



December 2024

RE: VIN # JM3TCBDY1J0210082

Dear Mazda Owner:

You are receiving this notice because Mazda's records indicate that your 2019-2020 CX-5, 2016-2020 CX-9, or 2018-2020 Mazda6 vehicle was equipped with a SKYACTIV-G 2.5T (Turbocharged) engine ("Covered Vehicle").

Mazda Motor Corporation has decided to conduct a Customer Service Program CSP (11) to inform you that Mazda is extending the limited powertrain warranty to provide necessary repairs free of charge if your Covered Vehicle has coolant leaks at the cylinder head around the exhaust manifold and to inform you that you may be eligible to receive reimbursement for past out-of-pocket expenses you previously incurred for such repairs on the terms and conditions as described below.

Powertrain Warranty Extension

Mazda is extending the limited powertrain warranty to 10 years or 120,000-miles, whichever occurs first, to provide necessary repairs at no cost to you if your Covered Vehicle has coolant leaks at the cylinder head around the exhaust manifold. A dealer must inspect and confirm your Covered Vehicle is exhibiting coolant leaks at the cylinder head around the exhaust manifold matching Technical Service Bulletin 01-002/23 (Feb. 10, 2023) for you to receive the repairs at no cost to you.

Reimbursement

Mazda is offering reimbursement to owners and lessees of a Covered Vehicle who previously incurred out-of-pocket expenses for repairs caused by the condition of coolant leaks at the cylinder head around the exhaust manifold before your vehicle reached 10 years or 120,000 miles from the vehicle's in-service date (meaning, the start date of the warranty for the vehicle), whichever is earlier ("Eligible Repairs") subject to the following limitations as described in this letter. Towing expenses, if incurred and directly related to coolant leaks at the cylinder head are reimbursable.

- Mazda's reimbursement will be limited to the amount of out-of-pocket expenses you incurred for parts and labor for Eligible Repairs. **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 if Mazda (1) 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 (2) has documented records demonstrating an error in prior repairs effected by third-party (i.e., non-Mazda authorized) repair facilities; or (3) 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.