



November 2024

**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 Owner:

VIN _____

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 installed inside of the suspected coolant control valve on certain 2018-2025 CX-5, 2019-2023 Mazda3, 2019-2022 CX-3, 2018-2021 Mazda6 and 2020-2023 CX-30 vehicles. The warranty coverage for an applicable repair has been extended to 15 years (180 months) /150,000 miles (240,000 km) whichever comes first, from the original warranty start date. If you are a recipient of this notice, your vehicle is included in this warranty extension program.

What is the problem?

On certain subject vehicles, the check engine light is illuminated with diagnostic trouble code (DTC) P0126, due to the fail-safe thermostat being stuck open. Additionally, you may notice one or more of the following symptoms:

- 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 warranty extension program applies only to the replacement of fail-safe thermostat of the vehicle exhibiting the concerns mentioned above. If the check engine light illumination is determined to be unrelated to the fail-safe thermostat being stuck open, the inspection and repair are not covered under this program.

What should you do?

If your vehicle exhibits the check engine light, along with the other symptoms, please make an appointment with your Mazda dealer to have your vehicle inspected and repaired. If your vehicle does not exhibit the affected conditions, there is no need to contact your Mazda dealer. We suggest you keep this letter with the vehicle's warranty information booklet for future reference and please provide this document to the new owner if the vehicle is sold.

What will Mazda do?

Your Mazda dealer will inspect your vehicle and if necessary, replace the fail-safe thermostat with a new one free of charge during the terms of this warranty extension program. The inspection and repair will take approximately two hours to complete, however, your dealer may need your vehicle for a longer period of time. Mazda will provide alternate transportation, if needed, when your vehicle is at a Mazda dealership for this repair. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

What if you already paid for the repair of fail-safe thermostat or coolant control valve?

If you have already paid for repairs due to conditions matching this SSP prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. For vehicles purchased in the USA, please visit www.mazdareimbursement.com and enter your Vehicle Identification Number (VIN). Follow the online screen prompts to enter the relevant information to submit your claim. 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. For vehicles purchased in U.S. Territories, please contact the U.S. Territory Customer Service where your vehicle was originally sold (see the next section for contact information).

Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, please visit our website www.mazdausa.com/owners or you can search and make an appointment on the MyMazda App. If you cannot locate a dealer, please contact our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located: 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.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the Information Change Card in the postage paid envelope as soon as possible. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Still have questions?

If you have any questions regarding this program, please contact our Customer Experience Center toll free at (800) 222-5500, select option #6. For vehicles purchased in U.S. Territories, please contact the U.S. Territory Customer Service where your vehicle was originally sold (contacts are in the above section Where is the Closest Mazda dealer?)

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

Sincerely,

Mazda North American Operations