

# Part 573 Safety Recall Report

# 24V-817

**Manufacturer Name :** Mazda North American Operations**Submission Date :** OCT 31, 2024**NHTSA Recall No. :** 24V-817**Manufacturer Recall No. :** 7024J**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 : 14,902

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2024-2024 Mazda CX-90

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : HYBRID ELECTRIC

**Descriptive Information :** Recall population was determined by using production records of plug-in hybrid electric vehicles (PHEV) with the suspected inverter software. Vehicles not included in the recall have improved software.

The following is the affected number of vehicles by MY/Make/Model:  
 MY2024 Mazda CX-90 built at Mazda Motor Corporation in Japan: 14,886 units

Production Dates : DEC 28, 2022 - JAN 25, 2024

VIN Range 1 : Begin : JM3KKEHA1R1100054 End : JM3KKBHAXR1157898  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 by using production records of plug-in hybrid electric vehicles (PHEV) installed with the suspected inverter software. Vehicles not included in the recall have improved software.

The following is the affected number of vehicles by MY/Make/Model:  
 MY2025 Mazda CX-70 built at Mazda Motor Corporation in Japan: 16 units

Production Dates : DEC 05, 2023 - DEC 20, 2023

VIN Range 1 : Begin : JM3KJEHA8S1100013 End : JM3KJEHA3S1100064  Not sequential

**Description of Defect :**

Description of the Defect : Malfunction indicator lights may illuminate and loss of motor power may occur in the electric vehicle (EV) mode.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of motor power while driving may increase the risk of a crash.

Description of the Cause : Improper software in the inverter may result in activating a fail-safe mode that limits the motor power in EV mode.

Identification of Any Warning that can Occur : In this condition, the Malfunction Indicator Light (MIL) will illuminate and the warning chime may sound.

**Involved Components :**

Component Name 1 : Inverter

Component Description : Inverter

Component Part Number : MS01-30TF2

**Supplier Identification :****Component Manufacturer**

Name : Mitsubishi Electric Mobility Corporation

Address : 840 Chiyoda

Himeji, Hyogo Foreign States 670-8677

Country : Japan

**Chronology :**

March 13, 2023: Mazda received the first field report from outside of the U.S. market and began an investigation.

August 21, 2023: Mazda received the first field report from the U.S. market.

March 14, 2023, ~ December 20, 2023: Mazda continued investigations for root cause analysis and considered improvements.

December 21, 2023: Mazda implemented a mass production change for CX-70 in the inverter software logic.

January 24, 2024: NHTSA's Office of Defects Investigation ("ODI") notified Mazda of certain VOQs and field reports received alleging a loss of motive power in Mazda CX-90 vehicles located in the United States. Multiple discussions were held from February to October informing ODI of Mazda's analysis of field information and ongoing investigations. Investigations included additional VOQs and field reports received during this period.

January 25, 2024: Mazda implemented a mass production change for CX-90 in the inverter software logic.

February 1, 2024 ~ July 31, 2024: Mazda received ten (10) additional field reports from the U.S. market, which were identified to be vehicles sold prior to the mass production change.

August 1, 2024 ~ October 15, 2024: Mazda engaged in the final stages of an investigation aimed at assessing the affected markets and vehicle populations.

October 25, 2024: Mazda held a Quality Audit Committee meeting to review all available information to date and approved a field action on subject MY2024 CX-90 and MY2025 CX-70 vehicles.

As of October 25, 2024, Mazda is not aware of any reports of accidents or injuries related to this concern. Also, as of this date, eleven (11) field reports have been received by the United States and its 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 inverter with improved software to resolve diagnostic trouble code ("DTC") P0A2B. 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 inverter with improved software was implemented on December 21, 2023 for CX-70 and January 25, 2024 for CX-90, at the Mazda Motor Corporation vehicle assembly plant 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