



MAZDA DEALER EMAIL

January 30, 2024

Attention: Mazda General, Parts and Service Managers

Subject: REPAIR PROCEDURE UPDATE – PHOTO REQUIREMENT - Safety Recall 6524A – 2024MY CX-90 – Sudden Increase in Steering Effort

Dear Mazda Dealer Partners,

ACTION REQUIRED, REPAIR PROCEDURE UPDATE:

We appreciate the feedback on our requirements for this repair and recognize that the request for multiple photos was a challenge. Based on this feedback, our continued partnership and the joint desire to ensure all recalls are completed correctly, MNAO Warranty and Recall Operations are pleased to announce changes to the repair procedure supporting this recall.

The repair procedure was simplified today, reducing the previous requirement of four (4) photos to only one (1) specific photo that is required to be taken and attached to the warranty claim. Any repairs or claims in process or not submitted, regardless of the date will only require this photo to be attached.

Please ensure your technicians pull up the latest repair procedure to identify the required photo and ensure the photo shows the items called out in the photo clearly. Please read all steps in the document as there are other minor changes and warnings. The repair order is not required to be in frame on the photo. The technician only has to write the RO# on the steering rack for identification which is matched to the claim.

The Parts and Warranty information was modified to require only one D40 Photo requirement. If you have any questions regarding this change please fill out the Dealer Recall Help Form located on [OneMazda](#). The repair time remains the same.

Please make certain the appropriate personnel in your dealership are aware of this change and additional resources for this recall before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young
Manager, Recalls
Technical Services Division

MAZDA NORTH AMERICAN OPERATIONS