

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-050/26

Last Issued : 08/06/2026

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-028/25	05/28/25

APPLICABLE MODEL(S)/VINS

2023-2026 Mazda3	2023-2024 MX-30	2025-2026 CX-70
2023-2026 CX-30	2024-2026 MX-5	
2023-2027 CX-50	2024-2027 CX-90	

DESCRIPTION

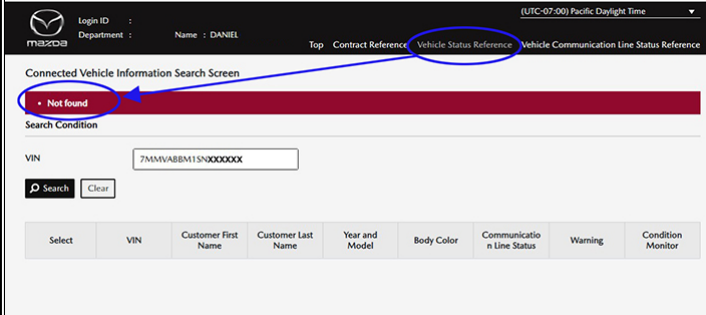
Some vehicles may continue to display the recall notification "IMPORTANT NOTICE. VIEW VEHICLE STATUS MONITOR FOR DETAILS" on the center display even after the recall has been completed.

NOTE: Once the warranty claim for the recall campaign is approved by Mazda Japan, the recall notification will be automatically removed via Connected Services on the following day or later. This condition may occur if the Connected Services subscription was canceled while the recall notification was still active.

ACTION TO BE TAKEN

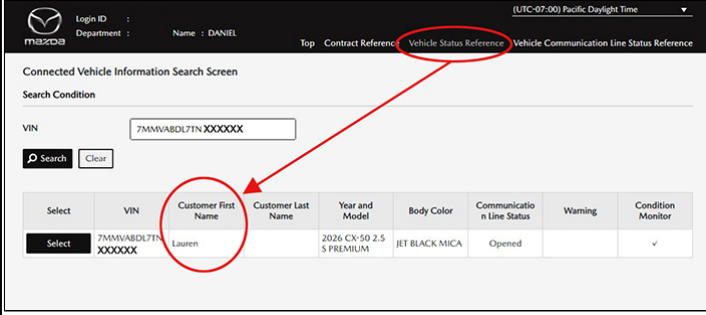
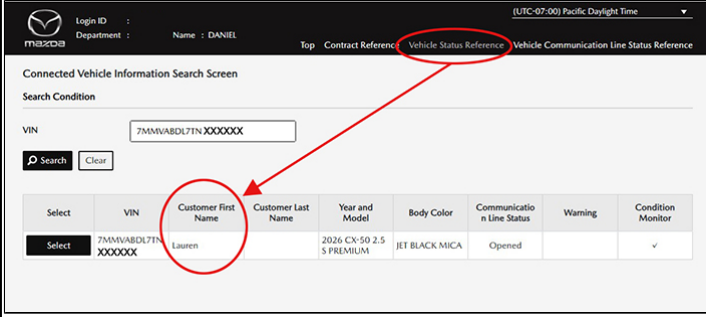
If you encounter the situation above, use MDARS to manually remove the center display recall notification.

Note: MDARS can only remove the recall notification when MCVV shows no CV contract.

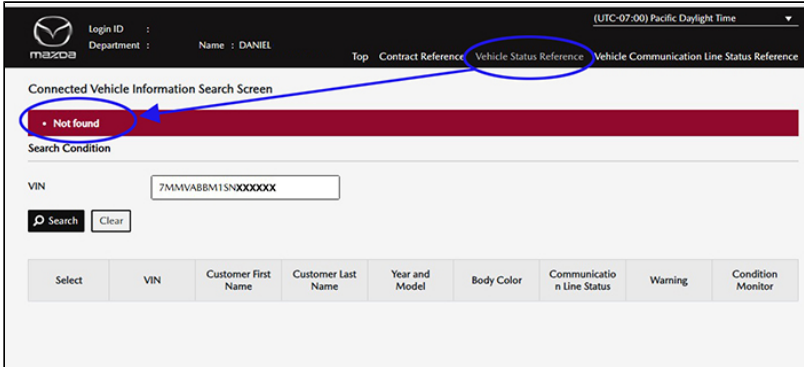
MCVV	CV Status	Example	Action
Vehicle Communication Line Status Reference	Status: No CV Contract		Go to MDARS Recall Notification Deletion NOTE: DO NOT delete the recall notifications without performing the repair.

