

Subject: HANDS-FREE LIFTGATE POOR PERFORMANCE AFTER TRAILER HITCH INSTALLATION	Service Alert No.: SA-020/26
	Last Issued : 03/26/2026

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-015/25	03/10/25
SA-069/24	10/15/24
SA-047/23	09/11/23 and 08/07/23

APPLICABLE MODEL(S)/VINS

2024-2026 CX-90 equipped with hands-free liftgate function and Mazda genuine trailer tow hitch
 2025-2026 CX-70 equipped with hands-free liftgate function and Mazda genuine trailer tow hitch

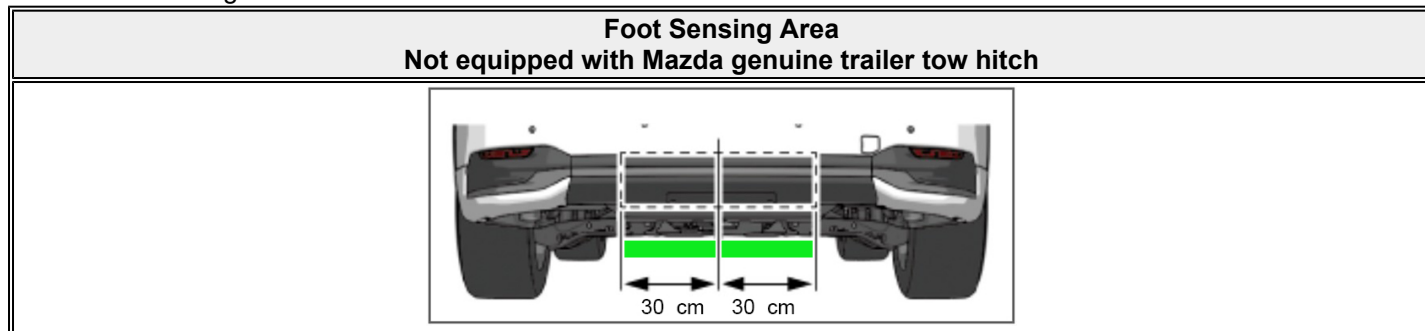
DESCRIPTION

Some vehicles may exhibit poor hands-free liftgate operation after a Mazda genuine trailer tow hitch accessory installation.

IMPORTANT: When a Mazda genuine trailer tow hitch is installed on a vehicle equipped with hands-free liftgate function, the sensing area is reduced due to the mechanical structure of the hitch. The hands-free liftgate's optimal sensing area below the rear bumper is shown in green boxes in the image below. Since the left side of the hitch has a 7-pin connector socket, the right side is the most ideal for hands-free operation.

For safety, be extra careful performing the kicking motion around the hitch.

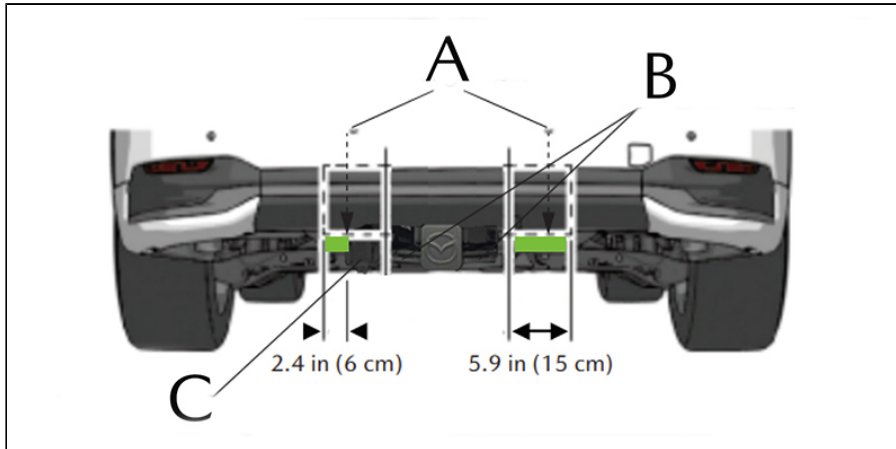
NOTE: Hands-free function can be switched on/off by using MAZDA CONNECT Settings --> Vehicle Settings --> Doors -> Hands-Free Liftgate.



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.

**Foot Sensing Area
Equipped with Mazda genuine trailer tow hitch**

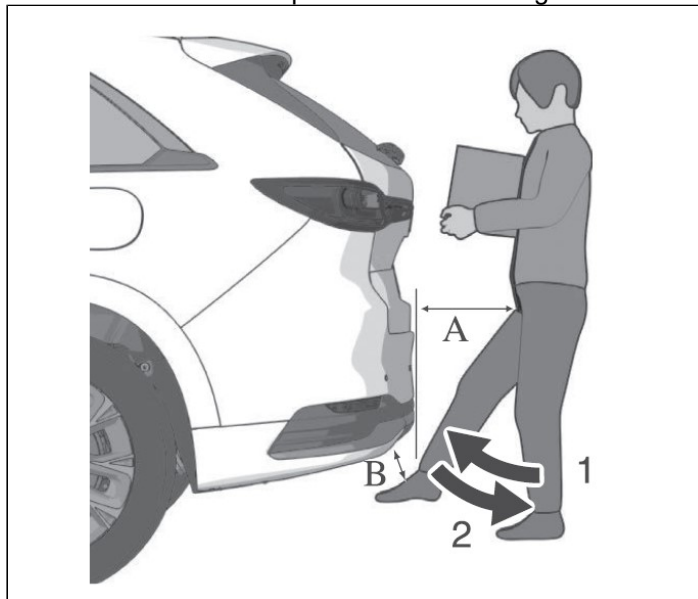
Sensing areas are outside of the chain plates (B) and 7-pin socket (C), and approximately below the parking sensors (A) (if equipped).



A. Parking Sensor (if equipped)
B. Chain Plate
C. 7-Pin Socket

Quick KICK* within 1 second.

About 3/4 in (2 cm) or less from the bottom of the bumper within the sensing areas.



A : About 30-50 cm (12-19.7 in)
B : About 20 cm (3/4 in) or less

* DO NOT swing or swipe.

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.

For more information regarding the hands-free liftgate function, please refer to the [Owner's Manual](#).

CAUTION (PHEV Model Charging): DO NOT place the charging cord at the bottom of the rear of the vehicle and DO NOT let the cable hang around at the rear of the vehicle.

The PLG Hands-free sensor may detect the movement of the charging cord when charging, causing the liftgate to open unintentionally and a risk of liftgate damage.



NOTE: This is a normal operation of the PLG sensor, not a system malfunction

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.