



## IMPORTANT SAFETY RECALL

### 2025MY CX-50 - Loss of Vehicle Operability Due to Improperly Tightened Suspension Bolts Safety Recall 7925J - NHTSA Campaign Number 25V-737

December 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 January 29, 2025 through February 17, 2025. If you receive this notice, your vehicle is included in this recall.

#### What is the problem?

On certain CX-50 vehicles, front suspension related fasteners may not be tightened to specification. Improper torque application to bolts securing suspension components may result in the bolt loosening or detachment. Abnormal noises may be heard from the front of the vehicle while driving. Loose or detached bolts can cause suspension components to separate, including wheel detachment, potentially resulting in a loss of control or a loss of power transmission to the wheels, rendering the vehicle inoperable, and increasing the risk of a crash.

#### What will Mazda do?

##### Protect What Is Important To You

Your Mazda dealer will inspect the front suspension and, if necessary, replace and re-tighten the applicable components to the proper torque values, free of charge.

#### How long will the repair take?

It will take approximately one and a half hours 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.

#### What should you do?

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. Please bring this letter with you to the dealer to assist with the check-in process, although it is not mandatory that you bring this letter.

Until the repair can be completed, Mazda encourages vehicle owners to visually check the front wheel alignment for wheels out of position before driving. While driving, be wary of unusual noises from the front of the vehicle, especially over bumps and unusual behavior in vehicle movement while steering. If abnormal wheel alignment, increased steering effort, or abnormal noise is noticed, safely pull over

and contact your local Mazda dealer. We sincerely apologize for any concern and inconvenience caused prior to the completion of the repair.

#### **Where is the closest Mazda dealer?**

In the USA, to locate your nearest Mazda dealer, please visit our website [www.mazdausa.com/owners](http://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](http://www.mazdapr.com) or call (787) 620-7546, Guam: [www.carsguam.com](http://www.carsguam.com) or call (671) 648-2277, Saipan: [www.carssaipan.com](http://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 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](http://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](http://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](http://www.mazdapr.com), or call (787) 620-7546, Guam: [www.carsguam.com](http://www.carsguam.com), or call (671) 648-2277, Saipan: [www.carssaipan.com](http://www.carssaipan.com), or call (670) 322-7133.

#### **Important Information**

As a reminder, you can always go to [www.MazdaRecallInfo.com](http://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.

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](http://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.