

SPECIAL SERVICE PROGRAM SSPD5 - MAZDA DEALER FAQ'S

8-6-2025

REMINDER! – An oil consumption test is NOT REQUIRED if a customer verbally asks for a valve stem seal replacement and the vehicle otherwise already qualifies for a valve stem seal replacement (e.g., it has the original or defective valve stem seals). If a customer asks for replacement, please proceed with the repair WITHOUT an oil consumption test. An oil consumption test is only required after valve stem seals have already been replaced previously.

Mazda Dealer Frequently Asked Questions – Valve Stem Seals Class Action Settlement Program for Excessive Oil Consumption and Oil Consumption Powertrain Warranty Extension Special Service Program SSPD5

Please follow these instructions if Mazda customers concerning the Valve Stem Seals Class Action Settlement Program for Excessive Oil Consumption and Oil Consumption Powertrain Warranty Extension Special Service Program SSPD5.

IMPORTANT ITEMS TO REVIEW PRIOR TO REPAIR:

- **With the VIN, please verify eligibility of SSPD5 in eMDCS. This is very important to begin any conversation regarding this Class Action or SSPD5. If the vehicle does not have SSPD5, then inform the customer they are not eligible under the Class Action or the Special Service Program.**
- **Until further notice from Mazda, if you are servicing vehicles that fall within the VIN range for SSPD5 for any reason, you should check whether DTC P250F:00 is stored in the vehicle memory. If the code is stored in memory, you should advise the customer if they are eligible to receive replacement valve stem seals under SSPD5.**

Mazda Limited Powertrain Warranty Additions – August 2025

Question: I read there is now coverage for Mazda Limited Powertrain components is this true??

Answer: Please review the Repair Procedure and most recent dealer email in MGSS. Effective August 2025 vehicles will now be covered under the Mazda Limited Powertrain components for 7 years, 84,000 miles.

Question: Does the Mazda Limited Powertrain Warranty apply to the period for the additional 12,000 miles until October 15, 2025?

Answer: No. The coverage for an additional 12,000 miles (96,000 maximum) is for Valve Stem Seal related repairs only, and only if the vehicle is presented to a Mazda Dealer on or before October 15, 2025.

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Question: Can I repair both the valve stems seals and then any other Limited Powertrain component? Is there coverage if the car has no valve stem seal issue?

Answer: Yes. Any powertrain defect is covered for repair up to 7 years or 84,000 miles, even if the customer does not complain of any oil consumption and/or valve stem seals have already been replaced. Follow normal warranty policy as needed for repairs including preauthorization.

Reimbursement for repairs prior to August 2025:

Question: A customer wants to be reimbursed for a Limited Powertrain Warranty component (not valve stem seal related) paid for within the coverage period of SSPD5, how are they reimbursed?

Answer: The customer needs to contact JND Legal Administration by going to www.MazdaValveStemSealSettlement.com, and file a claim or contact 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 to see if their repair is eligible. Please do not send any customer to Mazda Warranty, Dealer Recall Help or Mazda Customer Experience for reimbursement.

Question: A customer is requesting an oil consumption test what do I do?

Answer: If a customer is requesting a valve stem replacement, check warranty history for prior replacement of valve stem seals. If the valve stems seals have not been replaced, DO NOT perform an oil consumption test and instead perform valve stem replacement.

If the customer has had the subject valve stem seals replaced and they are requesting an oil consumption test check to see if DTC P250F:00 is stored in memory. If the DTC is stored, then contact Mazda Technical hotline.

If the customer has had the subject valve stem seals replaced and they are requesting an oil consumption test check to see if DTC P250F:00 is stored in memory. If the DTC is not stored, then perform the oil consumption test.

All qualifying customers can receive a FREE, no charge oil consumption test under the terms of the settlement and SSPD5. Please follow the procedures as outlined in the Repair Procedure. Please follow the process flow chart after the oil consumption test based on the results of the test. If a customer asks for a second oil consumption test, please contact Dealer Recall Help prior to performing the test.

