



MAZDA DEALER EMAIL

October 30, 2024

To: Mazda General, Parts and Service Managers

**Subject: Notification of Warranty Extension Program - Special Service Program (SSP) D8
2018-2025 CX-5, 2019-2023 Mazda3, 2019-2022 CX-3, 2018-2021 Mazda6
2020-2023 CX-30 – Check Engine Light ON with DTC P0126:00**

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for a specific repair of the fail-safe thermostat in the coolant control valve on certain CX-5, Mazda3, CX-3, Mazda6 and CX-30 vehicles that are equipped with the suspected coolant control valve. The warranty coverage for a specific repair of fail-safe thermostat has been extended to 15 years (180 months) /150,000 miles (240,000 km) whichever comes first, from the original warranty start date.

Concern Outline:

On certain subject vehicles, the check engine light is illuminated with DTC P0126:00 (Thermostat stuck open) stored in memory and one or more of the following symptoms may occur:

- Engine takes longer to warm up.
- Engine temperature gauge fluctuates.
- Low coolant temperature indicator (blue) light stays on longer or turns on while driving.
- Poor heater performance, especially at idle.

This is a warranty extension for the specified repair only. Inspection and replacement of non-failed parts will not be eligible for reimbursement under this SSP to the dealer or customer. This program extends the warranty period for actual failures due to defects in workmanship or materials in accordance with the Mazda Warranty Policy and Procedures. If a customer arrives at your dealership with the concern described, please repair under this Special Service Program.

Parts Ordering:

Dealers can use the Limited Parts Ordering (LPO) screen on eMDCS to order the repair parts. There is a weekly maximum allotment, which is displayed on the LPO screen. The LPO process and weekly quantity limit helps to ensure our supply is balanced across the U.S. dealer network and available for all

customers.

Owner Notification:

Due to the size of vehicles in this campaign, owners of subject vehicles will be notified by first class mail over a 3 week period beginning in mid-November through early December, 2024.

Customer (Vehicle Owner) Reimbursement:

Please advise customers that have paid for repairs, due to conditions similar to this SSP campaign prior to receiving this notice, they may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. For vehicles purchased in the USA, please advise the customer to visit www.mazdareimbursement.com on or after November 30, 2024 and follow the online screen prompts to enter the relevant information to submit their claim. The customer will need a repair order showing parts and labor as well as proof of payment. For further questions or if you do not have access to apply online, contact the Mazda Customer Experience Center at 1-800-222-5500, Option #6.

To help you effectively perform this Warranty Extension Program (SSPD8), Mazda has developed the following resources:

1. Repair Procedures & Parts and Warranty information (one document) are available on MGSS (Mazda Global Service Support). Searching by VIN will be available the same day and keyword searching will be available the next business day. The Owner Letter will be posted by the Owner mailing date.
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 SSP 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 warranty extension program SSP before responding to customer inquiries.

We apologize for any inconvenience this program may cause you and your customers. Your understanding and support in carrying out this SSP are greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division