



## MAZDA DEALER EMAIL

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May 10, 2024

Attention: Mazda General, Parts and Service Managers

Subject: Valve Stem Seals Class Action Settlement Program for Excessive Oil Consumption and Oil Consumption Powertrain Warranty Extension Special Service Program SSPD5

Dear Mazda Dealer Partners,

In conjunction with a Class Action Settlement, Mazda Motor Corporation has decided to conduct an extension of the Engine powertrain warranty related to excessive oil consumption. In addition, there is a Reimbursement Program, for limited qualifying out-of-pocket expenses (prior oil changes and additional oil purchased before the normal oil change interval due to oil consumption concerns) on certain CX-9, CX-5, Mazda6, Mazda3, and CX-30 vehicles equipped with a 2.5L turbocharged engine with the affected valve stem seals. **For all Mazda dealers, an FAQ document for this Class Action Settlement and all documents for SSPD5 will be available on Mazda Global Service Support (MGSS) on or before May 13, 2024 concurrent with notification to the Settlement Class.**

**Subject VINs and Production date ranges:**

The following models and VINs and production date ranges may be equipped with the affected valve stem seals. Only affected vehicles with SSPD5 listed in eMDCS Warranty Vehicle Inquiry are eligible.

Model	VIN range	Build date range
2021 Mazda3, Japan built SKYACTIV-G 2.5T	JM1BP*****315204 - 403637	From October 12, 2020 through September 13, 2021
2021-2022 Mazda3 Mexico built, SKYACTIV-G 2.5T	3MZBP*****209389 - 307372	From December 8, 2020 through June 16, 2022
2021-2022 CX-30 SKYACTIV-G 2.5T	3MVDM*****233598 - 437812	From December 7, 2020 through June 30, 2022
2021 Mazda6 SKYACTIV-G 2.5T	JM1GL*****602506 - 618909	From October 6, 2020 through September 14, 2021
2021 CX-5, US spec, SKYACTIV-G 2.5T with 10.25" center display	JM3KF*****320280 - 472324	From October 6, 2020 through September 13, 2021

2021 CX-9, US spec, SKYACTIV-G 2.5T with 10.25" center display	JM3TC*****509027 - 541070	From October 6, 2020 through September 13, 2021
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The asterisk symbol "\*" can be any letter or number.

- a) If the vehicle is within the above ranges and has SSPD5 listed in eMDCS, the vehicle is covered
- b) If the vehicle is not listed in eMDCS and not in the ranges above, SSPD5 is not applicable.

**Outline of Reimbursement Program administered by JND Legal Administration (Settlement and Claims Administrator):**

All current and former owners (class members) that are eligible will be notified by JND Legal Administration, who was appointed by the court to administer the class action settlement.

Any Class Members with questions regarding the reimbursement program can visit [www.MazdaValveStemSealSettlement.com](http://www.MazdaValveStemSealSettlement.com), call toll-free 1-877-231-0642, write Mazda Valve Stem Seal Settlement, c/o JND Legal Administration, PO Box 91414, Seattle, WA 98111, or email [info@MazdaValveStemSealSettlement.com](mailto:info@MazdaValveStemSealSettlement.com) to see if their vehicle is eligible.

The class action affects class members within any of the 50 U.S. States, the District of Columbia, and the U.S. Territories, whose covered vehicles (1) experienced the Low Engine Oil Warning Indication light before the recommended service/oil change interval of 7,500 miles or 1 year, or (2) has had the oil refilled before the warning light ("Low Engine Oil Level") came on if the customer or dealer noticed that the oil level was too low before the regular service/oil change interval.

**Benefits provided under the Special Service Program SSPD5:**

This program provides the following benefits: The Special Service Program SSPD5 covers repairs for 7 years (84 months) or 84,000 miles for oil consumption related issues only (including for engine repair/replacement due to oil consumption issues/related to the valve stem seals).

This SSP will not cover other unrelated powertrain items such as transmission, differential or engine failure not related to oil consumption.

Some vehicles are excluded from the Settlement Class and SSPD5. A list of exclusions can be found at [www.MazdaValveStemSealSettlement.com](http://www.MazdaValveStemSealSettlement.com)

**MAZDA DEALERS - ACTION REQUIRED**

1. If a customer arrives to your dealer subject to SSPD5, please ask the customer if they are familiar with the SSPD5 oil consumption Warranty Extension and if not, review the program with the customer.
2. Ask the customer if they have had the low oil level light displayed or have changed or purchased oil more often than the maintenance schedule of 7,500 miles due to a low oil level concern. In some cases there may be the presence of DTC P250F:00 ("Low Engine Oil Level") or in the MyMazda App.
3. Depending on the customer's responses a repair may be required under the Powertrain Warranty or SSPD5 Warranty Extension.

**Available Resources:**

To help you answer any questions regarding this program, Mazda has developed the following resources:

1. Dealer FAQ's, Repair Procedure and Parts & Warranty Information will be available no later than Monday, May 13, 2024.

2. For Warranty questions, please contact the Warranty Hotline at [warrantydept@mazdausa.com](mailto:warrantydept@mazdausa.com).
3. For parts related questions, please contact the Corporate Dealer Assistance Group at [corpdag@mazdausa.com](mailto:corpdag@mazdausa.com) or by calling (877) 727-6626, Option 2.
4. For questions regarding the reimbursement program or the Special Service Program benefits, please read the Dealer FAQ's and fill out the Dealer Recall Help Form located on [OneMazda](#).

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

Your understanding and support in carrying out this program are greatly appreciated.

Sincerely,

**Mazda North American Operations**

Travis Young

Manager, Recalls

Technical Services Division