

<b>Subject:</b> <b>HANDS-FREE LIFTGATE POOR PERFORMANCE AFTER TRAILER HITCH INSTALLATION</b>	<b>Service Alert No.: SA-047/23</b>
	<b>Last Issued : 08/07/2023</b>

## BULLETIN NOTES

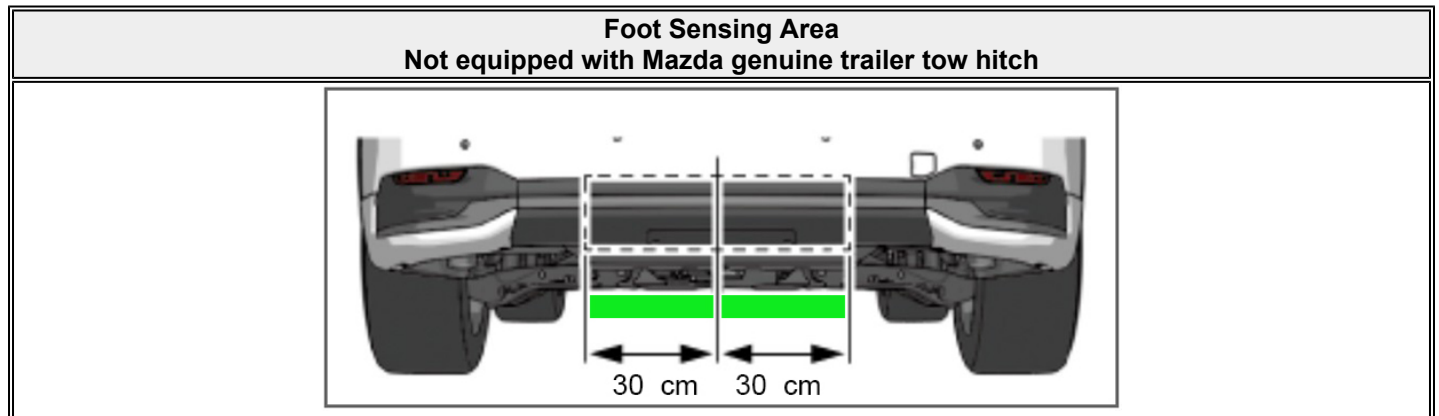
### APPLICABLE MODEL(S)/VINS

2024 CX-90 equipped with hands-free liftgate function and Mazda genuine trailer tow hitch

### DESCRIPTION

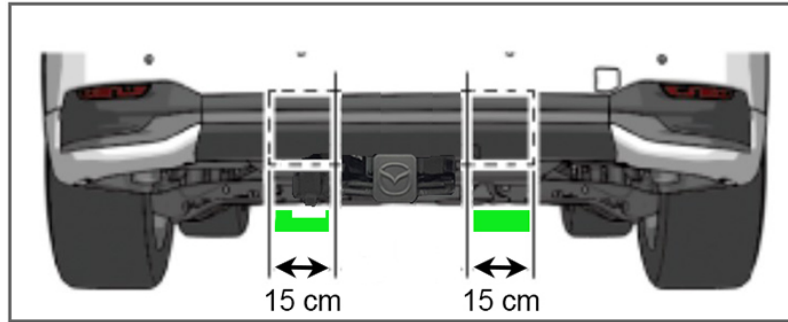
Some vehicles may exhibit poor hands-free liftgate operation after a Mazda genuine trailer tow hitch accessory installation.

**IMPORTANT:** When a Mazda genuine trailer tow hitch is installed on a CX-90 equipped with hands-free liftgate function, the sensing area is reduced due to the mechanical structure of the hitch. The hands-free liftgate's optimal sensing area below the rear bumper is shown in green boxes in the image below. Since the left side of the hitch has a 7-pin connector socket, the right side is the most ideal for hands-free operation. For safety, be extra careful performing the kicking motion around the hitch.



**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

**Foot Sensing Area**  
**Equipped with Mazda genuine trailer tow hitch**



For more information regarding the hands-free liftgate function, please refer to the [Owner's Manual](#).

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