

**Safety Recall – 2024-2025MY CX-50 Trailer Hitch Bolts Improperly Torqued**  
**PLEASE READ THE ENTIRE DOCUMENT**

**A. VEHICLE INSPECTION PROCEDURE – AND PREPARATION FOR REPAIR**

1. Verify that the vehicle is within the following ranges:

**Subject VIN and production date ranges:**

| Model        | Subject VIN range         | Subject production date range                    |
|--------------|---------------------------|--------------------------------------------------|
| 2024MY CX-50 | 7MMVABBM3 RN 204483       | February 29, 2024                                |
| 2025MY CX-50 | 7MMVA****SN106992- 338048 | From November 19, 2024 through December 10, 2024 |

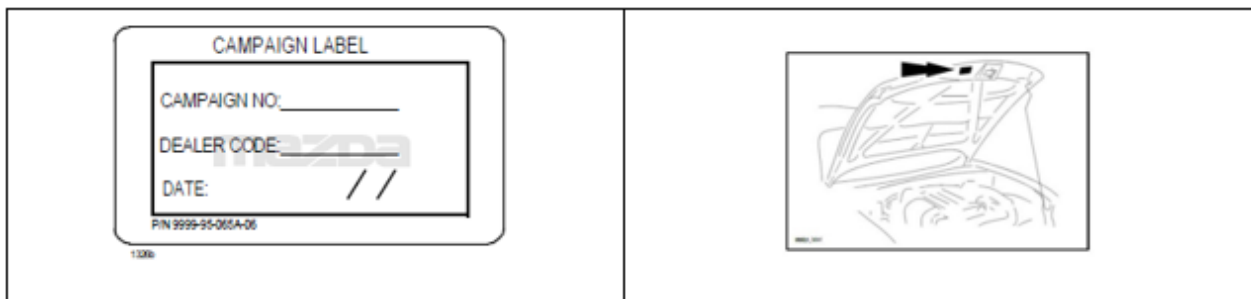
**\*\*Only VIN's within these ranges AND with an "Announced" campaign in eMDCS are affected**

The asterisk symbol "\*" can be any letter or number.

- If the vehicle is one of the above listed, proceed to Step 2.
- If the vehicle is not within the above ranges, return vehicle to the customer or inventory.

2. Perform an eMDCS Warranty Vehicle Inquiry and inspect the vehicle for a blue or black Campaign Label with **7225C** attached to the vehicle's hood, driver door or firewall.

**NOTE:** Be sure to verify the campaign number as the vehicle may have multiple campaign labels.



**eMDCS - Warranty Vehicle Inquiry Results:**

| If eMDCS displays:                                                                                        | Campaign Label is: | Action to perform:                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| If no repair date is displayed on the line with CAMPAIGN 7225C, it has not been completed on this vehicle | Present            | Fill out Dealer Recall Help on OneMazda contact or the Mazda Warranty Department at <a href="mailto:warrantydept@mazdausa.com">warrantydept@mazdausa.com</a> to review vehicle history. |
|                                                                                                           | Not present        | Proceed to "REPAIR PROCEDURE".                                                                                                                                                          |
| If repair date is displayed for CAMPAIGN 7225C is "CLOSED"                                                | Present            | Return vehicle to inventory or customer.                                                                                                                                                |
|                                                                                                           | Not present        | Complete a label and apply to vehicle's hood with repair date and dealer code from eMDCS Warranty Inquiry.                                                                              |

**Technician level required: Certified or above (does not have to be hybrid certified).**

**REPAIR OUTLINE:** This repair is to re-torque the 8 Trailer Hitch Mounting Bolts to 87 ft-lbs (118 N-m)

**PARTS INFORMATION – No Parts Required**

| Description                     | Part Number     | Quantity    | Note                    |
|---------------------------------|-----------------|-------------|-------------------------|
| Genuine Mazda Trailer Hitch Kit | VA40-V3-920     | 0           | Reference only          |
| Campaign Label                  | 9999-95-065A-06 | 1=50 labels | Obtain in Mazda e-Store |

**BEST PRACTICE CHECK:**



The Technician must use a torque wrench set to **87 ft-lbs (118 N-m)** and **NEVER USE ANY POWER TOOLS TO TIGHTEN THE 8 MOUNTING BOLTS**

