PLEASE READ - Attention All Mazda Dealers:

NO Harness and/or Hitch installed:

1. **Ask the customer why there may not be a hitch harness when we show one installed when the vehicle was sold new?**
2. **If inside the car, DO NOT install these parts: VA40V7780 and/or VA41V7780**
3. **Take a photo of the rear hitch area showing no harness and/or hitch installed.**
4. **Send reason from customer and photos to Dealer Recall Help**

Please return any original part numbers: Check your parts inventory for on-hand stock of part numbers VA40V7780 and/or VA41V7780. If you find parts on hand, immediately contact your Claims Representative for a request to file a Defective Parts claim to claims@mazadusa.com

The hitch harness kit parts with the "A" level are for brand new installs where a trailer hitch harness has never been installed and should not be used for the recall repair. The parts listed in the parts information below are for the recall only, where a vehicle had the original part installed.

THIS IS A NHTSA Mandated Safety Recall:

Keep in mind that not repairing a vehicle recall is a serious violation of NHTSA rules and procedures, which could result in fines for your dealership (and Mazda), where a vehicle presented to your dealership is required to be repaired. If you cannot repair any Mazda recall, fill out Dealer Recall Help on OneMazda, contact Mazda Warranty or your District Service Management immediately. Not repairing the vehicle will also result in a Missed Recall.

Safety Recall – 2023 CX-50 Trailer Tow Hitch Harness May Detach

A. VEHICLE INSPECTION PROCEDURE – AND PREPERATION FOR REPAIR

1. Verify that the vehicle is within the following ranges: **NOTE – Because this recall is for a factory accessory, not all vehicles have been identified. Please check if the vehicle has a Genuine Mazda hitch and/or Mazda hitch harness attached. If found and recall is not displayed, contact Dealer Recall Help so the vehicle can be added to the recall.**

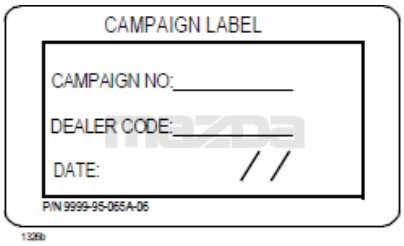
Model	Subject VIN range	Subject production date range
2023 CX-50	7MM VA**** PN 100233 – 123654	From January 18, 2022 through October 28, 2022

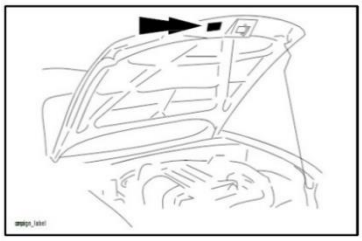
The asterisk symbol "*" can be any letter or number.

- If the vehicle is one of the above listed, proceed to Step 2.
- If the vehicle is not within the above ranges, return vehicle to the customer or inventory.

2. Perform an eMDCS Warranty Vehicle Inquiry and inspect the vehicle for a Campaign Label with **5723B** attached to the vehicle's hood, driver door or firewall.

NOTE: Be sure to verify the campaign number as the vehicle may have multiple campaign labels.





eMDCS - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
If no repair date is displayed on the line with CAMPAIGN 5723B, it has not been completed on this vehicle	Present	Fill out Dealer Recall Help on OneMazda contact or the Mazda Warranty Department at warrantydept@mazdausa.com to review vehicle history.
	Not present	Proceed to "REPAIR PROCEDURE".
If repair date is displayed for CAMPAIGN 5723B is "CLOSED"	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood with repair date and dealer code from eMDCS Warranty Inquiry.
CAMPAIGN 5723B is not displayed	See action to perform	**Follow instructions to check for a factory or dealer installed hitch harness. Please check if the vehicle has a Genuine Mazda hitch**

		and/or Mazda hitch harness attached.

REPAIR OUTLINE

This repair is to remove the old Trailer Hitch Harness and install a new updated harness with a different routing than the original factory, dealer or customer installed harness.

