

CUSTOMER SERVICE PROGRAM CSP14 and CSP15 – DEALER FAQ'S
08-24-2026

Mazda Rear Brake Squeak Noise - Limited Warranty Extension CSP14 and CSP15
CX-90 Model Years 2024 – 2026 (CSP14) and CX-70 Model Years 2025-2026 (CSP15)

IMPORTANT: Check the customer's VIN in eMDCS Warranty Vehicle Inquiry for the existence of CSP14. If CSP14 is not listed, then inform the customer they are not eligible for this CSP.

Question: When does coverage start and what is covered?

Answer: Coverage begins when the "Parts Available Letter" is received by the customer. The mailing will begin in June 2026 and continue through 2026 and 2027 in phases.

The redesigned rear brake pads will be covered for rear brake squeal under the original limited warranty of 3 years/36,000 miles, or for 1 year/12,000 miles from the date of installation; whichever is later.

Question: What are the end of warranty dates for Out of Warranty Vehicles?

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 phase Owner Notification Date) until the following dates below to schedule and receive the redesigned brake pads for free, if they have experienced brake squeal:

Phase 1 – Mailed May 29, 2026 end of warranty September 30, 2026

Phase 2 – Mailed July 31, 2026 end of warranty November 17th, 2026

Phase 3 – Mailed August 3, 2026 end of warranty December 1st, 2026

Phase 4 – Mailed August 10, 2026 end of warranty December 22nd, 2026

Phase 5 – Mailed September 8, 2026 end of warranty January 6th, 2027

Question: A customer would like the repair now, what can I do?

Answer: Advise the customer to wait until they receive their "Parts Available" letter for repairs. For Mazda dealers, please fill out Dealer Recall Help on OneMazda if there is an escalated situation.

Question: The customer paid for a repair; how can they be reimbursed?

Answer: Please advise the customer to apply for reimbursement at www.mazdareimbursement.com.

Question: What if my vehicle is out of warranty?

Answer: Vehicles outside of the original limited warranty of 3 years / 36,000 miles are covered by this CSP for three months after the Parts Available letters are sent to the customers.

Question: Does CSP14 cover all brake concerns?

Answer: No. This CSP only covers rear brake pad replacement due to squeak or squeal noise.

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Question: What is not covered by the CSP?

Answer: Items not covered are front brake concerns (all), rear brake part replacements due to wear and tear, and rear brake concerns that fall under "What is Not Covered" in the Mazda Warranty Booklet, such as Salvaged/Total Loss vehicles or outside influence. **Please do not refer a customer to the Mazda Customer Experience center for any non-covered items.**

Question: Are vehicles sold in the U.S. Territories (Puerto Rico, U.S. Virgin Islands, Guam, Saipan) covered?

Answer: Yes, owners will need to contact the U.S. Territory where the vehicle was originally purchased for verification of the CSP. All U.S. Territory contacts can be found at www.mazda.com (Main website for Mazda Corporation). If the vehicle is in the U.S., any Mazda dealer can confirm coverage at Warranty Policy 3.30, by contacting the Warranty Department or Dealer Recall Help.

Question: Are vehicles sold originally in Canada or Mexico covered?

Answer: No, any vehicle(s) originally sold in Canada or Mexico do not apply.

Question: The dealer states other non-covered parts are needed to repair the vehicle related to the CSP14 campaign, what do I do?

Answer: CSP 14 only covers replacement of the rear brake pads. Any other parts would fall under the dealer's normal warranty processes.

Question: Where can Mazda dealer employees find support regarding CSP14?

Answer: Advise them to review MGSS under CSP14, the Dealer FAQ's then contact their District Service Manager, Mazda Tech Hotline, Dealer Recall Help, DAG, etc.

If you are unaware on how to resolve a customer concern related to this CSP, please contact your District Service Manager, Mazda Warranty or fill out Dealer Recall Help on OneMazda.