



MAZDA DEALER EMAIL

June 5, 2025

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

Subject: **Clarification of Warranty Extension Coverage - Mazda Connect Infotainment Settlement Customer Service Program Limited Warranty Extension – (CSP13)**

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. We are sending this communication to address common questions regarding coverage under the Warranty Extension versus the Reimbursement for past Out-Of-Pocket Expenses.

- Mazda hired JND Legal Administration to manage the class action settlement and process all reimbursement requests. If a customer has questions or complaints about coverage for the CSP13 Warranty Extension, Reimbursements for past Out-of-Pocket Expenses, wording of any owner documents received, and what is or is not covered, please advise the customer to contact JND Legal Administration at (844) 552-0064. Their contact information can also be found at www.mazdainfotainmentsettlement.com. **Coverage under the Warranty Extension is for software updates and/or a CMU replacement only.**
- If the part or repair diagnosed is anything other than a CMU or software update (e.g., a display screen, SD card and/or reader, commander switch, USB port or other items), they are not covered under the Warranty Extension.
- The Reimbursements for past Out-of-Pocket Expenses is broader than the Warranty Extension and includes additional components beyond the CMU. If a customer had previously paid out of pocket for software updates or past repairs to the CMU, an SD card, the display screen, or the rear-view camera prior to May 2, 2025 then the customer may be eligible for reimbursement of those past expenses. Any reimbursement coverage is only determined by submitting an application to www.mazdainfotainmentsettlement.com. Mazda North American Operations does not review individual applications for reimbursement per the terms of the class action settlement.

- Usage of Dealer Self Authorization (DSA) or After Warranty Assistance (AWA): As a reminder, if dealer service staff are considering DSA or AWA, you must follow the decision tree as outlined in Warranty training. Providing any repair assistance simply because a repair is not covered is not the proper procedure. Also, if your dealer declines AWA, please do not refer customers to the Mazda Customer Experience Center for After Warranty Assistance.
- Diagnosis time and coverage: The Warranty Extension only covers a software update and/or CMU replacement. However, there should be no charge to the customer for diagnosis up to the maximum time allowed in the Parts & Warranty information. If a non-covered repair is needed (display screen, SD card, etc.), please quote the repair cost and any further diagnosis to the customer but again do not charge diagnosis up to the maximum time allowed for diagnosis in CSP13 Parts & Warranty documents.

If you have any questions regarding this announcement, please fill out Dealer Recall Help on OneMazda. If you or any customers have questions regarding the CSP13 campaign or coverage, again please contact JND Legal Administration via the settlement website: www.mazdainfotainmentsettlement.com.

Sincerely,

Travis Young
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Technical Service Division
Mazda North American Operations