



MAZDA DEALER EMAIL

March 17, 2025

Attention: Mazda Sales, General, Parts and Service Managers

Subject: Announcement of Safety Recall 7225C – 2024-2025MY Mazda CX-50 Trailer Hitch Bolts Improperly Torqued

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain 2024-2025MY CX-50 vehicles sold in the United States. Please see the description, model, year, and VIN ranges below. There are 63 vehicles sold in the U.S. affected by this Safety Recall.

Subject VIN and production date ranges:

Model	Subject VIN range	Subject production date range
2024MY CX-50	7MMVABBM3 RN 204483	February 29, 2024
2025MY CX-50	7MMVA****SN106992- 338048	From November 19, 2024 through December 10, 2024

****Only VIN's within these ranges AND with an "Announced" campaign in eMDCS are affected**

STOP DELIVERY OF AFFECTED VEHICLES: MAZDA SALES AND SERVICE TEAMS - ACTION ITEM: There are approximately 25 vehicles in stock at U.S. Mazda dealers which must be repaired prior to delivery. All Mazda dealers must quarantine any affected new, used or CPO in-stock vehicles until the repair is completed. The affected dealer inventory list was provided to each District Service Manager with the notification of this dealer email. Once completed, the car can be delivered, and the Warranty claim can be submitted later without penalty since the car has been repaired.

To All Mazda Dealers: Failure to properly perform any recall repair is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership penalties/fines by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall penalties, loss of customer trust and a poor Customer Experience.

Owner Notification: Mazda will notify owners of affected vehicles for this campaign no later than May 12, 2025. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs. As a reminder if any vehicle is repaired prior to the mailing date, no Owner Letter will be mailed.

Concern and Repair Outline: All vehicles can be repaired immediately upon receipt of this Mazda Dealer announcement following the repair procedures in Mazda Global Service Support (MGSS). On certain 2024-2025MY CX-50 vehicles with the installed Mazda Genuine Accessory trailer hitch, over time and with continuous use, the trailer hitch assembly bolts may loosen, potentially causing the assembly to separate from the vehicle body during towing or normal driving conditions. A detached trailer hitch assembly may pose a hazard on the road and increase the risk of a crash. The repair will be to re-tighten the trailer hitch bolts to the proper torque.

Parts Ordering: There are no parts required for this campaign.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Repair Procedures will be posted to MGSS by the end of today and viewable through a View Content Search. Keyword searching will be available the next business day. The Parts and Warranty Information will be posted no later than March 21, 2025.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. For recall related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

Mazda North American Operations
Travis Young
Manager, Recalls
Technical Services Division