



## FIELD COMMUNICATIONS

**DATE:** Monday, October 21, 2024  
**FROM:** Travis Young  
**SUBJECT:** WARRANTY EXTENSION UPDATE - Valve Stem Seals Class Action Settlement Program for Excessive Oil Consumption and Oil Consumption Powertrain Warranty Extension Special Service Program SSPD5  
**SUMMARY:** WARRANTY EXTENSION UPDATE - Valve Stem Seals Class Action Settlement Program for Excessive Oil Consumption and Oil Consumption Powertrain Warranty Extension Special Service Program SSPD5  
**TYPE:** Informational

Dear Mazda Dealer Colleagues,

We would like to provide you with an update regarding the terms for this Warranty Extension that went into effect October 8, 2024. In the final settlement agreement, which was approved by the court in October 2024, there is also coverage for an additional 1 year and 12,000 miles however, this coverage only applies if the vehicle is presented to a Mazda dealer by October 8, 2025, and has no more than 96,000 miles. After October 8, 2025, all coverage under SSPD5 will revert back to the original extension limit of 7 years, 84,000 miles. The Parts & Warranty Information and Dealer FAQ's have been updated with this information on Mazda Global Service Support (MGSS).

If any Mazda Dealer declined a customer for coverage because they were over 84,000 miles, please fill out the Dealer Recall Help Form located on [OneMazda](#).

**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](mailto:warrantydept@mazdausa.com).
3. For parts related questions, please contact the Corporate Dealer Assistance Group at [corpdag@mazdausa.com](mailto: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**

Travis Young

Manager, Recalls

Technical Services Division

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DO NOT REPLY to this email. If you have questions or comments, please contact us at [OneMazdaUSA.com](#).

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