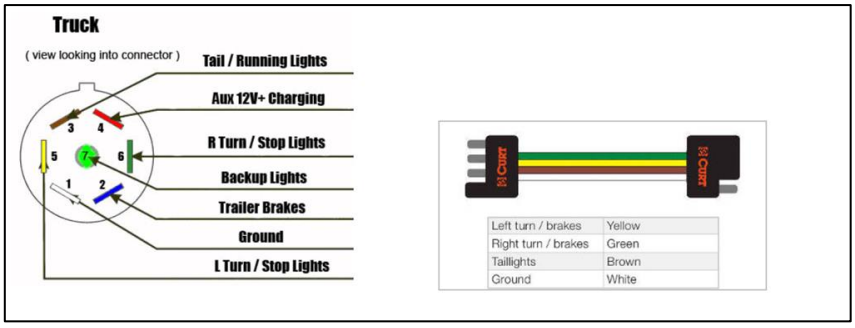
PARTS INFORMATION

NOTE: FOR ANY CAR REPAIRED UNDER 5723B DO NOT USE THE "A" LEVEL PART, ONLY REPAIR THE RECALL USING THE PART WITH THE "X" AT THE END OF THE PART NUMBER

Description	Part Number	Quantity	Note
4-pin hitch harness	VA40V7780X	1	Only replace a 4-pin original harness, with a 4-pin harness
7-pin hitch harness	VA41V7780X	1	Only replace a 7-pin original harness, with a 7-pin harness
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store

BEST PRACTICE CHECK:

Please check the type of harness that is installed AND the new part from your parts department, they should match. There should be EITHER a 7-pin or a 4-pin harness, not both (harness diagrams are below).



REQUIRED TOOL INFORMATION

No.	Parts Name		
①	Wire cutters	⑨	Trailer hitch 4 and 7-pin tester or automotive test light
②	Fork panel removal tool		
③	Plastic scraper tool		
④	Isopropyl Alcohol		
⑤	Shop Towels		
⑥	Body Frame Tape (included in new harness kit)		

⑦	5 black Zip ties (included in new harness kit)		
⑧	Anti-Corrosion sealant		

GENERAL CAUTIONS/WARNINGS – PLEASE READ:

Air Bag Connectors and Battery Disconnect: Do not work on the vehicle without disconnecting the vehicle battery as this could result in damage to the vehicle or safety systems.

Customer Personal Items: If personal belongings need to be removed from vehicle interior trunk area or inside, please remember to neatly replace any customer items in the same location after the repair is completed.

Damage to interior or exterior: Care should be taken, and protective cover(s) used when working on any Mazda vehicle. Damage to any components, interior trim, body panels and paint will not be reimbursed by Mazda.

All of these items above could delay repairs, compromise safety, as well as negatively affect the customer experience and Mazda dealer-customer relationship.

B. REPAIR PROCEDURE

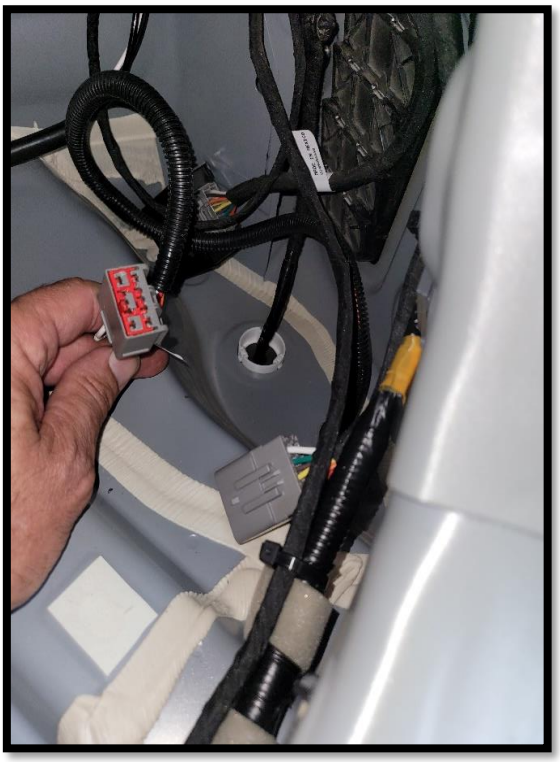
Remove the Installed Trailer Tow Hitch Harness

1. **Use the repair calculator in MGSS to check for the correct part to install. Then check the vehicle to ensure the harness matches.** This will be either a 4-pin or 7-pin harness (not both). Only replace the new harness with the same harness on the vehicle. If the vehicle and the calculator do not match, contact Dealer Recall Help for assistance.

