



MAZDA DEALER EMAIL

April 28, 2025

Attention: All Dealer General, Sales, Service and Parts Managers

Subject: Mazda Connect Infotainment Settlement Customer Service Program Limited Warranty Extension – (CSP13)

Dear Mazda Dealer Colleagues,

As a result of a Mazda Connect Infotainment Class Action settlement, Mazda Motor Corporation has decided to implement a Customer Service Program (CSP13). The coverage and terms for vehicles are listed below in this Dealer email and in attached documentation.

Only certain vehicles, 2014-2018 Mazda3, 2016-2021 Mazda6, 2016-2021 CX-3, 2016-2020 CX-5, 2016-2020 CX-9, 2016-2023 MX-5, 2016-2022 Mazda2(Puerto Rico Market vehicles) AND that have "CSP13" listed in Warranty Vehicle Inquiry are covered under this CSP. Please review the attached document titled "Subject Vehicles CSP13" for details on the covered vehicle models, model year and production VIN ranges.

Benefits of this Customer Service Program:

(A) Limited Warranty Extension

The coverage is only for 1) Mazda Connect software updates and/or 2) necessary connectivity master unit (CMU) repairs or replacements for a period of 24 months (with no mileage limitation). For vehicles outside of their New Vehicle Limited Warranty, the 24 month Limited Warranty Extension runs from February 17, 2025 (court preliminary approval date), but for vehicles still within their New Vehicle Limited Warranty, the 24 month Limited Warranty Extension runs from the expiration date of the New Vehicle Limited Warranty. NOTE: This Warranty Extension is not a recall, but Mazda Connect software updates when available are allowed upon request by the customer. In addition, this CSP covers CMU failure when a customer reports a problem with the Mazda Connect system.

This Limited Warranty Extension will not cover other unrelated Mazda Connect items such as display screens, commander switch and buttons, SD Cards and reader, wiring to or from the

CMU, rear cameras or any other Mazda Connect concern other than what is listed in the Parts & Warranty information. The Warranty Claim information for CSP13 is provided for use only when the vehicle is beyond the vehicle New Vehicle Limited Warranty.

(B) Reimbursements for Out-of-Pocket Expenses for all Past Repairs prior to April 28, 2025:

Mazda has hired JND Legal Administration to manage all reimbursements for CSP13. The website where a customer can find out more information regarding the settlement, eligible repairs and reimbursement benefits is www.MazdaInfotainmentSettlement.com which will be live on April 30, 2025 or by contacting JND Legal Administration directly via the website.

Owner Notification:

Class members of affected vehicles will be notified by JND Legal Administration of available benefits via U.S. Mail beginning May 2, 2025. All class member notification documents can be found at www.MazdaInfotainmentSettlement.com. The CSP13 campaign will be visible in eMDCS Warranty Vehicle Inquiry on April 28, 2025, by VIN search and by Keyword search the next business day.

Available Resources:

Mazda Technical Services has also created Frequently Asked Questions for Mazda dealers, available in Mazda Global Service Support (MGSS) under this campaign. To help you answer any questions regarding this Customer Service Program (CSP), Mazda has also developed the following resources:

1. The Dealer Email, FAQ's, Repair Procedure and Parts & Warranty Information will be available on Mazda Global Service Support (MGSS) by VIN search and keyword search within 1 business day.
2. For all reimbursement questions please contact JND Legal Administration at www.MazdaInfotainmentSettlement.com.
3. For campaign related questions, please fill out the Dealer Recall Help Form [located on OneMazda](#).
4. 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

CAMPAIGN CSP13 – MAZDA CONNECT INFOTAINMENT SYSTEM LIMITED WARRANTY EXTENSION SUBJECT VEHICLES:

Only VIN's in this range **AND with an "Warr Ext" status for CSP13 in eMDCS Warranty Vehicle Inquiry are covered. Vehicles still in New Vehicle Limited Warranty will have repairs covered by the terms of the Mazda New Vehicle Limited Warranty.

