



MAZDA DEALER EMAIL

November 8, 2024

Attention: All Dealer General, Service and Parts Managers

Subject: Denso Low-Pressure Fuel Pump Customer Service Program - Warranty Extension (CSP12)

Dear Mazda Dealer Colleagues,

As a result of a Fuel Delivery Management Class Action settlement, Mazda Motor Corporation has decided to implement a Customer Service Program (CSP12) that provides two benefits, a Warranty Extension and a Customer Reimbursement. The coverage and terms for an individual vehicle will depend on which group the vehicle belongs to: "Recalled Vehicles" or "Additional Vehicles". See below for group definitions and coverage. Also, review the attached document titled "Subject Vehicles CSP12" for details on the covered vehicle models, model year and production VIN ranges. Note: not all of the vehicles within these ranges will be covered.

Warranty Extension Coverage for "Recall 5321K Vehicles": Confirmed failure of the low-pressure fuel pump is required. Vehicles that receive benefits in this group have Safety and Emissions Recall 5321K listed in eMDCS Warranty Vehicle Inquiry.

Recall 5321K has not been performed: The in-tank low pressure fuel pump replacement must be performed under Recall 5321K. Once completed, submit a warranty claim using the recall claiming information for Recall 5321K. ***Do not submit a claim under CSP12, the claim will be rejected or denied.***

Recall 5321K has been performed (CLOSED Status): CSP12 provides coverage for failure of the in-tank low pressure fuel pump replaced under Recall 5321K for 15 years after the repair date of Recall 5321K, or total vehicle mileage of 150,000 miles. Confirm coverage before proceeding to the repair. If the vehicle is still under CSP12 coverage, the repair claim must be submitted under Warranty Extension CSP12.

Warranty Extension for "Additional Vehicles": Confirmed failure of the low-pressure fuel pump is required. Vehicles that receive benefits in this group will ONLY have the campaign

CSP12 listed in eMDCS Warranty Inquiry. (Only applies to vehicles not in Safety and Emissions Recall 5321K).

CSP12 provides coverage for failure of the in-tank low pressure fuel pump for vehicles in this group within 15 years or 150,000 miles from the vehicle in-service date as listed in eMDCS Warranty Inquiry.

IMPORTANT NOTE! As per the repair instructions for Recall 5321K, vehicles have various fuel pumps and sealing rings. Failure to install the sealing ring or the correct fuel pump will have an automatic claim denial and the customer will have to return for proper repair. You must carefully follow the proper matching of the fuel pump to the model, engine, and driveline of each vehicle.

Owner Notification:

If a vehicle is covered under this CSP, it will be visible in eMDCS on November 12, 2024. Owners of affected vehicles will be notified by JND Legal Administration of available benefits via U.S. Mail beginning November 12, 2024.

Outline of Reimbursement Program for Past Repairs (Both Vehicle Groups):

Mazda has hired JND Legal Administration to manage reimbursements for Customer Service Program CSP12. The website where a customer can find out more information regarding the settlement and benefits is www.mazdafuelpumpssettlement.com, which will be live on November 12, 2024. All current and prior owners may also be eligible to receive reimbursement for out-of-pocket expenses incurred for parts and labor ("Eligible Repairs") for repair failure related to the low-pressure fuel pump under the terms of 15 years and 150,000 miles from the vehicle in-service date, whichever comes first. Eligible Repairs and exclusions can be found at www.mazdafuelpumpssettlement.com or by contacting JND Legal Administration.

Eligible customers must apply for reimbursement by April 13, 2025 online or with a paper form. Details on how to apply are located at www.mazdafuelpumpssettlement.com or by contacting the JND Legal Administration contacts on the webpage.

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. The campaign and Dealer Email documents on Mazda Global Service Support (MGSS) will be available by VIN search and keyword search within 1 business day. Repair Procedures and Parts and Warranty Information will be available in eMDCS and on MGSS on or before November 12, 2024.
2. For all reimbursement questions please contact JND Legal Administration at www.mazdafuelpumpssettlement.com. For campaign related questions, please fill out the Dealer Recall Help Form [located on OneMazda](#).
3. For warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.

