



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

OFFICE OF DEFECTS INVESTIGATION

ODI RESUME

Investigation: RQ26002
Prompted By: VOQs Review
Date Opened: 01/26/2026
Investigator: Antonio Moore **Reviewer:** Gregory Magno
Approver: Tanya Topka
Subject: Momentary increase in steering effort after recall remedy

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: Mazda North American Operations
Products: 2024 CX-90
Population: 43,752

Problem Description: Momentary increase in steering effort during the drive cycle in model year (MY) 2024 Mazda CX-90 vehicles post 24V-022 recall remedy

FAILURE REPORT SUMMARY

	ODI	Manufacturer	EWR D&I	Other	Total	EWR Field Reports
All Incidents:	26	0	1	0	26*	CONF
Crashes/Fires:	2	0	1	0	2*	CONF
Injury Incidents:	0	0	0	0	0	0
Number of Injuries:	0	0	0	0	0	0
Fatality Incidents:	0	0	0	0	0	0
Number of Fatalities:	0	0	0	0	0	0

Description of Other:

*Total eliminates duplicates received by the manufacturer

ACTION/SUMMARY INFORMATION

Action: Open this Recall Query (RQ)

Summary:

The Office of Defects Investigation (ODI) has received 26 complaints and several Early Warning Reporting (EWR) Field Reports alleging intermittent and brief increases in steering effort (described as “sticky steering”) during the drive cycle in model year (MY) 2024 CX-90 vehicles manufactured by Mazda North American Operations (Mazda) subject to Recall 24V2022. In each complaint, the vehicle had the recall remedy completed prior to the reported incident.

Recall 24V022 addresses a sudden and unexpected change of steering effort while driving caused by excessive worm gear friction force.

After receiving the recall 24V022 remedy, consumers report sudden increases of steering effort while driving.

Sudden and unexpected change of steering effort while driving may increase the risk of a crash.

ODI is opening this Recall Query (RQ) to assess the adequacy of the remedy for Recall 24V022 and to identify the cause(s) of the conditions leading to the post-remedy reports. To review the ODI reports cited in the Opening Resume ODI Report Identification Number document, go to [NHTSA.gov](https://www.nhtsa.gov).