



MAZDA DEALER EMAIL

April 11, 2025

Attention: Mazda General, Sales, Parts and Service Managers

Subject: Mazda Service Program MSP63 Opening Sequence of Instrument Cluster - 2024MY CX-90 and MSP64 Cabin Preconditioning Concern 2024-2025MY CX-90 and 2025MY CX-70 PHEV Models only

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct two Mazda Service Programs (MSP63) and (MSP64) for vehicles in the U.S. and U.S. Territories. Mazda vehicles sold in Canada and Mexico are also affected by both campaigns and must be repaired if presented to your dealership. All vehicles in both campaigns will be in "Open" status on April 11, 2025 concurrent with the announcement of this communication.

MAZDA SALES AND SERVICE TEAMS - ACTION ITEM: MSP64 requires software that is already updated by Recall 7124J that has not yet been completed and there are approximately 2,200 new 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.

Subject Vehicles MSP63

Model	Subject VIN range	Subject production date range)
2024MY CX-90	JM3KK**** R1 100077 - 161941	From January 7, 2023 through March 11, 2023

Production Note: *Only the vehicles in these above ranges and with an "OPEN" status for MSP63 in eMDCS are affected.

Outline of Concern: Some vehicles may experience that the opening sequence of the instrument cluster is not displayed as designed after IG-ON. The opening sequence of the instrument cluster refers to the display that occurs immediately after the ignition is turned on, where the vehicle model's logo is shown on the instrument cluster's LCD screen before transitioning to the speedometer display. There are 20,075 vehicles affected by this campaign in the U.S. and U.S. Territories.

Outline of Repair :

Reprogram the BCM with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic and Repair Software (MDARS).

Subject Vehicles MSP64

Model	Subject VIN range	Subject production date range
2024-2025 CX-90 PHEV	JM3KK**** R1 100067 – 189805 JM3KK**** S1 189921 – 234944	From January 6, 2023 through February 28, 2025
2025 CX-70 PHEV	JM3KJ**** S1 100056 – 127962	From December 14, 2023 through February 28, 2025

Production Note: *Only the vehicles in these above ranges and with an “OPEN” status for MSP64 in eMDCS are affected.

Outline of Concern: On the subject vehicles, the cabin preconditioning (climate control timer) of the automatic climate control system does not operate properly, failing to make the cabin comfortable before getting in the car. There are 8,175 vehicles affected by this campaign in the U.S. and U.S. Territories.

Outline of Repair:

Reprogram the Dash-ESU with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic and Repair Software (MDARS). **Note:** Vehicles still in open status for Recall 7124J or vehicles repaired under 7124J on or after March 13, 2025 already contain the updated software and will not be included in MSP64.

Parts Information: There are no parts required for MSP63 and MSP64

1. Repair Procedures and Parts & Warranty information will be available in MGSS by the end of the business day of this announcement. The 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 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