



MAZDA DEALER EMAIL

August 24, 2026

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

Subject: Mazda Rear Brake Pad Customer Service Program Limited Warranty Extension – CSP14 – CX-90 - Phase 4 and 5 Mailing – August/September 2026

Dear Mazda Dealer Colleagues,

Mazda announced CSP14 & CSP15, where certain vehicles are covered under these 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 announcing the mailing of the fourth and fifth phases for Campaign CSP14. An additional 34,000 customers will be contacted between Phase 4 and 5 respectively. Customer letters will be mailed on August 24, 2026, and September 8, 2026. Further mailings are planned throughout the remaining months of 2026.

The VIN look-up tool, Repair Procedures and Parts & Warranty Information have been updated to reflect these changes. The campaign repair procedure remains the same.

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 the Technical Service Bulletin (TSB) - [04-003/26 - SQUEAKING NOISE FROM REAR BRAKE](#).

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:

If the vehicle is over 3 years old or past 36,000 miles, the owner will have three months starting from the Owner Notification Date to schedule and receive the redesigned brake pads for free, if they have experienced brake squeal.

Coverage expiration dates by phase for vehicles out of warranty at the time of mailing:

Phase 1 - September 30, 2026

Phase 2 - November 17, 2026

Phase 3 - December 1, 2026

Phase 4 - December 22, 2026

Phase 5 - January 6, 2027

Reimbursement for repairs prior to April 2026 and Warranty Limitations of this campaign:

Please refer the customer to the Owner Letter received for both the initial notice or the phased parts available letter which outlines the reimbursement process and warranty limitations.

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, Parts & Warranty Information, Repair Procedure and VIN look-up tool are available on Mazda Global Service Support (MGSS).
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 these customer service programs 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 these campaigns is greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Campaigns/Recalls

Technical Service Division