



MAZDA DEALER EMAIL

November 22, 2024

Attention: Mazda General, Parts and Service Managers

Subject: *****REMINDER*** 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,

On November 5th Mazda announced two Safety and Emissions Recalls on certain 2024-2025MY CX-90 and 2025 CX-70 vehicles. The 7024J campaign has 2 repair procedures, depending on the powertrain MHEV (Mild-Hybrid Electric Vehicle or PHEV (Plug-in Hybrid Electric Vehicle). The campaign 7124J just has one repair procedure. All Mazda support channels have received an increased number of calls and emails with questions resulting from basic processes in these repair procedures not being followed.

To improve this situation, we are sending this dealer email and also posted a FAQ document on MGSS (that may be updated over time) under each campaign below to aid in making sure the vehicle is repaired correctly. ***It is of paramount importance that customer vehicles are repaired properly the first time, rather than having to return for a re-repair of Mazda's flagship products which risks erosion of confidence in your dealer and the Mazda brand.***

Safety Recall 7024J - Multiple ECU's Programming: CX-90 MHEV and PHEV, and CX-70 PHEV vehicles

1. For each repair and before contacting Mazda support resources, a technician, foreman or service manager must do the following:
 - The correct software modules must be updated. The technician must compare the software modules in the specific repair flowchart that were updated in MDARS before the vehicle leaves the dealer. The check can be done in MDARS "No Vehicle Mode".
 - Remember, some modules may already be updated to the latest version or an update may not be available. If you have chosen the correct module, this is acceptable but still requires the final step of an ODR Update (Manual). The technician must follow the repair and finish all steps in the procedure.
 - The repair procedures are Powertrain specific. Do not use a PHEV repair procedure to fix a MHEV vehicle or vice versa. If you use the incorrect repair procedure, you will not update one of the specific modules for the vehicle and the claim will be rejected. You will need to identify which module was not updated and correctly update and submit the ODR Update (Manual).

- **Question: What is updated in the PHEV Powertrain update?**

Answer: The vehicle will receive an update for SGC2/DMCM and PCM (which also automatically updates the ECM and TCM. Then a transmission re-learn must be performed).

- **Question: What is updated in the MHEV Powertrain update?**

Answer: The vehicle will receive an update for the BECM (called MHB in MDARS), and PCM (which also automatically updates the TCM. Then a transmission re-learn must be performed).

2. If you currently have a rejected warranty claim code of JN1 or JMZ – this means one or more required software update(s) in the 7024J campaign were not completed. Mazda’s system in Japan is checking for the correct software version in the vehicle when the warranty claim is submitted. If this happens, it means the vehicle has to return to have the software updated properly and ODR Update (Manual) resubmitted. Once the required modules are updated, then the rejected claim can be submitted again.

Safety Recall 7124J - Inoperable Defroster and Seat Belt Warning Light

1. This campaign is an update for the DASH-ESU module. You cannot choose the “ESU” which is a completely different module and listed later in MDARS. The repair procedure outlines that the DASH-ESU must be selected. The repair procedure contains screenshots of MDARS that your technician must match.
2. Again, as with other campaigns, if the DASH-ESU software is the latest version, proceed to the remaining steps including an ODR Update (Manual).

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.
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

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Technical Services Division

SAFETY AND EMISSIONS RECALL 7024J AND 7124J

11-22-2024

Mazda Dealer Frequently Asked Questions: Safety and Emissions Recalls 7024J and 7124J

****Please watch for updates to this document****

For Recall 7024J:

Question: My claim was rejected, what do I do?

Answer: You have likely forgotten to add the process # for the claim, part, labor or repair date. Please make sure to use the warranty claim templates when submitting all recall claims. The system is also now set to automatically reject the claim for a missing process number.

Question: My claim was rejected and I inputted the correct process #, what do I do?

Answer: Check to see if edit codes JN1 or JMZ are present. If so, this means one or more required software update(s) in the 7024J or 7124J campaign were not completed, the ODR Update (Manual) was not completed or both. The technician, shop foreman or service manager need to compare the software modules in the specific repair flowchart that were updated in MDARS. If they were not, the vehicle needs to return for a re-repair following all procedures. If repaired correctly, send all module names updated, and dates and times the modules were updated to Dealer Recall Help on [OneMazda](#) along with the VIN.

Question: Do I have to use a specific repair procedure?

Answer: Yes. The repair procedures are Powertrain specific. Do not use a PHEV repair procedure to fix a MHEV vehicle or vice versa. Using the incorrect procedure will guarantee a rejection as each powertrain has a unique module update that will be missed by the technician resulting in a JN1 or JMZ rejection edit code.

Question: The SGC2/DMCM is supposed to be at MS01-30FT2-C but my Version starts at MR01, or MS02 instead of MS01

Answer: If SGC2/DMCM current version starts with MR01 you have a MHEV vehicle, and you need to use the MHEV vehicle instructions. If SGC2/DMCM current version starts with MS02 the software is already updated.

Question: What is updated in the PHEV Powertrain update?

Answer: The vehicle will receive an update for SGC2/DMCM and PCM (which also automatically updates the ECM and TCM. Then a transmission re-learn must be performed).

Question: What is updated in the MHEV Powertrain update?

Answer: For MHEV vehicles, the vehicle will receive an update for the BECM (called MHB in MDARS), and PCM (which also automatically updates the TCM. Then a transmission re-learn must be performed).

Question: Do I need to finish all steps of the repair procedure?

Answer: Yes all steps must be completed with a successful warranty claim. It is not acceptable to read part of any repair procedure then stop and release the vehicle.

Question: The software is already at the latest level or no update is available, can I just stop repairing?

Answer: No. It is incorrect to assume there is no repair needed. Some vehicles will have updated software modules, this is normal based on production or a prior warranty repair. If the correct module is selected and the software is the latest version or no update is available, proceed to the next step and still make sure to do the ODR Update (Manual).

SAFETY AND EMISSIONS RECALL 7024J AND 7124J

11-22-2024

Question: Can Warranty Hotline or Dealer Recall Help assist with technical questions?

Answer: The Warranty and Dealer Recall Help teams are not staffed by former technicians that can assist in support like the Technical Hotline. If you have a technical question, you must reach out to your technical support contacts for Mazda. However, do not call the Technical Hotline for questions on which modules need updating, as the technician needs to double check with the repair procedure if they updated the correct modules which can be accessed via Offline Mode in MDARS and plugging in the VIN in question.

For Recall 7124J:

Question: My claim was rejected, what do I do?

Answer: This campaign is an update for the DASH-ESU module. A lot of claim rejections happen due to a technician selecting, "ESU" which is a completely different module. The repair procedure outlines that the DASH-ESU must be selected. If the ESU module was updated, the claim will be rejected and the vehicle needs to return and a re-repair completed including all steps again and another ODR Update (Manual).

Question: The software is already at the latest level or does not show an update available.

Answer: This can be the case with some cars based on production or a prior warranty repair. If the correct module is selected and the software is the latest version, proceed to the next step and still make sure to do the ODR Update (Manual).