



## MAZDA DEALER EMAIL

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**May 19, 2025**

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

**Subject: Mazda Connect Infotainment Settlement Customer Service Program Limited Warranty Extension – (CSP13) - Mazda6 VIN load error**

Dear Mazda Dealer Colleagues,

On April 28, 2025 we announced Customer Service Program (CSP13) as a result of a Mazda Connect Infotainment Class Action settlement.

During the loading of VIN's to the Mazda eMDCS system an error occurred and certain 2016 model Mazda6 vehicles were omitted. We are advising that as of May 19, 2025 the missing Mazda6 vehicles will display the CSP13 campaign in Warranty Vehicle Inquiry. All the customers with these vehicles were notified of coverage by our Class Action vendor of the Customer Service Program.

While we are not aware of any customers denied coverage, please make arrangements to bring any 2016 Mazda6 customers back if a software update or CMU replacement was declined. If the customer paid for repairs the Mazda dealer can either refund their costs or the customer can apply for reimbursement at [www.mazdainfotainmentsettlement.com](http://www.mazdainfotainmentsettlement.com).

We certainly do apologize for any inconvenience this error has caused you and your customers. If you have any questions regarding this announcement please fill out Dealer Recall Help on OneMazda.

Sincerely,

Travis Young  
Manager, Recalls  
Technical Service Division  
Mazda North American Operations

