

# Part 573 Safety Recall Report

# 24V-814

**Manufacturer Name :** Mazda North American Operations**Submission Date :** OCT 31, 2024**NHTSA Recall No. :** 24V-814**Manufacturer Recall No. :** 7124J**Manufacturer Information :**

Manufacturer Name : Mazda North American Operations

Address : 1025 Connecticut Avenue, NW  
Suite 910 Washington DC 20036

Company phone : 800-222-5500

**Population :**

Number of potentially involved : 80,915

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2024-2025 Mazda CX-90

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Recall population was determined using the production records of vehicles equipped with the suspected Dash Electrical Supply Unit (ESU). Vehicles not included in the recall have the improved parts.

The following is the affected number of vehicles by MY/Make/Model:  
MY2024-2025 Mazda CX-90 built at Mazda Motor Corporation in Japan: : 70,974 units

Production Dates : DEC 27, 2022 - AUG 07, 2024

VIN Range 1 : Begin : JM3KKEHD6R1100044 End : JM3KKBHA1S1191539  Not sequential

Vehicle 2 : 2025-2025 Mazda CX-70

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

Descriptive Information : Recall population was determined using the production records of vehicles equipped with the suspected Dash Electrical Supply Unit (ESU). Vehicles not included in the recall have the improved parts.

The following is the affected number of vehicles by MY/Make/Model:  
MY2024 Mazda CX-70 built at Mazda Motor Corporation in Japan: : 9,941 units

Production Dates : DEC 05, 2023 - JUL 08, 2024

VIN Range 1 : Begin : JM3KJEHA8S1100013 End : JM3KJDHA4S1114632  Not sequential

## Description of Defect :

Description of the Defect : Multiple warning messages are displayed in the instrument cluster when the engine is turned on, and the defroster, seat belt warning, and 360° view monitor functions may not function properly. Furthermore, the engine warning light may be illuminated, and the PHEV high-voltage battery cooling system may not function as intended.

FMVSS 1 : 103 - Windshield defrosting and defogging systems

FMVSS 2 : 208 - Occupant crash protection

Description of the Safety Risk : If the defroster, seat belt warning and 360° view monitor functions do not work, this can increase the risk of a crash.

Description of the Cause : Due to improper software programming of the Dash Electronic Supply Unit (ESU), an error may occur during vehicle startup.

Identification of Any Warning that can Occur : When the hybrid system is powered on or the engine is started, the malfunction indicator light (MIL) and warning messages are displayed in the instrument cluster.

## Involved Components :

Component Name 1 : Dash-electrical supply unit

Component Description : Dash-electrical supply unit

Component Part Number : KMW7/KMV6-66S11

## Supplier Identification :

### Component Manufacturer

Name : Imasen Electric Industrial CO., LTD.

Address : 2-14-1 Iida

Hachihonmatsu Higashi Hiroshima Foreign States 739-0146

Country : Japan

## Chronology :

January 6, 2023: Mazda received the first field report received from outside the U.S. market and started an investigation.

July 1, 2023 ~ February 29, 2024: Mazda received the first U.S. market field report and continued to receive four (4) additional U.S. market field reports through this time period.

March 1, 2024 ~ August 6, 2024: Mazda continued investigation and suspected internal computer malfunction related in the Dash Electrical Supply Unit (ESU).

August 7, 2024 : Mazda implemented a mass production change with improved software in the Dash ESU.

August 8, 2024 ~ October 15, 2024: Mazda completed the investigation and conducted a study of affected markets and vehicle populations.

October 24, 2024: Mazda held a Quality Audit Committee meeting to review all available information to date and approved a field action for affected MY2024-2025 CX-90 and MY2025 CX-70 vehicles.

As of October 24, 2024, Mazda is not aware of any reports of accidents or injuries related to this concern. Also, as of this date, five (5) field reports have been received by the U.S. and Territory markets.

## Description of Remedy :

**Description of Remedy Program :** Owners will be notified by mail and instructed to take their vehicle to a Mazda dealer. Dealers will reprogram the Dash ESU with improved software. The repair will be performed free of charge to vehicle owners. A reimbursement program will not be offered as all vehicles are under full warranty coverage.

**How Remedy Component Differs from Recalled Component :** The remedy components contain improved software.

**Identify How/When Recall Condition was Corrected in Production :** The Dash ESU with improved software was implemented on August 7, 2024 at the vehicle assembly plant, Mazda Motor Corporation in Japan.

## Recall Schedule :

**Description of Recall Schedule :** Notification to dealers is expected to occur on or before November 5, 2024. Mailing of owner notification letters is expected to be completed on or before December 30, 2024.

**Planned Dealer Notification Date :** NOV 05, 2024 - NOV 05, 2024

**Planned Owner Notification Date :** DEC 30, 2024 - DEC 30, 2024

\* NR - Not Reported