

Special Note: This document version encapsulates the complete submission and adds full responses to Requests 10, 13, and 14 which were approved for extension by April 6, 2026.

Mazda Response: NHTSA Information Request ID RQ26002-01

Mazda Motor of America, Inc. dba Mazda North American Operations (“Mazda”) has prepared this response to RQ26002-01 after a thorough search for the information requested and has made every effort to provide thorough and accurate information to support this information request. The answers to NHTSA’s questions are set forth below. In accordance with NHTSA’s request, the request verbatim is first cited, with the response directly following including information sources, last date the information was gathered, and specific location(s) of relevant attachments. Mazda has based the scope of this search on the following criteria:

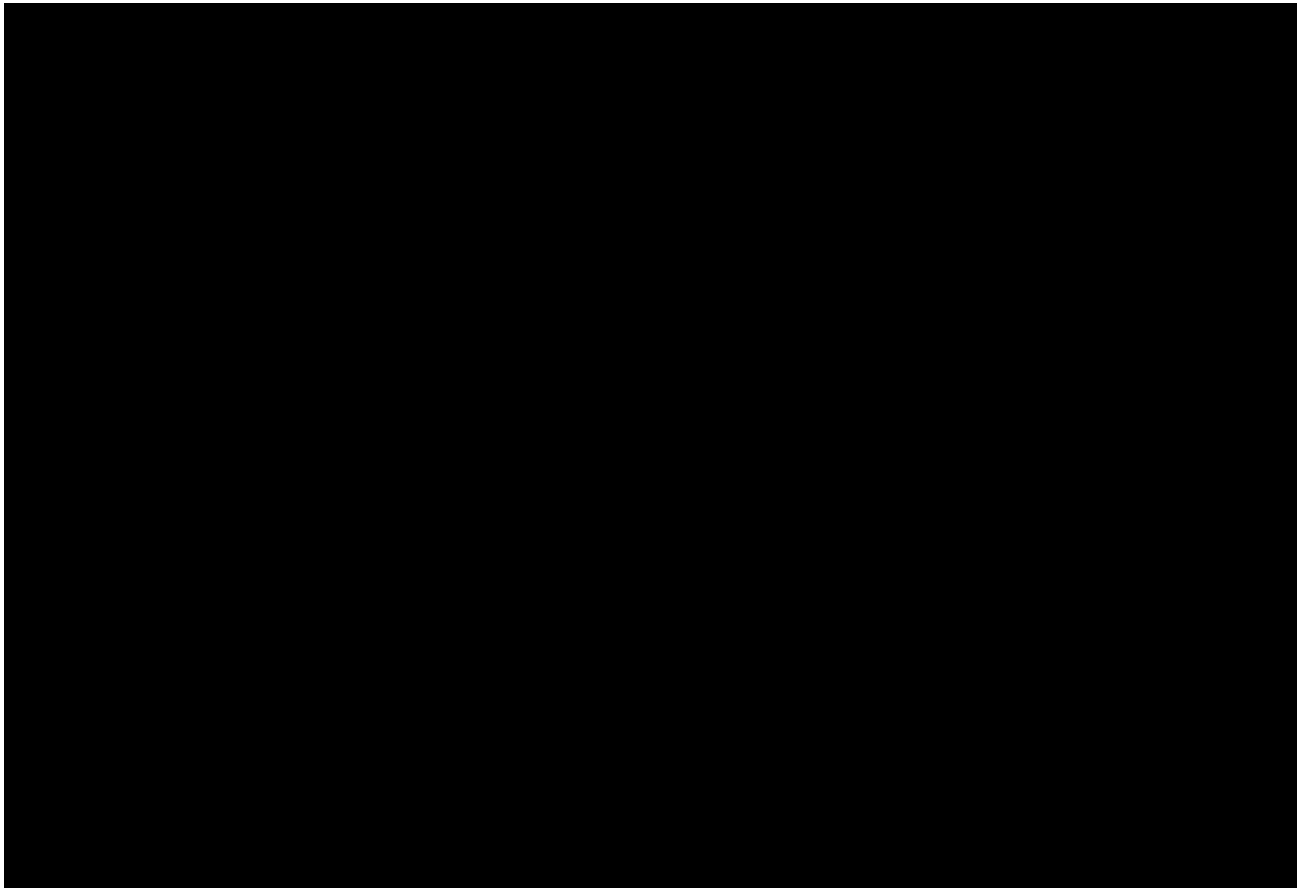
- **Subject vehicles:** all 2024 CX-90 subject to Recall 24V022 manufactured for sale or lease in the United States, including, but not limited to, the District of Columbia, and current U.S. territories and possessions
- **Subject component:** all KJK8-32-110 steering gear and linkage manufactured on the subject vehicles
- **Subject condition:** Sudden increase of effort when steering the vehicle after recall remedy
- **Subject recall:** NHTSA Recall 24V022, Mazda campaign number 6524A

Mazda notes that some documents and information provided in response to this inquiry might contain personal customer information such as customer names, addresses, and telephone numbers, as well as, full Vehicle Identification Numbers (“VINs”). Mazda respectfully requests that such personal information not be made public under Freedom of Information Act (“FOIA”) Exemption 6. 5 U.S.C. 552 (b) (6).

Request 1. *State, by model and model year, the number of subject vehicles Mazda North America has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Mazda North America, state the following:*

- a. Vehicle identification number (17-character VIN);*
- b. Make;*
- c. Model;*
- d. Model Year;*
- e. Subject component part number and design version installed as original equipment;*
- f. Date of manufacture (MM/DD/YYYY);*
- g. Date warranty coverage commenced (MM/DD/YYYY); and*
- h. The State in the United States where the vehicle was originally sold or leased, or delivered for sale or lease (postal abbreviation).*
- i. Date of the of the Recall 24V022 remedy (MM/DD/YYYY); and*
- j. State the replacement part name and part number for the subject components.*

Response 1



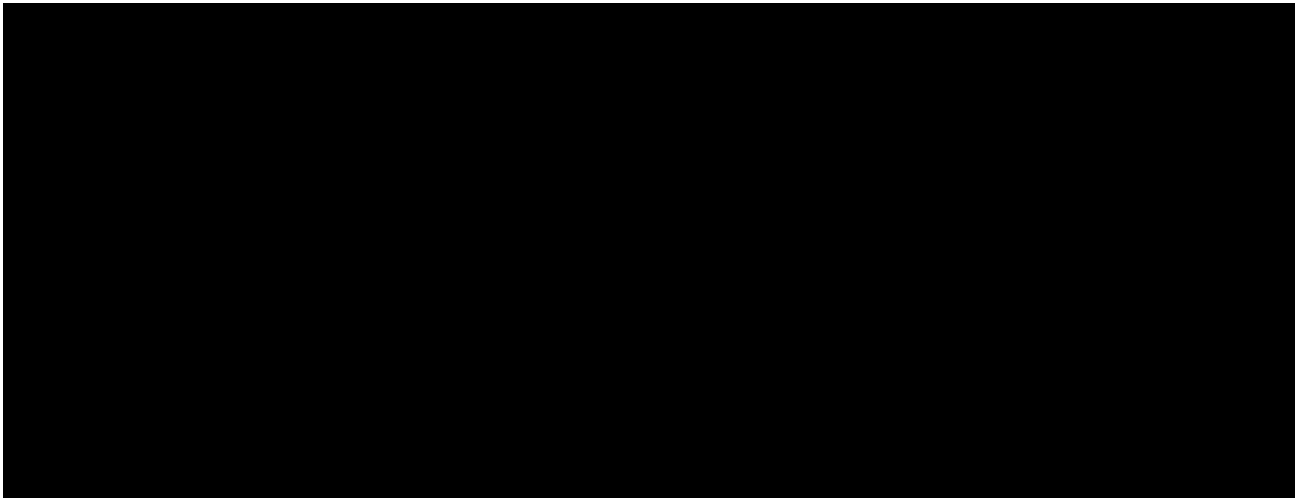
Request 2. *State the number of each of the following, received by Mazda North America, or of which Mazda North America is otherwise aware, which relate to, or may relate to, occurrences of the subject condition in the subject vehicles:*

- a. Consumer complaints, including those from fleet operators;*
- b. Field reports, including dealer field reports;*
- c. Reports involving a crash, injury or fatality;*
- d. Property damage claims; and*
- e. Third-party arbitration proceedings, both pending and closed, where Mazda North America is or was a party to the arbitration; and*
- f. Lawsuits, both pending and closed, in which Mazda North America is or was a defendant or codefendant.*

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Mazda North America's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Response 2



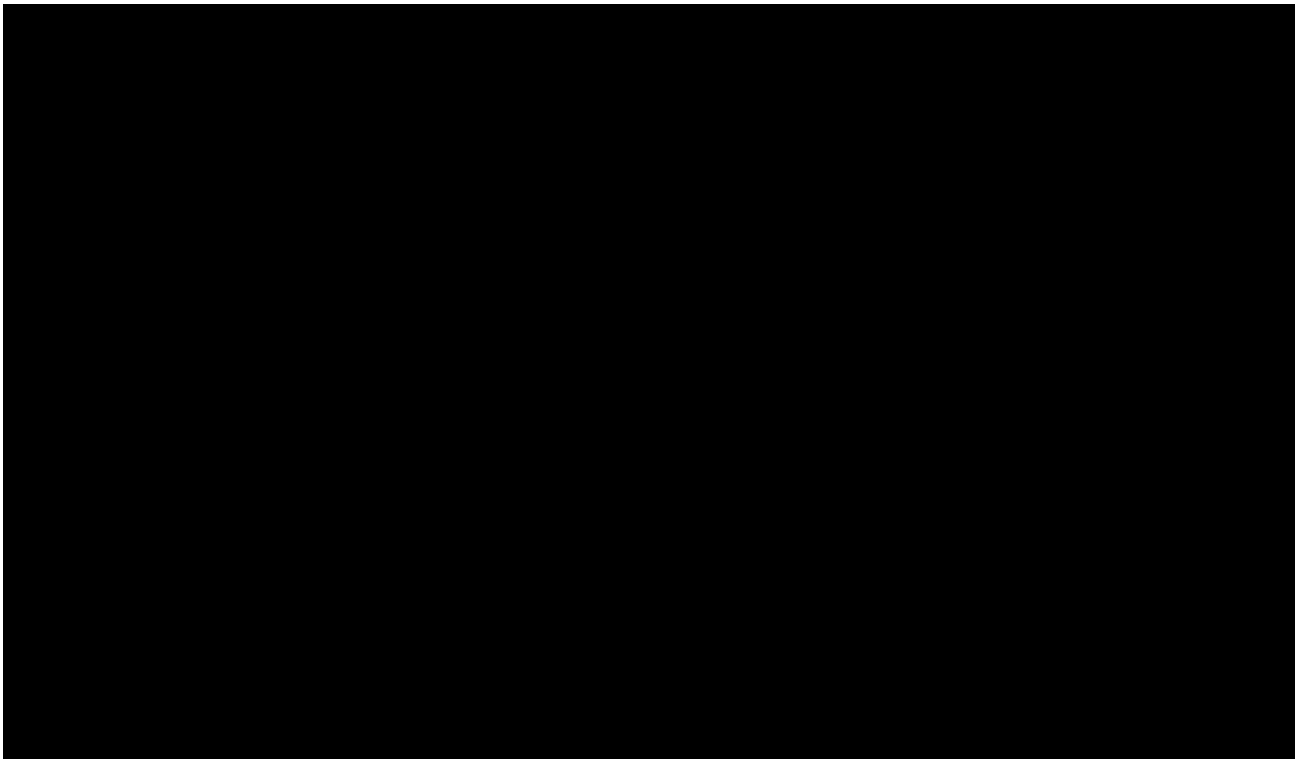


Request 3. *Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:*

- a. Mazda North America's file number or other identifier used;*
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);*
- c. Vehicle's 17-character VIN;*
- d. Vehicle's make, model and model year (please use distinct fields for each data type);*
- e. Vehicle's mileage at time of incident (numeric data type);*
- f. Incident date (MM/DD/YYYY);*
- g. Report or claim date (MM/DD/YYYY);*
- h. Whether a crash is alleged;*
- i. Whether property damage is alleged;*
- j. Number of alleged injuries, if any; and*
- k. Number of alleged fatalities if any.*

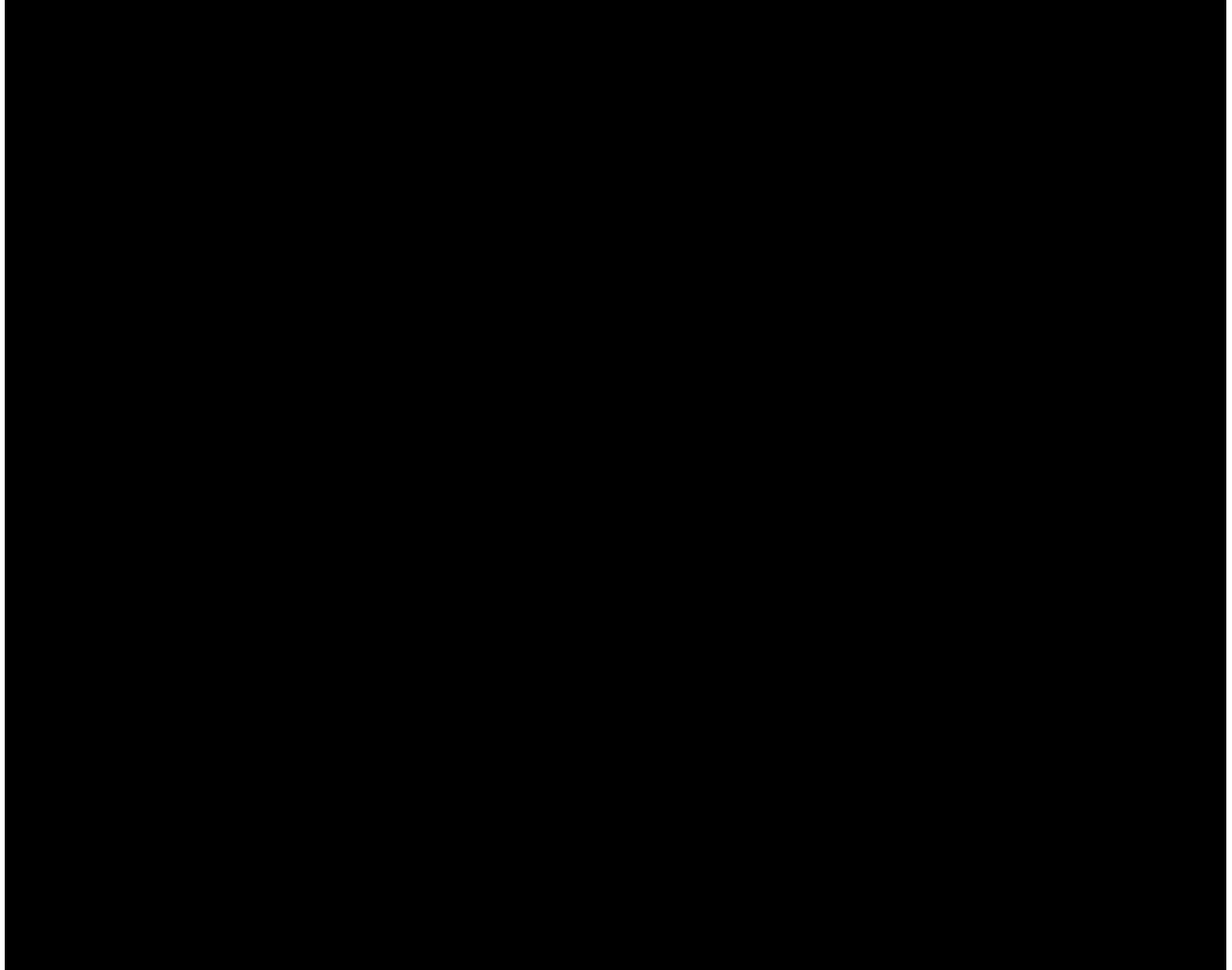
Provide this information in Microsoft Excel, or a compatible format, entitled "REQUEST NUMBER TWO DATA."

Response 3



Request 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Mazda North America used for organizing the documents. Describe in detail the search methods and search criteria used by Mazda North America to identify the items in response to Request No. 2.

Response 4



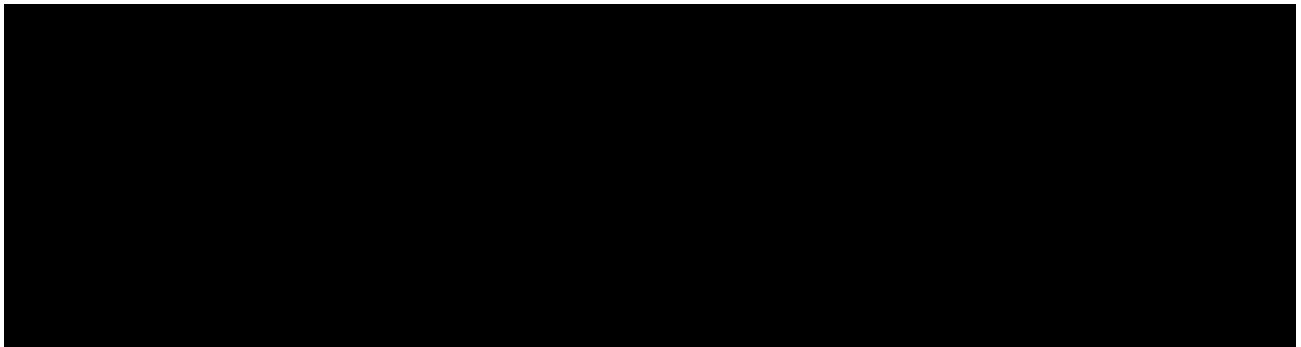
Request 5. *State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Mazda North America to date that relate to, or may relate to, the alleged failure of the recall remedy in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.*

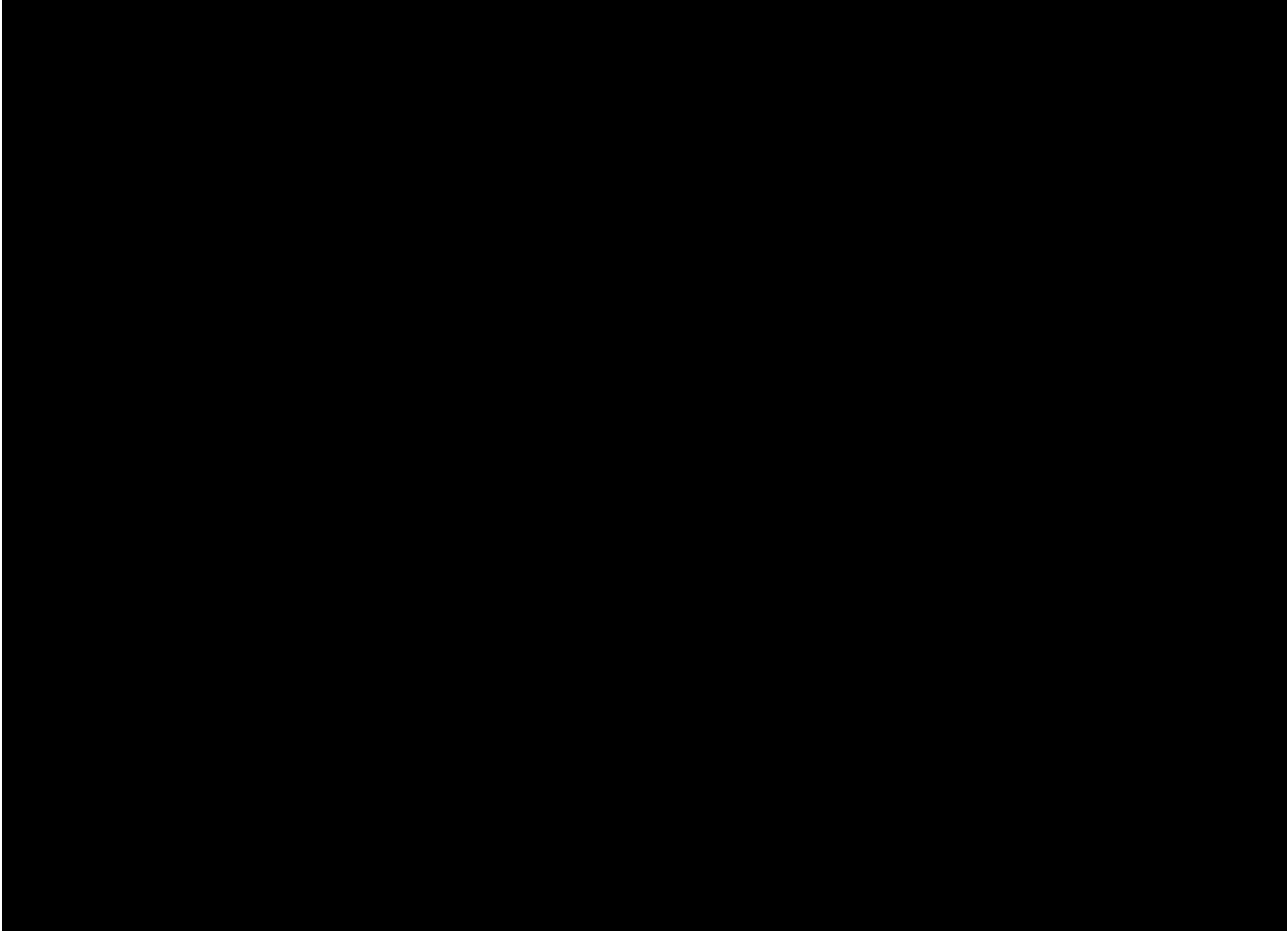
Separately, for each such claim, state the following information:

- a. Mazda North America's claim number;*
- b. 17-character VIN;*
- c. Repair date (MM/DD/YYYY);*
- d. Vehicle mileage at time of repair (numeric data type);*
- e. Repairing dealer's or facility's name, telephone number, city and state or ZIP code (please use distinct fields for each data type);*
- f. Labor operation number(s);*
- g. Problem code(s);*
- h. Diagnostic trouble code(s);*
- i. Replacement part number(s) and description(s);*
- j. Concern stated by customer;*
- k. Cause as stated on the repair order;*
- l. Correction as stated on the repair order; and*
- m. Additional comments, if any, by dealer/technician relating to claim and/or repair.*
- n. If a subject recall remedy was completed, state whether remedy date is prior to the warranty repair date.*

Provide this information in Microsoft Excel, or a compatible format, entitled "WARRANTY DATA."

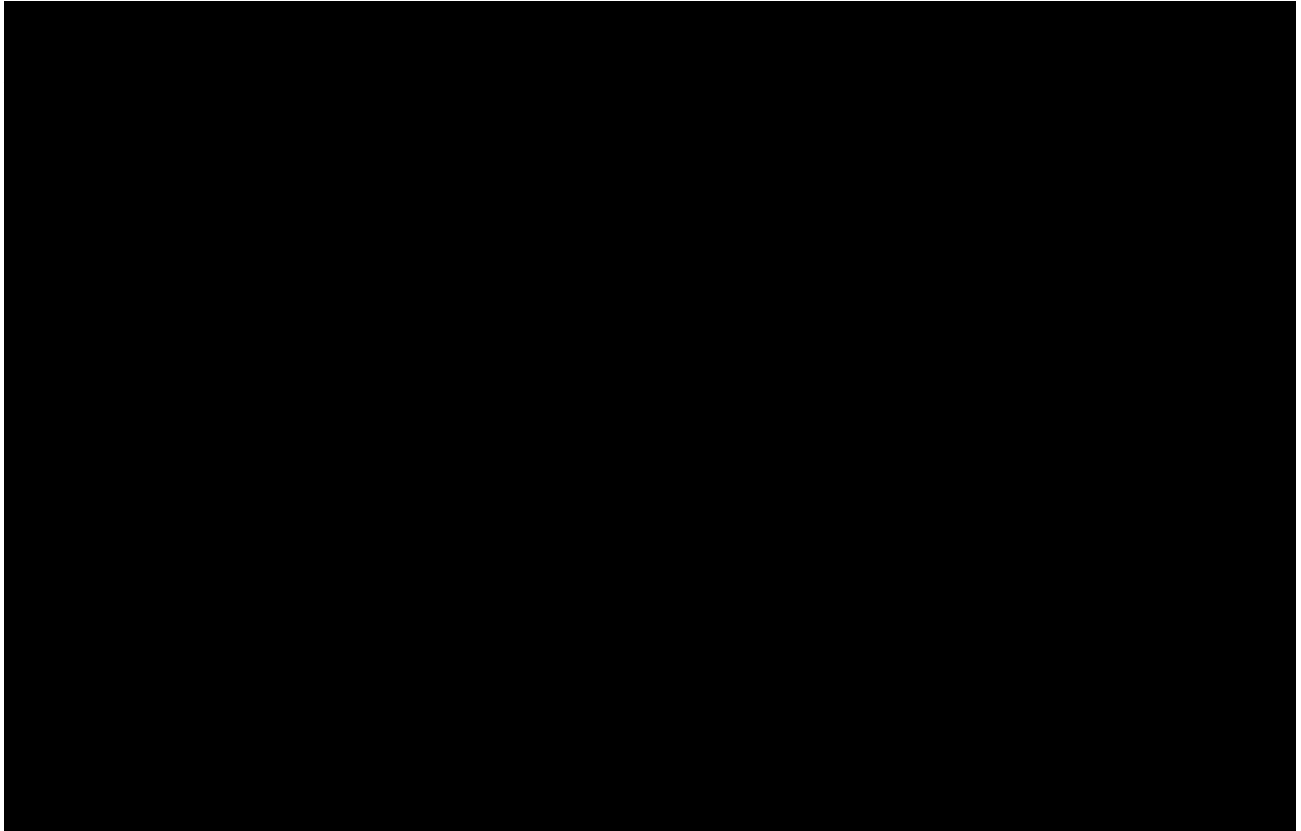
Response 5





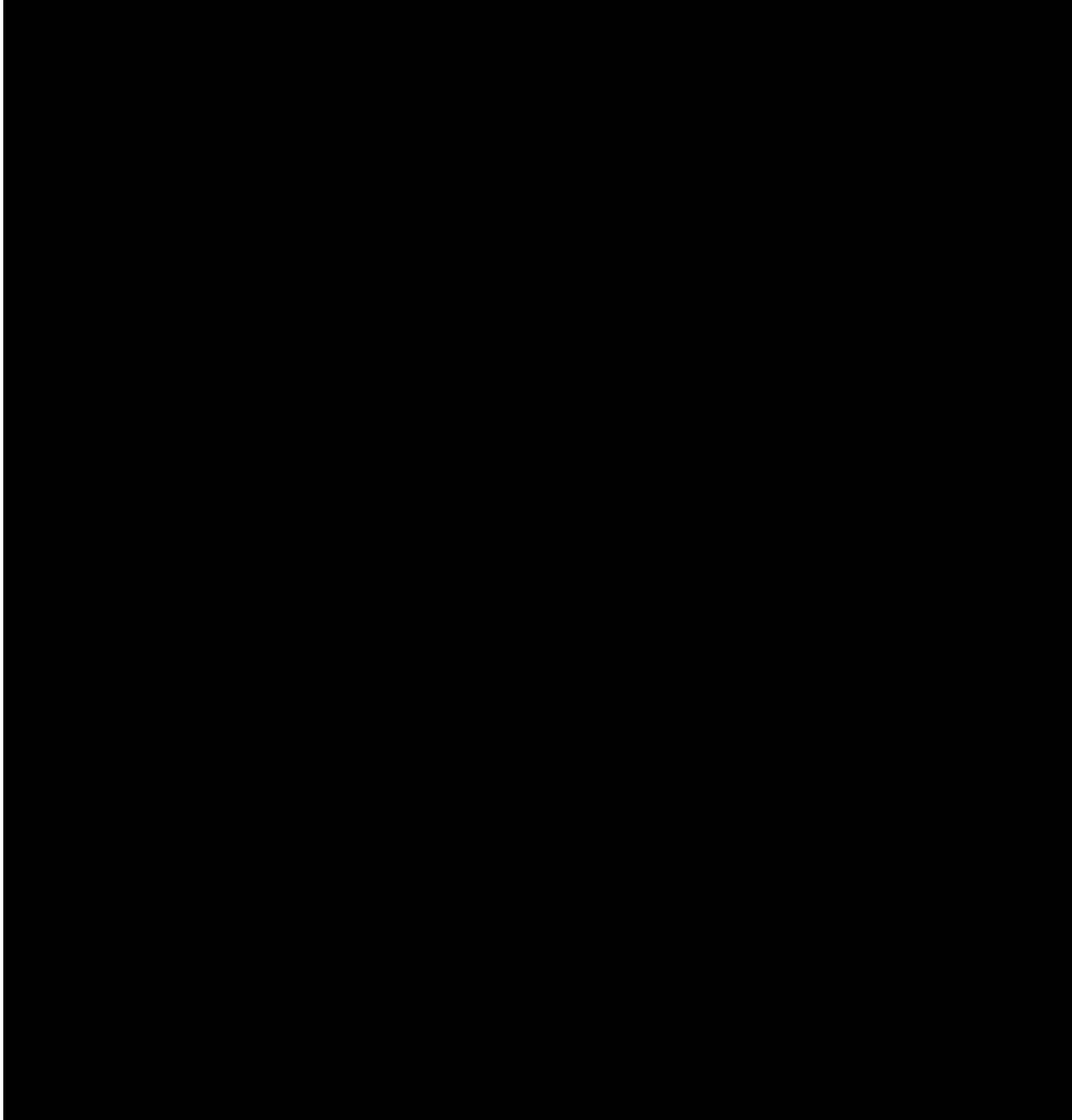
Request 6. *Describe in detail the search methods and search criteria used by Mazda North America to identify the claims in response to Request No. 5, including the labor operations, problem codes, diagnostic trouble codes, part numbers and any other pertinent parameters used.*

