

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  THIRD ROW SEAT BACK CONCERNS AND/OR ISSUES WHEN LIFTING FROM THE LOWERED POSITION	<b>Service Alert No.:</b> SA-010/26
	<b>Last Issued :</b> 02/24/2026

## BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-063/23	10/16/23

## APPLICABLE MODEL(S)/VINS:

2024-2026 CX-90

## DESCRIPTION

Customers may report issues with third-row seats, loose or damaged trim, not folding down, binding when folding up, and other concerns. The technician may notice the cargo floor is out of place and may attempt to replace parts as defective. This is due to the cargo floor being uneven and/or foreign objects stuck between the third-row seats and cargo floor.



**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.



## REPAIR PROCEDURE

**NOTE:** Ensure there are no objects placed underneath the cargo floor other than OEM equipment installed from the factory.

## PARTS INFORMATION

See Parts Flash 23-10 for more information.

## WARRANTY INFORMATION

This damage is considered as outside influence and not covered under warranty. Get an estimate of repair, photos of the damage and repair using Non-Warrantable Goodwill sublet up to your DSA allowance or submit a Warranty Preauthorization under goodwill.

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