

Safety Recall – 2024 CX-90 - Steering Gear Safety Recall

ATTENTION ALL DEALERS: PLEASE READ THE DEALER EMAIL

Warranty information will be available 1-24-2024 but may be delayed. If repairing a vehicle:

- 1. Run the time below (0.8 hours)**
- 2. Replace with parts below**
- 3. Take all (4) required photos from the repair procedure**
- 4. Hold the warranty claim**

CONDITION OF CONCERN

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. 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: Dealers will reapply grease to the gear teeth and will replace a spring with an improved part that reduces the spring force to the worm gear in the steering gear assembly. It is expected that the time required to perform this repair is approximately forty (40) minutes. **Technicians will be required to take 4 clear photographs of specific steps in the repair and those photographs must be attached to the claim for Recall and Warranty claim review prior to acceptance.**

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

*Only the vehicles in this range and with a "Not Launched" or "Open" status in eMDCS are affected.

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

PARTS INFORMATION

Description	Part Number	Qty	Note	Scrap
Recall Parts Kit	K1Y0-32-FX8A	1	Parts ordering is limited, See Dealer Email	Yes
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store	N/A

WARRANTY CLAIM PROCESSING INFORMATION

	Steering Gear Repair Kit
Process Number	TBD
Symptom Code	99
Damage Code	99
Causal Part Number & Quantity	K1Y0-32-FX8A & 1
Related Part Number	TBD ** (see note below)
Labor Operation Code	TBD
Labor Hours	0.8 hrs.
D40: Photo #1	Required – will be checked by manual claim review
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** Related part number will pay 1 / 25th of the cost of 0000-77-1217-ES – Tube of Silicone. Each tube will repair 25 cars.

RENTAL CAR INFORMATION - TBD