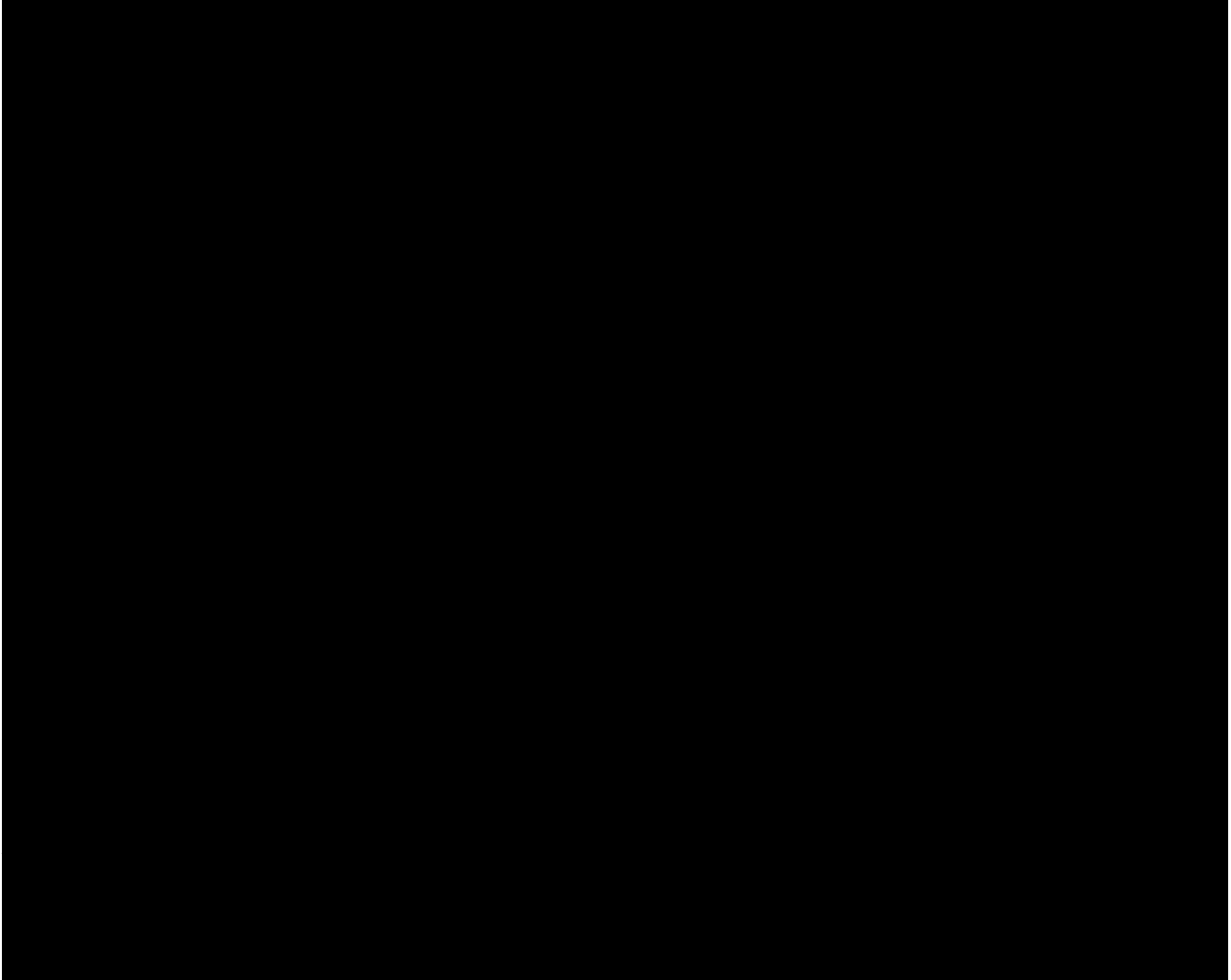
Response 6



***Request 7.** Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions, diagnostic trouble codes and diagnostic trouble code descriptions applicable to the alleged failure of the recall remedy in the subject vehicles. State whether the diagnostic trouble codes are automatically reported to the warranty database electronically or manually entered into the warranty database by a claims administrator.*

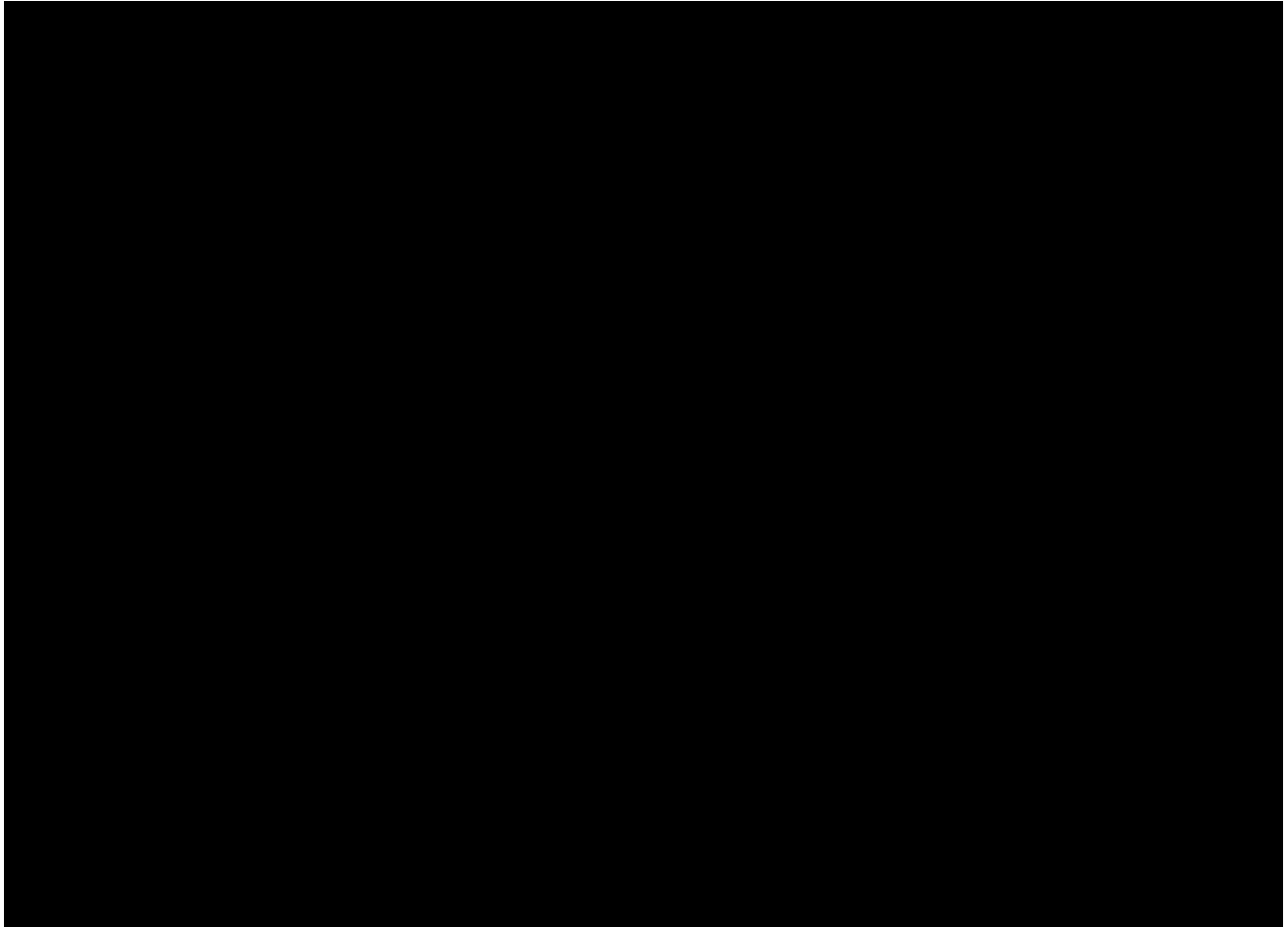
Response 7





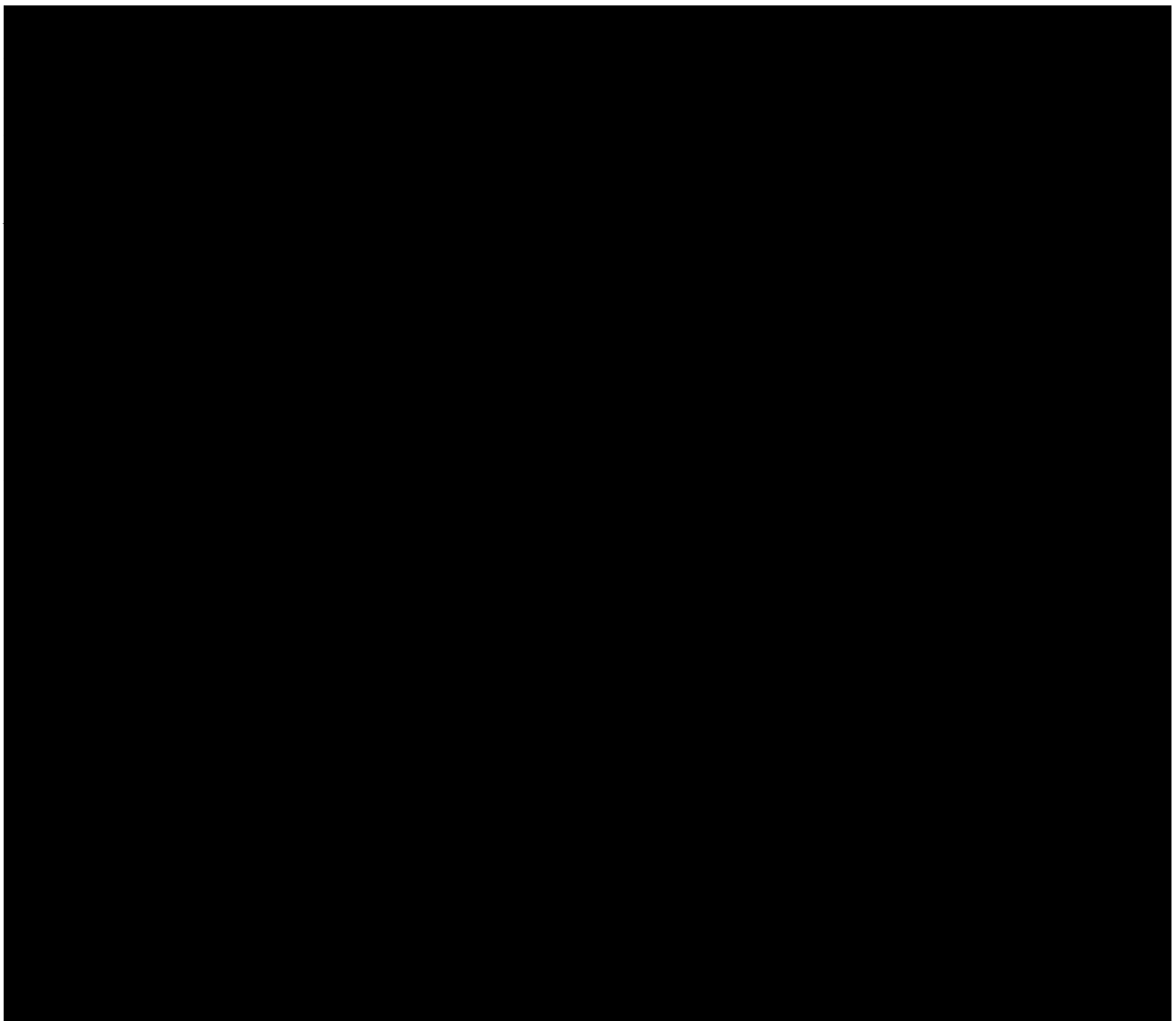
***Request 8.** State, by make and model year, the terms of the new vehicle warranty coverage offered by Mazda North America on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Mazda North America offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.*