**REQUIRED TOOL INFORMATION**

| No. | Parts Name                                               |
|-----|----------------------------------------------------------|
| ①   | 19 MM Socket                                             |
| ②   | 19 MM Wrench                                             |
| ③   | Torque Wrench Properly Calibrated to 87 ft-lbs. (118N-m) |
| ④   | Pocket Screwdriver to remove bumper clips                |

**GENERAL CAUTIONS/WARNINGS – PLEASE READ:**



**Customer Personal Items:** If personal belongings need to be removed from vehicle interior trunk area or inside, please remember to neatly replace any customer items in the same location after the repair is completed. If items need to be removed, please kindly ask the customer to remove prior to beginning work on the vehicle.

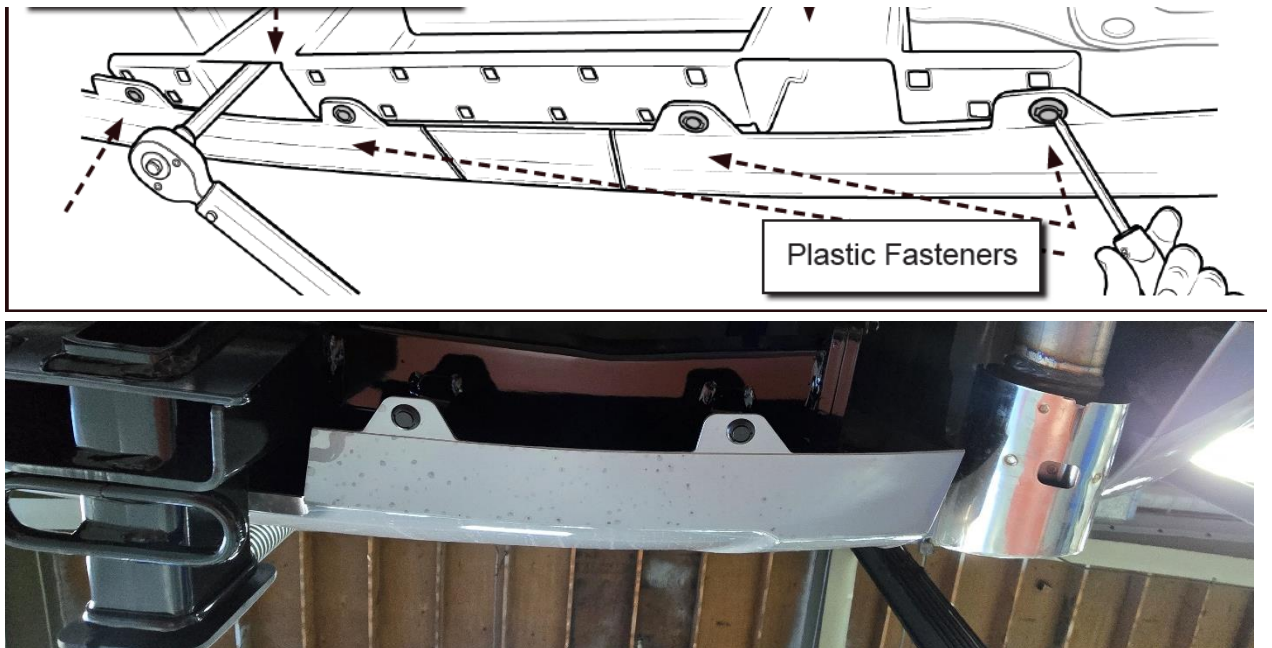
**Damage to interior or exterior (Glass, Trim, etc.):** Care should be taken, and protective cover(s) used when working on any Mazda vehicle. Damage to any components, interior or exterior trim, vehicle accessories, body panels and paint will not be reimbursed by Mazda (including OEM or aftermarket).

