

## Recall Campaign 7124J - Inoperable defroster and seat belt warning light

### CONDITION OF CONCERN

When the hybrid system is powered on or the engine is started, multiple warning messages may be displayed in the instrument cluster. Furthermore, the engine warning light may be illuminated. The defroster, seat belt warning, and 360° view monitor functions may not function properly, which can increase the risk of a crash.

Causal factor: Improper software programming of the Dash Electronic Supply Unit (ESU) may cause an error during vehicle startup.

**REPAIR OUTLINE:** Dealers will reprogram the Dash-ESU with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic and Repair Software (MDARS).

### SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2024-2025 CX-90	JM3KK**** R1 100044 – 189844 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 the vehicles in this range and with a "Announced" or "Open" status in eMDCS are affected.

### OWNER NOTIFICATION:

Mazda will notify the owners by first class mail no later than December 30, 2024.

### PARTS INFORMATION

Other than the required campaign label below, there are no parts required for this repair.

Description	Part Number	Quantity	Note
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)
Vehicle Emission Recall Proof of Correction Certificate *	9999-95-ERPC-99	1=50 certificates	



\* 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 must provide customers a **Vehicle Emission Recall – Proof of Correction Certificate** (p/n 9999-95-ERPC-99) upon completion of the recall.

**WARRANTY CLAIM PROCESSING INFORMATION**

**IMPORTANT NOTE – YOUR CLAIM WILL REJECT IF THE STEPS BELOW ARE NOT FOLLOWED:**

- 1) All vehicles are required to “Collect Diagnostic Information” – Automatic and Manual ODR after the software update has been completed. If this is not uploaded successfully, or if one or more software updates are missed or done incorrectly, this Recall claim will reject and the campaign will remain open with the warranty claim not paid. Dealers will then be required to contact the customer to bring the vehicle back to correct the concern.
- 2) Please wait up to 30 minutes after completing the Recall 7124J operation before submitting the warranty claim.

	Dash-ESU Reprogramming
Process Number	AR063A
Symptom Code	99
Damage Code	99
Causal Part Number & Quantity	7777-SP-Y70 & 0
Labor Operation Code	XXWX3AFX
Labor Hours	0.3 hrs.

**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.

**WARRANTY INFORMATION  
SAFETY AND EMISSIONS RECALL 7124J**

**RENTAL CAR WARRANTY CLAIM INFORMATION**

	MCVP Vehicle Preferred	Rental Agency Vehicle or Ride Share (Uber, Lyft, Taxi)
Warranty Type Code	N/A  MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-71-24JR
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 for rideshare, or per day for the number of days
Sublet Text		Number of days the rental car was supplied to the customer