Under the Class Action Settlement and SSPD5, you should repair the qualifying vehicle and replace the valve stem seals pursuant to the Repair Procedure in SSPD5 for any qualifying vehicle that has the following situation: Excessive oil consumption (*i.e.*, defect manifestation) as shown by:

(1) Customer requests valve stem seal replacement and the original seals are still installed.

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(2) the Engine Oil Level Warning Light has illuminated with Diagnostic Trouble Code ("DTC") P250F:00, signifying low engine oil level, before the regular oil change interval of 7,500 miles or 1 year;

(3) qualifying vehicles enrolled with the Mazda Connected Services MyMazda mobile application that have recorded a "Low Engine Oil Level" alert in the application before the regular oil change interval of 7,500 miles or 1 year; or

(4) documented previous refilling of oil (either by a dealer or service station or the customer) before the engine oil level warning light came on in between regular oil change interval of 7,500 miles or 1 year (but no need to ask for documented proof), or

(5) if neither 2, 3 nor 4 applies, a failed excessive oil consumption test performed at an authorized Mazda dealer and at no cost to the customer. (Reminder: If the vehicle fails the oil consumption test, the dealer should perform the valve stem seal replacement at no cost to the customer).

Question: Are there any vehicles or entities/persons excluded from coverage for this SSP?

Answer: Yes. Refer the customer to www.MazdaValveStemSealSettlement.com and the Class Action Long Form "Who Is Included". However this is a partial list of vehicles or persons/entities excluded if a decision needs to be made regarding SSP coverage at a Mazda dealer:

- anyone acting as a used car dealer
- anyone who purchased a Settlement Class Vehicle for the purpose of commercial resale
- anyone who purchased a Settlement Class Vehicle with salvaged title and/or any insurance company who acquired a Settlement Class Vehicle as a result of a total loss
- any insurer of a Settlement Class Vehicle

issuers of extended vehicle warranties and service contracts

Question: Does the customer or the vehicle, receive coverage under SSPD5?

Answer: Unless excluded as noted above, the coverage follows the vehicle, the customer should not be used to determine coverage. The vehicle has coverage regardless of who brings the vehicle to the dealer.

Question: I ran the VIN through our VIS and the vehicle has SSPD5, what do I do?

Answer: Follow the steps in the Repair Procedure for SSPD5. You must inform the customer that their vehicle is eligible for SSPD5 and provide a summary of the benefits for the Special Service Program, do not discuss the Class Action reimbursement benefit with the customer.

Question: The customer has questions about the Class Action notice or wants more information regarding the reimbursement benefit?

Answer:

- For any questions about reimbursement or the Class Action, **please do NOT attempt to answer their questions and refer them to the settlement website.** 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 to see if their vehicle is eligible.

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Question: The vehicle is not included in the Class Action or SSPD5, and customer is asking how get their vehicle added or repair covered?

Answer: Mazda cannot add or remove vehicles from the Class Action or SSPD5. If the vehicle does not have SSPD5 listed in eMDCS Warranty Vehicle Inquiry follow the steps below.

- Within the Mazda Powertrain Warranty - proceed to diagnose their concern
- If the customer has a current issue and SSPD5 is not listed in eMDCS, advise the customer there is no coverage or review for DSA following the decision tree.

Question: I am a Mazda dealer employee and need support with the Class Action - *Guthrie et al. v. Mazda North American Operations* and/or Special Service Program SSPD5.

Answer: Depending on the customer request, contact your Mazda resources, District Service Manager, Mazda Tech Hotline, Dealer Recall Help, DAG, etc..

Question: The customer vehicle is experiencing an issue related to a Powertrain Warranty component or complaint, is the issue covered under SSPD5?

Answer:

- YES. All vehicles in SSPD5 have Powertrain Warranty coverage extended to 7 years (84 months) or 84,000 miles from the warranty start date, and also for oil consumption related to the valve stem seals.

If the customer has any other issue not in the Class Action or you are unsure how to resolve their question, contact Mazda Warranty or contact Dealer Recall Help (Mazda Recall Team) for assistance.