**All of these items above could delay repairs, compromise safety, as well as negatively affect the customer experience and Mazda dealer-customer relationship.**

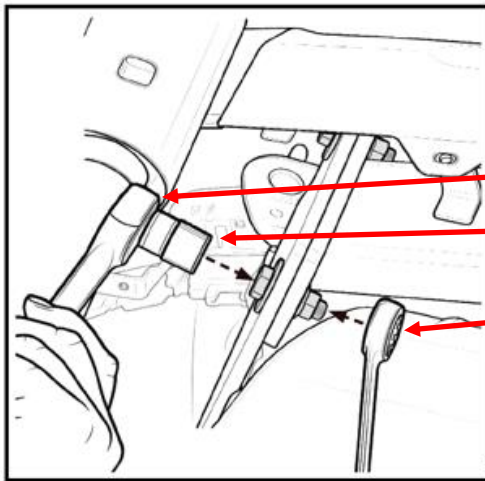
## B. REPAIR PROCEDURE

### Torque the Eight (8) Hitch Mounting Bolts to 87 ft-lbs (118 N-m)

1. Place the vehicle on a lift and raise to a suitable height to access the hitch assembly under the rear bumper.
2. Remove the four plastic fasteners on the bumper support. This gains additional access to the lower mounting bolts. These bolts will be reinstalled after you are finished with retorquing the 8 mounting bolts.



3. Using your torque wrench set to 87 ft-lbs (118 N-m), a 19mm socket and a 19mm wrench, tighten all 8 mounting bolts. See the first photo on page 4 for tool placement.



Tool Placement:

Torque Wrench

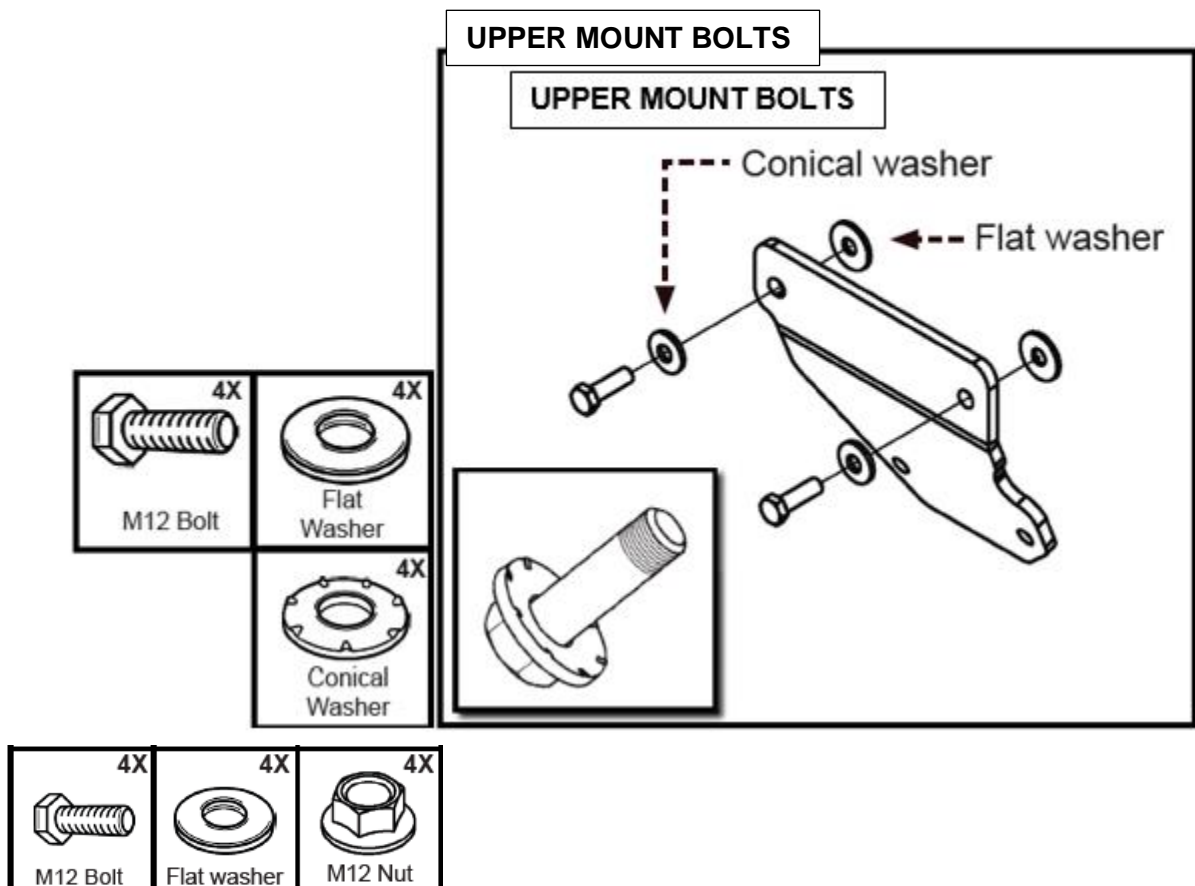
19MM Socket

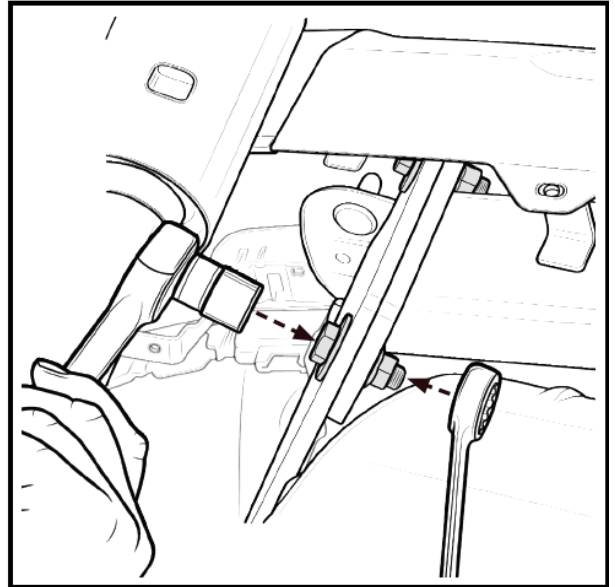
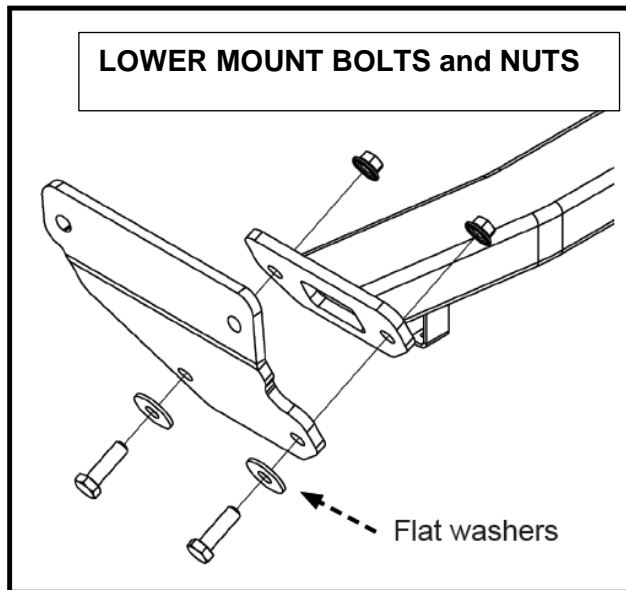
19MM Wrench

**NOTE:** The Upper bolts are M12 with 2 flat washers and 2 Conical (serrated) washers per side. The Lower bolts are M12 with 2 flat washers and 2 flange nuts requiring a 19mm wrench per side. Pictures below on next page for reference.

