



IMPORTANT SAFETY RECALL

2024MY CX-90 - Sudden Increase in Steering Effort
Safety Recall 6524A - NHTSA Campaign Number 24V-022

March 2024

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2024MY CX-90 vehicles, produced from December 27, 2022 through December 11, 2023 and equipped with the subject steering gear assembly. If you receive this notice, your vehicle is included in this Safety Recall.

What is the problem?

While driving, a sudden increase of effort may be felt when steering the vehicle due to an excessive friction to the worm gear incorporated in the steering gear assembly. A sudden and unexpected change of steering effort may occur while driving and increase the risk of a crash.

What will Mazda do and how long will the repair take?

Protect What Is Important To You

Your Mazda dealer will reapply grease to the gear teeth and replace the spring engaging the worm gear with an improved part. The repair will be performed at no cost to you. It will take approximately one hour to complete the repair; however, your Mazda dealer may need your vehicle for a longer period of time. Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, visit our website www.mazdausa.com/owners or make search and make an appointment on the MyMazda App. If you cannot locate a dealer, please contact our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located: Puerto Rico: www.mazdapr.com or call (787) 620-7546, Saipan: www.carssaipan.com or call (670) 322-7133, Guam: www.carsguam.com or call (671) 648-2277.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the Information Change Card in the postage paid envelope as soon as possible. This enables us to update our records and notify the current owner. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Experience Center at www.mazdausa.com/owners or toll free at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located: Puerto Rico: www.mazdapr.com, or call (787) 620-7546, Saipan: www.carssaipan.com, or call (670) 322-7133, Guam: www.carsguam.com, or call (671) 648-2277. If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Important Information

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts. You can also make an appointment for repairs or sign up for recall notifications in the MyMazda app on your smartphone. Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*