



MAZDA DEALER EMAIL

September 5, 2025

Attention: Mazda General, Sales, Parts and Service Managers

Subject: *Corrected ODR Validation & Module Information*** - Announcement of Safety and Emissions Recall 7825I – Vehicle May Stall Due to Incorrect Fuel Level - affecting 2024-2025MY CX-90 and 2025 MY CX-70 vehicles**

Dear Mazda Dealer Colleagues,

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.

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 "Announced" or "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, free of charge. Repairs can be performed once instructions are posted to Mazda Global Service Support (MGSS).

VITALLY IMPORTANT! After all updates are completed, technicians must use MDARS to push the ODR session data on each VIN. This step is critical and included in the repair procedure. If the ODR data is not pushed, the warranty claim processing and subsequent closure of the campaign(s) will not occur. The ODR data is validating that the BCM unit reprogramming was successfully completed before accepting the warranty claim.

ACTION ITEM - STOP DELIVERY: All dealer inventory types; New, Certified Pre-Owned, or Used can be sold but cannot be delivered until the vehicle is repaired. Because it is imperative that this software is successfully installed, the warranty claim must be in accepted status prior to delivery. Claim templates will be provided for easier submission. There are approximately 3,200 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 by noon (PST) on September 5, 2025.

Owner Notification: All owners will be notified via U.S. Mail no later than October 31, 2025.

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 will be posted to MGSS on or before September 5, 2025 by the end of the business day. View Content searching is available immediately (by VIN) and Keyword Searching (by Recall number) will be available the next day September 6, 2025.
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

