



Date: April 2026

RE: <VIN>

Dear Mazda Owner:

You are receiving this notice because Mazda's records indicate that you have a 2024-2026 Mazda CX-90 vehicle manufactured before November 19, 2025.

Mazda Motor Corporation has decided to conduct a Customer Service Program CSP (14) to inform you that Mazda is expanding the scope of coverage under the New Vehicle Limited Warranty to provide necessary repairs free of charge if your Covered Vehicle has experienced rear brake squeal and to inform you that you may be eligible to receive reimbursement for past out-of-pocket expenses you previously incurred for repairs on the terms and conditions as described below.

Repair parts are not currently available. It is expected that parts will become available in May 2026. Another letter will be sent to you once parts are available to repair your vehicle with instructions for making an appointment at your nearest Mazda dealer.

#### **Warranty Coverage Expansion**

Mazda is expanding the scope of coverage under the standard 3 years/36,000 miles, whichever comes first, warranty to provide necessary repairs at no cost to you if your Covered Vehicle experiences rear brake squeal. If your Covered Vehicle is currently experiencing rear brake squeal, you will be eligible for a one-time rear brake pads replacement with Mazda's redesigned brake pads. A dealer must inspect and confirm your Covered Vehicle is experiencing rear brake squeal matching Technical Service Bulletin ("TSB") 04-003/26 for you to receive the repairs at no cost to you. The TSB is scheduled to be released when the parts are expected to be available. The newly installed redesigned brake pads will be covered for rear brake squeal under your Covered Vehicle's original limited warranty of 3 years/36,000 miles, or for 1 year/12,000 miles from the installation of the redesigned brake pad, whichever is later.

If your Covered Vehicle is currently experiencing rear brake squeal and is more than 3 years old or exceeds 36,000 miles, whichever comes first, you will receive three (3) months, **after the Part Available Notice Letter has been sent**, to receive the redesigned brake pad under the terms of this notice. Repairs under this warranty extension during the coverage period must be completed at a Mazda dealer.

#### **Reimbursement**

Mazda is offering reimbursement to owners and lessees of a Covered Vehicle who previously incurred out-of-pocket expenses for inspections and repairs to rear brake components caused by rear brake squeal before your vehicle reached 3 years or 36,000 miles from the vehicle's in-service date (meaning, the start date of the warranty for the vehicle), whichever is earlier ("Eligible Costs") subject to the following limitations as described in this letter. **Repairs completed at a non-Mazda facility after April 2026 as printed in this Owner Letter are not eligible for reimbursement.**

- Mazda's reimbursement will be limited to the amount of out-of-pocket expenses you incurred for parts and labor for Eligible Costs prior to the announcement of this warranty extension. **No other out-of-pocket expenses will be eligible for reimbursement under this offer.**
- Mazda has a right to reject any requests for reimbursement submitted under this program that are (1) listed in "What is Not Covered" in the vehicles' New Mazda Limited Warranty booklet; or if (2) Mazda has repair orders, dealer records, or warranty records in its possession which reflect that repair was necessary due to driver misuse (as described in Mazda's warranty booklet and owner's manual); or (3) has documented records demonstrating a mis-repair (or error in prior repairs) effected by third-party (i.e., non-Mazda authorized) repair facilities; or (4) has evidence that the repairs were as a result of misuse, the vehicle was deemed branded as total/insurance loss prior to the repairs, or the repair costs incurred were fraudulent or not legitimate.
- Mazda will reimburse reasonable costs based on industry standard best practices.

### Requirements and Instructions to Seek Reimbursement

1. **Past Repairs:** To qualify for reimbursement consideration for out-of-pocket expenses incurred for Eligible Costs within 3 years or 36,000 miles from the vehicle's in-service date, **owners must fill out a reimbursement application online as in step 3 below, by September 30, 2026.**
2. **Claim Form and Release:** Mazda uses a paperless online application for all reimbursements. To apply for reimbursement online please go to [www.mazdareimbursement.com](http://www.mazdareimbursement.com) and fill out all the required information and attach a copy of your repair order and proof of payment in a PDF or JPG format. At the end of the application you will need to electronically sign a claim and release form to receive reimbursement. If you do not have access to the internet and require a paper form, please contact the Mazda Customer Experience Center or a local Mazda dealer and one will be provided to you. If applying online, you would receive payment in approximately 3-4 weeks plus mailing time in the form of a Mastercard Reward Card for use at an ATM or any point-of-sale merchant. If applying by paper form, it will take approximately 6-8 weeks plus mailing time to receive reimbursement.

If your vehicle is in a U.S. Territory, for processing any reimbursement request you must contact Customer Service where your vehicle is located to obtain a paper form: Puerto Rico: [www.mazdapr.com](http://www.mazdapr.com) or call (787) 620-7546, Saipan: [www.carssaipan.com](http://www.carssaipan.com) or call (670) 322-7133, Guam: [www.carsguam.com](http://www.carsguam.com) or call (671) 648-2277.

3. **Proof of Out of Pocket expenses:** Owners must provide proof of payment confirming their out-of-pocket expenses incurred for Eligible Costs (such as a credit card receipt or statement, cancelled check copy or electronic payment receipt). The submission must include details regarding the type of expense incurred to determine eligibility (i.e., repair order showing paid parts and labor and related expenses) and the dates reflecting that the Eligible Costs were within 3 years and 36,000 miles from the vehicle's in-service date. A member of the Mazda Customer Reimbursement Team may contact the owner to request additional information if your submission does not provide the necessary information for Mazda to determine you qualify for reimbursement under this CSP.

**Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our web site and try our "Locate a Dealer" feature at [www.MazdaUSA.com](http://www.MazdaUSA.com).

**Still have questions?**

If you have any questions regarding this program, please contact our Customer Experience Center at (800) 222-5500, option #6.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apology for any inconvenience this program may have caused you.

Sincerely,

**Mazda North American Operations**