



MAZDA DEALER EMAIL

June 12, 2023

Attention: Mazda General, Parts, and Service Managers

Subject: Dealer Rework (DRW) 54 – Suspension of Delivery 2024MY CX-90 Tightening Torque Concern

Mazda Dealer Partners,

Mazda Motor Corporation has decided to take corrective action on certain 2024MY CX-90 vehicles built in Japan. **All vehicles in this campaign must be repaired prior to retail delivery, including any dealer trades.**

Concern Outline:

On thirteen CX-90 vehicles, there is a possibility that certain bolts may not be tightened completely, allowing the bolts to become loose and come off during driving. The affected Mazda dealers with these 13 vehicles in dealer stock have been contacted directly. The list of VIN's and dealers with affected inventory are below.

VIN	DLR	DEALER NAME	RGN/DIST
JM3KKCHD6R1104163	23710	OCEAN MAZDA	GUV01
JM3KKCHD7R1103586	24000	MAZDA OF PALM BEACH	GUV01
JM3KKDHC9R1103585	23925	MAZDA OF NORTH MIAMI	GUV01
JM3KKCHD0R1103641	61630	CLASSIC MAZDA WESTSIDE	MWV12
JM3KKCHD5R1103571	60233	CASCADE MAZDA	MWV12
JM3KKCHD5R1104820	50237	RAMSEY MAZDA	NEV01
JM3KKCHD8R1104178	51653	MAZDA OF NEW ROCHELLE	NEV01
JM3KKCHDXR1103968	51532	MAZDA 112	NEV03
JM3KKCHD8R1103970	51590	WERNER MAZDA	NEV04
JM3KKDHC0R1103667	50127	BURDICK MAZDA	NEV12
JM3KKDHC3R1104604	51537	MAZDA OF MILFORD	NEV13
JM3KKCHD8R1103564	51536	FAULKNER MAZDA	NEV15
JM3KKDHC5R1103597	42208	MAZDA ROSEVILLE	PAV04

Number of Affected Vehicles:

Model*	Subject VIN range	Subject build date
2024 CX-90	JM3 KK**** R1 103564 – 104820	From March 4, 2023 through March 11, 2023

* Only 13 vehicles in this range are affected.

The asterisk symbol "*" can be any letter or number. Only the vehicles identified in this campaign have this concern. The affected VIN Dealer Inventory list is available on Mazda Global Service Support (MGSS).

Action Required:

All dealer in-stock vehicles must be quarantined as soon as possible. Not repairing this DRW will directly affect the Customer Experience and cause an unnecessary return visit to your Mazda dealership. All New Car Get Ready claims submitted will be debited on vehicles sold with an open DRW. The current dealer inventory list of unsold vehicles is on Mazda Global Service Support (MGSS) under campaign DRW54

Outline of Repair:

The repair is to check tightening torque of certain bolts in the vehicle suspension. Dealer Inventory, Warranty Information and Repair Procedures will be available on Mazda Global Service Support (MGSS) by end of day, June 09, 2023, and keyword searching in MGSS may not be available until the next business day. Affected vehicles will display DRW54 at the time of announcement when checking the vin for a warranty vehicle inquiry.

We apologize for any inconvenience this Dealer Rework may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

If you have any questions regarding this DRW, please fill out the Dealer Recall Help Form located on [OneMazda](#) or contact the Mazda Warranty Department at warrantydept@mazdausa.com.

Note, any vehicle sold with an open DRW, and a New Car Ready claim submitted and paid will have the NCR claim debited.

Sincerely,
Travis Young
Manager, Recalls, Technical Services Division
Mazda North American Operations