



MAZDA DEALER EMAIL

October 23, 2025

Attention: Mazda General, Sales, Parts and Service Managers

Subject: Launch of Safety and Emissions Recall 7825I – Vehicle May Stall Due to Incorrect Fuel Level - affecting 2024-2025MY CX-90 MHEV and 2025 MY CX-70 MHEV vehicles

Dear Mazda Dealer Colleagues,

Owner Notification: All owners will be notified by U.S. Mail on October 24, 2025.

Missed Recalls Report Reminder: This recall will show up on the Missed Recalls Report starting October 24, 2025, as all vehicles will be in Open status.

Summary: Mazda Motor Corporation has decided to conduct a Safety and Emissions Recall campaign on certain 2024-2025MY CX-90 and 2025MY CX-70 mild hybrid electric vehicles (MHEV).

Please see the description, model, year(s), and VIN range below for all vehicles in this campaign. There are 104,854 vehicles affected by this concern in the U.S. and U.S. Territories. Vehicles sold by Mazda Canada Inc. as well as Mazda de Mexico are also included in this campaign and must be repaired if presented to your dealership following Mazda Warranty policy 3.30. Please note that plug-in hybrid electric vehicles (PHEV) are not affected by this recall.

Subject Vehicles:

Model	Plant	Subject VIN range	Production date range
2025 CX-70 (MHEV)	Japan (MC)	JM3KJ**** S1 100014 – 131182	From December 5, 2023 - April 25, 2025
2024-2025 CX-90 (MHEV)	Japan (MC)	JM3KK**** R1 100044 – 189861 JM3KK**** S1 189863 – 246087	From December 27, 2022 - April 25, 2025

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

Concern Outline: When fuel containing ethanol is used, it may react with materials on the sending unit circuit board in the sub-tank. This reaction can create a buildup that interferes with the gauge's function that may cause the display on the instrument cluster to read an incorrect fuel level. If the vehicle incorrectly indicates an inaccurate fuel level, there is a risk of running out of fuel while driving. This would result in an engine stall, and the vehicle cannot be restarted, increasing the risk of a crash.

Repair Outline: Owners will be notified by mail and instructed to take their vehicle to a Mazda dealer.

The repair procedure is reprogramming of the Body Control Module (BCM) with improved software.

VITALLY IMPORTANT! All technicians must ensure that there is a BCM “Software Update” entry in MDARS for all vehicles. Either an update must be completed or a check to make sure the module is at the current level, and also a push of the ODR session data on each VIN. These are all required, critical steps included in the repair procedure. If the ODR data with a Software Update module version is not present, the warranty claim processing and subsequent closure of the campaign(s) will not occur. The ODR data is validating that the module reprogramming was successful or at the current level, before accepting the warranty claim.

ACTION ITEM - STOP DELIVERY: All dealer inventory types; New, Certified Pre-Owned, or Used can be sold but not delivered until the vehicle is repaired. Because it is imperative that the module is at the current, required level, the warranty claim must be in accepted status prior to delivery. Claim templates are provided for easier submission. There are approximately 515 new vehicles in dealer stock or in transit to dealers. The number of affected units at your dealership can be seen in Inventory & Sales 2.0 in eMDCS and VIN list (via an internal MNAO Recall report) will also be provided to your District Service Manager Daily.

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 posted to MGSS.
2. For warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.
3. 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 campaign before responding to customer inquiries. We apologize for any inconvenience this campaign 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