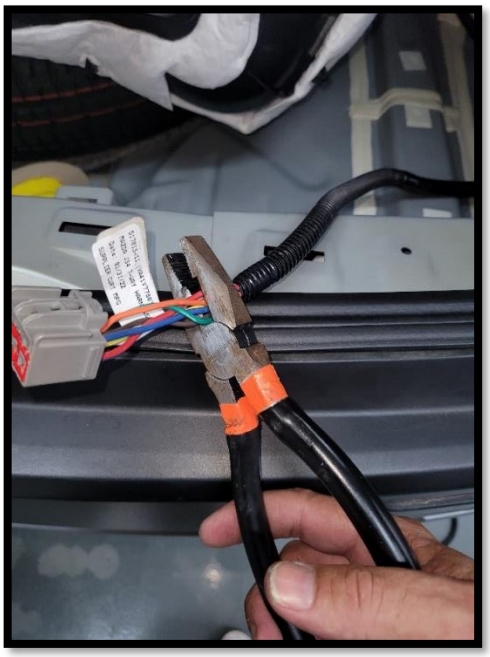
2. Disconnect the vehicle battery cable following the procedure in MGSS. NEGATIVE BATTERY DISCONNECT
3. Place the vehicle on a lift and raise to a suitable height to access the rear interior and the hitch wiring under the rear bumper.

4. Raise the rear hatch and remove the interior trunk board, interior trunk foam and set aside in a safe place.
    a. **NOTE:** Customer Personal Items - If customer personal belongings need to be removed from vehicle interior trunk area remember to neatly replace any items in the same location after the repair is completed.

5. Locate the exterior trailer hitch harness and disconnect it.



6. Using wire cutters ① cut the exposed wires (female connector) from the exterior harness near the start of the black loom tubing.

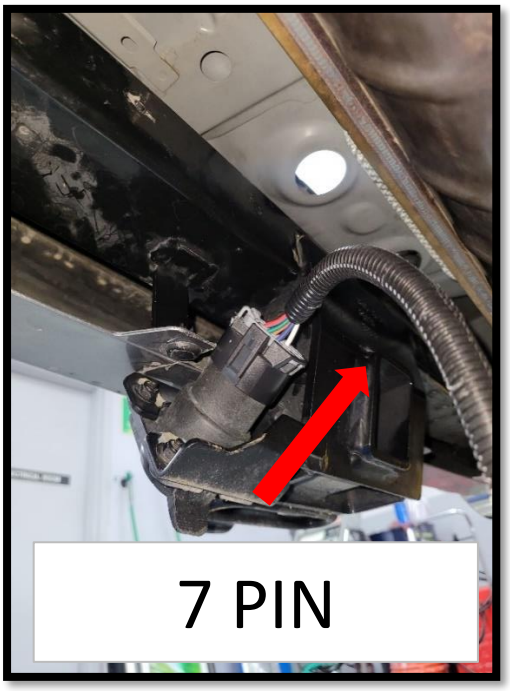


7. Remove harness from interior of vehicle by pushing existing grommet down through the hole and out the bottom of the vehicle.

