



MAZDA DEALER EMAIL

January 16, 2025

Attention: Mazda General, Sales, Parts and Service Managers

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

Dear Mazda Dealer Colleagues,

On January 16th Mazda will be sending a select message using Connected Vehicle (CV) Communication to approximately 100 MHEV customers at risk for a Malfunction Indication Lamp (MIL) warning. This message will be delivered in-vehicle and to the customer's MyMazda App.

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, 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		<input type="button" value="REQUEST"/>

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



VIN: JM3KKDHDXXXXXXXXXX

Campaign: 7024J

Campaign Description: MULTIPLE ECUS REPROGRAMMING

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 this initial CV messaging to customers is successful, the same message will be sent to approximately 1,000 MHEV customers the following week. In the future this will become a normal routine for many campaigns.

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