

## Recall Campaign 7024J - Multiple ECUs Reprogramming

### CONDITION OF CONCERN

Certain subject CX-90 and CX-70 vehicles may exhibit any of the concerns as described below. Potentially affected concerns vary, depending on the production date/specification of each vehicle.

#### Concern 1): Loss of Drive Power in EV mode from Software Error/ CX-90 & CX-70 PHEV

On certain subject vehicles, 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. Causal factor: Improper software in the inverter. Note: DTC P0A2B may be stored.

#### Concern 2): Engine May Stall at Idle from Software Errors / CX-90 H3T M Hybrid Boost

On certain subject vehicles, 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. Causal factor: Improper software in the Powertrain Control Module (PCM) and Battery Energy Control Module (BECM). Note: DTC P0DAB and DTC P0AB9 may be stored.

#### Concern 3): Loss of Drive Power from Software Errors / CX-90 PHEV/H3T M Hybrid Boost & CX-70 PHEV:

On certain subject vehicles, under certain driving conditions, the malfunction indicator lights may illuminate, potentially activating a fail-safe mode that limits the power, and loss of power may occur, which could increase the risk of a crash. Causal factor: Improper software in the PCM and Engine Control Module (ECM). Note: DTC P061B may be stored.

**REPAIR OUTLINE:** Dealers will reprogram the inverter (SGC2/DMCM (drive motor control module)), PCM, ECM, TCM and BECM with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic and Repair Software (MDARS). Note: PHEV vehicles require SGC2/DMCM selected separately, and the PCM/ECM and TCM will be updated together automatically once selected after SGC2/DMCM programming is completed. MHEV vehicles require the BECM selected separately, and the PCM/TCM will be updated together automatically once selected after BECM programming is completed.

### SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3KK**** R1 100044 - 189844	From December 27, 2022 through July 1, 2024
2025 CX-70	JM3KJ**** S1 100013 - 114070	From December 5, 2023 through July 1, 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, the 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 7024J operation before submitting the warranty claim.

	SGC2, DMCM, PCM, BECM and ECM Reprogramming
Process Number	AR062A
Symptom Code	99
Damage Code	99
Causal Part Number & Quantity	7777-SP-Y69 & 0
Labor Operation Code	XXWX2XFX
Labor Hours	0.8 hr.

**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 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		5555-70-24JR
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 rental car was supplied to customer