



February 16, 2024

Atty. Melquiades Marcus Valdez II
Director
Consumer Protection & Advocacy Bureau (CPAB)
Department of Trade and Industry

Dear Atty. Valdez,


Bermaz Auto Philippines Inc., the exclusive distributor of Mazda vehicles and spare parts in the Philippines, hereby informs your good office that we shall be implementing a special service campaign on the applicable Mazda CX-60 and CX-90 sold units in the Philippines.

On certain CX-60 and CX-90 vehicles, the customer may feel a sudden increase of effort when steering the vehicle. The causal factor is the worm gear in the steering gear assembly which transmits the power assist generated by the power steering motor. The worm gear friction force may be excessive which result in an increased force required to turn the steering wheel. The sudden and unexpected change of steering effort while driving may increase the risk of an accident. The issue will be rectified by applying grease in the gear teeth and replacement of tension springs will be carried out in the affected units.

This is a pre-emptive safety campaign on the part of Mazda Motor Corporation and Bermaz Auto Philippines Inc. There are no reported incidents in the Philippines and other countries that resulted from the extra steering effort. This recall campaign is taken solely to ensure the continued safety and product satisfaction of our customers.

We will separately announce the list of affected units through our dealership network to ensure that all owners of the affected vehicles will be contacted and that the concern will be rectified free of charge.

Best Regards,


Oliver Ramon Buan
Senior Manager
Customer Service and Aftersales
Bermaz Auto Philippines Inc.