



MAZDA DEALER EMAIL

July 14, 2025

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

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

Dear Mazda Dealer Colleagues,

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

This communication is being sent as a reminder to address continued questions regarding determination of coverage under the Warranty Extension versus the Reimbursement for past Out-Of-Pocket Expenses.

- If a customer requests a software update on the system, do not refuse to update the request. Even if a technician feels a software update will not resolve the customer concern (non-covered issue), **the software update still must be performed at the request of the customer and a claim for CSP13 submitted.**
- The CSP13 campaign includes coverage for diagnosis of any Mazda Infotainment issue up to the maximum amount for Repair "A". If the diagnosis results in a non-covered item (display screen - including cracked or ghost touch), rear camera (except cars in recall 6023G), SD card or reader, or other non-covered issue the customer is not to be charged.

Example: The vehicle is diagnosed as needing a display screen repair due to ghost touch or a cracked screen. The customer is not to be charged for diagnosis and a claim for Repair "A" needs to be submitted (diagnosis only). If the customer requests a software update, then do the update and submit for Repair "B" but still, do not charge the customer as the Repair "B" also includes diagnosis for their display screen issue.

- **Per the terms of the Class Action Settlement, all non-covered repairs completed after May 2, 2025 are not eligible for reimbursement; therefore, do not tell or imply to the customer that if they now pay for a non-covered item, they can contact JND Legal Administration for reimbursement.** Requests for non-covered items will be denied if a repair takes place after May 2, 2025. 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 (except cars in recall 6023G) prior to May 2, 2025, then the customer may be eligible for reimbursement of those past expenses.
- Usage of DSA or goodwill for non-covered items: DSA or goodwill can be used for non-covered components, but the decision tree must be followed in the job aids. Do not provide or grant any goodwill for non-covered repairs without going through the steps in the decision tree. If the customer is not a candidate for DSA or goodwill, do not offer assistance.

Sincerely,

Travis Young
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Technical Service Division
Mazda North American Operations