

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

A. Description and Coverage



Do not deny a customer under this CSP unless you are absolutely sure there is no covered repair option available. If you have any questions regarding this campaign, please read the Mazda Dealer FAQ's available in MGSS under this campaign before contacting Dealer Recall Help. Also, make sure to review all repair documentation and do not deny a customer for coverage if you are unsure. If you need support contact the Mazda Warranty Department or fill out Dealer Recall Help on OneMazda.

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) are covered under this CSP.

(1) Limited Warranty Extension

Potential software updates or necessary connectivity master unit (CMU) 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. Mazda Connect software updates if available are allowed upon request by the customer. 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> (available April 30, 2025).

This CSP will not cover other unrelated Mazda Connect items such as display screens, commander switch and buttons, wiring to or from the CMU, rear camera or any other Mazda Connect concern other than what is listed in the Parts & Warranty information. **The Warranty Claim information for CSP13 is only used when the vehicle is beyond the vehicle Basic Warranty.**

Vehicle Inspection Procedure And Vin Range

NOTE: [Click Here for all VIN Ranges in this campaign \(for reference only\)](#)

- Eligible vehicles - Only VIN's listed in eMDCS Warranty Inquiry are covered.
- Ineligible vehicles – any vehicle that does not have CSP13 listed in eMDCS Warranty Inquiry,
 - a) If the vehicle has CSP13 listed in eMDCS, go to Step 2.
 - b) If the vehicle is not within the above ranges, CSP13 is not applicable.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
CSP13 Warr Ext	See the Flow Chart below
CSP13 EXPIRED	Vehicle is outside the extended warranty time limitation.
CSP13 is not displayed	CSP13 does not apply to this vehicle.

Note: This is a warranty extension program. Application of a campaign label is not necessary.

B. Repair Procedure

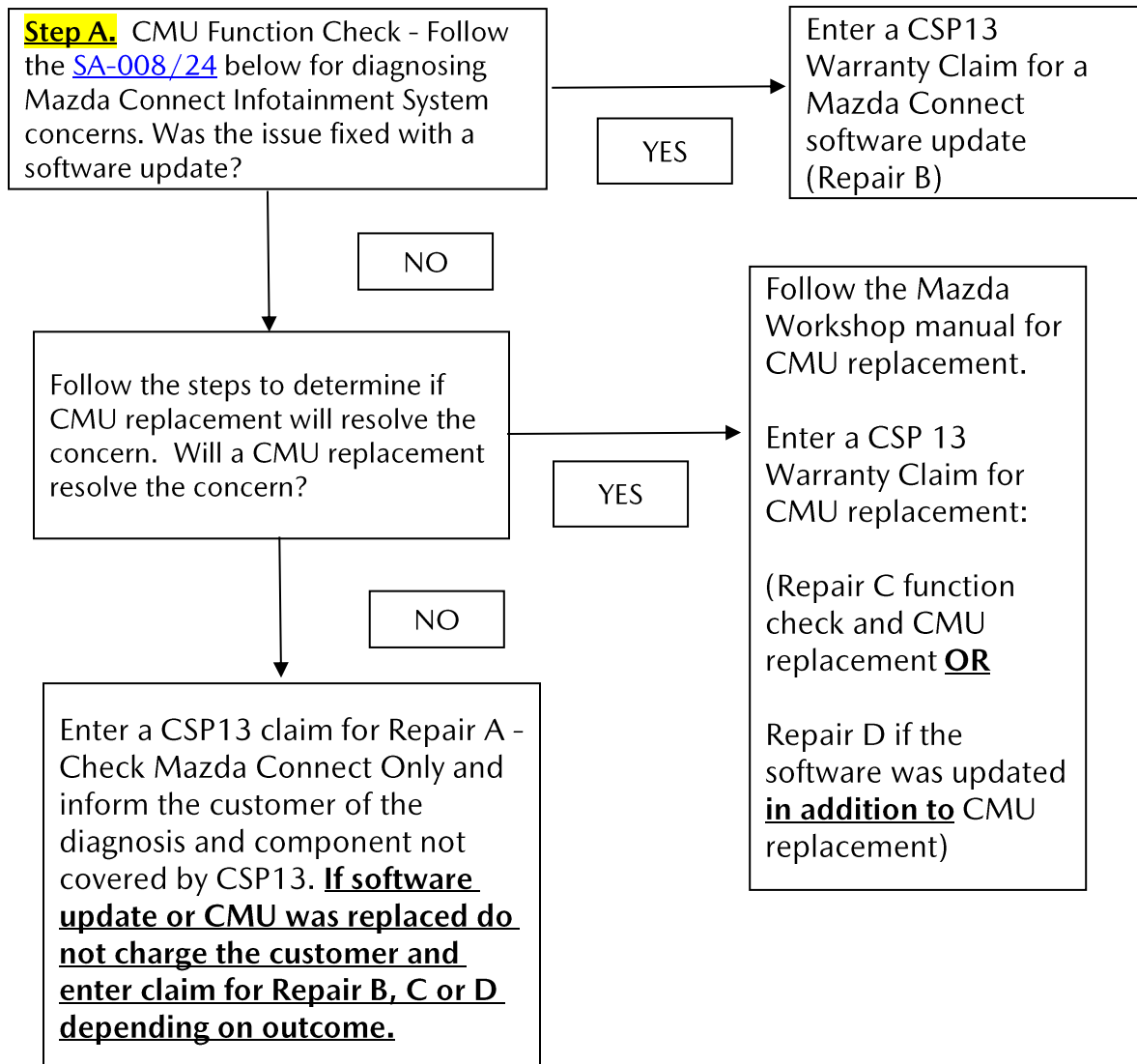


CSP APPLICABLE VEHICLES WITHIN NEW VEHICLE LIMITED WARRANTY: FOLLOW STEPS IN THE MAZDA WORKSHOP MANUAL TO DIAGNOSE AND REPAIR THE VEHICLE UNDER WARRANTY, DO NOT USE THE FLOW CHART BELOW (ALTHOUGH SOME STEPS MAY BE SIMILAR). ANY CMU REPLACEMENT IS THROUGH UNITED RADIO EXCHANGE ONLY.

CSP13 APPLICABLE VEHICLES OUT OF NEW VEHICLE LIMITED WARRANTY: FOLLOW THIS PROCEDURE AND FLOW CHART. Repair according to [SA-008/24 - MAZDA CONNECT SYMPTOM TROUBLESHOOTING \[6TH GENERATION VEHICLES\]](#)

Begin Here with Step A - Process Flow Chart:

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.



List of Vehicle VIN Range in CSP13

Model	Model Year	VIN range	Production range
Mazda2 (Puerto Rico Market)	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
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

**REPAIR PROCEDURE 4-29-2025
CSP13 VALVE STEM SEAL CLASS ACTION CAMPAIGN**

Model	Model Year	VIN range	Production range
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.