

Attention All Mazda Dealers:

Parts are not available for campaign 5723B until late April 2023 - TBD. You will be able to order parts once this message is removed from this document.

If you have a customer who is concerned about the campaign prior to late April 2023, contact Dealer Recall Help and we will advise next steps.

As a reminder, while this campaign is in “NOT LAUNCHED” status, the Missed Recall Report is not affected. Only campaigns in “OPEN” status and launched after 2013 are on the Missed Recall Report.

Safety Recall – 2023 CX-50 Trailer Tow Hitch Harness May Detach

CONDITION OF CONCERN

On certain 2023MY CX-50 vehicles with the installed Mazda Genuine Accessory trailer hitch harness, the harness may loosen or detach, causing insufficient clearance to underbody components. The detached trailer wire harness could become damaged due to contact with the vehicle’s exhaust components or road debris while driving. A damaged harness can cause the lights and/or braking of a connected trailer to become inoperative, increasing the risk of a crash. Both the 4-pin and the 7-pin harnesses are affected.

OUTLINE OF REPAIR

This repair is to remove the old Trailer Hitch Harness and install a new updated harness with a different routing than the original factory, dealer or customer installed harness.

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2023 CX-50	7MM VA**** PN 100233 – 123654	From January 18, 2022, through October 28, 2022

The asterisk symbol “*” can be any letter or number.

OWNER NOTIFICATION

Mazda will notify the owners by first class mail no later than April 28, 2023.

PARTS INFORMATION

Description	Part Number	Quantity	Note
4-pin hitch harness	VA40V7780A	1	This will not fit the 7-pin harness kit.
7-pin hitch harness	VA41V7780A	1	This will not fit the 4-pin harness kit.
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store

WARRANTY CLAIM PROCESSING INFORMATION

	Install trailer hitch harness
Process Number	AP011A
Symptom Code	99
Damage Code	99
Causal Part Number	4-pin harness VA40V7780A OR 7-pin harness VA41V7780A
Quantity	1
Labor Operation Number	XXWARXRX
Labor Hours	0.4 hrs.

RENTAL CAR INFORMATION

Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer, regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual.

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience. Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-57-23BR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer