

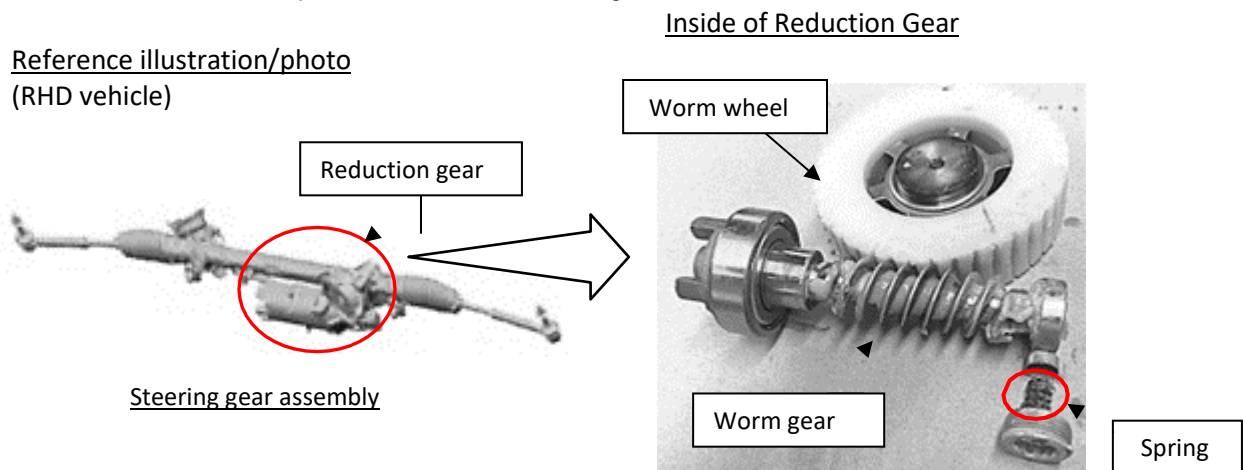
Safety Recall – 2024 CX-90 Sudden increase in steering effort

CONDITION OF CONCERN

On certain subject vehicles, while driving, the customer may feel a sudden increase of effort when steering the vehicle. Sudden and unexpected change of steering effort while driving may increase the risk of a crash.

CAUSAL FACTOR:

A worm gear is incorporated in the steering gear assembly, which transmits the power assist generated by the power steering motor. The worm gear friction force may be excessive which results in increased force required to turn the steering wheel.



REPAIR OUTLINE:

- Reapply grease to the gear teeth. Replace the spring engaging the worm gear with an improved part. (The improved spring will reduce the spring force to the worm gear in the steering assembly.)

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK **** R1 100044 – 152900	From December 27, 2022 through December 11, 2023

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION:

Mazda will notify the owners by first class mail no later than March 18, 2024

SPECIAL REQUIREMENT

Steering gear is a strictly controlled part, that is being monitored. You must attach all four (4) photos described below when submitting the recall claim. A claim without attaching these four (4) different photos will be rejected, denied, or debited.

NOTE: Photos 2-4 must show the RO# of the vehicle repaired.

Photo #1 and #2 with the condition after pushing the grease into the gap. Steering Rack must have RO# written on it and in frame except photo #1 as it is too difficult to take one photo showing both requirements. Note paperless dealers or to save printing costs do not have to have the RO in frame just the written RO# on the steering rack.

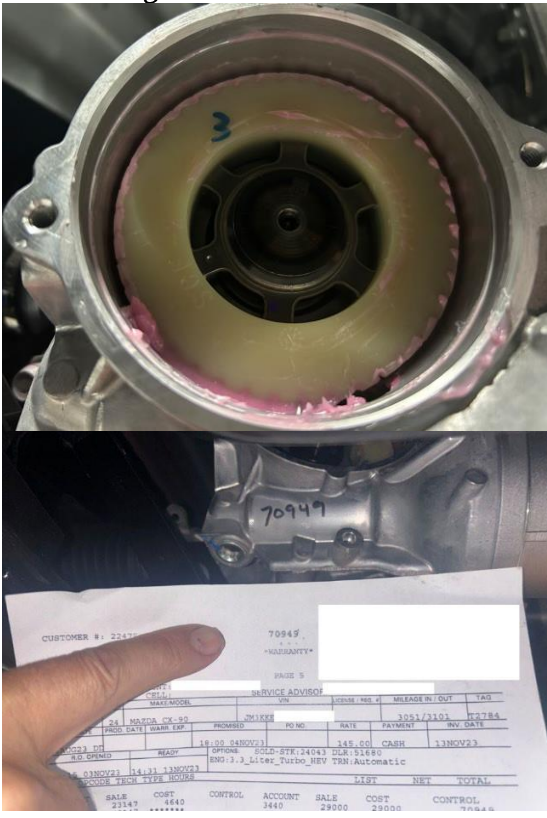


Photo #3 with the pre-assembled new parts and the removed old spring. **NOTE:** This photo was a bit low and is missing the written RO#. Make sure it is visible as in Photo #4.



Photo #4 of completed steering gear housing with the black cover. Note the added silicone sealant is on the end cap nut. Note paperless dealers or to save printing costs do not have to have the RO in frame just the written RO# on the steering rack.



PARTS INFORMATION

Description	Part Number	Quantity	Note
Coil spring kit	K1Y0-32-FX8A	1	Components: Spring (1 pc), End cap (1 pc), Spring seat (1 pc), Grease (1g), Flange bolt (2 pcs), O-ring (1 pc), Spatula (2 pcs)
Liquid gasket	0000-77-1217-ES (do not use this PN# for claim)	As required	One tube of silicone will repair a minimum of 25 vehicles. Therefore Qty of 1 will not be charged out on the repair order
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store

WARRANTY CLAIM PROCESSING INFORMATION

NOTE: Paperless dealers: RO in 2nd and 4th photo is NOT Required, but writing the RO# on the steering gear is still required.

	Grease reapplication and Steering gear coil spring replacement
Process Number	AR001A
Symptom Code	99
Damage Code	99
Causal Part Number and Qty	K1Y0-32-FX8A & 1
Related Part Number and Qty	5555-SE-001 & 1**
Labor Operation Number	XXWL3XRX
Labor Hours	0.8 hrs.
D40: Photo #1	Required photo from repair procedure
D40: Photo #2	Required photo from repair procedure
D40: Photo #3	Required photo from repair procedure
D40: Photo #4	Required photo from repair procedure
K1 Sublet – Towing (if needed)	Warranty Pre-auth required and must follow warranty guidelines and reason RSA could not be used.

****One tube of silicone will repair at least 25 vehicles. This part # represents 1/25th of the dealer cost of a tube.**

Note: - Please be sure to attach the four (4) photos, as per the Special Requirement, to every warranty claim. A claim without attaching these four (4) different photos will be ejected, denied, or debited. **Paperless dealers: RO in 2nd and 4th photo is NOT Required, but writing the RO# on the steering gear is still required.**

RENTAL CAR INFORMATION

Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual.

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-65-24AR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer