

Subject: HANDS-FREE LIFTGATE POOR PERFORMANCE AFTER TRAILER HITCH INSTALLATION	Service Alert No.: SA-069/24
	Last Issued : 10/15/2024

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-047/23	09/11/23 and 08/07/23

APPLICABLE MODEL(S)/VINS

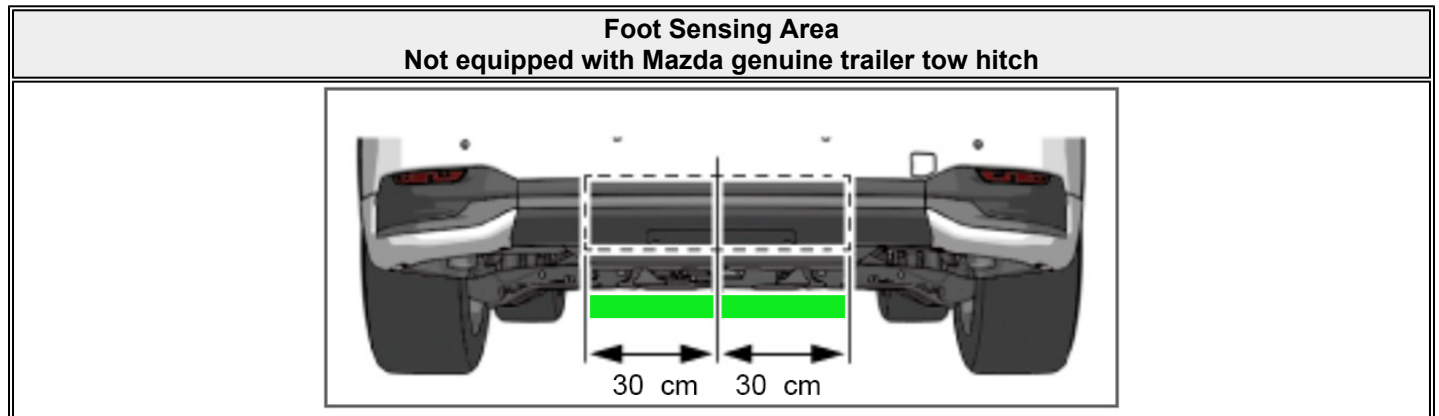
2025 CX-70 equipped with hands-free liftgate function and Mazda genuine trailer tow hitch

2024-2025 CX-90 equipped with hands-free liftgate function and Mazda genuine trailer tow hitch

DESCRIPTION

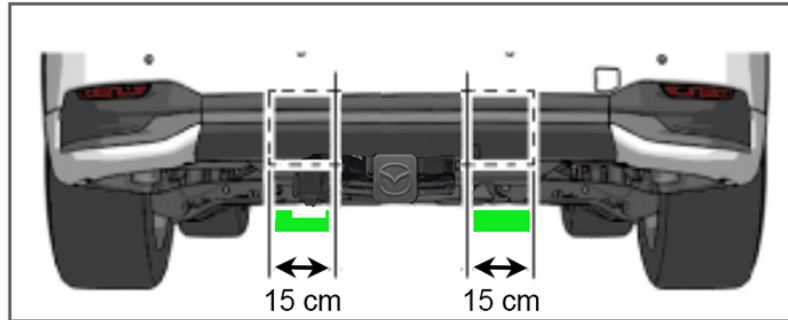
Some vehicles may exhibit poor hands-free liftgate operation after a Mazda genuine trailer tow hitch accessory installation.

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](#).

CAUTION (PHEV Model Charging): DO NOT place the charging cord at the bottom of the rear of the vehicle and DO NOT let the cable hang around at the rear of the vehicle.

The PLG Hands-free sensor may detect the movement of the charging cord when charging, causing the liftgate to open unintentionally and a risk of liftgate damage.



NOTE: This is a normal operation of the PLG sensor, not a system malfunction

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