

Mazda Connect Infotainment System Settlement Program Limited Warranty Extension Customer Service Program CSP13

Coverage Terms

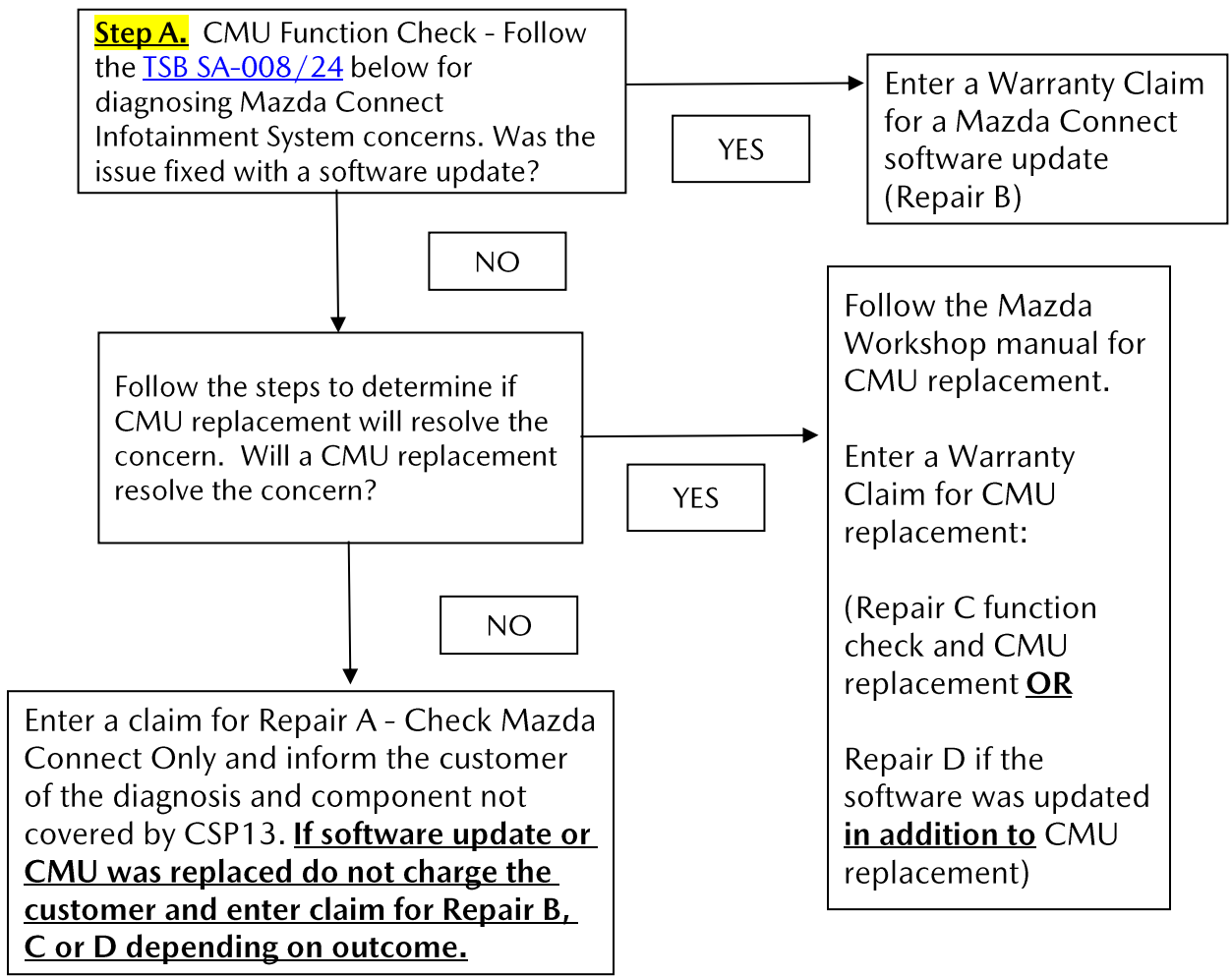
(1) Limited Warranty Extension

Potential software updates or necessary connectivity master unit (CMU) repairs or replacements for a period of 24 months (with no mileage limitation) from either the expiration of the New Vehicle Limited Warranty, or from February 17, 2025 (court preliminary approval date), whichever is later. **NOTE: This Warranty Extension is not a recall but Mazda Connect software updates upon request by the customer are allowed and if updated, make sure the system is operating properly after the update.**

(2) Reimbursements for Out-of-Pocket Expenses: Mazda North American Operations does not process reimbursements for CSP13. Customers who received a class action notice can apply for reimbursement for any out-of-pocket expenses related to prior repairs per the terms and conditions at <http://www.MazdaInfotainmentSettlement.com>

Flow Chart for Repair:

1. Mazda Connect Software updates are covered upon customer request, but make sure after update the system is functioning properly.
2. If a problem with Mazda Connect is reported, follow the Flow Chart below. NOTE: Any parts or labor not listed in the Parts & Warranty Information must have prior Warranty pre-authorization prior to replacement.



