



MAZDA DEALER EMAIL

February 11, 2025

Attention: Mazda General, Sales, Parts and Service Managers

Subject: IMPORTANT! Safety Recall 7024J – Message will be sent to additional select owners

Dear Mazda Dealer Colleagues,

On February 11th Mazda will be sending a select message using Connected Vehicle (CV) Communication to approximately 800 MHEV customers at risk for a Malfunction Indicator Light (MIL) warning. This message will be delivered in-vehicle and to the customer's MyMazda App. We sent the same message to approximately 100 vehicles in January and this notification is an expansion to a larger group.

We have also created Dealer FAQ's for you to discuss with customers if needed. These Dealer FAQ's are attached to this Dealer Email and also available in Mazda Global Service Support (MGSS) under Safety Recall 7024J.

This will be the message greeting to the customer: *"By this time, you should have received a letter through the U.S. mail from Mazda regarding Safety Recall 7024J. Mazda is sending this message to a small group of vehicles and requests that you make an appointment at your earliest convenience with your local Mazda dealer to have the software updated in your vehicle for free. There is an increased possibility of a Malfunction Indicator Light (MIL) on your vehicle with an unaddressed recall, which could increase the risk of a crash. Mazda can also provide you with a service loaner, rental, or Rideshare assistance of your choice free of charge, if needed".*

Below this message the vehicle will also display additional information about Safety Recall 7024J that was included in the owner's letter.

Dealer Action Item Required: As this is a new process and procedure, if you have not already from last month's Dealer Email, hold a shop meeting so the entire team is aware that they may have a customer contacting your dealership regarding this new message appearing in their vehicle. An additional repair step is now required to turn off the message in the vehicle once the repair has been completed by the technician. Alternatively, the service advisor can perform this step during repair order closure.

Please review the required steps below. They are very simple, and the process is completed in the Warranty Vehicle Inquiry screen. The recall document has already been updated and is placed in MGSS. Also included is a standalone document to turn off CV notification posted on MGSS if you wish to print it out.

Connected Vehicle (CV) Recall Notification Message:

Some customers may have a message in their Odometer display that says "Important Notice. View Vehicle Status Monitor for Details" (Photo 1). If yes, please follow the steps below AFTER the repair is completed.

Photo 1



Step 1: Verify the message is in the View Status Monitor in Mazda Connect (Photo 2). Once at the main screen, select "View" then you will see Photo 3

Photo 2

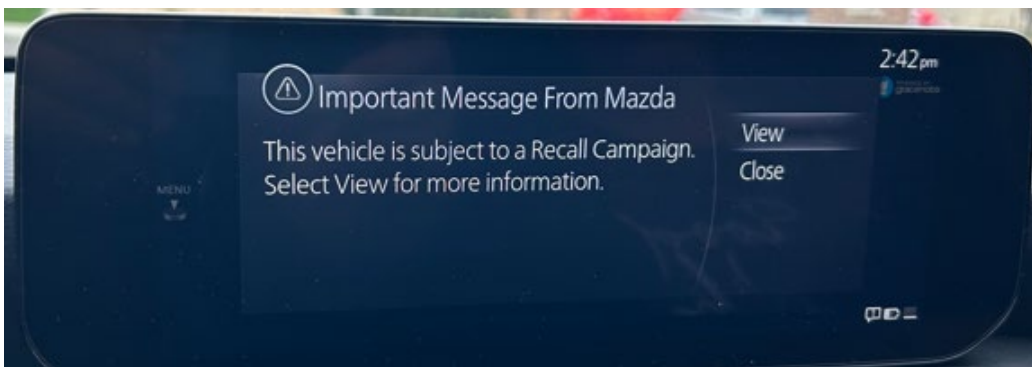


Photo 3



Step 2: After repair has been completed, go to eMDCS Warranty Vehicle Inquiry. Go to the Recalls/Campaign Section

7024J	MULTIPLE ECUS REPROGRAMMING	12-18-2024	Open
7124J	DEFROSTER AND SEAT BELT	12-19-2024	Open

Step 3: Click the "Request" button under TURN OFF CV NOTIFY

RECALLS / SPECIAL SERVICE PROGRAMS

CAMPAIGN	DESCRIPTION	START DATE	END DATE	STATUS	STATUS DATE	TURN OFF CV NOTIFY
7024J	MULTIPLE ECUS REPROGRAMMING	12-18-2024		Open		REQUEST

Step 4: Click "CONFIRM" (Example below of a test vehicle)



VIN: JM3KKDHDXXXXXXXXXX

Campaign: 7024J

Campaign Description: MULTIPLE ECUS REPROGRAMMING

CONFIRM **CANCEL**

Step 5: Make sure TURN OFF CV NOTIFY has today's date

RECALLS / SPECIAL SERVICE PROGRAMS

CAMPAIGN	DESCRIPTION	START DATE	END DATE	STATUS	STATUS DATE	TURN OFF CV NOTIFY
7024J	MULTIPLE ECUS REPROGRAMMING	12-18-2024		Open		01-15-2025

IMPORTANT – Once you see the date below, exit eMDCS and let the customer know the CV message in their dash Odometer (Photo 1) will go away within 24 hours.

