



MAZDA DEALER EMAIL

August 14, 2025

Attention: Mazda General, Sales, Parts and Service Managers

Subject: LAUNCH of Safety Recall 7625F - SAS Unit Configuration Error – and Safety and Emissions Recall 7725F – Shift Interlock Inoperative and ECU Configuration Errors Affecting 2025MY CX-50 (including Hybrid vehicles) – Stop Sale

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct Safety Recall 7625F and Safety and Emissions Recall 7725F on certain vehicles. Please see the description, model, year(s), and VIN range below for all vehicles in this campaign.

Both Campaigns - Owner Notification: All vehicle owners will be notified via U.S. Mail on August 15, 2025 that the repair is not available. It is expected that the repair will be available within 2-3 weeks of this dealer email and another communication will be sent once vehicles are moved to an Open (repair available) status.

Safety Recall 7625F - SAS Unit Configuration Error

Repair Outline: All vehicles in this campaign will be repaired by Mazda North American Operations personnel and visiting each dealer that has a vehicle. For all vehicles, the SAS module will be reprogrammed using a MDRT tool that will be used by MNAO staff with the two (2) affected vehicles. The 2 vehicles affected have been secured at their location and are expected to be repaired 2-3 weeks after the date of this dealer email. All vehicles will be in Prelim Letter Status in Warranty Vehicle Inquiry.

Subject Vehicles: Total 2

Model	Subject VIN	Engine type	Production date
2025MY	████████████████████	SKYACTIV-G 2.5	February 27, 2025
CX-50	████████████████████	CW (HEV)	

**Only VIN's in this range and with an "Announced" or "Open" status in eMDCS are included.

Concern The SAS unit was programmed with incorrect data that does not meet air bag deployment specifications. As a result, the air bags may not deploy properly in the event of a crash. This issue resulted from the subject vehicles having incorrect air bag module software that is incompatible with a planned updated mounting location for the front crash sensor introduced by a supplier change.

Safety and Emissions Recall 7725F – Shift Interlock Inoperative and ECU Configuration Errors

Repair Outline: All vehicles in this campaign will be repaired by Mazda North American Operations staff personnel visiting each dealer. An MDRT tool is required for all repairs and for CW (HEV) vehicles an Engine Control Module (ECM) is required to be replaced.

Customer Sold Vehicles: At this time, the repair is not available. For any customer inquiring about this campaign please let them know we will mail a letter to their address notifying them when the vehicle is in Open (repair available) status. During the repair, the customer will be placed in a MCVF vehicle and advised the repair will take 2-3 days to complete. Once the repair is available it is imperative to set a customer appointment in advance, order the ECM for the VIN so it is available at the time of the repair. The process will be to contact Dealer Recall Help so they can coordinate with your dealership and MNAO staff to arrange for the repair.

Parts: All thirty-five (35) HEV CX-50 vehicles will require replacement of the ECM. An ECM can be ordered by emailing the Dealer Assistance Group with the VIN.

Subject Vehicles: Total 37

Model	Subject VIN range	Engine type	Production date
2025MY CX-50	[REDACTED]	CW (HEV)	February 26-27, 2025
	[REDACTED]	SKYACTIV-G 2.5	February 27, 2025

**Only VIN's in this range and with an "Announced" or "Open" status in eMDCS are included.

Concern(s) Outline: Depending on the VIN in the campaign, there are one or both concerns that will be repaired under this recall.

Concern A: Shifter can be moved from Neutral to Drive without pressing the brake pedal

On the subject vehicles, the shifter can be moved from Neutral to Drive without pressing the brake pedal. If the accelerator is pressed while the shifter is in Neutral and then unintentionally moved to Drive, the vehicle may accelerate or move unexpectedly, increasing the risk of a crash. Additionally, certain permanent fault codes (DTCs) may not be stored, which could result in non-compliance with CARB OBD II Regulation S1968.2. This issue occurred because certain steps were missed during the repair and inspection process at Mazda Toyota Manufacturing (MTM), resulting in vehicles being shipped in factory mode.

Subject VIN range	Engine type	Production date	Number of vehicles
[REDACTED]	CW (HEV)	February 26-27, 2025	22

Concern B: Incorrect VIN information registered in ECUs

On the subject vehicles, incorrect VIN information, different from the actual vehicle's VIN, was mistakenly registered in multiple electronic control units (ECUs), resulting in non-compliance with CARB OBD II Regulation S1968.2. This issue occurred during the in-plant repair at MTM, when incorrect information was placed into the vehicle.

Model	Subject VIN	Engine type	Production date	Number of vehicles
2025MY CX-50	[REDACTED]	CW (HEV)	February 27, 2025	25
	[REDACTED]	SKYACTIV-G 2.5	February 27, 2025	2

NOTE FOR ALL RECALL CAMPAIGNS: As a reminder, 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 consequences by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall consequences, loss of customer trust, and a poor Customer Experience.

To help you effectively perform these campaigns, Mazda has developed the following resources:

1. Repair Procedure & Warranty documents are not available at this time. For general information please go 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 corpdag@mazdausa.com or by calling (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 these campaigns before responding to customer inquiries. We apologize for any inconvenience these campaigns may cause you and your customers. Your understanding and support are greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division