



MAZDA DEALER EMAIL

May 28, 2026

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

Subject: Mazda Rear Brake Pad Customer Service Program Limited Warranty Extension – (CSP14 – CX-90 models) - Phase 1 Mailing – May 2026

Dear Mazda Dealer Colleagues,

In late April we announced two Customer Service Programs (CSP14 & CSP15) where certain vehicles are covered under these two Limited Warranty Extensions, (defined as “Covered Vehicle”); 2024-2026 CX-90 (CSP14) and 2025-2026 CX-70 (CSP15) produced November 18, 2025 and prior.

Owner Notification:

We are pleased to announce the first phase of Owner Letters will mail on May 29, 2026, to approximately 18,000 owners in campaign CSP14. As stated in our prior communication, we will send subsequent dealer emails with future phased mailings planned throughout Summer 2026. We have also released the Repair Procedure under TSB 04-003/26, the Parts & Warranty information and updated all dealer-facing FAQ documents.

ATTENTION ALL DEALERS - Vehicles to be repaired: Due to limited parts supply only the vehicles in this notice can be repaired. To help your Mazda dealer staff identify which vehicles can be repaired we have created an Excel-based VIN look-up tool in Mazda Global Service Support (MGSS) under this campaign. Please enter the VIN in the tool if the customer does not have their parts available letter to confirm the vehicle can be repaired under this CSP. At this time, remaining customers in CSP14 and CSP15 must wait to receive notice that parts are available.

Key Benefits of the Customer Service Program-Extended Warranty Coverage for Rear Brake Squeal: Mazda is expanding the standard brake pad coverage from 1-year/12,000 miles to 3-years/36,000 miles to cover repairs related to rear brake squeal. The owner is eligible for a one-time replacement of redesigned rear brake pads at no cost if the brake squeal symptom matches a Technical Service Bulletin (TSB) which will be published prior to sending the Second notification. The redesigned brake pads will be covered under the vehicle’s original 3-year/36,000-mile warranty, or 1 year/12,000 miles from installation whichever provides longer coverage.

Special Coverage for Older or Higher-Mileage Vehicles:

This first phase of vehicles are likely to be over 3 years old or past 36,000 miles, the owner will have three months (starting from the date Mazda sends the Parts Available Notice Letter) until September 15, 2026 to schedule and receive the redesigned brake pads for free, if they have experienced brake squeal.

Reimbursement for repairs prior to April 2026:

Customers can apply for reimbursements for rear brake pad repairs related to squeal noise by going to www.mazdareimbursement.com. Applications can now be submitted. For complete details regarding reimbursement by Mazda for these campaigns please refer the customer to the Owner Letter.

All repairs must be completed at a Mazda dealership.

Mazda has a right to reject repairs or 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.

This Limited Warranty Extension will not cover other unrelated brake concerns including, but not limited to, front brake repairs, rotor replacement, brake calipers or any brake component not specifically listed in the Parts & Warranty information.

Available Resources:

We have updated all FAQ's for this campaign and they are available in MGSS under both CSP14 and CSP15 in addition to the resources below.

1. The Dealer Email, Dealer FAQ's, Owner Letter and VIN look-up tool will be available on Mazda Global Service Support (MGSS) concurrent with this announcement. The Repair Procedure and Parts & Warranty information will be posted on June 1, 2026.
2. For campaign related questions, please fill out the Dealer Recall Help Form [located on OneMazda](#).
3. For technical related questions, please contact the Mazda Technical Hotline after reviewing all campaign documentation and FAQ's.
4. For warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this customer service program before responding to customer inquiries.

We apologize for any inconvenience these CSP's may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Service Division

