairs. **No other out of pocket expenses will be eligible for reimbursement under this offer.**
4. Mazda has the right to reject any requests for reimbursement submitted under this program if Mazda has (1) repair orders, dealer records, or warranty records in its possession which reflect that the repair was necessary due to driver misuse (as described in Mazda's warranty booklet and owner's manual); or (2) documented records demonstrating an error in prior repairs affected by third-party (i.e., non-Mazda authorized) repair facilities; or (3) repairs that are as a result of a vehicle deemed branded as total/insurance loss, are fraudulent or not legitimate or where payment of said repairs cannot be verified.

Available Resources:

Please read the information in this email, including detailed requirements for customers to seek reimbursement. To help you answer any questions regarding this Customer Service Program (CSP), Mazda has developed the following resources:

1. All documents on MGSS will be available by VIN search today. Searching by keyword will be available within 1 business day. Repair Procedures and Parts and Warranty Information will be available on or before October 25, 2024 on MGSS (Mazda Global Service Support). The Owner Letter and Reimbursement Forms will be available on or before November 15, 2024 on MGSS.
2. For warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.
3. For campaign related questions, please 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 customer service program before responding to customer inquiries.

We apologize for any inconvenience this CSP may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,

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

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