

Subject:

HOOD CANNOT BE OPENED

Service Alert No.: SA-085/23

Last Issued : 12/22/2023

BULLETIN NOTES**APPLICABLE MODEL(S)/VINS**

2024 CX-90

DESCRIPTION

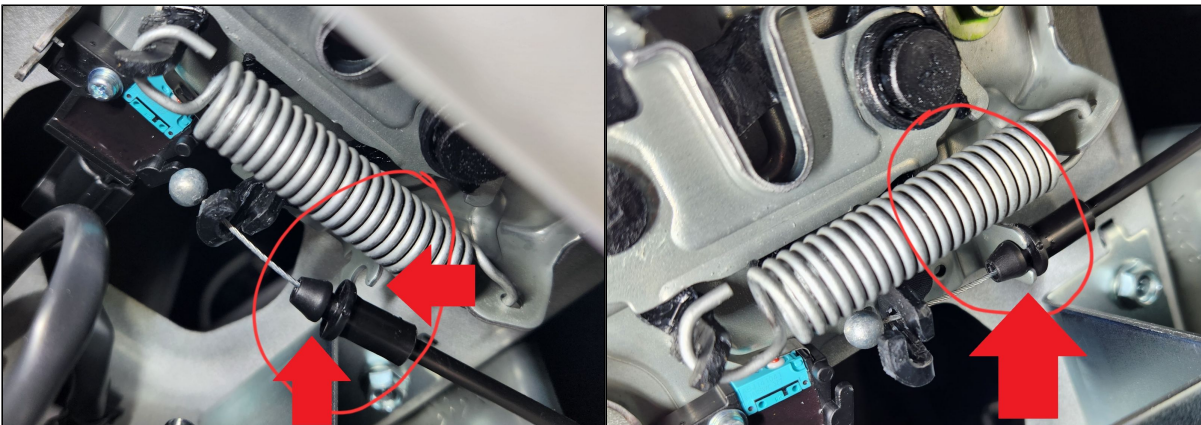
Some customers may experience an issue where the hood cannot be opened using the release cable. To open the hood for diagnosis and repairs, follow the repair procedure below.

REPAIR PROCEDURE

The procedure in MGSS directs you to remove the front bumper for hood cable and latch repairs, however, you need the hood open to do that. To open the hood, you do not need to remove the bumper, and the final repair may be as simple as properly attaching the cable to the latch. (See the photos below.)

NON-DESTRUCTIVE WAY TO GET TO THE LATCH AND OPEN THE HOOD

1. Pull the inner fender panel.
2. Reach up to access the hole in the core support.
3. Manually operate the lever to open the latch.
4. Repair the vehicle as needed.



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.