8. Using a fork style panel clip removal tool ② to remove the harness cable mount clips from tow bar.

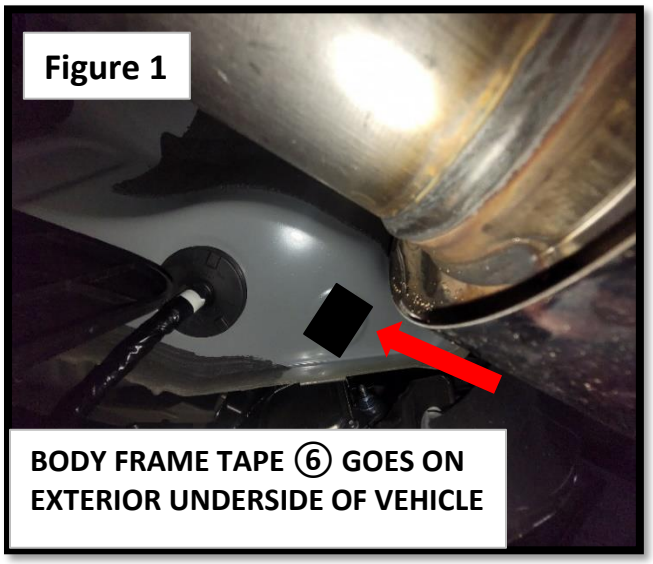
9. Remove either the 7-pin or 4-pin connector.

   Remove the 7-pin connector from back of 7 pin trailer connector and discard exterior harness.



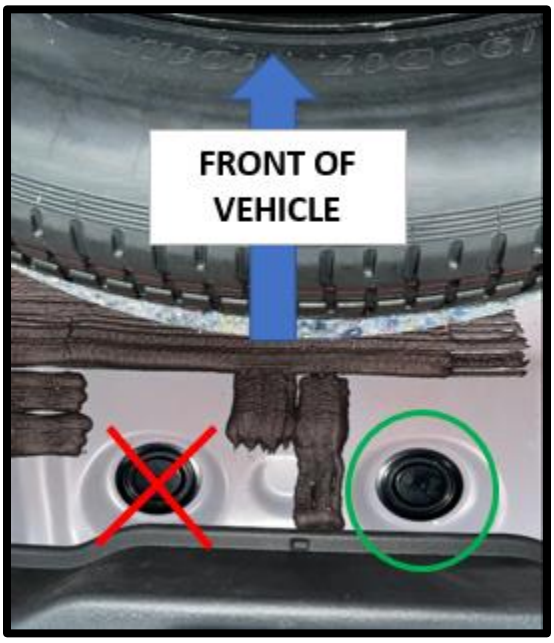
Or remove the 4-pin connector from tow bar bracket and discard exterior harness.

10. Locate the exposed hole where the hitch harness used to go through, under the vehicle near the exhaust.
    a. Remove any silicone around the hole if present with a plastic scraper tool ③.
    b. Using isopropyl alcohol ④ and a shop towel ⑤, thoroughly clean the hole surface area to be covered. Let alcohol dry completely (30 to 60 seconds).
    c. Figure 1. Apply body frame tape ⑥ from new harness kit over hole. Press firmly to ensure complete coverage and adhesion. Use 2 pcs if hole is not completely covered.
    d. Figure 2. On the inside of the vehicle, apply a silicone-based, anti-corrosion sealer ⑧ to edge of hole from interior side of vehicle.



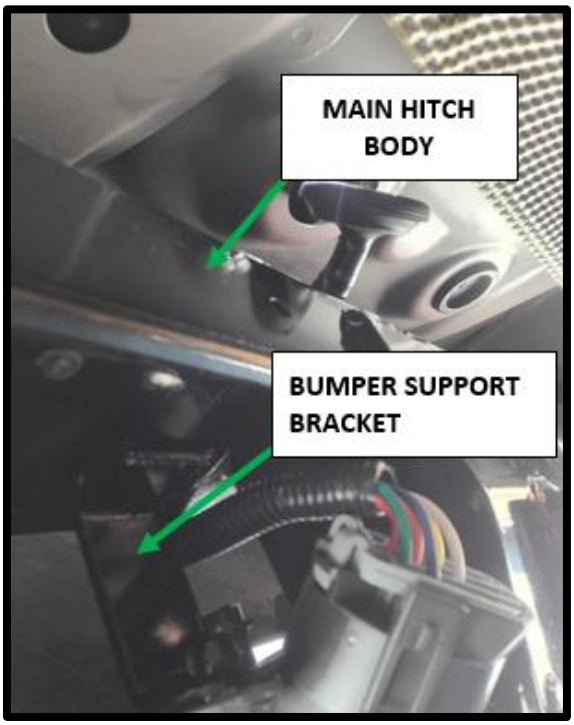
Install the New Trailer Tow Hitch Harness

