



MAZDA DEALER EMAIL

March 11, 2025

Attention: Mazda General, Sales, Parts and Service Managers

Subject: Mazda Service Program MSP62 Abnormal Noise from Front of Vehicle - 2024MY CX-90 Vehicles – Includes Stop Delivery of Affected Inventory Vehicles

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct a Mazda Service Program (MSP62) for vehicles in the U.S. and U.S. Territories. Mazda vehicles sold in Canada and Mexico are also affected by MSP62 and must be repaired if presented to your dealership.

Subject Vehicles MSP62

Model	Subject VIN range	Subject production date range
2024MY CX-90	JM3KK**** R1 100044 – 126131	From December 27, 2022 through August 1, 2023

Production Note: *Only the vehicles in these above ranges and with an "OPEN" status for MSP62 in eMDCS are affected.

MAZDA SALES AND SERVICE TEAMS - ACTION ITEM: There are approximately 20 vehicles in stock at U.S. Mazda dealers which must be repaired prior to delivery. All Mazda dealers must quarantine any affected new, used or CPO in-stock vehicles until the repair is completed. The affected dealer inventory list was provided to each District Service Manager with the notification of this dealer email. Once completed, the car can be delivered, and the Warranty claim can be submitted later without penalty since the car has been repaired.

Outline of Concern: Some vehicles may exhibit a creaking or squeaking noise from the lower arm at the front suspension when traveling over a bump and while turning at low-speed. Causal factor: A stick-slip phenomenon may occur between the stopper rubber and the bracket in the front lower arm. There are 18,127 vehicles affected by this campaign in the U.S. and U.S. Territories.

Important Note: Vehicles repaired under TSB# 02-002/24 are excluded from this MSP as they are considered repaired for this concern.

Outline of Repair :

1. Remove the dust covers from the lower arms (on both sides)
2. Clean the lower arm stopper rubbers and apply the approved red rubber grease to the lower arm stopper rubbers (on both sides).
3. Install the new dust covers to the lower arms (on both sides).

PARTS INFORMATION:

Parts Number	Description	Qty	Notes
KBY0-34-4DX	Dust Cover Set	1	Set includes KBY0-34-4D1 (qty 2) & KBY0-34-4D2 (qty2), KBY0-34-4P1 (qty 6) & KBY0-34-4P2 (qty 6)

1. Repair Procedures and Parts & Warranty information will be available in MGSS by the end of the business day. View Content search will be available immediately with a VIN and keyword searching will be available the next business day.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com.
3. For any non-urgent parts related questions, please contact the Dealer Assistance Group via e-mail using the [DAG Email Inquiry Form](#) on OneMazda.
4. For campaign related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this campaign before responding to customer inquiries. We apologize for any inconvenience this campaign may cause you and your customers. Your understanding and support is greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division