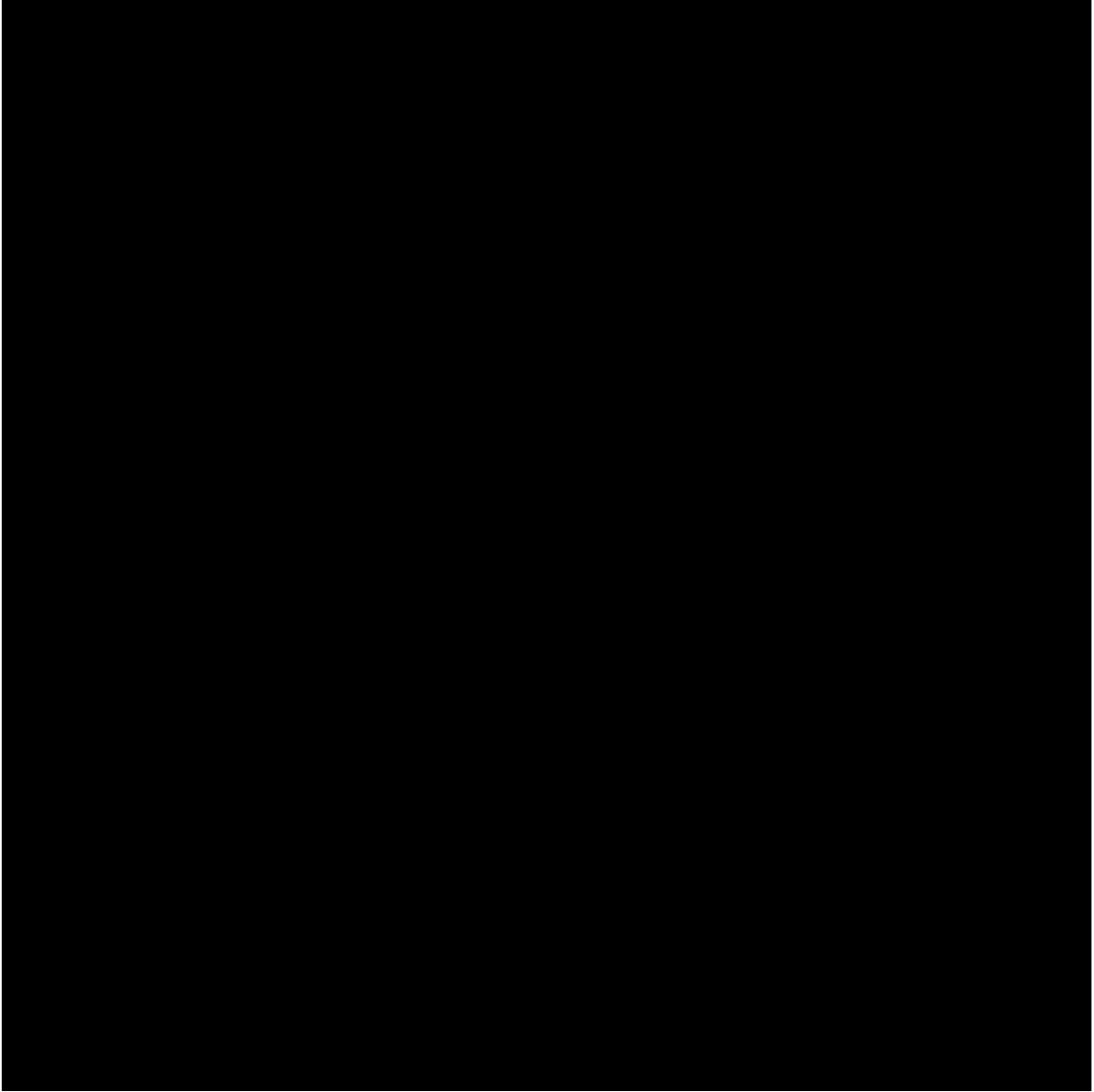
Response 8



Request 9. *Produce copies of all service, warranty, and other documents that relate to, or may relate to, occurrences of the subject condition in the subject vehicles after those vehicles received the Recall 24V022 remedy, that Mazda North America has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Mazda North America is planning to issue within the next 120 days.*

Response 9

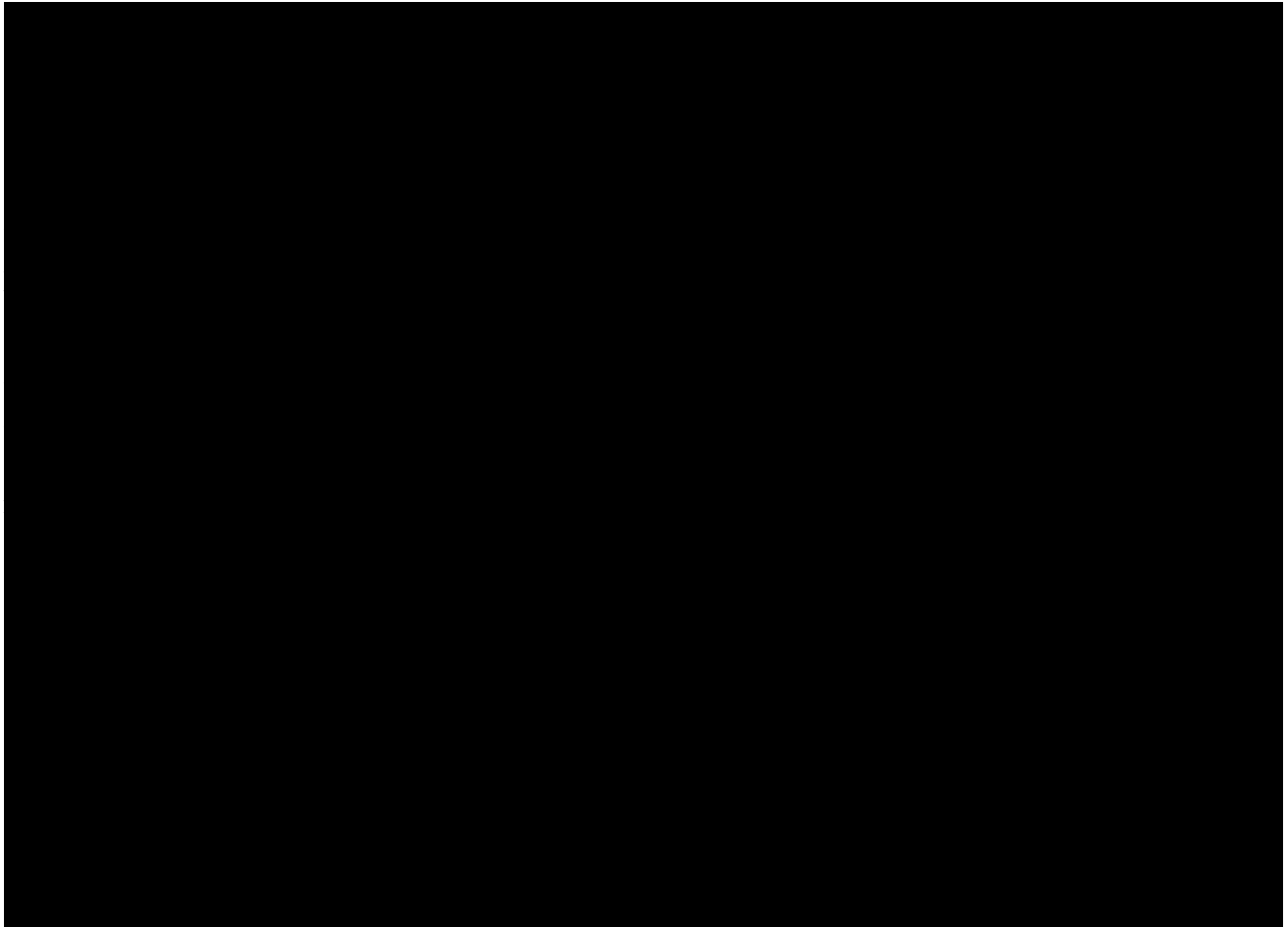




10. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, occurrences of the subject condition in the subject vehicles after those vehicles received the Recall 24V022 remedy that have been conducted, are being conducted, are planned, or are being planned by, or for, Mazda North America. For each such action, provide the following information:

- a. Action title or identifier;*
 - b. The actual or planned start date;*
 - c. The actual or expected end date;*
 - d. Brief summary of the subject and objective of the action;*
 - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and*
 - f. A brief summary of the findings and/or conclusions resulting from the action.*
- For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.*

