



MAZDA DEALER EMAIL

January 22, 2024

Attention: Mazda General, Parts and Service Managers

Subject: Announcement of Safety Recall 6524A – 2024MY CX-90 – Sudden Increase in Steering Effort

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall on certain 2024MY CX-90 vehicles. Please see the description, model, year, and VIN range below for the vehicles in this campaign. There are 43,695 vehicles affected with this concern in the US.

SPECIAL REQUEST TO DEALER PARTNERS: For this recall and all safety recalls for Mazda vehicles, it is highly recommended that the General Manager, Service Manager, and Shop Foreman (if applicable) meet with all technicians and remind everyone that the recall instructions **must be read thoroughly and performed exactly as they are written**. Improper repairs caused by not reading instructions can lead to incomplete repairs and put customers at risk when driving their vehicles.

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK *****100044 – 152900	From December 27, 2022, through December 11, 2023 Note: All powertrain types are affected (MHEV/PHEV)

*Only the vehicles in this range and with a “Not Launched or Open” status in eMDCS are affected.

Concern Outline: While driving, the customer may feel a sudden increase of effort when steering the vehicle. Sudden and unexpected change of steering effort while driving may increase the risk of a crash. A worm gear is incorporated in the steering gear assembly, which transmits the power assist generated by the power steering motor. The worm gear friction force may be excessive which results in increased force required to turn the steering wheel.

Suspension of Delivery - Mazda Dealer Action Requested:

Currently, there are approximately 10,954 CX-90 vehicles in dealer inventory or in transit to dealers. All Mazda dealers must quarantine any affected new, used, or Certified Preowned Owned (CPO) in-stock vehicle until the repair is completed. The affected dealer inventory list is available on Mazda Global Service Support (MGSS) and was provided to your District Service Manager. The current inventory list will be

updated weekly or bi-weekly on MGSS as needed.

Repair Outline: Dealers will reapply grease to the gear teeth and will replace a spring with an improved part that reduces the spring force to the worm gear in the steering gear assembly. This repair was validated at MNAO and there is ample time provided for this recall to complete the repair and take the required photos. **Technicians will be required to take 4 clear photographs of specific steps in the repair and those photographs must be attached to the claim for Recall and Warranty claim review prior to acceptance.**

NOTE: As a reminder, failure to properly perform any recall repair is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership penalties/fines by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall penalties, loss of customer trust, and a poor Customer Experience. Additionally, vehicles sold by Mazda Canada, Inc. and U.S. Territories are also affected by this recall and should be repaired if presented to your dealership.

Parts: A limited number of repair kits containing grease, a tool, a spring and the other required parts is available, and a push shipment of kits is being sent to all dealers with affected inventory. Orders for additional kits are not available at this time. We anticipate before the end of January, a second push shipment will be sent to dealers as additional kits and vehicles arrive. By mid to late February additional orders will be available from the Limited Parts Ordering screen in eMDCS. For proper parts supply planning, a copy of the UIO by dealer will also be made available to your field management team.

Mazda Employee Lease/Corporate Vehicles: If you are a Mazda employee responsible for or driving a 2024 CX-90, the Mazda Recall Team will contact the person assigned to the vehicle directly by email when the repair is available. Instructions will be provided on where you can take the vehicle (a Mazda Dealer or Mazda Service Facility). If you have any concerns with your 2024 CX-90, please visit a Mazda dealer or contact your corporate/regional vehicle coordinator.

Owner Notification: All vehicles will show as "Not Launched" on January 22, 2024, by the end of the business day. The "Not Launched" status is required prior to mailing Owner Letters to customers, but this status does not mean do not repair. **In stock vehicles showing "Not Launched" status must be repaired prior to customer delivery when parts are available. If the campaign is not complete, the vehicle cannot be delivered to a customer.** Please read this entire email and check MGSS under this recall for updated instructions. Mazda will directly contact affected owners by U.S. Mail no later than March 18, 2024.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Parts and Warranty Information, Repair Procedure, and the affected VIN list are expected to be posted to MGSS on or before January 24, 2024, but may be delayed. When posted, searching by VIN is available immediately, but Keyword Searching may not be available until the next business day.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
3. For parts questions, contact the Corporate Dealer Assistance Group at corpdag@mazdausa.com or by calling (877) 727-6626 Option 2
4. For recall related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of 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