



## MAZDA DEALER EMAIL

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June 16, 2023

**Attention:** Mazda General, Parts and Service Managers

**Subject:** Announcement of Safety Recall 5923F - 2024MY CX-90 Suspension and Steering Insufficient Bolt Torque

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall on eighteen (18) CX-90 (2024MY) vehicles. Please see the description, model, year, and VIN ranges below.

**Subject Vehicles:**

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK*****103564 – 104820	From March 3, 2023 through March 11, 2023

\*Only the 18 vehicles listed in MGSS under the campaign are affected.

**Concern Outline:** Following normal quality activities at the assembly plant, the affected vehicles had components replaced. The steering intermediate shaft, front ABS wheel speed sensor harnesses, and front upper control arm ball joints were disconnected during the inspection. Due to an improper torque verification process, these bolts may not have been tightened to the proper specification. As a result, one or more of these components may loosen or separate while driving.

**Repair Outline:** Dealers will check the bolts of each affected component and ensure all bolts are torqued to proper specification. If any bolts or nuts are missing at time of inspection, they will be replaced with new parts and torqued to proper specification.

**NOTE:** As a reminder, failure to properly perform any recall repair is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership penalties/fines by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall penalties, loss of customer trust and a poor Customer Experience. Also, vehicles sold by Mazda Canada, Inc. are also affected by this recall and should be repaired if presented to your dealership.

**Owner Notification:** Mazda will directly contact affected owners and instruct them to take their vehicle to an authorized Mazda dealer. Otherwise, Mazda will send written notifications to owners by U.S. Mail no later than July 15, 2023.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Parts and Warranty Information, Repair Procedure, and the affected VIN list will be posted to MGSS by the end of the day June 16, 2023. Searching by VIN is available immediately but Keyword Searching may not be available until the next business day.
2. For Warranty questions, please contact the Warranty Hotline at [warrantydept@mazdausa.com](mailto:warrantydept@mazdausa.com)
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. For recall related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

**Mazda North American Operations**