1. Locate the right drain plug in back of the spare tire and remove.

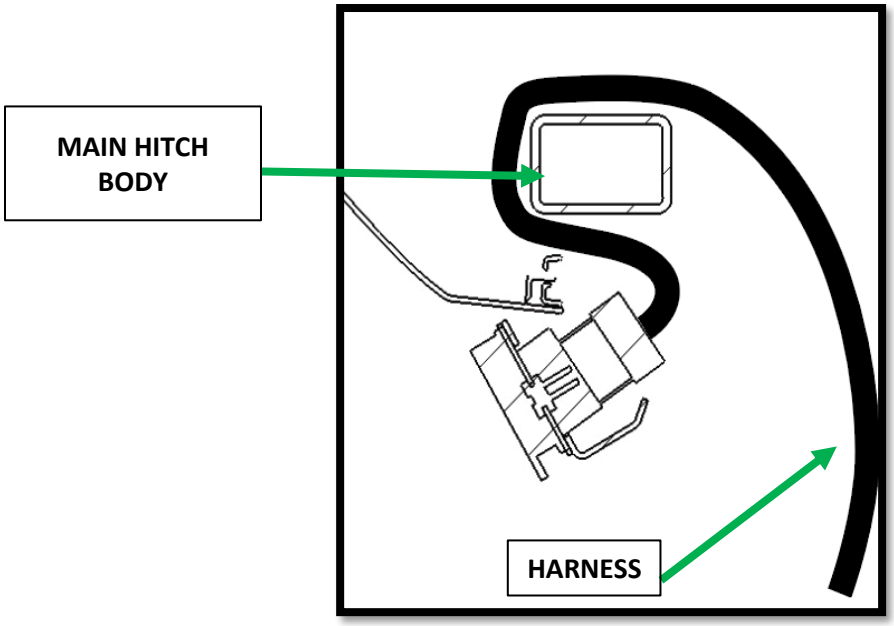


2. Install 4 pin or 7 pin harness connectors.
   a. Figure 3. Attach 4 pin harness with attachment plate included in main towbar kit with supplied bolts and nuts.
   b. Figure 4. Plug harness connector into back of connector of 7 pin connector.