If the customer returns and the CV message does not turn off, please have the technician verify steps 1 – 3 that the CV message still appears, then fill out Dealer Recall Help on OneMazda.

Summary: Determine the best process for your dealership to turn off this message after the repair is completed. It can be either the Service Technician or the Service Advisor. It takes about one minute to complete.

If you have any questions, please reach out to Dealer Recall Help.

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

Travis Young

Manager, Recalls

Technical Services Division

SAFETY RECALL 7024J – CV RECALL NOTIFICATION
2-11-2025

Mazda Dealers: Page 2 displays photos of what the Connected Vehicle (CV) message will look like in the Odometer display and the Mazda Connect.

Frequently Asked Questions

Question: Why did I receive this message in the Mazda Connect and how do I read it?

Answer: The Mazda CV system has the ability to send a note to the vehicle Mazda Connect AND the MyMazda app display, as stated, strongly advising to have your vehicle repaired at a Mazda dealer as soon as possible. As of the date the message was sent your vehicle is unrepaired under the 7024J recall. To read the full message, turn right to scroll up/down with the commander switch to see the entire message. The message is in English and Spanish (requires changing language in Mazda Connect).

Question: What is in the message?

Answer: While the vehicle is not moving in PARK, the message will display a summary: The recall description in Mazda’s system and your Owner Letter “Multiple ECU’s Reprogramming”, the date the Safety Recall was announced, a custom message advising customer action, the recall Details, the Safety Risk, and the Repair which will be performed (all of the last 3 and title were in your Owner Letter mailed). The CV message is available in English and Spanish (requires changing language in Mazda Connect)

Question: How do you turn this message off?

Answer: Temporarily while driving, hit the “info” button on the steering wheel to turn off the message. The message in the odometer display saying you have an important message will only appear once each time you start your vehicle.

The Mazda technician needs to follow directions in the 7024J repair procedure to turn the CV notification OFF by what is called “Request OFF” in eMDCS Warranty Inquiry. Once the vehicle is repaired the message should turn off in about 2-3 hours after the customer picks up the vehicle, or maximum in about 1 day time but likely much shorter than that. [Picture below.](#)



RECALLS / SPECIAL SERVICE PROGRAMS						
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7024J	MULTIPLE ECUS REPROGRAMMING	12-18-2024		Open		<input type="button" value="REQUEST"/>

Question: The message is still on and the Request OFF button was selected and Warranty claim was submitted?

In this case, fill out Dealer Recall Help with a full page print or screenshot of the eMDCS Warranty Inquiry page. The Mazda Recall Team staff will advise next steps at that time.

Question: Did all customers with this recall receive the message?

Answer: No. We only sent this message to a select few customers with an unrepaired 7024J recall campaign.

Question: Are other customers with recall 7024J being notified as well?

SAFETY RECALL 7024J – CV RECALL NOTIFICATION

2-11-2025

Answer: No, not all customers will receive this notification but all owners at the time of mailing the recall Owner Letter were sent a 7024J Safety Recall Owner Letter advising to have your vehicle repaired as soon as possible.

Message flow and key items to know:

1. The message will appear each time they start the car until it is repaired.
2. There is nothing “wrong” with their vehicle.
3. The customer cannot turn the message off, but the dealer can and instructions are in the repair procedure.

Connected Vehicle (CV) Recall Notification Message:

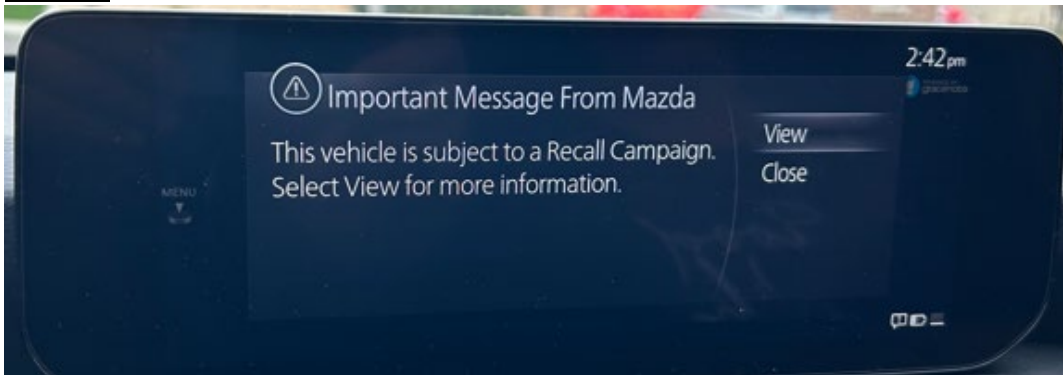
Message in their Odometer display that says “Important Notice. View Vehicle Status Monitor for Details” (photo 1). If Yes, please follow the steps below AFTER the repair is completed.

