



<b>Subject:</b>  <b>MOVING A 7G LARGE PLATFORM PHEV VEHICLE FREELY WHEN BATTERY IS DISCHARGED</b>	<b>Service Alert No.: SA-058/25</b>
	<b>Last Issued : 12/11/2025</b>

## BULLETIN NOTES

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

Previous SA:	Date(s) Issued:
SA-018/24	07/01/24 and 03/15/24
SA-041/23	07-019/23

## APPLICABLE MODEL(S)/VINS

2024-2026 CX-90 PHEV

2025-2026 CX-70 PHEV

## DESCRIPTION

The 7G large platform utilizes a new 8-speed automatic transmission. Due to changes in the parking lock mechanism, which is now hydraulically operated, the neutral range in the transmission can only be achieved if the engine is running (or "Ready-On" for PHEV). With this design, there is no provision to manually engage neutral. This can cause challenges to dealers, customers, or towing providers when a vehicle cannot start and can't move, usually due to a discharged (dead) battery.

In the event that a vehicle cannot be started or achieve "ready-on", wheel dollies must be used to allow the vehicle to be rolled and moved.

**NOTE:** The following procedure is for moving vehicle around the service shop and not for towing purposes. Please reference the owner's manual for towing instructions.

- 2024 CX-90 PHEV owner's manual
- 2025 CX-90 PHEV owner's manual
- 2025 CX-70 PHEV owner's manual
- 2026 CX-90 PHEV owner's manual
- 2026 CX-70 PHEV owner's manual

## REPAIR PROCEDURE

1. Verify vehicle concern.

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2. Install wheel dollies onto both rear wheels to freely move vehicle.

**CAUTION:** Place wheel dollies only on rear wheels.

**NOTE:** Please see wheel dollies instruction video for reference.

#### **PARTS INFORMATION**

Please visit the Mazda Tools and Equipment Website for recommended wheel dollies.

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