

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: RECALL NOTIFICATIONS REMAIN ON THE CENTER DISPLAY AFTER RECALL PERFORMED	Service Alert No.: SA-028/25
	Last Issued : 05/28/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2023-2025 Mazda3	2023-2024 MX-30	2025 CX-70
2023-2025 CX-30	2024-2025 MX-5	
2023-2025 CX-50	2024-2025 CX-90	

DESCRIPTION

Some vehicles may have recall notifications remain on the center display even after a recall is performed.

NOTE: When the warranty claim for the recall campaign is accepted at Mazda Japan, the recall notification will be automatically deleted via the Connected Service on the next day or later. This situation occurs if the Connected Service subscription has been cancelled while the recall notifications remain.

ACTION TO BE TAKEN

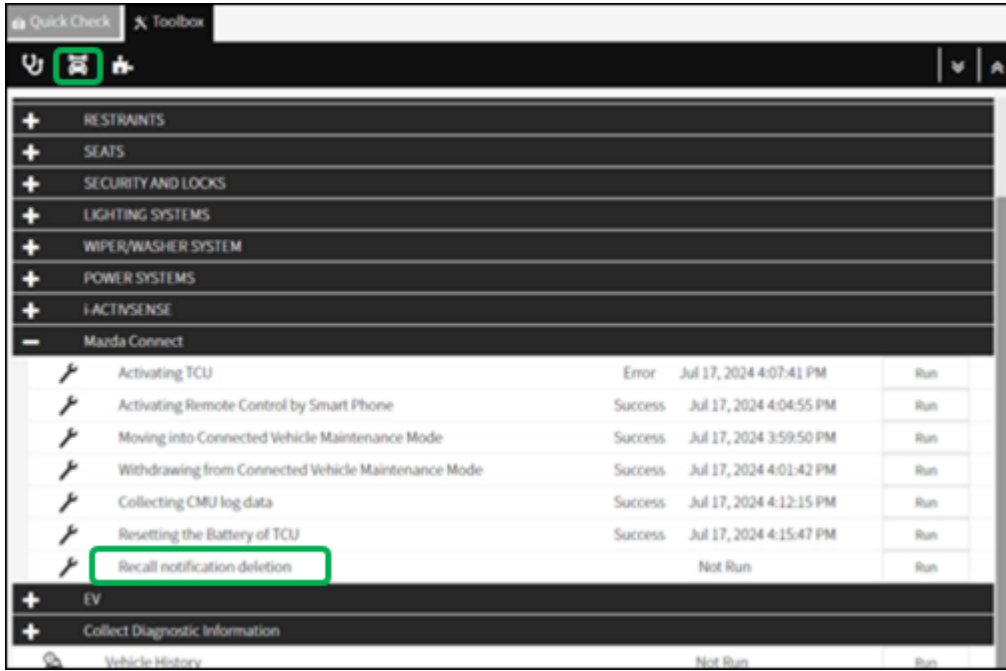
If you encounter this situation, check the Connected Vehicle (CV) Line Status:

Vehicle Communication Line Status Reference	Status: Closed	Delete the recall notifications with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS). NOTE: DO NOT delete the recall notifications without performing the repair.
	Status: Opened	Contact Technical Hotline for assistance.

In Toolbox tab, select Work Support. Under Mazda Connect, run "Recall notification deletion" function and follow onscreen instructions.

If the Connected Service contract is valid, an error message will appear. Contact Technical Hotline for assistance.

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.



WARRANTY INFORMATION

MDARS process to remove Recall message (Vehicle IS NOT enrolled in CV services)

Warranty Type	A
Process Number	J2503A
Symptom Code	99
Damage Code	99
Part Number Main Cause	XXXX-67-CM0* Use GEPC to look up part number.
Quantity	0
Operation Number / Labor Hours:	YY851ARX / 0.4 hrs.

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