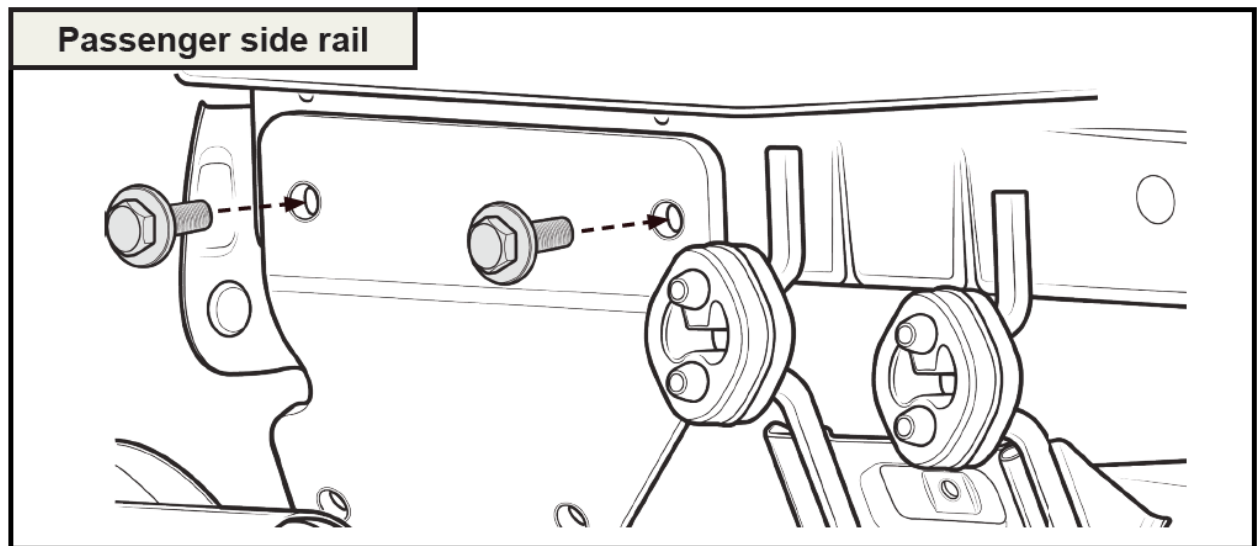


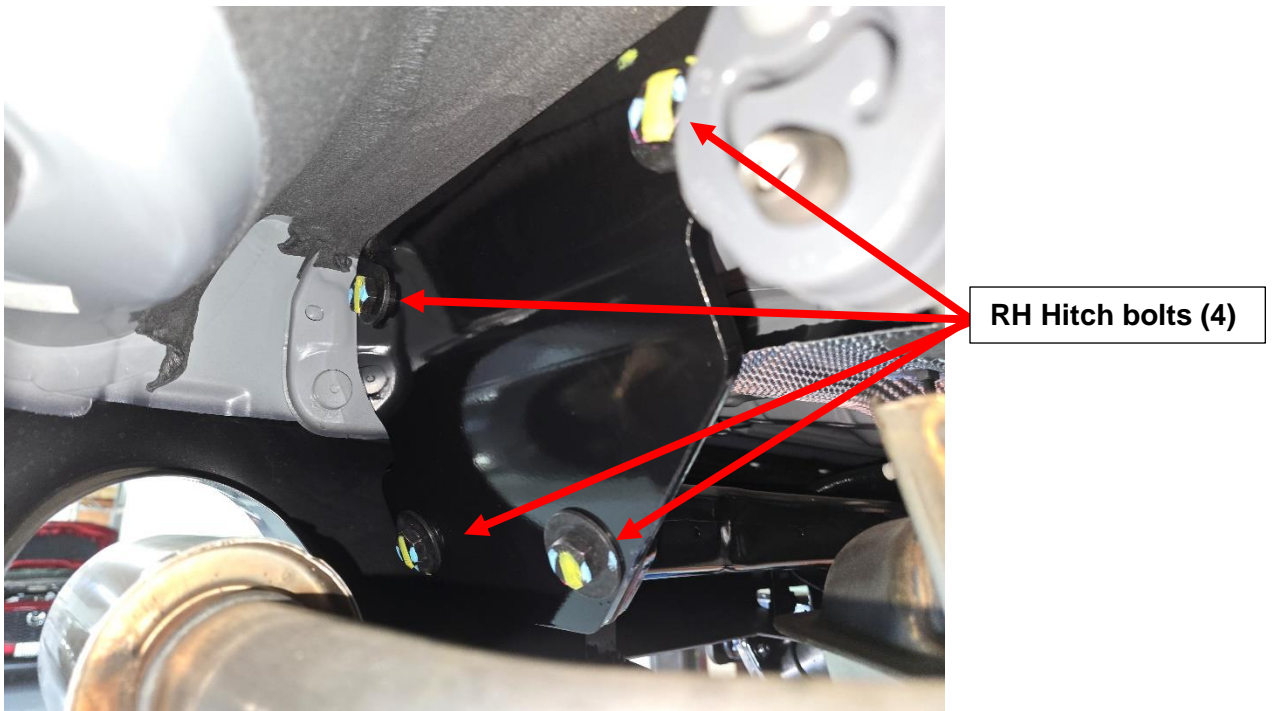
**Do not remove any of the bolts to complete the recall. This is a re-torque of bolts already installed on the car.**



