



MAZDA DEALER EMAIL

December 17, 2024

Attention: Mazda General, Sales, Parts and Service Managers

Subject: Owner Mailing – All Open Launch of (2) Safety and Emissions Recalls – 2024-2025MY CX-90 and 2025MY CX-70 Vehicles 7024J – Multiple ECU's Programming, 7124J - Inoperable Defroster and Seat Belt Warning Light - Includes Stop Delivery of Affected Inventory Vehicles

Dear Mazda Dealer Colleagues,

Owner Notification: Mazda will send Owner Letters by U.S. Mail on December 18, 2024 for 7024J and December 19, 2024 for 7124J advising that the repair is available and all vehicles will be in Open status in eMDCS. **Both campaigns will be on the Missed Recall Report effective, December 19, 2024.**

SALES TEAMS - ACTION ITEM - STOP DELIVERY: Please ensure all sales and service teams are aware of this message. Vehicles with both campaigns can be sold, but not delivered until repaired successfully. Once completed, the vehicle can be delivered, and the Warranty claim can be submitted later without penalty. The unrepaired current counts of vehicles in-stock are 1,360 (7024J) and 2,396 (7124J).

Outline of Campaigns:

Mazda Motor Corporation has decided to conduct two Safety and Emissions Recalls on certain 2024-2025MY CX-90 and 2025MY 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.

Safety and Emissions Recall 7024J – Multiple ECU's Programming: There are vehicles which 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.

VITALLY IMPORTANT! The correct powertrain of the vehicle needs to be selected for each repair. The repair procedure was updated to utilize a start page, and is required each time the vehicle is presented for repair. Then, after all required modules are updated a Manual ODR update must be completed with a Successful Status Result.

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 "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 (INLINE6) 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 (INLINE6) & 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 80,915 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 "Open" status in eMDCS are included.

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.

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. Owner Letter, Repair Procedures & Warranty documents are posted 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