WARRANTY CLAIM PROCESSING INFORMATION – Only used for vehicles where the New Vehicle Limited Warranty has expired.

Period Covered: 24 months with no mileage limitation from either the expiration of the New Vehicle Limited Warranty, or from February 17, 2025 (court preliminary approval ordered date), whichever is later.

NOTES:

- A. **If the vehicle is under the New Vehicle Limited Warranty, please submit the claim following normal Warranty guidelines and do not use the information below. CMU replacement is performed using United Radio Exchange.**
- B. Not Covered vehicles. Branded, Salvaged, Total Loss vehicles, outside influence and other exclusions as outlined in The Mazda Warranty Booklet are not covered.
- C. If the customer paid for a repair at a Mazda dealer (out of warranty situations) between February 17, 2025 and April 29, 2025 **DO NOT** enter a Warranty claim under CSP13 and advise the customer to apply for reimbursement at www.MazdaInfotainmentSettlement.com

VEHICLES BEYOND NEW CAR LIMITED WARRANTY: Repair A: Check Mazda Connect System Only			
Process Number	AS009A		
Symptom Code	99		
Damage Code	99		
Part Number Main Cause & Qty	7777-SP-Z13 & 0		
Labor Operation Number & Labor Hours	Operation No.	Labor hours	Applicable models
	XXX1YACX	Actual time (max. 0.3 hrs.)	CX-5 (KE)
		Actual time (max. 0.4 hrs.)	Mazda2 (DJ), Mazda3 (BM, BN), CX-3 (DK)
		Actual time (max. 0.5 hrs.)	Mazda6 (GJ, GL), CX-5 (KF), CX-9 (TC), MX-5 (ND)

VEHICLES BEYOND NEW CAR LIMITED WARRANTY: Repair B: Check CMU function check and perform Mazda Connect software Update ONLY			
Process Number	AS009A		
Symptom Code	99		
Damage Code	99		
Part Number Main Cause & Qty	7777-SP-Z14 & 0		
Labor Operation Number & Labor Hours	Operation No.	Labor hours	Applicable models
	XXX1YBFX	0.3 hrs.	ALL

VEHICLES BEYOND NEW CAR LIMITED WARRANTY: Repair C: CMU Function check and CMU Replacement ONLY			
Process Number	AS009A		
Symptom Code	99		
Damage Code	99		
Part Number Main Cause & Qty	****-66-9C0 & 1 Current supersession levels are TC3M-66-9C0G and KPF1-66-9C0F		
Labor Operation Number & Labor Hours	Operation No.	Labor hours	Applicable models
	XXX1YCRX	0.3 hrs.	CX-5 (KE)
		0.4 hrs.	Mazda2 (DJ), Mazda3 (BM, BN), CX-3 (DK)
0.5 hrs.	Mazda6 (GJ, GL), CX-5 (KF), CX-9 (TC), MX-5 (ND)		
Authorization (no Preauth required)	Choose "G-Submit for Authorization" when submitting the claim and Warranty Authorization text "CMU failure, replace per diagnosis results"		

VEHICLES BEYOND NEW CAR LIMITED WARRANTY: Repair D: Mazda Connect software update and CMU Replacement ONLY			
Process Number	AS009A		
Symptom Code	99		
Damage Code	99		
Part Number Main Cause & Qty	7777-SP-Z15 & 0		
Related Part & Qty	****-66-9C0 & 1 Current supersession levels are TC3M-66-9C0G and KPF1-66-9C0F		
Labor Operation Number & Labor Hours	Operation No.	Labor hours	Applicable models
	XXX1YDRX	0.6 hrs.	CX-5 (KE)
		0.7 hrs.	Mazda2 (DJ), Mazda3 (BM, BN), CX-3 (DK)
0.8 hrs.	Mazda6 (GJ, GL), CX-5 (KF), CX-9 (TC), MX-5 (ND)		
Authorization (no Preauth required)	Choose "G-Submit for Authorization" when submitting the claim and Warranty Authorization text "CMU failure, replace per diagnosis results"		

There is no Rental car program for this CSP. Please utilize MCVP, Uber, Lyft or other options under Mazda's New Vehicle Limited Warranty.