

**CUSTOMER SERVICE PROGRAM CSP13 - MAZDA DEALER FAQ'S**  
**4-28-2025**

**Mazda Dealer Frequently Asked Questions – Mazda Connect Infotainment System Warranty Extension – Customer Service Program (CSP13)**

Please follow these instructions for Mazda customers concerning Mazda Connect Infotainment System Customer Service Program CSP13 - Warranty Extension.

**IMPORTANT ITEMS TO REVIEW PRIOR TO REPAIR:**

- **With the VIN, please verify eligibility of CSP13 in eMDCS. This is very important to begin any conversation regarding this Class Action Warranty Extension. If the vehicle does not have CSP13, 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 contact the Mazda Customer Experience Center.**

**Question:** I ran the VIN through eMDCS, and the vehicle has CSP13, what do I do?

**Answer:** Follow the steps in the Warranty Information and Repair Procedure AND review the Dealer Email sent April 28, 2025. All related documents including the Dealer Email are found in MGSS. You must inform the customer that their vehicle is eligible for CSP13 if asked, and provide a summary of the benefits, but DO NOT discuss the Class Action itself. Instead, refer them to **JND Legal Administration** at [www.MazdaInfotainmentSettlement.com](http://www.MazdaInfotainmentSettlement.com) where they can get information and apply for certain out-of-pocket expenses, or customers can call toll-free at **1-844-552-0064**, mail to Mazda Infotainment Settlement, c/o JND Legal Administration, PO Box 91494, Seattle, WA 98111, or email [info@MazdaInfotainmentSettlement.com](mailto:info@MazdaInfotainmentSettlement.com) to see if their vehicle is eligible.

**Question:** Are vehicles from U.S., U.S. Territories (Puerto Rico, U.S. Virgin Islands, Guam, Saipan), Canada or Mexico covered?

**Answer:** The only covered vehicles are those sold new in the U.S. or U.S. Territories. There is no coverage for vehicles sold new in Canada (by Mazda Canada Inc., or Mexico (Mazda Motors de Mexico).

**Question:** What is covered under the CSP13 Warranty Extension, isn't this a recall?

**Answer:** This is **NOT** a recall. The customer must present the vehicle to a Mazda dealer. **If a customer requests a Software Update to Mazda Connect, this is a covered repair and can be performed upon customer request. A CMU replacement must have a confirmed failure and proactive repairs are not allowed. No other components are covered under this Warranty Extension.**

**Question:** Is there coverage for Mazda Connect software updates each time a new version comes out?

**Answer:** Yes, a software update, if available is covered under CSP13 including when new versions come out as long as it is requested by the customer, this is not a recall repair.

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**Question:** Does CSP13 cover all Mazda Connect-related components?

**Answer:** No. This CSP will only cover software updates resulting from concerns with the Mazda Connect system where a software update or the CMU is the repair. Non-covered items are, but not limited to, display screens, rear cameras (vehicles without Safety Recall 6023G), SD Cards and reader/connectors, commander switches and Mazda Connect controls, wiring to and from the CMU (including harness connectors), Apple or Android Auto or any damage to the CMU or Mazda Connect system from outside influence. If the customer has an unrepaired Safety Recall 6023G please advise the customer to have this repaired as soon as possible at a Mazda Dealer.

**Question:** What happens if we update the software and replace the CMU, and the problem is still present (another component needs to be replaced)?

**Answer:** In this case, do not charge the customer and make sure the technician documents the repair steps on the repair order then submit a Warranty claim under CSP13 for the software update. A CMU misdiagnosis is not covered under CSP13. Advise the customer of the next steps needed to diagnose the vehicle to repair the concern. If you are unsure of coverage in this situation please contact the Mazda Warranty Department or fill out Dealer Recall help on OneMazda.

**Question:** A customer had the car repaired after February 17, 2025 but before the notice was received in May 2025 or campaign launch, how does the customer get reimbursed?

