



MAZDA DEALER EMAIL

August 28, 2025

Attention: Mazda General, Sales, Parts and Service Managers

Subject: Puerto Rico specification vehicles do not have Connected Vehicle Services (CV) Owner Notification Program ONP10 – 2025MY Mazda CX-5, Mazda3, CX-70, CX-90

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct an Owner Notification Program (ONP) on certain 2025 Mazda Corporate and Retail Fleet vehicles. There are 199 vehicles in this campaign and no Mazda Retail vehicles in dealer stock or sold new, used or CPO are affected.

Subject VIN and Production date ranges:

Model and Quantity affected	Subject VIN range
2025 Mazda3 – 5 vehicles 2025 CX-5 – 121 vehicles 2025 CX-70 – 40 vehicles 2025 CX-90 – 35 vehicles	Various non-sequential VIN's for these models

* Only specific vehicles with ONP10 listed in Warranty Vehicle Inquiry are affected

Concern Outline:

199 Puerto Rico specification vehicles were sold and registered in the United States as both Corporate vehicles (75) and Rental Fleet vehicles (124). These vehicles do not have Connected Vehicle Services (CV) available, which also means these vehicles cannot be connected to the MyMazda App to use various features like remote start.

These VINs are visible as ONP10 when running a Warranty Vehicle Inquiry, to bring awareness that Connected Services are not available. Mazda has sent all current Corporate and Retail Fleet vendor locations notification of this ONP and all VIN's will be visible in MGSS and eMDCS Warranty Vehicle Inquiry by the end of the day, August 26, 2025.

Mazda Dealer Action Requested:

- None, this is an information-only ONP to highlight specific vehicles that do not contain this functionality. If a retail customer asks about CV function in a vehicle with ONP10, please explain their vehicle was not originally equipped with CV Services and modification to enable these features is not possible. There will be no Owner Notification for this ONP and all vehicles will remain in Closed status as there is no repair required for this campaign.

Your understanding and support in carrying out this program are greatly appreciated.

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division

Mazda North American Operations