

CUSTOMER SERVICE PROGRAM CSP12 - MAZDA DEALER FAQ'S
11-12-2024

Mazda Dealer Frequently Asked Questions – Denso Low-Pressure Fuel Pump Customer Service Program Warranty Extension - CSP12

Please follow these instructions for Mazda customers concerning Denso Low-Pressure Fuel Pump Customer Service Program CSP12 - Warranty Extension.

IMPORTANT ITEMS TO REVIEW PRIOR TO REPAIR:

- **With the VIN, please verify eligibility of CSP12 in eMDCS. This is very important to begin any conversation regarding this Class Action Warranty Extension. If the vehicle does not have CSP12, then inform the customer they are not eligible under the Class Action or the Warranty Extension and refer them to JND Legal Administration if they have additional questions. DO NOT refer an ineligible customer to Mazda CEC.**

Question: Does the CSP12 cover all Powertrain Warranty components especially the high-pressure fuel pump?

Answer: No. This CSP will only cover damage directly related to the Denso Low-Pressure Fuel Pump and provides no coverage for the high-pressure fuel pump.

Question: If the vehicle has Recall 5321K performed, do I automatically replace the fuel pump again?

Answer: No. Any pro-active repairs without a confirmed diagnosis will not be paid. This is a Warranty Extension and repair is only for a diagnosed, failed Denso Low-Pressure fuel pump. If the 5321K Recall is OPEN and unrepaired, please repair the vehicle immediately under the recall.

Question: I ran the VIN through eMDCS and the vehicle has CSP12, what do I do?

Answer: Follow the steps in the Dealer Email from November 8, 2024 for CSP12 and refer to the Warranty Information and Repair Procedure. You must inform the customer that their vehicle is eligible for CSP12 if asked, and provide a summary of the benefits, but DO NOT discuss the Class Action itself nor prior repair reimbursement with the customer. Instead, refer them to **JND Legal Administration** at www.mazdafuelpumpssettlement.com where they can get information and apply for certain out-of-pocket expenses, or customers can call toll-free at **1-888-825-1230**, mail to Mazda Fuel Pumps Settlement, c/o JND Legal Administration, PO Box 91423, Seattle, WA 98111, or email info@MazdaFuelPumpsSettlement.com to see if their vehicle is eligible.

Question: There are two groups of vehicles for CSP12, what does this mean?

Answer: Follow the steps in the Dealer Email from November 8, 2024 for CSP12 and refer to the Warranty Information and Repair Procedure for details on coverage. You must inform the customer that their vehicle is eligible for CSP12 if asked, and provide a summary of the benefits but DO NOT discuss the Class Action itself nor prior repair reimbursement with the customer instead refer them to **JND Legal Administration** at www.mazdafuelpumpssettlement.com where they can get information and apply for certain out of pocket expenses, or customers can call toll-free at **1-888-825-1230**, mail to Mazda Fuel Pumps Settlement, c/o JND Legal Administration,

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PO Box 91423, Seattle, WA 98111 or email info@MazdaFuelPumpsSettlement.com to see if their vehicle is eligible.

Question: I am in the Recalled Vehicle group, do I receive a 15 year, 150,000 miles warranty each time my vehicle is repaired?

Answer: No. If a customer gets a replacement under the recall for a "Recalled Vehicle," that recall replacement date begins the 15 year, 150,000 warranty. The customer could then be entitled to a subsequent repair or replacement for that recall-replaced component within the 15 year, 150,000 extended warranty period. Any subsequent repair during the Warranty Extension would not start (or "restart") a new 15 year, 150,000 miles extension period.

Question: Do the vehicles in the "Additional Vehicles" category get an automatic Denso Low-Pressure fuel pump replacement?

Answer: No. Any pro-active repairs without a confirmed diagnosis will not be paid. This is a Warranty Extension and repair is only for a diagnosed, failed Denso Low-Pressure fuel pump.

Question: Are there any vehicles or entities/persons excluded from coverage for this CSP?

Answer: Yes. Refer the customer to www.mazdafuelpumpssettlement.com and the Class Action Long Form Notice. However, this is a partial list of vehicles or persons/entities excluded if a decision needs to be made regarding CSP coverage at a Mazda dealer:

- Anyone who has opted-out of CSP12
- Anyone who purchased a Settlement Class Vehicle where the title, at any point, was a deemed a total loss (branded/salvaged/rebuilt) transferred to a salvage yard, junkyard, wreckage facility, or similar entity, inoperable vehicles, and vehicles with titles marked flood-damaged are not eligible for this benefit.

Question: Does the customer or the vehicle, receive coverage under CSP12?

Answer: Unless excluded, the coverage follows the vehicle, the customer should not be used to determine coverage. The vehicle either has or does not have coverage regardless of who brings the vehicle to the dealer.

Question: The customer has questions about the Class Action notice or wants more information regarding the reimbursement benefit—where can they find answers to those questions?

Answer:

- For any questions about reimbursement or the Class Action, **please do NOT attempt to answer their questions and refer them instead to the settlement website—** www.mazdafuelpumpssettlement.com--where they can get information; or customers can call toll-free at **1-888-825-1230**; or mail to Mazda Fuel Pumps Settlement, c/o JND Legal Administration, PO Box 91423, Seattle, WA 98111; or email info@MazdaFuelPumpsSettlement.com to see if their vehicle is eligible or ask any other questions.

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Question: The vehicle is not included in the Class Action or CSP12, and customer is asking how to get their vehicle added or repair covered?

Answer: Mazda cannot add or remove vehicles from the Class Action or CSP12. If the vehicle does not have CSP12 listed in eMDCS Warranty Vehicle Inquiry, follow the steps below:

- Within the Mazda Powertrain Warranty - proceed to diagnose their concern as normal following Mazda Warranty guidelines; and
- Outside Powertrain Warranty – review for after-warranty assistance following normal Mazda Warranty guidelines.

Question: I am a Mazda dealer employee and need support with the Class Action or Customer Service Program CSP12.

Answer: Depending on the customer request, contact your Mazda resources, District Service Manager, Mazda Tech Hotline, Dealer Recall Help, DAG, etc.

Question: The customer vehicle is experiencing an issue related to a Powertrain Warranty component or complaint, is the issue covered under CSP12?

Answer:

- Within the Mazda Powertrain Warranty - proceed to diagnose their concern and follow normal Mazda Warranty guidelines.
- There is no coverage for Powertrain Warranty items under CSP12 if the concern is not directly related to the Denso Low-Pressure fuel pump.

If the customer has any other issue not in the Class Action or you are unsure how to resolve their question, contact Mazda Warranty or fill out the Dealer Recall Help form on OneMazda (Mazda Recall Team) for assistance.