**Answer:** Refer the caller to JND Legal Administration at [1-844-552-0064](tel:1-844-552-0064) or go to [www.MazdaInfotainmentSettlement.com](http://www.MazdaInfotainmentSettlement.com). Do not reimburse the customer for repairs paid for prior to April 28, 2025. You can review current coverage by referring to the Parts and Warranty information. Any repairs exceeding the limits are reviewed by Mazda on a case-by-case basis as normal per Mazda Warranty policy.

**Question:** If the customer paid for a repair on or before April 28 (date of announcement by Mazda) how can they be reimbursed for this repair?

**Answer:** Advise the customer: **Mazda North American Operations and any Mazda Dealer does not process reimbursements for CSP13.** Advise the caller to contact JND Legal Administration at [1-844-552-0064](tel:1-844-552-0064) or go to [www.MazdaInfotainmentSettlement.com](http://www.MazdaInfotainmentSettlement.com).

**Question:** Does the vehicle receive a 2-year warranty each time the vehicle is repaired?

**Answer: No.** For vehicles that are beyond their New Vehicle Limited Warranty, the Warranty Extension begins February 17, 2025, and lasts until February 16, 2027 with no mileage limitation. For vehicles that were still within the terms of the New Vehicle Limited Warranty as of February 17, 2025, the Warranty Extension goes for 2 years after the expiration of the New Vehicle Limited Warranty for covered components only. Repeat repairs are covered but contact to Technical Hotline or approval by Warranty (for the CMU and or software update) may be required on a case by case basis.

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**Question:** What if the New Vehicle Limited Warranty overlaps the coverage (in New Vehicle Limited Warranty now but will run out before February 16, 2027)?

**Answer:** For vehicles that were still within the terms of the New Vehicle Limited Warranty as of February 17, 2025, the Warranty Extension goes for 2 years after the expiration of the New Vehicle Limited Warranty.

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

**Answer:** Refer the customer to [www.MazdaInfotainmentSettlement.com](http://www.MazdaInfotainmentSettlement.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 CSP13
- Mazda Dealer: Refer to Mazda Warranty Policy 3.26 where any Mazda Warranty, including extensions are subject to excluded vehicles e.g., branded, total loss and any appropriate Mazda branding (e.g., Electrical).
- Mazda Customer: Refer the customer to their Warranty Booklet and exclusions as the same are applied in CSP13, namely any vehicle branded as a total loss, salvage, rebuilt title, insurance loss are not eligible. In addition, as Mazda Warranty Policy limitations of outside influence, tampering, modification also apply to exclude any repair coverage.

**Question:** Does the customer or the vehicle, receive coverage under CSP13?

**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 - JND Legal Administration at [www.MazdaInfotainmentSettlement.com](http://www.MazdaInfotainmentSettlement.com)** where they can get information and apply for certain out-of-pocket expenses, or customers can call toll-free at **1-844-552-0064**, mail to Mazda Infotainment Settlement, c/o JND Legal Administration, PO Box 91494, Seattle, WA 98111, or email [info@MazdaInfotainmentSettlement.com](mailto:info@MazdaInfotainmentSettlement.com) to see if their vehicle is eligible.

**Question:** The vehicle is not included in the Class Action or CSP13, 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 CSP13. If the vehicle does not have CSP13 listed in eMDCS Warranty Vehicle Inquiry, follow the steps below:

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

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**Question:** I am a Mazda dealer employee and need support with the Class Action or Customer Service Program CSP13.

**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 New Vehicle Limited Warranty component or complaint, is the issue covered under CSP13?

**Answer:**

- Within the Mazda New Vehicle Limited Warranty - proceed to diagnose their concern and follow normal Mazda Warranty guidelines.
- There is no coverage for New Vehicle Limited Warranty items under CSP13 unless the Mazda Connect system is repaired with a Mazda Connect software update or CMU replacement.

**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.**