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

MAZDA NORTH AMERICAN OPERATIONS

CAMPAIGN CSP12 - SUBJECT VEHICLES:

****Only VIN's in this range and with an "Warr Ext" status in eMDCS are covered.**

| Category | Model | Model Year | VIN range | | Production date range |
|----------------------------|-------------|-------------|-----------------|-----------------------------|-----------------------------|
| Additional Vehicles | CX-3 | 2018 | JM1DK****J* | 300371 - 332785 | Jun 19, 2017 - Mar 1, 2018 |
| | | 2019 | JM1DK****K* | 400011 - 458838 | Feb 27, 2018 - Aug 10, 2019 |
| | CX-30 | 2020 | 3MVDM****L* | 100056 - 120395 | Sep 26, 2019 - Jan 22, 2020 |
| | CX-5 | 2017 | JM3KF****H* | 171504 - 228604 | Jun 19, 2017 - Oct 31, 2017 |
| | | 2018 | JM3KF****J* | 300038 - 390159 | Oct 3, 2017 - Apr 5, 2018 |
| | | 2019 | JM3KF****K* | 509565 - 680466 | Oct 19, 2018 - Aug 2, 2019 |
| | CX-9 | 2017 | JM3TC****H* | 143257 - 143814 | Jun 19, 2017 - Jul 3, 2017 |
| | | 2018 | JM3TC****J* | 200009 - 229761 | Jul 4, 2017 - Apr 16, 2018 |
| | | 2019 | JM3TC****K* | 308009 - 335808 | Oct 17, 2018 - Aug 8, 2019 |
| | Mazda2 | 2018 | 3MDDJ****J* | 301850 - 306305 | Oct 4, 2017 - Jul 4, 2018 |
| | Mazda3 BN | 2018 | 3MZBN****J* | 179452 - 277184 | Oct 12, 2017 - Dec 20, 2018 |
| | | | JM1BN****J* | 157685 - 199399 | Jun 19, 2017 - Oct 22, 2018 |
| | Mazda3 BP | 2019 | 3MZBP****K* | 100048 - 114618 | Jan 15, 2019 - Jun 20, 2019 |
| | | | JM1BP****K* | 100042 - 147544 | Sep 25, 2018 - Jun 28, 2019 |
| | | 2020 | 3MZBP****L* | 115095 - 139985 | Jun 28, 2019 - Mar 20, 2020 |
| | | | JM1BP****L* | 147656 - 170324 | Jun 29, 2019 - Feb 17, 2020 |
| | Mazda6 | 2021 | 3MZBP****M* | 200036 - 203230 | Jul 1, 2020 - Aug 24, 2020 |
| | | 2017 | JM1GL****H* | 141774 - 156204 | Jun 19, 2017 - Jan 8, 2018 |
| | | | JM1GL****J* | 300026 - 336737 | Jan 15, 2018 - Dec 22, 2018 |
| | JM1GL****K* | | 500004 - 510634 | Jan 15, 2019 - Aug 3, 2019 | |
| MX-5 | 2017 | JM1ND****H* | 107291 - 125192 | Jun 19, 2017 - Sep 30, 2017 | |
| | 2018 | JM1ND****J* | 200004 - 205790 | Oct 3, 2017 - Apr 5, 2018 | |
| | 2019 | JM1ND****K* | 303270 - 400664 | Oct 29, 2018 - Jul 31, 2019 | |
| Recalled Vehicles | CX-3 | 2019 | JM1DK****K* | 403654 - 428073 | Apr 10, 2018 - Nov 6, 2018 |
| | CX-5 | 2018 | JM3KF****J* | 387268 - 476254 | Apr 3, 2018 - Oct 2, 2018 |
| | | 2019 | JM3KF****K* | 500024 - 514334 | Sep 11, 2018 - Oct 27, 2018 |
| | CX-9 | 2018 | JM3TC****J* | 229736 - 237357 | Apr 16, 2018 - Jun 30, 2018 |
| | | 2019 | JM3TC****K* | 300008 - 308082 | Jul 3, 2018 - Oct 17, 2018 |
| | Mazda2 | 2019 | 3MDDJ****K* | 309487 - 316139 | Nov 1, 2018 - Jun 13, 2019 |
| | | 2020 | 3MDDJ****L* | 400466 - 401990 | Nov 1, 2019 - Jan 13, 2020 |
| | Mazda3 BN | 2018 | JM1BN****J* | 191050 - 198901 | May 7, 2018 - Oct 1, 2018 |
| | Mazda6 | 2018 | JM1GL****J* | 313085 - 329168 | Apr 6, 2018 - Oct 24, 2018 |
| | MX-5 | 2018 | JM1ND****J* | 205791 - 206202 | Apr 5, 2018 - Apr 21, 2018 |
| 2019 | | JM1ND****K* | 300011 - 303267 | May 15, 2018 - Oct 29, 2018 | |