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Photo 3



Photo 4 – The message



Photo 5 – continued message – recall information

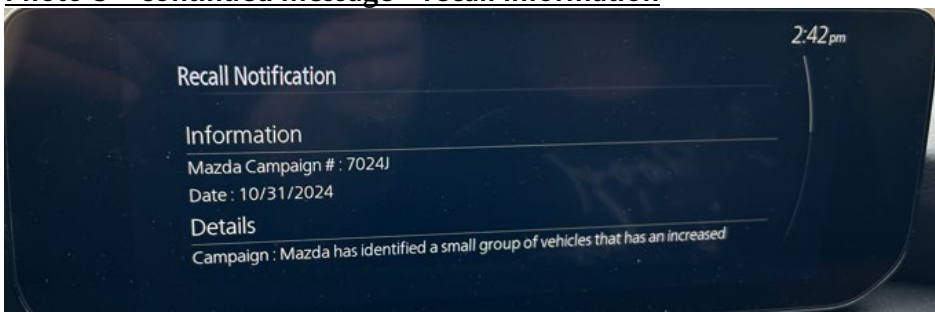
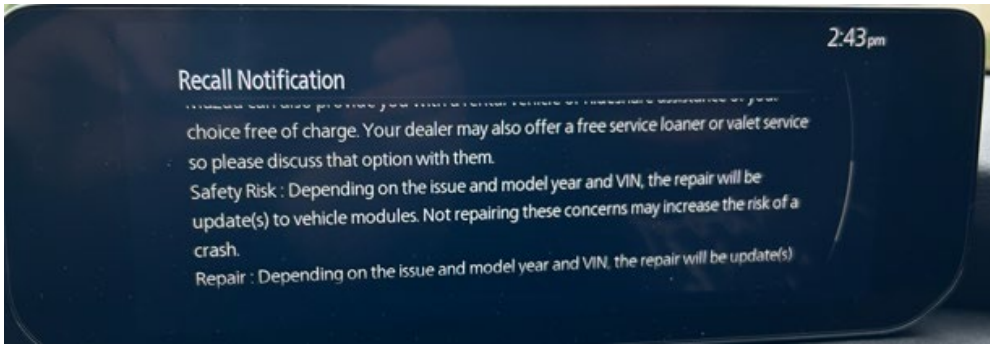


Photo 6 – message summary, continued plus Safety Recall Risk and Repair that will be performed – this is the same information in the Owner Letter

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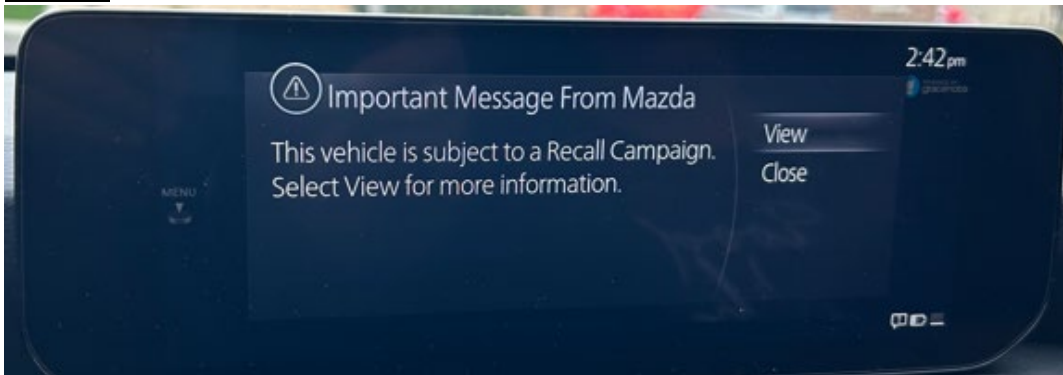
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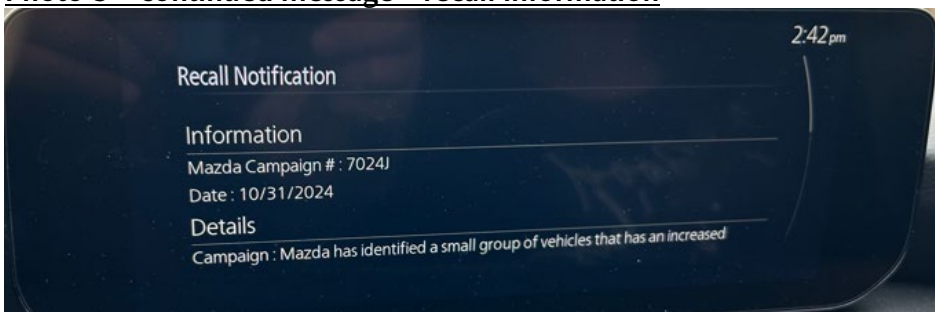


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