

UPDATED 7/20/2026 – ADDED PHASE 2 AND 3

CSP14 - MAZDA REAR BRAKE PAD WARRANTY EXTENSION

Only PHASE 1, 2 OR 3 vehicles can be repaired at this time. Please refer to the latest Dealer Email sent 7/20/2026 for all details regarding eligibility for repairs.

- Please follow all updated diagnosis and repair guidelines in the TSB 04-003/26 SQUEAKING NOISE FROM REAR BRAKE or any future updated version of the TSB.**

WARRANTY EXTENSION

For certain 2024–2026MY CX-90 Vehicles 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.

LIMITATION OF WARRANTY – VEHICLE BRANDING – WARRANTY POLICY 3.4

For any Mazda Warranty including Warranty Extensions there is no coverage as outlined in "What Is Not Covered" in the Customer Warranty Booklet. There is no coverage for W-1 Total Loss vehicles or other Mazda Branding for brake components as outlined in Warranty Policy 3.4.

DETERMINATION IF VEHICLE IS ELIGIBLE FOR REPAIRS

****Please Note: The VINs below are ALL the VINs in the campaign, and within these, there are multiple phases. Each line does not represent a phase.****

See below to confirm if a VIN is within Phase 1, 2 or 3.

- Customer has the letter stating parts are now available.
- Open the Look Up Tool: [CLICK HERE for the Look up Tool to confirm eligibility.](#)
- If not in Phase 1, 2, or 3 the customer must wait until their letter is received for repairs.

SUBJECT VEHICLES – ONLY PHASE 1, 2 and 3 VEHICLES ARE ELIGIBLE AT THIS TIME

Model	Subject VIN range	Subject production range
2024-2026MY CX-90 (CSP14)	JM3KK**** R1 100044 - 189861	From December 27, 2022 through November 18, 2025
	JM3KK**** S1 189863 - 259921	
	JM3KK**** T1 350010 - 368006	
	JM3KJ**** T1 200004 - 350100	

****Only VIN's in this range and with CSP14 in eMDCS are included.**

PARTS INFORMATION – SEE TSB FOR PARTS INFORMATION

Other than the parts listed in the TSB, there are no parts required for this repair.

VIN LOOK-UP TOOL FOR REPAIR ELIGIBILITY UNDER CSP14 IN MGSS – THIS TOOL MUST BE USED TO VERIFY ELIGIBILITY FOR REPAIRS

[CLICK HERE FOR THE LOOK UP TOOL TO VERIFY REPAIR ELIGIBILITY UNDER CSP14 IN MGSS](#)

PLEASE USE ONLY for CSP14 AND CSP15
GOOGLE SHEETS OR EXCEL - MACROS MUST BE ENABLED
[Google Sheets Link to Tutorial CLICK HERE](#)

IMPORTANT NOTES:
AT THIS TIME THE ONLY VEHICLES TO BE REPAIRED ARE THOSE IDENTIFIED IN THE PHASE 1 DEALER EMAIL.
IF A VEHICLE IS NOT IN PHASE 1 AND EXPERIENCING A SQUEAK OR SQUEAL NOISE, PLEASE ADVISE THE CUSTOMER TO WAIT UNTIL THEY RECEIVE THE PARTS AVAILABLE LETTER.
ANY BRAKE CONCERN NOT RELATED TO CSP14, PLEASE ADDRESS AS NORMAL UNDER WARRANTY OR OUT OF WARRANTY PER CURRENT WARRANTY PROCEDURES.

Please Read the ENTIRE instructions:
1. Hit the Button "CLEAR VIN" to make sure the VIN area is blank.
2. Enter the VIN# (Vehicle Identification Number in full), in Cell B3 next to the Red Arrow. *Ensure the VIN does not contain a SPACE at the beginning or end of the VIN number*
3. Hit "Enter" on your keyboard
4. The answer of which part to install and claim is in GREEN.
5. To enter another VIN, Click the "Clear VIN" Button and Enter another 17 digit VIN

*Note: You must copy all 17 characters of the VIN. It is better to copy and paste the VIN from the Warranty Inquiry Screen on eMDCS. This tool will return an error code if the VIN is not 17 digits, or does not match the affected vehicle list.

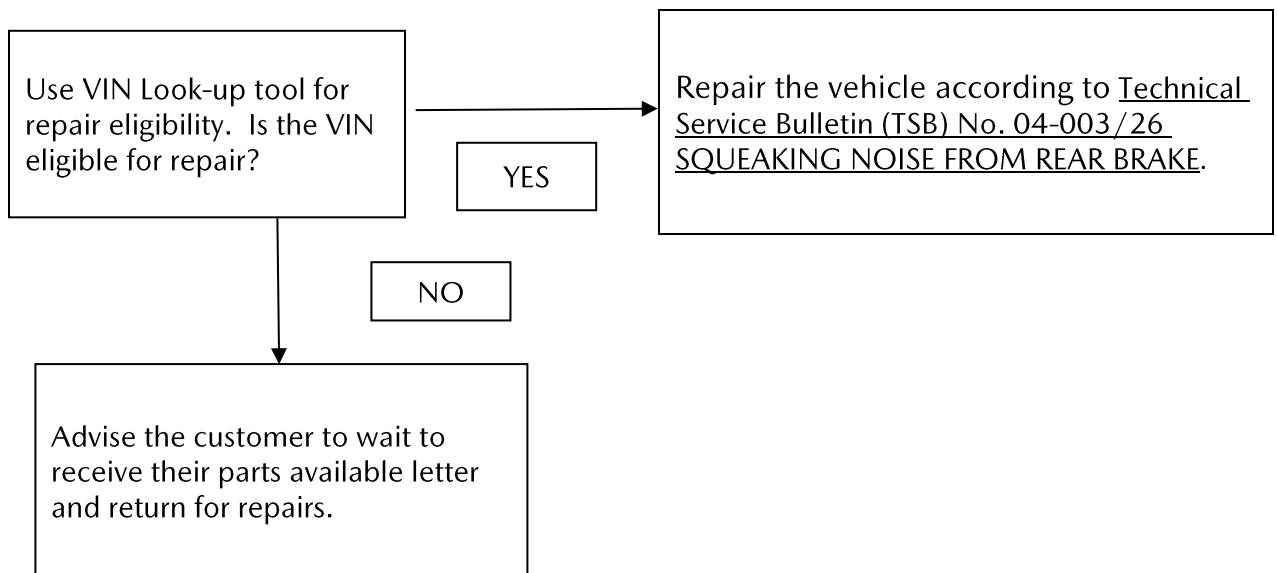
CLEAR VIN
VEHICLE IDENTIFICATION NUMBER (VIN) ONLY CX-90 VEHICLES IN CSP14 - PHASE 1 - ARE TO BE REPAIRED

ENTER VIN **STOP** **IMPORTANT NOTE: ONLY CX-90 VEHICLES IN CSP14 - PHASE 1 - ARE TO BE REPAIRED**

REPAIR PROCEDURE – INSTRUCTIONS

If you receive customer complaints with symptoms mentioned in this CSP, look up eligibility in the VIN Look-up tool then verify the concerns and perform appropriate repair according to Technical Service Bulletin (TSB) No. 04-003/26 SQUEAKING NOISE FROM REAR BRAKE.

Begin Here - Process Flow Chart:



END OF REPAIR PROCEDURE