



IMPORTANT SAFETY RECALL

2024-2025MY CX-50 – Trailer Hitch Bolts Improperly Torqued Safety Recall 7225C - NHTSA Campaign Number 25V-167

April 2025

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2024-2025MY CX-50 vehicles produced from February 29, 2024 through December 10, 2024. If you receive this notice, your vehicle is included in this recall.

What is the problem?

Over time and continuous use, the trailer hitch assembly bolts may loosen due to improper torque (tightening) during installation, potentially causing the assembly to separate from the vehicle body during towing or normal driving conditions. If the fastening bolts are not sufficiently tightened, they may fail to secure the trailer hitch assembly properly, resulting in it becoming loose or detached. A detached trailer hitch assembly may pose a road hazard and increases the risk of a crash.

What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will re-tighten the trailer hitch bolts to the proper torque, free of charge.

How long will the repair take and What should you do?

It will take approximately half an hour to complete the repair of this recall campaign; however, your Mazda dealer can provide you with a better estimate as they may need your vehicle for a longer period of time due to service facility capacity. Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs. Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, please visit our website www.mazdausa.com/owners or you can search and make an appointment on the MyMazda App. If you cannot locate a dealer, please contact our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located: Puerto Rico: www.mazdapr.com or call (787) 620-7546, Guam: www.carsguam.com or call (671) 648-2277, Saipan:

www.carssaipan.com or call (670) 322-7133.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the Information Change Card in the postage paid envelope as soon as possible. This enables us to update our records and notify the current owner. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, in the USA, please visit our website www.mazdausa.com/owners or call our Customer Experience Center toll free at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located. Puerto Rico: www.mazdapr.com, or call (787) 620-7546, Guam: www.carsguam.com, or call (671) 648-2277, Saipan: www.carssaipan.com or call (670) 322-7133. If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.NHTSA.gov>.

Important Information

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts. You can also make an appointment for repairs or sign up for recall notifications in the MyMazda app on your smartphone. Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor** al (800) 222-5500, opción #8 para hablar con un representante en español.*