



MAZDA DEALER EMAIL

November 5, 2024

Attention: Mazda General, Parts and Service Managers

Subject: Announcement of (2) Safety and Emissions Recalls - 2024-2025MY CX-90 and 2025 CX-70 Vehicles 7024J – Multiple ECU's Programming, 7124J - Inoperable Defroster and Seat Belt Warning Light

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct two Safety and Emissions Recalls on certain 2024-2025MY CX-90 and 2025 CX-70 vehicles. Vehicles produced and sold by Mazda Canada Inc. and the U.S. Territories are also included in these campaigns and should be repaired if presented to your dealership following Mazda Warranty policy 3.30.

Current production of CX-90 and CX-70 (in the last few months) are not impacted by the campaigns that are listed below. These software updates are to address known issues from initial production.

Safety and Emissions Recall 7024J – Multiple ECU's Programming: Vehicles may be affected by one or more concerns. If asked by a customer, please advise which software modules were updated in the vehicle. There are 66,856 vehicles in the campaign in the U.S. and U.S. Territories.

Subject Vehicles:

| Model | Subject VIN range | Subject production date range |
|-----------------|------------------------------|--|
| 2024-2025 CX-90 | JM3KK**** R1 100044 - 188230 | From December 27, 2022 through June 25, 2024 |
| 2025 CX-70 | JM3KJ**** S1 100013 - 114068 | From December 5, 2023 through July 1, 2024 |

**Only VIN's in this range and with an "Not Launched" or "Open" status in eMDCS are included.

Concern 1 and Repair Outline PHEV Vehicles: On certain subject vehicles, loss of motor power may occur in EV mode. Improper software in the inverter may result in activating a fail-safe mode that limits the motor power in EV mode. In this condition, the malfunction indicator lights may illuminate, and a warning chime may sound. The loss of motor power while driving may increase the risk of a crash. The repair is a software update to the inverter.

Concern 2 and Repair Outline MHEV Vehicles: On certain subject vehicles, the engine may not restart while idling from auto engine stop (I-stop). In this condition, the engine warning light will illuminate, a "Hybrid System Malfunction" message will appear, and a warning chime may sound causing the engine to stall. Failure

to restart the engine from idle may increase the risk of a crash. The repair is a software update to the Powertrain Control Module (PCM) and Battery Energy Control Module (BECM)

Concern 3 and Repair Outline MHEV & PHEV Vehicles: On certain subject vehicles, malfunction indicator lights may illuminate, and loss of power may occur under certain driving conditions, potentially activating a fail-safe mode that limits power, this could increase the risk of a crash. The repair is a software update to the Powertrain Control Module (PCM) and Engine Control Module (ECM).

Safety and Emissions Recall 7124J - Inoperable Defroster and Seat Belt Warning Light: On certain subject vehicles, during vehicle startup an error may occur. If this happens, malfunction indicator lights may illuminate and loss of power may occur under certain driving conditions, increasing the risk of a crash. The repair is a software update of the Dash Electrical Supply Unit (ESU). There are 80,917 vehicles in the campaign in the U.S. and U.S. Territories.

Subject Vehicles:

| Model | Subject VIN range | Subject production date range |
|-----------------|--|---|
| 2024-2025 CX-90 | JM3KK**** R1 100044 – 188230 JM3KK**** S1 189864 – 191539 | From December 27, 2022 through August 7, 2024 |
| 2025 CX-70 | JM3KJ**** S1 100013 – 114632 | From December 5, 2023 through July 8, 2024 |

**Only VIN's in this range and with an "Not Launched", "Announced, or "Open" status in eMDCS are included.

Owner Notification: All owners in both Recalls will be notified no later than December 30, 2024.

ACTION ITEM - STOP DELIVERY: Vehicles with these campaigns can be sold but not delivered until repaired. The Recalls will be in "Not Launched" status then will move to "Announced" status the following business day and can be repaired once Repair Procedures are available on MGSS. Once completed, the vehicle can be delivered, and the Warranty claim can be submitted later without penalty. Repair Procedures are expected to be published on Thursday November 7, 2024 but may be delayed. There are approximately 8,083 unrepaired vehicles in dealer inventory. **All affected vehicles must be updated prior to delivery.**

As a reminder, review and execute the White Glove Service Guide suggestions with all Service staff to ensure an excellent Customer Experience. Be prepared to fully leverage the customer convenience items available to your dealership (i.e., Valet, Ride Share, Car Wash).

Make sure your teams are ready to support customers that contact your dealership regarding these campaigns. Recognizing that many of these customers have previously addressed multiple campaigns.

VITALLY IMPORTANT! After all updates are completed, technicians must use MDARS to push the ODR session data on each VIN to Japan. This step is critical and included in the repair procedure. If the ODR data is not pushed, the warranty claim processing and subsequent closure of the campaign(s) will not occur. The ODR data is validating the proper software was successfully completed before accepting the warranty claim. The ODR is done after all software updates have been completed.

NOTE FOR ALL SAFETY RECALL CAMPAIGNS: 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 consequences by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall consequences, loss of customer trust, and a poor Customer Experience.

To help you effectively perform these campaigns, Mazda has developed the following resources:

1. Repair Procedure & Warranty documents are expected to be published to MGSS by November 7th, 2024. View Content searching is available immediately (by VIN) and Keyword Searching (by campaign number) will be available the next business day.

2. For warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.
3. 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 these campaigns before responding to customer inquiries. We apologize for any inconvenience these campaigns may cause you and your customers. Your understanding and support are greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division