3. Route harness back towards rear of car between main hitch body and bumper support bracket.

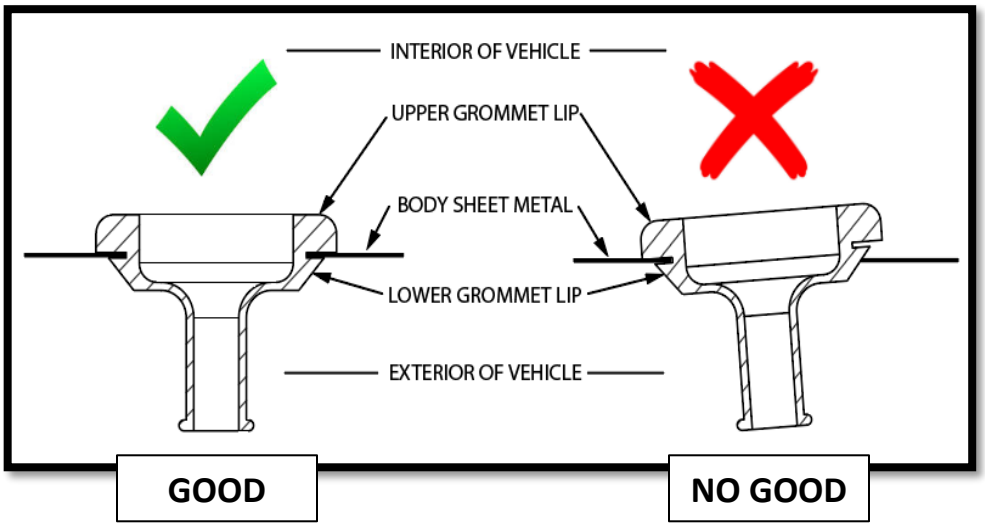


4. Bring harness up and over main bar and back over rear of tow bar.



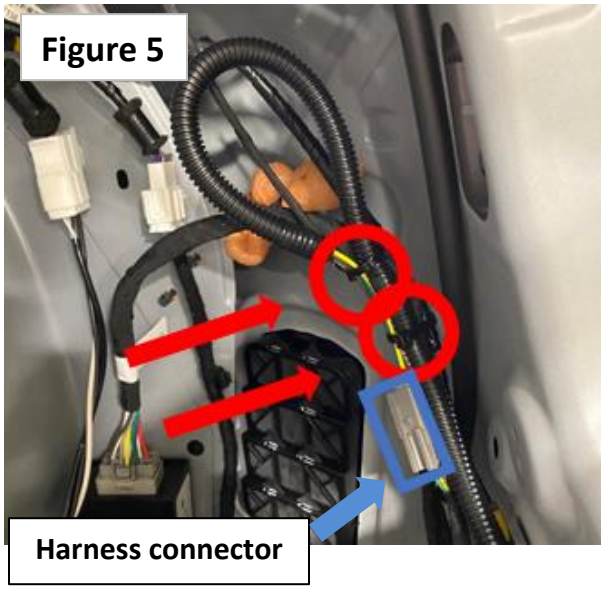
5. Locate the female connector for the new harness. Insert the harness up through drain hole and push grommet attached to new harness through hole.

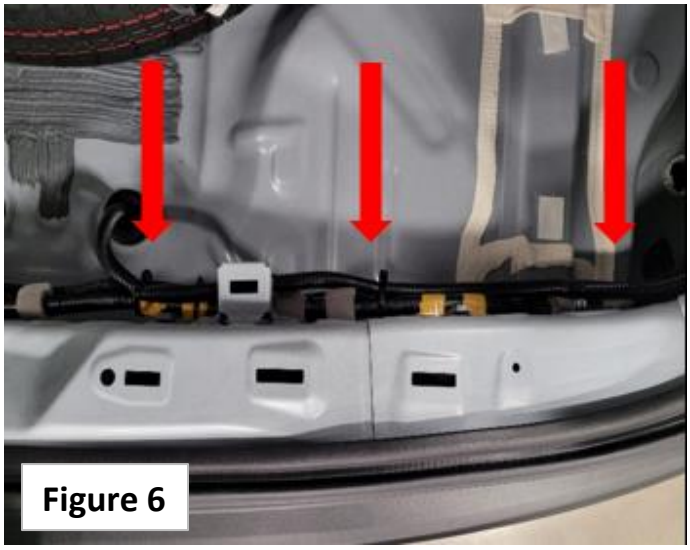
6. (Critical step) Position harness along existing harness along back of sheet metal. Ensure grommet is fully seated (Good Condition).



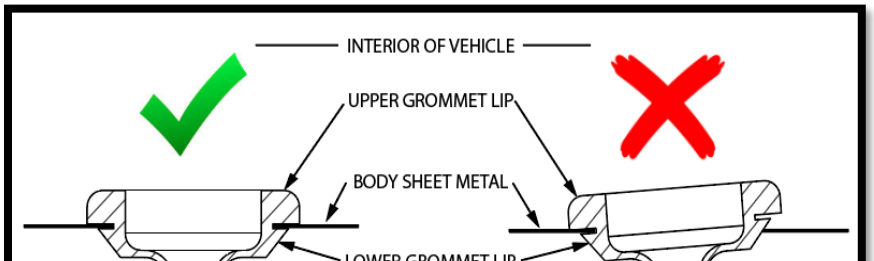
7. Plug exterior harness female connector into interior male harness connector.

8. Using the 5 supplied zip ties ⑦ from the repair kit attach to the locations highlighted with red arrows in Figures 5 and 6. Do not overtighten the ties. Make sure the hitch harness connector is securely fastened in Figure 5 (blue arrow and square).





