



MAZDA DEALER EMAIL

April 4, 2025

Attention: Mazda Sales, General, Parts and Service Managers

Subject: Launch 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	████████████████████	February 29, 2024
2025MY CX-50	████████████████████	From November 19, 2024 through December 10, 2024

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

Owner Notification: Mazda will notify owners of affected vehicles on April 4th, 2025 and all vehicles will be in "Open" status by the end of the business day. 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.

DEALER INVENTORY OF AFFECTED VEHICLES: All dealer in-stock vehicles affected by this campaign have been repaired and we do sincerely appreciate your efforts to fix all vehicles.

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.

Concern and Repair Outline: On certain 2024-2025MY CX-50 vehicles, the Mazda Genuine Accessory trailer hitch was installed with improper torque (tightening) of the assembly bolts. 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 and Warranty Information are posted to MGSS.
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