| Model | Model Year | VIN range | Production range |
|---------------------------------|------------|-----------------------------|-----------------------------|
| Mazda2 (Sold in Puerto Rico) | 2016 | 3MDDJ****G* 100909 - 108255 | Apr 08, 2015 - Apr 08, 2016 |
| | 2018 | 3MDDJ****J* 300050 - 306305 | Jun 05, 2017 - Jul 04, 2018 |
| | 2019 | 3MDDJ****K* 309487 - 316139 | Nov 01, 2018 - Jun 13, 2019 |
| | 2020 | 3MDDJ****L* 400466 - 402865 | Nov 01, 2019 - Feb 12, 2020 |
| | 2021 | 3MDDJ****M* 404276 - 409068 | Jul 06, 2020 - Dec 09, 2021 |
| | 2022 | 3MDDJ****N* 450039 - 450040 | Aug 03, 2021 - Aug 04, 2021 |
| Mazda3 BM | 2014 | 3MZBM****E* 100133 - 124127 | Dec 04, 2013 - Jul 03, 2014 |
| | 2014 | JM1BM****E* 100003 - 218322 | Mar 15, 2013 - Jul 01, 2014 |
| | 2015 | 3MZBM****F* 121913 - 237205 | Jun 19, 2014 - Jul 02, 2015 |
| | 2015 | JM1BM****F* 218350 - 276140 | Jul 01, 2014 - Jun 12, 2015 |
| | 2016 | 3MZBM****G* 228021 - 330080 | Jun 15, 2015 - Sep 02, 2016 |
| | 2016 | JM1BM****G* 276363 - 355940 | Jul 01, 2015 - Jun 23, 2016 |
| Mazda3 BN | 2017 | 3MZBN****H* 100013 - 158289 | Sep 01, 2016 - Jun 02, 2017 |
| | 2017 | JM1BN****H* 100017 - 153077 | Jun 28, 2016 - May 13, 2017 |
| | 2018 | 3MZBN****J* 158290 - 277184 | Jun 01, 2017 - Dec 20, 2018 |
| | 2018 | JM1BN****J* 154749 - 199399 | Jun 01, 2017 - Oct 22, 2018 |
| Mazda6 GJ | 2016 | JM1GJ****G* 400009 - 488592 | Nov 24, 2014 - Jun 30, 2016 |
| Mazda6 GL | 2017 | JM1GL****H* 100017 - 156204 | Jun 13, 2016 - Jan 08, 2018 |
| | 2018 | JM1GL****J* 147872 - 336737 | Oct 10, 2017 - Dec 22, 2018 |
| | 2019 | JM1GL****K* 500004 - 510914 | Jan 15, 2019 - Aug 30, 2019 |
| | 2020 | JM1GL****L* 510919 - 527665 | Sep 02, 2019 - Aug 01, 2020 |
| | 2021 | JM1GL****M* 600006 - 620105 | Aug 04, 2020 - Nov 13, 2021 |
| CX-3 | 2016 | JM1DK****G* 103784 - 141008 | Jun 01, 2015 - May 09, 2016 |
| | 2017 | JM1DK****H* 141009 - 180085 | Apr 29, 2016 - Jun 17, 2017 |
| | 2018 | JM1DK****J* 300017 - 332785 | Jun 06, 2017 - Mar 01, 2018 |
| | 2019 | JM1DK****K* 400011 - 461251 | Feb 27, 2018 - Oct 01, 2019 |
| | 2020 | JM1DK****L* 461252 - 475309 | Oct 01, 2019 - Jun 30, 2020 |
| | 2021 | JM1DK****M* 500002 - 517740 | Jul 28, 2020 - Jul 01, 2021 |

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|---------|------|-------------|-----------------|-----------------------------|
| CX-5 KE | 2016 | JM3KE****G* | 600015 - 921726 | Nov 01, 2014 - Dec 21, 2016 |
| CX-5 KF | 2017 | JM3KF****H* | 100044 - 228604 | Dec 27, 2016 - Oct 31, 2017 |
| | 2018 | JM3KF****J* | 300038 - 476357 | Oct 03, 2017 - Dec 01, 2018 |
| | 2019 | JM3KF****K* | 500024 - 700276 | Sep 11, 2018 - Oct 26, 2019 |
| | 2020 | JM3KF****L* | 700008 - 869654 | Sep 13, 2019 - Aug 25, 2020 |
| CX-9 | 2016 | JM3TC****G* | 100053 - 127082 | Feb 11, 2016 - Nov 01, 2016 |
| | 2017 | JM3TC****H* | 127086 - 143814 | Nov 01, 2016 - Jul 03, 2017 |
| | 2018 | JM3TC****J* | 200009 - 237357 | Jul 04, 2017 - Jun 30, 2018 |
| | 2019 | JM3TC****K* | 300008 - 337412 | Jul 03, 2018 - Aug 31, 2019 |
| | 2020 | JM3TC****L* | 400008 - 424641 | Sep 03, 2019 - Jul 14, 2020 |
| MX-5 | 2016 | JM1ND****G* | 100033 - 119893 | Apr 20, 2015 - Jul 04, 2016 |
| | 2017 | JM1ND****H* | 100016 - 125192 | Jul 04, 2016 - Sep 30, 2017 |
| | 2018 | JM1ND****J* | 200004 - 206202 | Oct 03, 2017 - Apr 21, 2018 |
| | 2019 | JM1ND****K* | 300011 - 400810 | May 15, 2018 - Nov 01, 2019 |
| | 2020 | JM1ND****L* | 410004 - 419367 | Nov 04, 2019 - Nov 02, 2020 |
| | 2021 | JM1ND****M* | 450002 - 461474 | Nov 03, 2020 - Oct 25, 2021 |
| | 2022 | JM1ND****N* | 500002 - 509435 | Nov 01, 2021 - Oct 31, 2022 |
| | 2023 | JM1ND****P* | 550002 - 559403 | Nov 01, 2022 - Aug 22, 2023 |

The asterisk symbol "*" can be any letter or number.