

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: LIFTGATE MANUAL RELEASE	Service Alert No.: SA-003/26
	Last Issued : 01/06/2026

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-045/24	07/25/24
SA-046/23	08/01/23

APPLICABLE MODEL(S)/VINS

2024-2026 CX-90 (All)

2025-2026 CX-70 (All)

2026 CX-5

DESCRIPTION

Customers may report that the liftgate does not open or unlatch (from closed or an ajar position). This may happen after a discharged battery or after charging a dead battery.

REPAIR PROCEDURE

1. Verify customer concern.
2. Release the liftgate latch by operating the liftgate latch lever according to the Owner's Manual, and then open the liftgate all the way.
3. Close the liftgate manually.
4. Retest PLG operation.

Is the PLG working correctly?

- **YES:** Return the vehicle to the customer.
- **NO:** Diagnose using the WSM.

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.