9. Double check grommet from step 6 is seated properly (Good condition) and did not become loose when zip tying the harness. If loose, ensure the grommet is seated properly by viewing underside of grommet and checking if lip is fully seated around perimeter of hole (see illustration, step 6)

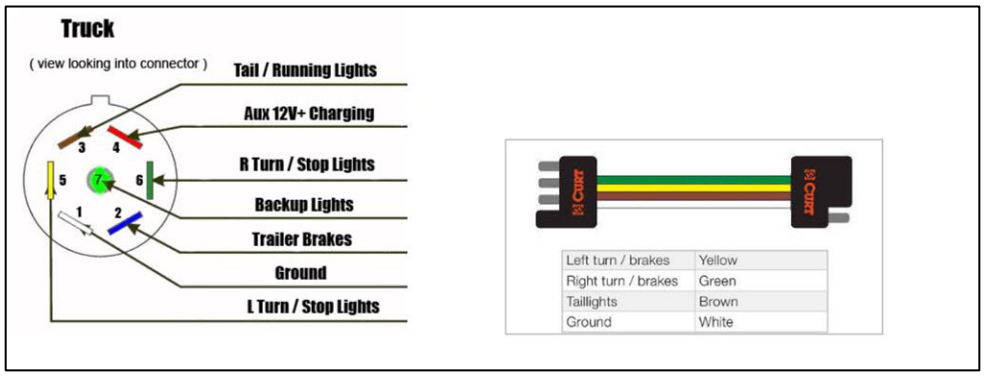


GOOD **NO GOOD**

10. Reconnect the negative battery cable to the vehicle.
11. Perform a tow hitch harness functionality test.

NOTE: The test is to check wiring connector pinouts with a standard 12V Test Light. If your Mazda dealer has a current dealer-owned 4 or 7-pin Tester (similar to the item on Amazon listed here) which can be used also – but is not required to be purchased to perform this recall.

a. Standard Test Light: With the vehicle running, test the following connections in the figure below to make sure they are working. Test each item in the 7-pin and 4-pin connector for voltage or test to ground as required.
    i. Perform check of the brake lights.
    ii. Perform check of the backup lights (not needed with 4-pin).
    iii. Perform check of right and left turn signals.



b. Using a 4 or 7-pin trailer harness tester:
    i. Plug testing unit into harness, turn car on and put the vehicle into tow mode.
    ii. Perform check of the brake lights.
    iii. Perform check of the backup lights (not needed with 4-pin).
    iv. Perform check of right and left turn signals.

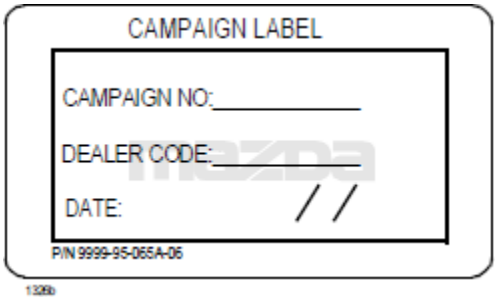
If checks are **No Good**, look for loose connections in the trailer hitch harness connector or 4 or 7-pin connectors then go back and perform step 11 again. When all checks are complete, then move to step 12.

12. If trailer harness functions properly, reinstall the interior trunk board, interior trunk foam and

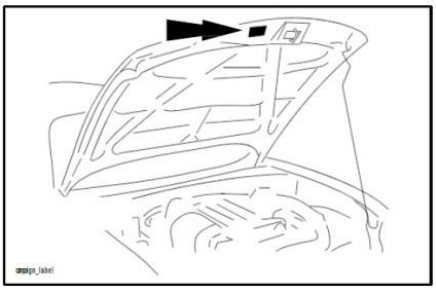
replace any customer personal items into the trunk area. Reinitialize windows and any other electrical items impacted by battery disconnection.

C. CAMPAIGN LABEL INSTALLATION

a. Fill out a Black "Campaign Label" (9999-95-055A-06) with Campaign No: "5723B", your dealer code, today's date.



b. Affix it to the hood as shown:



END OF REPAIR PROCEDURE