

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MOVING A 7G LARGE PLATFORM PHEV VEHICLE FREELY WHEN BATTERY IS DISCHARGED	Service Alert No.: SA-018/24
	Last Issued : 03/15/2024

BULLETIN NOTES

This SA supersedes the previously issued SA(s) listed below. The changes are noted in Red.

Previous SA:	Date(s) Issued:
SA-041/23	07-019/23

APPLICABLE MODEL(S)/VINS

2024 CX-90 PHEV

2025 CX-70 PHEV

DESCRIPTION

The 7G large platform utilizes a new 8-speed automatic transmission. Due to changes in the parking lock mechanism, which is now hydraulically operated, the neutral range in the transmission can only be achieved if the engine is running (or "Ready-On" for PHEV). With this design, there is no provision to manually engage neutral. This can cause challenges to dealers, customers, or towing providers when a vehicle cannot start and can't move, usually due to a discharged (dead) battery.

In the event that a vehicle cannot be started or achieve "ready-on", wheel dollies must be used to allow the vehicle to be rolled and moved.

NOTE: The following procedure is for moving vehicle around the service shop and not for towing purposes. Please reference the owner's manual for towing instructions.

- CX-90 PHEV owner's manual
- CX-70 PHEV owner's manual

REPAIR PROCEDURE

1. Verify vehicle concern.
2. Install wheel dollies onto both rear wheels to freely move vehicle.

CAUTION: Place wheel dollies only on rear wheels.

NOTE: Please see wheel dollies instruction video for reference.

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.

PARTS INFORMATION

Please visit the Mazda Tools and Equipment Website for recommended wheel dollies.

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.