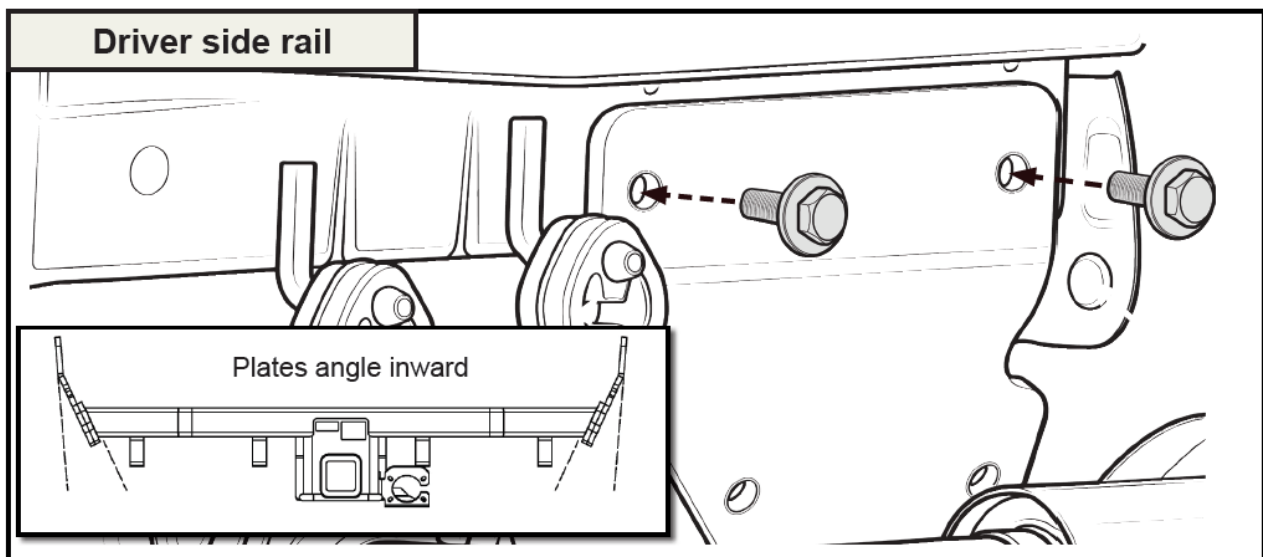


Passenger (RH) Side Pictures

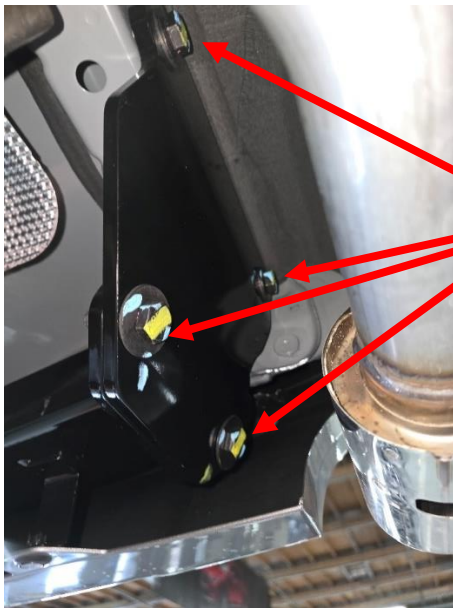




Driver's (LH) Side Pictures







LH Hitch bolts (4)

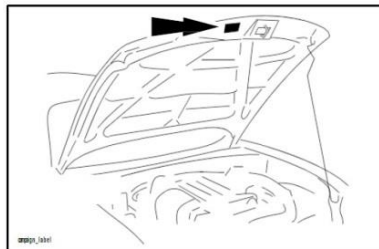
4. Reinstall the 4 bumper clips you removed in step 2.
5. Lower vehicle and proceed to **C. Campaign Label Installation.**

### C. CAMPAIGN LABEL INSTALLATION

- a. Fill out a Black "Campaign Label" (9999-95-055A-06) with Campaign No: "7225C", your dealer code, today's date.

| CAMPAIGN LABEL      |              |
|---------------------|--------------|
| CAMPAIGN NO:        | _____        |
| DEALER CODE:        | _____        |
| DATE:               | __ / __ / __ |
| P/N 9999-95-055A-06 |              |

- b. Affix it to the hood as shown:



**END OF REPAIR PROCEDURE**