

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: 1/2 SHIFT GRUNT NOISE UNDER MEDIUM TO AGGRESSIVE THROTTLE (PHEV)	Service Alert No.: SA-057/26
	Last Issued : 08/19/2026

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-074/24	10/04/24

APPLICABLE MODEL(S)/VINS

2024-2026 CX-90 PHEV

2025-2026 CX-70 PHEV

DESCRIPTION

Some customers may experience a grunt or grind noise when the transmission shifts from 1st gear to 2nd gear.

- The grunt-type noise is produced during the 2nd gear engagement.
- This issue will not affect the driveability or reliability of the vehicle.
- The vehicle is safe to drive.

It is OK to release the vehicle back to the customer.

Verbiage for customer communication:

Mazda has determined that the transmission in your vehicle is operating as designed and performing within normal parameters. Please rest assured that your vehicle is safe to drive and complies with all safety and performance standards. As part of Mazda's ongoing commitment to improvement, we are collecting data to help enhance performance in the future.

REPAIR PROCEDURE

WARRANTY INFORMATION

Use NPF Diagnosis for diagnostic time of the transmission.

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.