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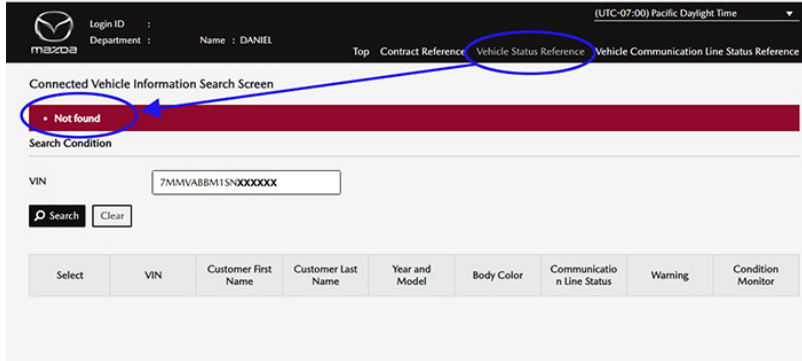
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

	Status: - Active CV Contract - Free Trial Period		- Go to Close CV Contract, Free Trial Period - Go to MDARS Recall Notification Deletion
	Status: - Active CV Contract - Paid Subscription		- Go to Close CV Contract, Paid Subscription - Go to MDARS Recall Notification Deletion

Close CV Contract, Free Trial Period

Dealer	- Perform "Enrollment Take-Over". See SA-038/26 --> 2nd Owner Take-Over --> Perform steps 1-10 - Perform "CV Deactivation". See SA-038/26 --> Customer Opt-Out --> Perform steps 4-16 - Go to MCVV and confirm No CV Contract. 
Dealer/Customer	- Perform "MDARS Recall Notification Deletion". Reference: MGSS RECALL NOTIFICATION DELETION - When the customer picks up vehicle, assist the customer with CV re-enrollment. Installing the MyMazda APP Registering Your User Information Registering Vehicle Information Registering Connected Service

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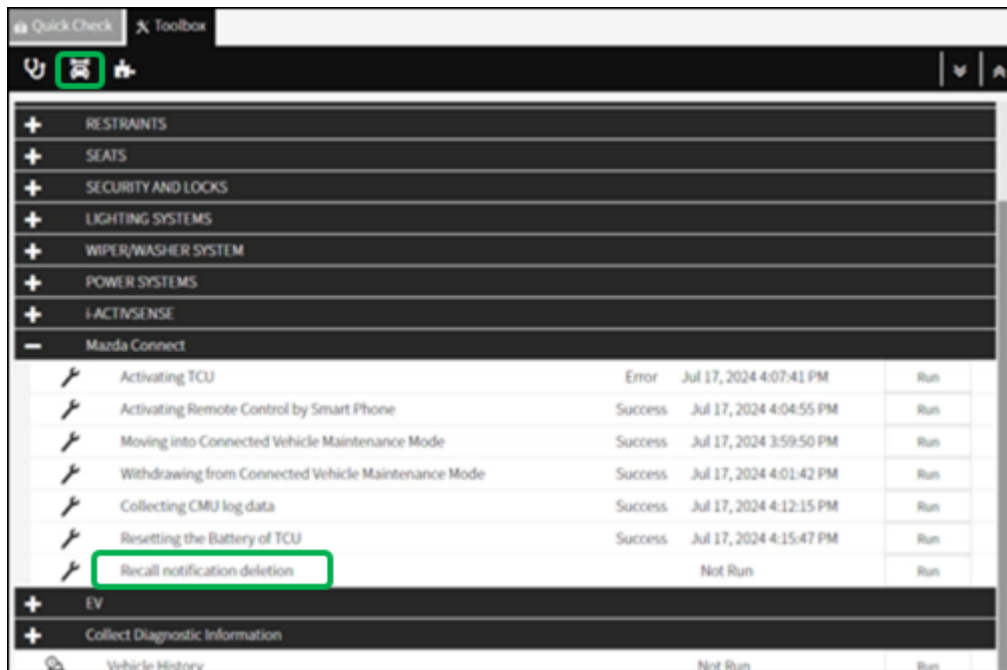
Close CV Contract, Paid Subscription	
Customer	Perform "Ending Use of Connected Service" (Step 1-3, 6).
	1. Go to Connected Services Owner's Manual .
	2. Scroll down to "Other Information" then select "Ending Use of Connected Service"
Dealer	3. Scroll down to "(3) Parting With a Vehicle That Used Connected Service and Information From Mazda is Unnecessary" and follow instructions to delete the VIN.
	4. Go to MCVV and confirm No CV Contract .
	
Dealer/ Customer	5. Perform " MDARS Recall Notification Deletion ". Reference: MGSS RECALL NOTIFICATION DELETION
	6. When the customer picks up vehicle, assist the customer with CV re-enrollment.
	a. Installing the MyMazda APP b. Registering Your User Information c. Registering Vehicle Information d. Registering Connected Service

MDARS Recall Notification Deletion

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

If the Connected Service contract is active, an error message will appear.

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WARRANTY INFORMATION

	MDARS process to remove Recall message (Vehicle <u>IS NOT</u> enrolled in CV services)	MDARS process to remove Recall message (Vehicle <u>IS</u> enrolled in CV services)
Warranty Type	A	A
Process Number	J2503A	J2503B
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	XXXX-67-CM0* Use GEPC to look up part number.	XXXX-67-CM0* Use GEPC to look up part number.
Quantity	0	0
Operation Number / Labor Hours:	YY851ARX / 0.4 hrs.	YY851BRX / 0.7 hrs.

* If vehicle is beyond new vehicle limited warranty of 3 years / 36,000 miles select authorized by warranty department and refer to this information.

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