Response 10

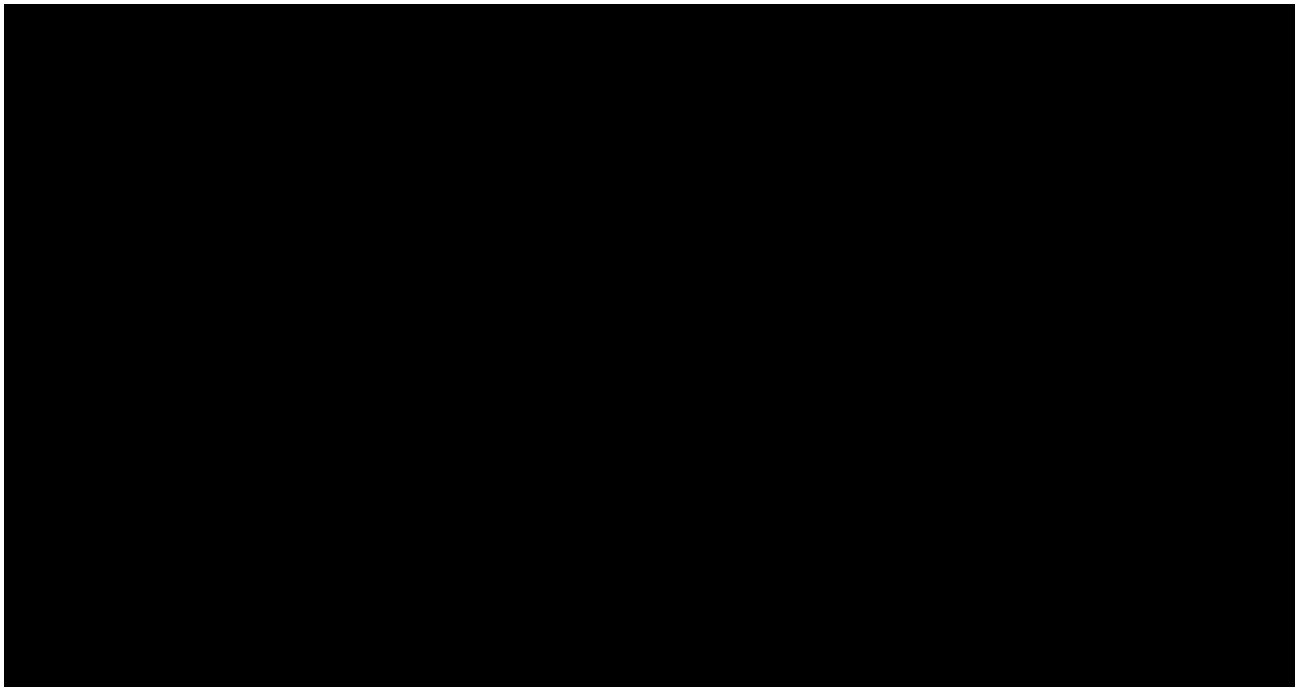


Request 11. Describe all modifications or changes made by, or on behalf of, Mazda North America in the design, material composition, manufacture, quality control, supply, or installation of the subject component, from the start of production to date, which relate to, or may relate to, occurrences of the subject condition in the subject vehicles after those vehicles received the Recall 24V022 remedy. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part number(s) (service and engineering) of the original component;
- e. The part number(s) (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and
- h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Mazda North America is aware of which may be incorporated into vehicle production within the next 120 days.

Response 11

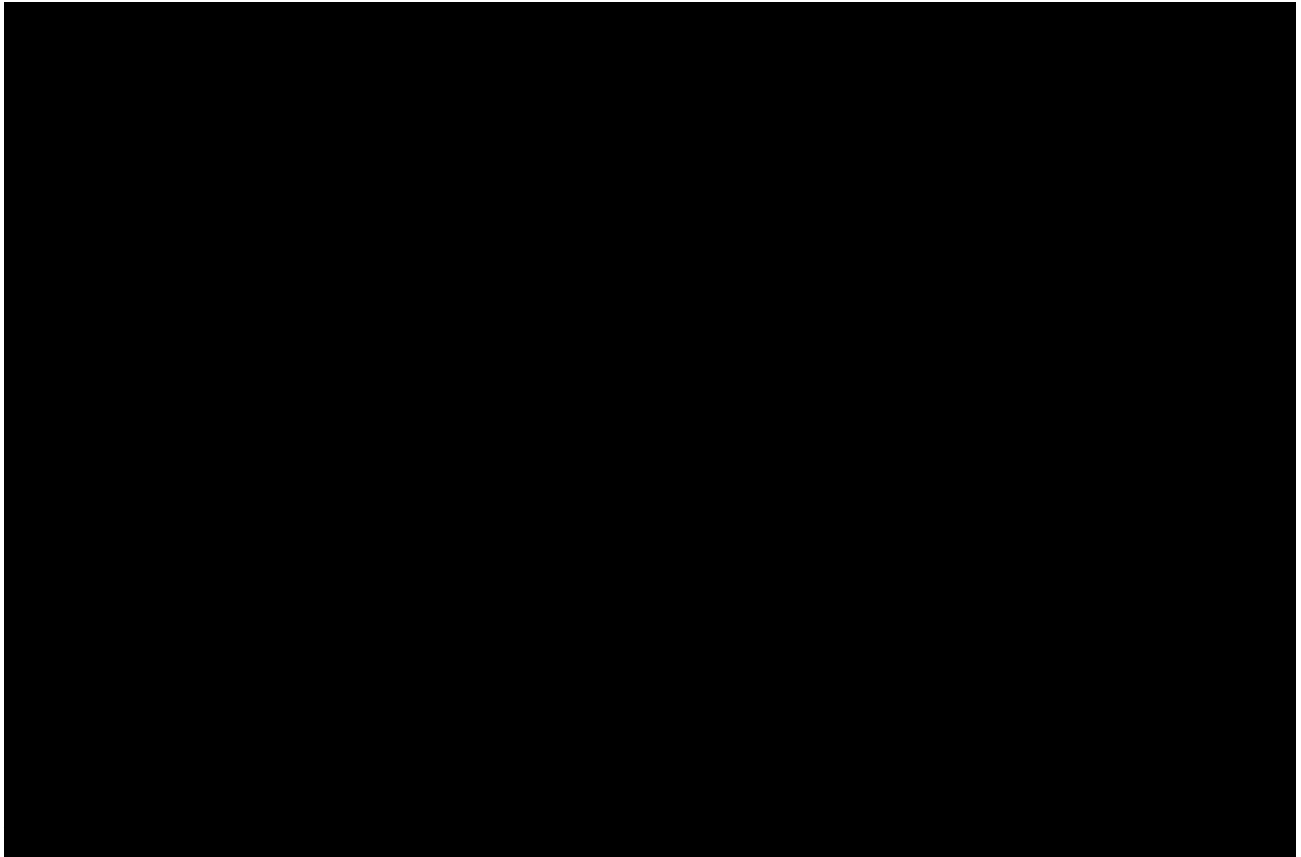


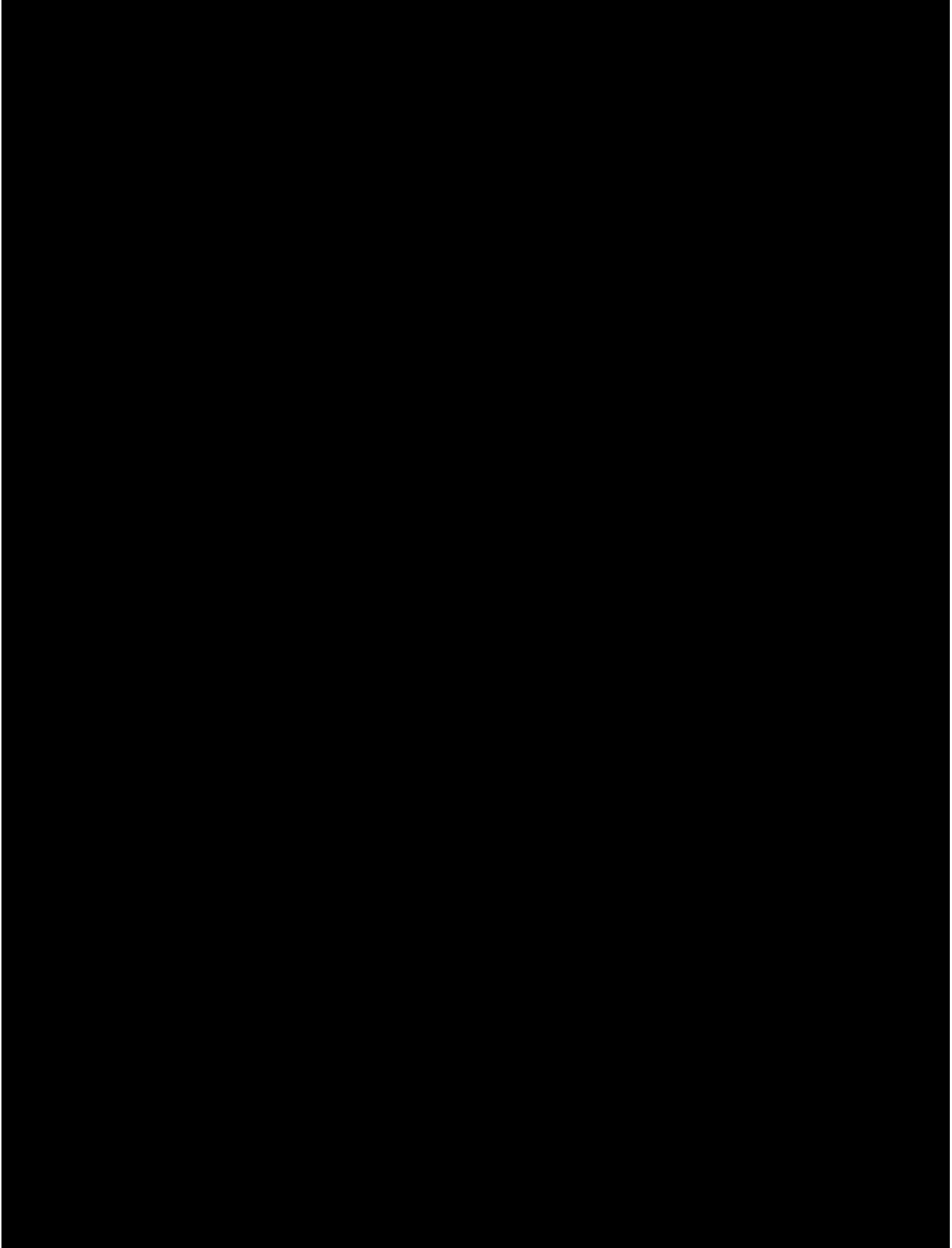
Request 12. *State the number of each of the following that Mazda North America has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):*

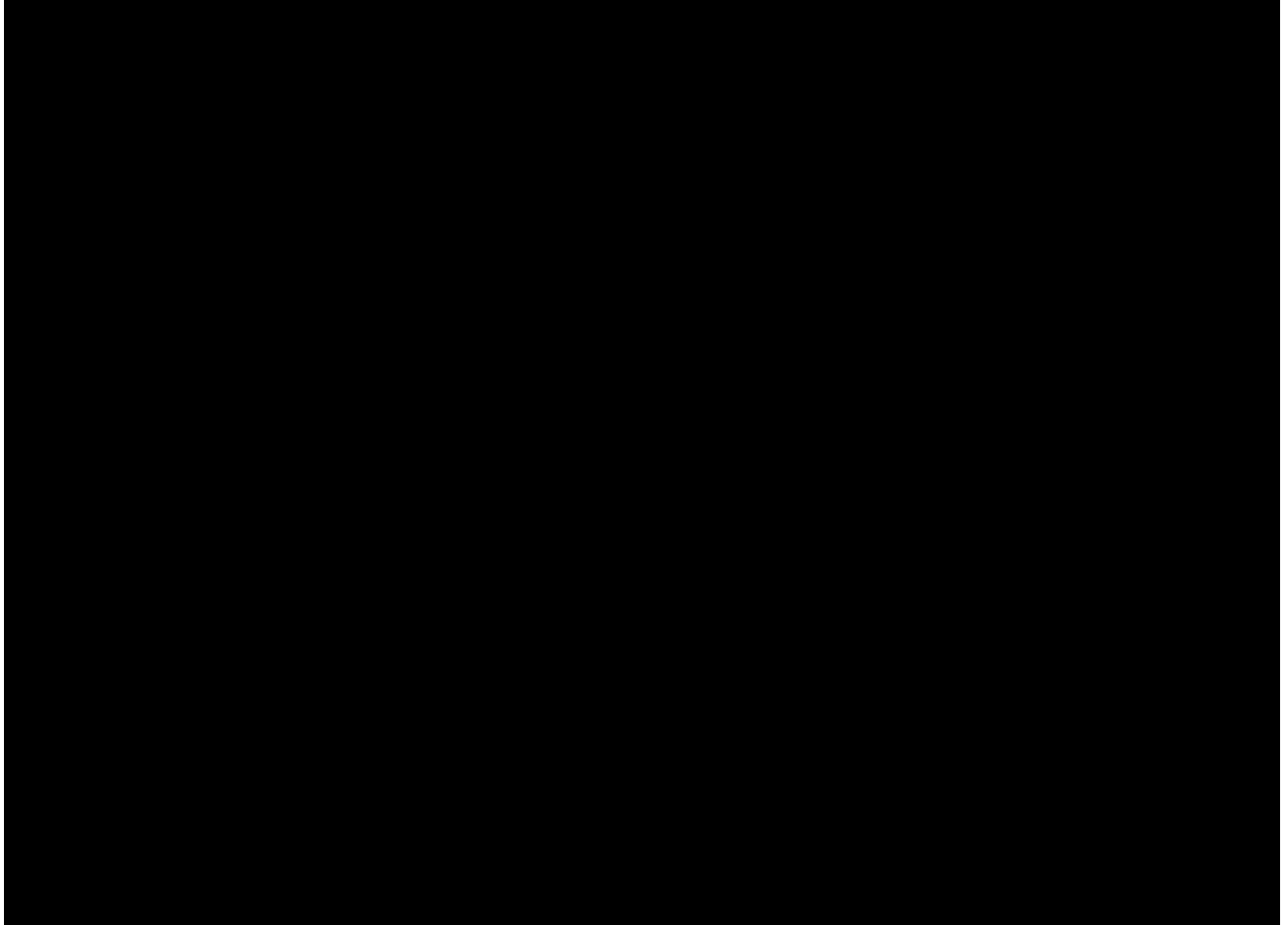
- a. Subject component; and*
- b. Add any further requests or delete all, including requests for similar or substantially similar components; and*
- c. Any kits that have been released, or developed, by Mazda North America for use in service repairs to the subject component/assembly.*

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Mazda North America is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

