



Subject: DELAYED ENGINE START OR POOR ACCELERATION WHILE DRIVING IN EV MODE	Service Alert No.: SA-021/25
	Last Issued : 04/30/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024-2025 CX-90 PHEV with VINS lower than JM3KK*****219454 (produced before November 30, 2024)

2025 CX-70 PHEV with VINS lower than JM3KJ*****118740 (produced before October 16, 2024)

DESCRIPTION

Some vehicles may exhibit a delayed engine start or experience poor acceleration while driving in EV mode when the battery is at a low state of charge (SOC). This is caused by improper control logic of the PCM. To eliminate this concern, the control software of the PCM has been modified.

1. Check for open recalls.

Are any Recalls open?

- **YES:** Perform any open Recall(s), then continue to the next step.
- **NO:** Continue to the next step.

2. Check the current software level of the PCM to see if is the same (or later suffix) as shown in Calibration Files Information.

Is the current calibration file name the same (or a later suffix)?

- **YES:** Diagnose the issue using MGSS.
- **NO:** Verify the Recalls were performed correctly.

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.

CALIBRATION

CX-70

ECU	File Name (Old)	File Name (New)
PCM	MS18-186K2-H or before	MS18-186K2-J or later
	MS19-186K2-H or before	MS19-186K2-J or later
ECM	PW64-188K2-J or before	PW64-188K2-K or later
TCM	PW64-21PS1-G or before	PW64-21PS1-H or later

NOTE: This Service Information only is applicable for vehicles using the above calibration files.

CX-90

ECU	File Name (Old)	File Name (New)
PCM	MS65-186K2-	MS65-186K2-A or later
	MS66-186K2-	MS66-186K2-A or later
ECM	PXRC-188K2-T or before	PXRC-188K2-U or later
TCM	PXPN-21PS1-J or before	PXPN-21PS1-K or later

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