

Safety Recall – 2024-2025MY CX-50 Trailer Hitch Bolts Improperly Torqued

CONDITION OF CONCERN: On certain 2024-2025MY CX-50 vehicles with the installed Mazda Genuine Accessory trailer hitch, over time and with continuous use, the trailer hitch assembly bolts may loosen, potentially causing the assembly to separate from the vehicle body during towing or normal driving conditions. A detached trailer hitch assembly may pose a hazard on the road and increase the risk of a crash. The repair will be to re-tighten the trailer hitch bolts to the proper torque.

OUTLINE OF REPAIR: The repair will be to re-tighten the trailer hitch bolts to the proper torque.

SUBJECT VEHICLES:

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**

OWNER NOTIFICATION: Mazda will notify owners of affected vehicles for this campaign no later than May 12, 2025.

PARTS INFORMATION: There are no parts required for this campaign.

WARRANTY INFORMATION:

NOTE - TRAILER HITCH NOT ON VEHICLE: **If the vehicle is under this recall but the trailer hitch is missing, please take a photo of the vehicle hitch area showing no attachment, AND ask the vehicle owner the location of the hitch. Then send the photo and customer response by filling out Dealer Recall Help on OneMazda. Please hold the vehicle at the dealer until a response is provided by Dealer Recall Help.**

	Re-torque trailer hitch bolts
Process Number	J2502A
Symptom Code	99
Damage Code	99
PNMC Causal Part Number & Qty	VA40-V3-920, Qty 0
Labor Operation Number	YY850XRX
Labor Hours	0.2 hrs.

RENTAL CAR INFORMATION

Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer, regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual.

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience. Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle or Ride Share (Uber, Lyft, Taxi)
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-72-25CR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "M1" (other)
Sublet Amount		Up to \$50 per day for the number of days customer had rental car (max 2 days without authorization, DSA dealers can do 3 days without authorization)
Sublet Text		Number of days rental car was supplied to customer