



IMPORTANT SAFETY RECALL

2025MY CX-50 – Shift Interlock Inoperative and ECU Configuration Errors Safety and Emissions Recall 7725F - NHTSA Campaign Number 25V-418

September 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 2025MY CX-50 vehicles produced from February 26, 2025 through February 27, 2025. If you received this notice, your vehicle is included in this recall.

What is the problem?

During the repair and inspection process at Mazda Toyota Manufacturing (MTM), certain steps were missed, leading to the following concerns. The subject vehicles may be affected by one or both of these concerns. The specific concerns vary depending on the vehicle.

- Certain subject vehicles might have been shipped in factory mode. If the accelerator is applied while the shifter is in Neutral and then unintentionally shifted into Drive, the vehicle may accelerate or move unexpectedly, increasing the risk of a crash.
- On certain subject vehicles, incorrect VIN information, different from the actual vehicle's VIN, was mistakenly registered in multiple Electronic Control Units (ECUs), which could result in non-compliance with CARB OBD-II Regulation S1968.2.

What will Mazda do?

Dealers will replace the Engine Control Module (ECM), reprogram the Hybrid Control Unit (HCU) and Power Control Unit (PCU), free of charge. Additionally, other related ECU configurations will be reprogrammed, if necessary, at no cost to you.

How long will the repair take?

The repair time will take approximately one and a half hours to complete 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 and ordering the specific part and tool to repair your vehicle. 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 and avoid any delays.

What should you do?

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.

Emission Law Information: To ensure your full protection under the emission warranty made applicable to your vehicle by State or Federal Law, it is recommended you have your vehicle or engine serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not completed.

Important notice to owners registering vehicles in California and Massachusetts: California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers will provide a Vehicle Emission Recall - Proof of Correction Certificate upon completion of the recall. Be sure to keep the proof of correction certificate provided by the Mazda Dealer until needed for the registration renewal 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.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please contact your nearest Mazda dealer to update your address and contact information. If you no longer own your vehicle, you can contact the Mazda Customer Experience Center at www.mazdausa.com/contact-us to advise your vehicle was sold. 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.

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. Our customers are the 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.

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>.

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.