Response 12



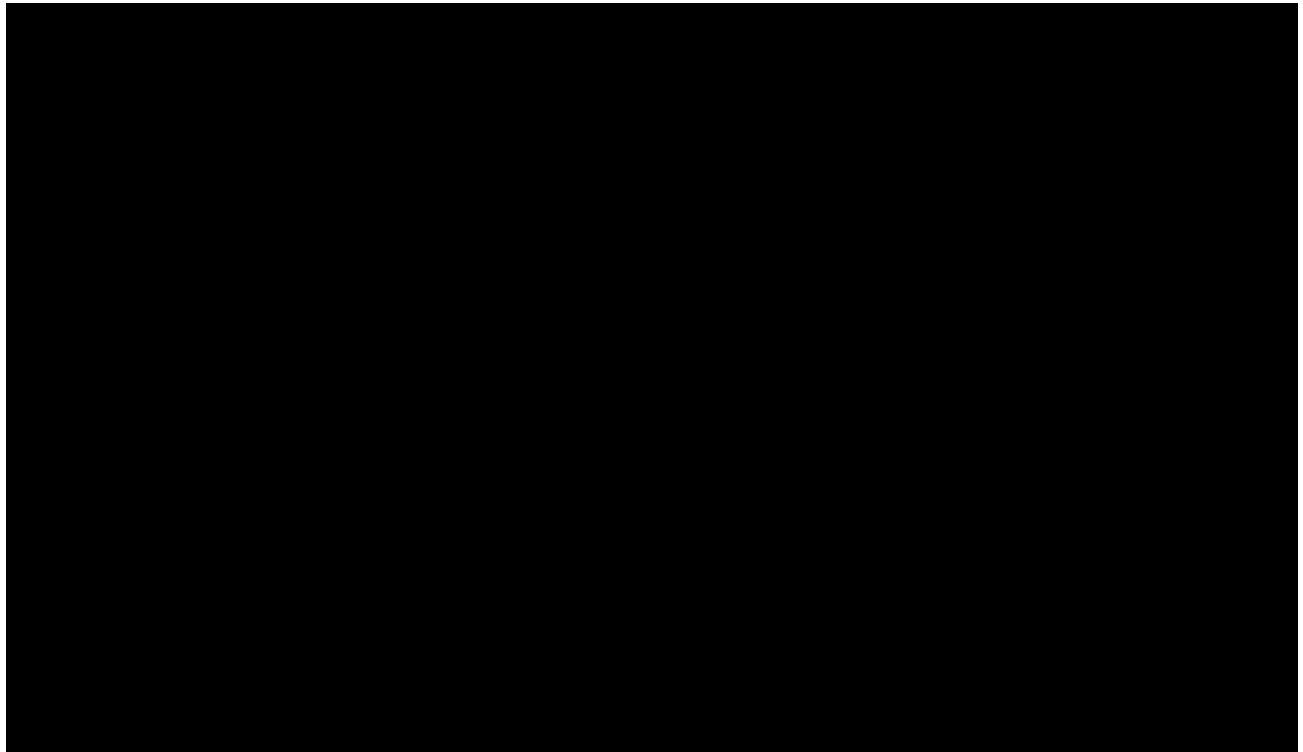


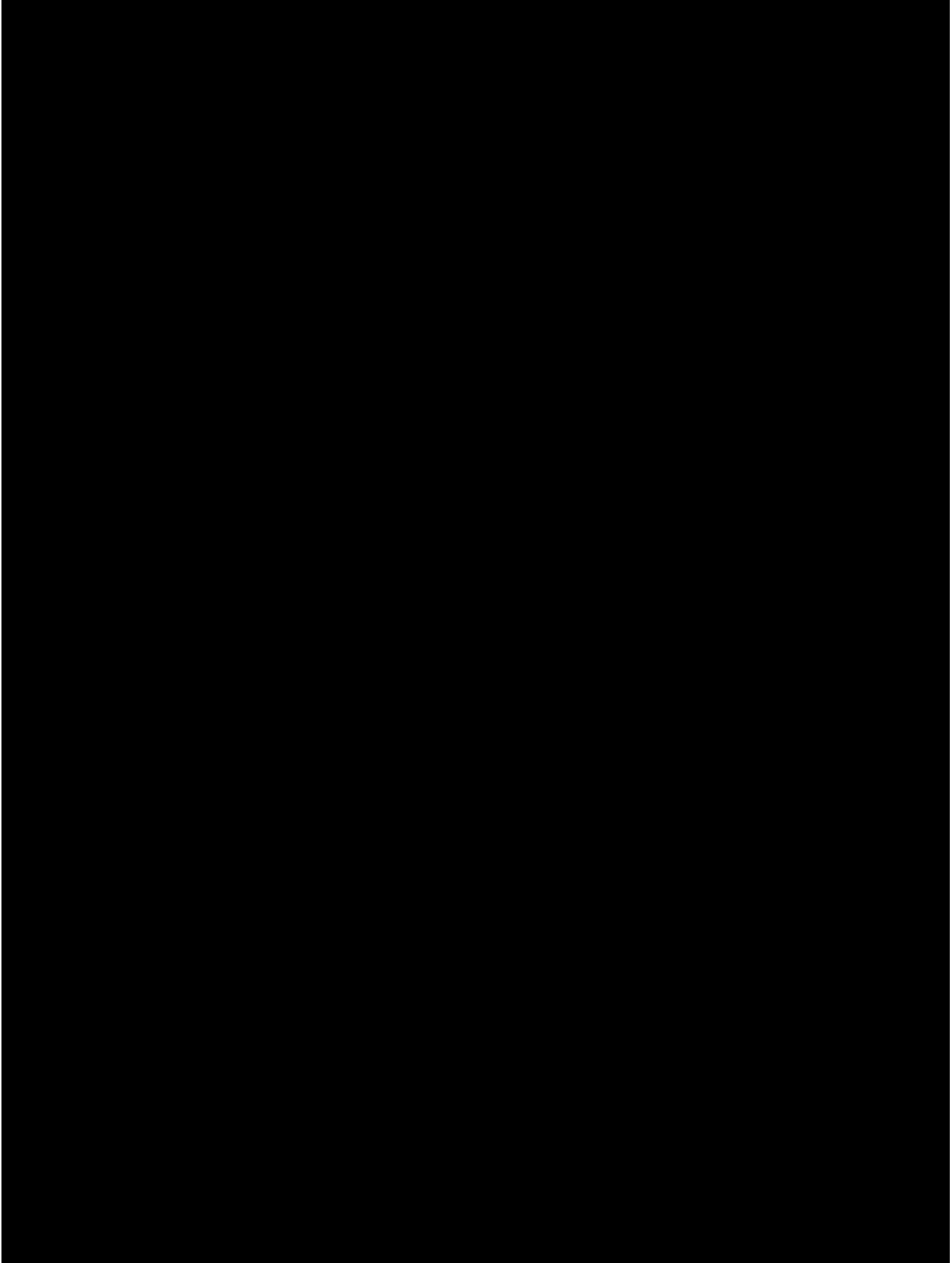


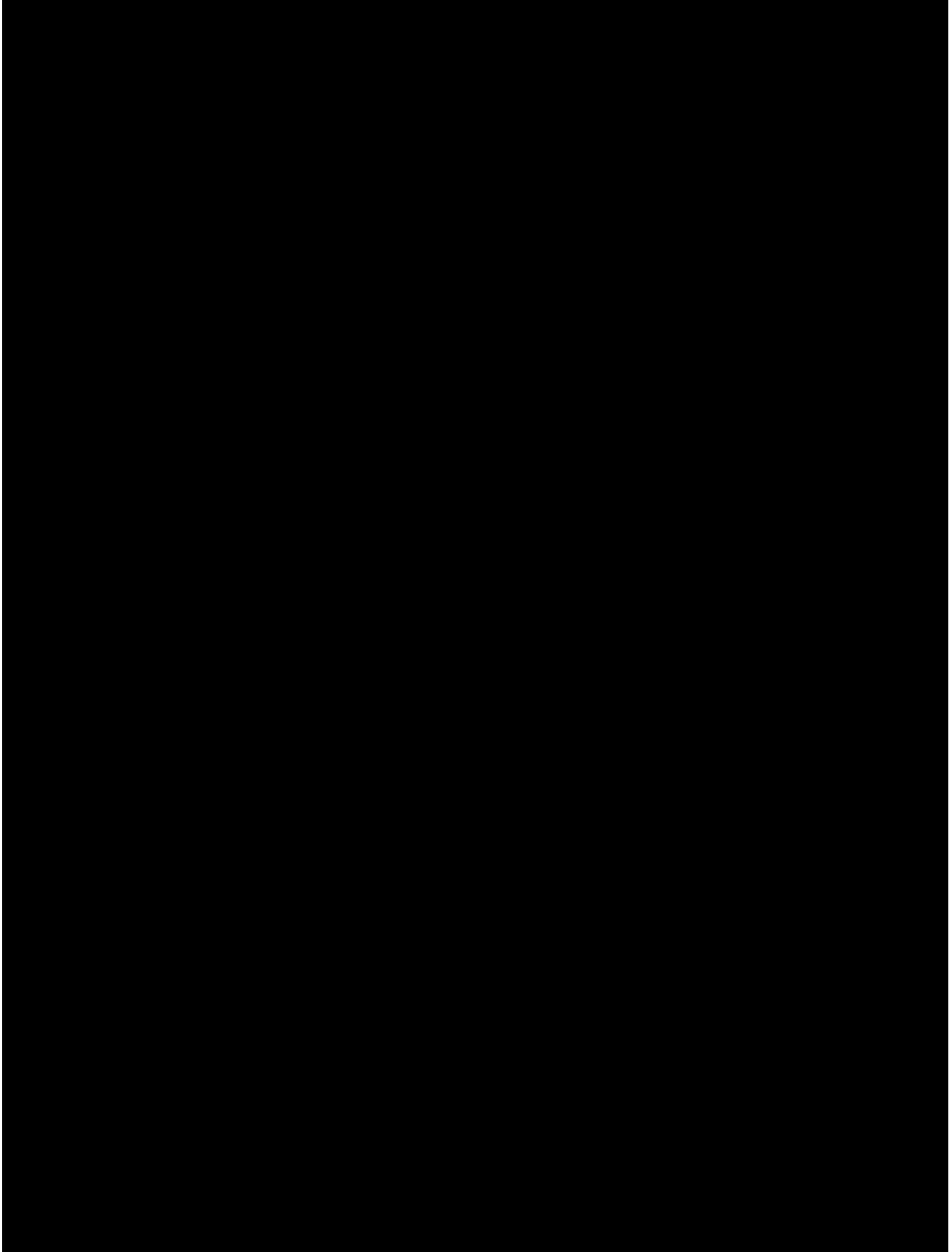
Request 13. Describe Mazda's subject recall and remedy determination and implementation on the subject recall, including, but not limited to:

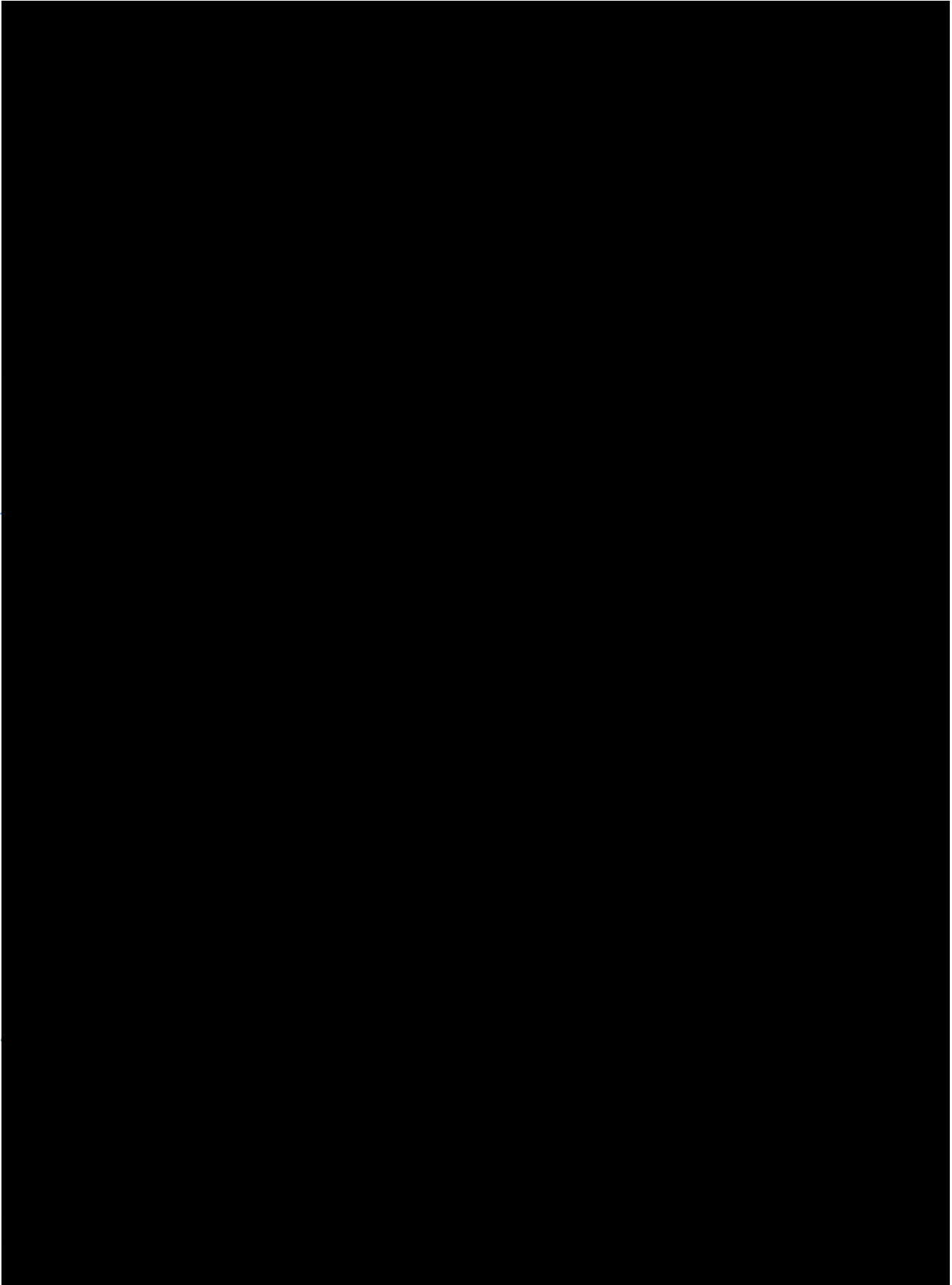
- a. The results of any testing performed by Mazda or the supplier of the subject component utilized in making the determination;
- b. Information and feedback from service technicians and dealerships regarding implementation of the subject recall remedy;
- c. Training given to service technicians regarding the subject recall remedy inspection;
- d. The results of any analyses or assessments performed by Mazda related to the accuracy and performance of the subject recall remedy inspection completed by service technicians;
- e. State the minimum amount of grease required to sufficiently lubricate the worm wheel in the subject recall to ensure proper performance of the subject component;
- f. Explain how the subject recall addresses permanent mechanical wear of the gears, including tooth deformation. State also whether any testing of such wear was done prior to the release of the subject recall; and
- g. Describe in detail the differences between the originals of such parts installed in the subject vehicles, and their replacement parts installed under the subject recall. Include in your description the effect of any differences on the performance of the subject component, and the difference in spring tension.

Response 13









***Request 14.** Furnish Mazda North America's assessment of occurrences of the subject condition in the subject vehicles after those vehicles received the Recall 24V022 remedy, including:*

- a. The causal or contributory factor(s);*
- b. The failure mechanism(s);*
- c. The failure mode(s);*
- d. The risk to motor vehicle safety that it poses; and*
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring, or subject component was malfunctioning; and*
- f. The reports included with this inquiry.*

Response 14

