

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CANNOT SHIFT OUT OF PARK AFTER STARTING THE VEHICLE	Service Alert No.: SA-046/24
	Last Issued : 07/25/2024

BULLETIN NOTES

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

Previous Service Alert(s):	Date(s) Issued:
SA-065/23	10/19/23

APPLICABLE MODEL(S)/VINS

2025 CX-70

2024-2025 CX-90

DESCRIPTION

Some customers may report they intermittently cannot shift out of Park (P) after starting the vehicle.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Turn the ignition to ON, wait 10 seconds, and then shift the transmission from park 10 times.

Is the shifter working correctly at least 10 times?

YES - Educate the customer about the shift operation of the CX-90. There is a 3-second delay after turning on the vehicle before you can shift from park (P).

NOTE: The time spent in ACCY does not count. Wait for the vehicle to say "ready on" before starting the 3-second count and then wait for the full 3 seconds to elapse before shifting from park (P).

NO - Diagnose the vehicle using the instructions in MGSS.

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.