



December 2024

RE: _____

Dear Mazda Owner:

You are receiving this notice because Mazda's records indicate that your 2019-2020 CX-5, 2016-2020 CX-9, or 2018-2020 Mazda6 vehicle was equipped with a SKYACTIV-G 2.5T (Turbocharged) engine ("Covered Vehicle").

Mazda Motor Corporation has decided to conduct a Customer Service Program CSP (11) to inform you that Mazda is extending the limited powertrain warranty to provide necessary repairs free of charge if your Covered Vehicle has coolant leaks at the cylinder head around the exhaust manifold and to inform you that you may be eligible to receive reimbursement for past out-of-pocket expenses you previously incurred for such repairs on the terms and conditions as described below.

Powertrain Warranty Extension

Mazda is extending the limited powertrain warranty to 10 years or 120,000-miles, whichever occurs first, to provide necessary repairs at no cost to you if your Covered Vehicle has coolant leaks at the cylinder head around the exhaust manifold. A dealer must inspect and confirm your 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 you to receive the repairs at no cost to you.

Reimbursement

Mazda is offering reimbursement to owners and lessees of a Covered Vehicle who previously incurred out-of-pocket expenses for repairs caused by the condition of coolant leaks at the cylinder head around the exhaust manifold before your 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") 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 reimbursable.

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

Requirements and Instructions to Seek Reimbursement

1. **Past Repairs:** To qualify for reimbursement consideration for out-of-pocket expenses incurred for Eligible Repairs within 10 years and 120,000 miles from the vehicle's in-service date, **owners must submit the Claim Form and Release by May 15, 2025.**
2. **Proof of Out of Pocket expense:** Owners must provide proof of payment confirming their out-of-pocket expenses incurred for Eligible Repairs. 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 your submission does not provide the necessary information for Mazda to determine you qualify for reimbursement under this CSP.
3. **Claim Form and Release:** Mazda uses a paperless online application for all reimbursements. To apply for reimbursement online please go to www.mazdareimbursement.com and fill out all the required information and attach a copy of your repair order and proof of payment in a PDF or JPG format. At the end of the application you will need to electronically sign a claim and release form to receive reimbursement. If you do not have access to the internet and require a paper form, please contact the Mazda Customer Experience Center or a local Mazda dealer and one will be provided to you. If applying online, you would receive payment in approximately 3-4 weeks plus mailing time in the form of a Reward Card provided by JNR, Inc. on behalf of Mazda for use at an ATM or any point-of-sale merchant. If applying by paper form, it will take approximately 6-8 weeks plus mailing time to receive reimbursement.

If your vehicle is in a U.S. Territory, for processing any reimbursement request you must contact Customer Service where your vehicle is located to obtain a paper form: Puerto Rico: www.mazdapr.com or call (787) 620-7546, Saipan: www.carssaipan.com or call (670) 322-7133, Guam: www.carsguam.com or call (671) 648-2277.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and try our "Locate a Dealer" feature at www.MazdaUSA.com.

Still have questions?

If you have any questions regarding this program, please contact our Customer Experience Center at (800) 222-5500, option #6.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apology for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations