



MAZDA DEALER EMAIL

August 20, 2025

To: Mazda General, Sales, Parts and Service Managers

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

Dear Mazda Dealer Colleagues,

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 MY2024 CX-90 PHEV and MY2025 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.

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3KK**** R1 100054 - 172250	From December 28, 2022 through May 7, 2024
2025 CX-70	JM3KJ**** S1 100013 - 109070	From December 5, 2023 through May 7, 2024

The asterisk symbol "*" can be any letter or number. Only vehicles listed in eMDCS Warranty Inquiry with SSPD9 are covered.

Concern Outline:

On certain subject vehicles, while warming up the cabin after starting the vehicle in EV mode, the nichrome wire in the water heater may break or a decrease in insulation resistance may be detected, causing the concerns described below:

- 1) The heater does not work properly.
- 2) The hybrid system warning light may turn on and the DTC P0AA6:00 may be stored in memory.
 - P0AA6:00 – High voltage insulation malfunction: Decrease in vehicle insulation resistance.

This is a warranty extension for the specified repair only. Inspection and replacement of non-failed parts will not be eligible for reimbursement under this SSP to the dealer or customer. This program extends the warranty period for actual failures due to defects in workmanship or materials in

accordance with the Mazda Warranty Policy and Procedures. If a customer arrives at your dealership with the concern described, please repair the vehicle under this Special Service Program.

Excluded Vehicles: As with any Mazda Warranty, all limitations of coverage as per Mazda Warranty Policy 3.26 do apply including no coverage for any total loss or branded vehicles.

Parts are available and can be ordered from your facing PDC. Water heater P/N KMY6-61-310.

Owner Notification:

Owners of subject vehicles will be notified by first class mail no later than September 1, 2025.

Customer Reimbursement: Customers that have paid for repairs outside Mazda's Warranty, due to conditions matching this SSP campaign prior to receiving this notice, may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. For vehicles purchased in the USA, please advise the customer to visit www.mazdareimbursement.com and follow the online screen prompts to enter the relevant information to submit their claim. The customer will need a repair order showing parts and labor as well as separate proof of payment such as a credit card receipt. If the customer does not have access to the internet, please advise them to contact our payment and application vendor JNR Inc, at Email: cs.mazdareimbursement@jnrcorp.com or by phone at (888) 867-8032. For further questions or if the customer needs a paper application, please contact the Mazda Customer Experience Center at 1-800-222-5500, Option #6.

To help you effectively perform this Warranty Extension Program (SSPD9), Mazda has developed the following resources:

1. The Repair Procedure & Parts and Warranty Information are available with a VIN search on MGSS (Mazda Global Service Support) and will be available by keyword search the following business day. The Owner Letter will be available when mailed out no later than September 1, 2025 and posted to MGSS as well.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.
3. For parts related questions, please contact the Corporate Dealer Assistance Group at corpdag@mazdausa.com or by calling (877) 727-6626, Option 2.
4. For general, non-technical SSP related questions, please fill out the Dealer Recall Help Form located on [OneMazda](http://OneMazda.com).

Please make certain the appropriate personnel in your dealership are familiar with the details of this warranty extension program SSP before responding to customer inquiries.

We apologize for any inconvenience this SSP program may cause you and your customers. Your understanding and support in carrying out this SSP is greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division