

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  PREMATURE TIRE WEAR FALKEN TIRES	<b>Bulletin No.:</b> 02-003/26
	<b>Last Issued :</b> 06/24/2026

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2024-2026 CX-90 (All) with VINS lower than JM3KK\*\*\*\*\*402608 (produced before May 23, 2026)

2025-2026 CX-70 (All) with VINS lower than JM3KJ\*\*\*\*\*352698 (produced before May 23, 2026)

### DESCRIPTION

Some vehicles have reported faster than expected tire wear for vehicles equipped with OEM "Falken 275/45/21" tires, without outside influence such as low tire pressure or out of specification alignment, and the tire life may not meet customer expectations. To eliminate this concern, the tire contact patch pressure has been optimized. Customers having this concern should have their vehicle repaired using the following repair procedure.

### REPAIR PROCEDURE

Verify the customer concern (inspect the tires, verify tread depth, and replace all the tires as required on the vehicle according to the following "Inspection Requirements" and the instructions in MGSS (WHEEL AND TIRE REMOVAL/INSTALLATION).

Mazda Warranty is providing case by case goodwill processing information regarding tire wear complaints on CX-90, and CX-70 vehicles equipped with OEM 21" 275/45/21 Falken tires. This goodwill assistance process does not include any other tire brand or size.

### Inspection Requirements:

- **Tire Measurements must be in the Red per Full Circle Inspection guidelines.**
- **Check for unusual tire wear indicating an alignment concern. Align the vehicle if out of specification**
- **Check for proper tire rotation per Scheduled Maintenance guidelines of every 7,500 miles**
- **Attach Photos of all four tires with treadwear results to the reimbursement claim**
- **Link to Video Inspection is acceptable**

**ATTENTION:** Review the special claim information below.

Mazda Warranty will pay up to Manufacturer's Suggested Retail Price (MSRP) to replace worn tires with replacement OEM Falken Tires, including mounting and balancing at only the time listed in Warranty Wizard, **prorate charges apply as defined below one time only.**

Page 1 of 3

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**PRORATE CHART**

Under 18,000 miles	<u>0% prorate for the tires</u> Mazda pays maximum <b>\$1080.52 (CX-70 (All) and CX-90 MHEV) / \$1085.28 (CX-90 PHEV)</b> plus labor. Tire cost and labor are submitted as a Non-Warranty Goodwill Sublet.
18,001-25,000 miles	<u>50% prorate charge for the tires</u> Mazda pays maximum <b>\$540.26 (CX-70 (All) and CX-90 MHEV) / \$542.64 (CX-90 PHEV)</b> plus labor. Tire cost and labor are submitted as a Non-Warranty Goodwill Sublet.
25,001 – 30,000 miles	<u>25% prorate charge for the tires</u> Mazda pays maximum of USD <b>\$270.13 (CX-70 (All) and CX-90 MHEV) / \$271.32 (CX-90 PHEV)</b> and no labor.

**NOTE:** MAZDA recognizes that some customers swap tires in the winter. If that is the case, please document net mileage and attach supporting documents such as repair orders documenting the date and mileage the OEM Tires were removed, and date/mileage when the tires were reinstalled to justify mileage difference from ODO when submitting the claim.

**PARTS INFORMATION**

**NOTE:** Use the EPC with the VIN to look up parts to ensure they are the latest and correct parts for that VIN.

Parts Number	Description	Qty.	Notes
PK59000960 (90620-14771)	275/45/21 Falken Tire	4	For CX-70 (All) and CX-90 (MHEV)
PK59000970 (90620-64771)	275/45/21 Falken Tire Silent Core	4	For CX-90 (PHEV)

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**WARRANTY INFORMATION**

Applicable Conditions	Months In Service	within 36 months		
	Mileage (mile)	0 - 18,000 mile (0 - 28,800 km)	18,001-25,000 mile (28,801 - 40,000 km)	25,001 – 30,000 mile (40,001 - 48000 km)
Process Number		<b>FALKN1</b>	<b>FALKN2</b>	<b>FALKN3</b>
Warranty Type		A		
Symptom Code		94		
Damage Code		9C		
Part Number Main Cause		7777-SP-A23		
Quantity		0		
Operation Number / Labor Hours		XXX6YARX / 1.1 Hours		XXX6YBRX / 0.0 Hours
Sublet Code		C9 (Tire)		
Sublet Amount		100% of Falken tires cost at MSRP	50% of Falken tires cost at MSRP	25% of Falken tires cost at MSRP
Sublet Amount (upper limit)		\$1166.20 (CX-70 (All) and CX-90 MHEV) \$1161.44 (CX-90 PHEV)	\$583.10 (CX-70 (All) and CX-90 MHEV) \$580.72 (CX-90 PHEV)	\$291.55 (CX-70 (All) and CX-90 MHEV) \$290.36 (CX-90 PHEV)

**NOTE:**

- For CX-90 PHEV (Falken Tire Silent Core), customers can choose equivalent size/load index aftermarket tires at their discretion in addition to the Falken Tire Silent Core (90620-64771).
- For CX-70 (All) and CX-90 MHEV, customers can choose OEM Toyo or equivalent size / load index aftermarket tire brand at their discretion.
- Order from Dealer Tire. Any cost difference from Falken is customer responsibility.
- MSRP may fluctuate, and any fluctuations will be compensated.
- OEM Tires do not have a Treadwear Warranty, most aftermarket tire brands have a prorated tire warranty.

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