

Part 573 Safety Recall Report

23V-553

Manufacturer Name : Mazda North American Operations**Submission Date :** AUG 04, 2023**NHTSA Recall No. :** 23V-553**Manufacturer Recall No. :** 6123H**Manufacturer Information :**

Manufacturer Name : Mazda North American Operations

Address : 1025 Connecticut Avenue, NW

Suite 910 Washington DC 20036

Company phone : 800-222-5500

Population :

Number of potentially involved : 17,600

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 MAZDA CX-90

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : HYBRID ELECTRIC

Descriptive Information : – Recall population determined by the production record of vehicles, which may have the subject Approaching Vehicle Audible System (“AVAS”) Information Sound Box (“ISB”) amplifiers installed. Note: Various terms may be used in Mazda owner manuals and online service information. For the purpose of this filing, AVAS ISB will be used henceforth.

Affected vehicles may fail to comply with S5.4 “Relative volume change to signify acceleration and deceleration” of Federal Motor Vehicle Safety Standard (FMVSS) No. 141, “Minimum Sound Requirements for Hybrid and Electric Vehicles”.

– Vehicles not included in the recall were not equipped with subject AVAS ISB amplifiers.

The following is the affected number of vehicles by MY/Make/Model:

MY2024 Mazda CX-90 built at Hofu plant in Mazda Motor Corporation, Japan: 17,600 units.

Production Dates : DEC 27, 2022 - JUL 05, 2023VIN Range 1 : Begin : JM3KKEHD8R1100045 End : JM3KKCHD8R1120588 Not sequential**Description of Noncompliance :**

Description of the Noncompliance : On the pedestrian alert system, the warning sound for driving in reverse may be activated in any gear other than “reverse.”

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The Approaching Vehicle Audible System (“AVAS”) alerts pedestrians in the

Description of the Safety Risk : vicinity of the vehicle of its presence by generating an approaching vehicle alert sound while the vehicle is driven at a low speed. An improper AVAS warning can affect perception of vehicle directional movement and may increase the risk of an accident or injury.

Description of the Cause : The cause is due to missing program software in the Approaching Vehicle Audible System Information Sound Box (“AVAS ISB”) amplifier, which controls the warning sound for driving in “reverse.”

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : Amp, AVAS ISB

Component Description : Notification and Warning Amplifier

Component Part Number : KMV6-66B20

Supplier Identification :

Component Manufacturer

Name : Mitsubishi Electric Corp. Sanda Works

Address : 2-3-33 Miwa

Sanda city Hyogo Foreign States 669-1513

Country : Japan

Chronology :

April 24 to May 11, 2023: Mazda discovered two cases with the erroneous function of the Approaching Vehicle Audible System (“AVAS”), intended to comply with FMVSS 141. These cases had occurred on vehicles at Mazda’s assembly plant in Japan.

June 20, 2023: Mazda identified root cause of this concern. Certain software was not installed in the AVAS Information Sound Box (“ISB”) amplifier. This caused the warning sound for moving backward in the “reverse” position to activate, even though the vehicle may be in any other gear shift position. This concern may occur when the vehicle gear selector lever is moved from “park” to “drive” or “park” to “neutral” and from “drive” or “neutral” to “park” relatively quickly.

July 05, 2023: Mazda carried out the countermeasure for mass production. Software to properly control the warning sound activation was installed in the AVAS ISB amplifier.

July 31, 2023: Mazda confirmed the vehicle condition with this concern does not comply with FMVSS 141 and held a Quality Audit Committee meeting to review all available information to date. Mazda determined to conduct a proactive field action on certain MY2024 CX-90 vehicles.

To date, Mazda has not received any field information reports.

Mazda is not aware of any accidents or injuries as a result of this concern.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to an authorized Mazda dealer. Dealers will reprogram the software of the AVAS ISB amplifier. There will be no charge for this service to vehicle owners. A reimbursement program will not be offered, as subject vehicles are under new vehicle warranty coverage.

How Remedy Component Differs from Recalled Component : The remedy program can properly control the warning sound activation of the Approaching Vehicle Audible System.

Identify How/When Recall Condition was Corrected in Production : The AVAS ISB amplifier with modified software was installed on production vehicles on July 5, 2023.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on or before August 9, 2023. Mailing of owner notification letters is expected to be completed on or before October 3, 2023.

A customer reimbursement program will not be offered on subject vehicles.

Planned Dealer Notification Date : AUG 09, 2023 - AUG 09, 2023

Planned Owner Notification Date : OCT 03, 2023 - OCT 03, 2023

* NR - Not Reported