



MAZDA DEALER EMAIL

March 4, 2024

Attention: Mazda General, Parts and Service Managers

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

Dear Mazda Dealer Partners,

Owner Notification: All vehicles will show as “Open” in eMDCS on Wednesday March 6th, 2024, and owner letters will be mailed via the U.S. Postal Service on the same day. Please read this entire email and check Mazda Global Service Support (MGSS) under this recall for all updated instructions.

Missed Recall Report: This Safety Recall will be added to the Missed Recall Report on March 11, 2024.

Parts: Dealers can use the Limited Parts Ordering (LPO) screen on eMDCS to order the steering spring repair kit. There is a weekly maximum allotment, which is displayed on the LPO screen. The LPO process and weekly quantity limit helps to ensure our supply is balanced across the U.S. dealer network and available for all customers.

A push shipment will be sent later this week to support the increased demand from the customer notification. This push shipment will be based on a percentage of the affected UIO in your service area and the quantity of parts already received.

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 43,752 vehicles affected with this concern in the U.S. and U.S. Territories. This recall also affects vehicles sold by Mazda Canada, Inc. and Mazda de Mexico and those vehicles should also be repaired if presented to your dealership.

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 “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 2,598 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 unrepaired inventory list will be updated weekly or bi-weekly and provided directly to your District Service Manager.

Repair Outline: Dealers will redistribute the grease to the gear teeth and 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 photo. Technicians will be required to take one (1) clear photograph of specific steps in the repair and this one photograph 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.

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

1. Parts and Warranty Information and Repair Procedures are posted to MGSS.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
3. For parts related questions, contact the Corporate Dealer Assistance Group at corpdaq@mazdausa.com or by calling (877) 727-6626 Option 2
4. For non-parts, 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