



September 2025

**Warranty Extension Program – Special Service Program (SSP) D9
2024 CX-90 and 2025 CX-70, SKYACTIV-G 2.5 PHEV – Water Heater Malfunction**

This notice applies to your vehicle VIN: _____

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for a specific repair of the water heater concern on certain 2024 CX-90 PHEV and 2025 CX-70 PHEV vehicles that are equipped with the suspected water heater. The warranty coverage for an applicable repair has been extended to 8 years (96 months) from the original warranty start date, with no mileage limitation. If you are a recipient of this notice, your vehicle is included in this warranty extension program.

What is the problem?

On certain subject vehicles, while warming up the cabin using the water heater after starting the vehicle in EV mode, the vehicle may exhibit insufficient heating performance, and the hybrid system warning light may illuminate on the instrument cluster due to an internal disconnection or electrical leakage in the water heater. This warranty extension program applies only to the replacement of the water heater related to these concerns.

Special Note:

For the customers who did not complete emissions recall 7325C, if this condition occurs, your vehicle will continue to drive normally; however, once the engine is turned off, it will not restart. Please ensure you park the vehicle in a safe location away from any traffic to avoid becoming a potential roadside hazard. Mazda strongly recommends that you complete recall 7325C as soon as possible to ensure that your vehicle is updated with the latest software improvements.

What should you do?

If your vehicle is experiencing poor heater performance, accompanied by the illumination of the hybrid system warning light, please make an appointment with your Mazda dealer to have your vehicle inspected and repaired. If your vehicle does not exhibit these symptoms, there is no need to contact your Mazda dealer. We recommend keeping this letter with your vehicle's warranty information booklet for future reference, and please provide this document to the new owner if the vehicle is sold. Please refer to the warranty information booklet section titled "What Is Not Covered" for exclusions under this SSP Warranty Extension.

What will Mazda do?

Your Mazda dealer will inspect your vehicle to verify the cause of the concerns and determine the appropriate repair required. If the concerns are caused by the internal disconnection or electrical leakage in the water heater, your Mazda dealer will replace the water heater with a modified one free of charge during the terms of this warranty extension program.

The inspection and repair will take approximately two hours to complete, however, your dealer may need your vehicle for a longer period of time due to service facility capacity.

Mazda will provide alternate transportation, if needed, when your vehicle is at a Mazda dealership while your vehicle is being repaired. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

What if you already paid for the repair of water heater?

If you have already paid for the repair due to conditions related to this SSP prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. For vehicles purchased in the USA, please visit www.mazdareimbursement.com and enter your Vehicle Identification Number (VIN). Then, follow the online screen prompts to enter the relevant information to submit your claim. For further questions or if you do not have access to the internet to apply online, contact the Mazda Customer Experience Center at 1-800-222-5500, Option #6.

Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, please visit our website www.mazdausa.com/owners or you can search and make an appointment on the MyMazda App. If you cannot locate a dealer, please contact our Customer Experience Center at (800) 222-5500, option #6.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please contact your nearest Mazda dealer to update your address and contact information. If you no longer own your vehicle, you can contact the Mazda Customer Experience Center at www.mazdausa.com/contact-us to advise your vehicle was sold. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Still have questions?

If you have any questions regarding this program, please visit www.mazdausa.com/owners to contact our Mazda Customer Experience Center. Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We sincerely apologize for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations