



IMPORTANT SAFETY RECALL

**2024-2025MY CX-90 and 2025MY CX-70 – Multiple ECUs Reprogramming
Safety and Emissions Recall 7024J - NHTSA Campaign Number 24V-815 / 24V-816 / 24V-817**

December 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 2024-2025MY CX-90 vehicles produced from December 27, 2022 through June 25, 2024, and 2025MY CX-70 vehicles produced from December 5, 2023 through July 1, 2024. If you receive this notice, your vehicle is included in this recall.

What are the problem(s)?

Your vehicle may experience one or more software errors that can result in a loss of drive power or an engine stall, increasing the risk of a crash.

24V-815 – Loss of Drive Power from Software Errors

Due to improper software in the Powertrain Control Module (PCM) and Engine Control Module (ECM), under certain driving conditions, malfunction indicator lights may illuminate, potentially activating a fail-safe mode that limits the drive power. The loss of drive power may increase the risk of a crash.

24V-816 - Engine May Stall at Idle from Software Errors

Due to improper software in the Powertrain Control Module (PCM) and Battery Energy Control Module (BECM), 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. Failure to restart the engine from idle may increase the risk of a crash.

24V-817 - Loss of Drive Power in EV Mode from Software Error

Due to improper software in the inverter, 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.

What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will reprogram the affected modules (PCM/ECM/BECM/inverter) with improved software, free of charge. In addition to this notification, you will also receive a notification letter for

another recall campaign 7124J (NHTSA number 24V-814). Your dealer will also perform the repair of those concerns simultaneously at no cost to you.

How long will the repair take?

It will take approximately one hour to complete the repair of this recall campaign; 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.

Emission Law Information: To ensure your full protection under the emission warranty made applicable to your vehicle by State or Federal Law, it is recommended you have your vehicle or engine serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not completed.

Important notice to owners registering vehicles in California and Massachusetts: California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers will provide a Vehicle Emission Recall - Proof of Correction Certificate upon completion of the recall. Be sure to keep the proof of correction certificate provided by the Mazda Dealer until needed for the registration renewal process.

Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, please visit our website www.mazdausa.com/owners or you can 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, Guam: www.carsguam.com or call (671) 648-2277, Saipan: www.carssaipan.com or call (670) 322-7133.

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, in the USA, please visit our website www.mazdausa.com/owners or call our Customer Experience Center 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, Guam: www.carsguam.com, or call (671) 648-2277, Saipan: www.carssaipan.com or call (670) 322-7133. 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.NHTSA.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.*