



MAZDA DEALER EMAIL

August 11, 2023

Attention: Mazda General, Parts and Service Managers

Subject: UPDATE Repair Procedures Available - Announcement of Safety Recall 6123H – 2024MY CX-90 - Pedestrian Alert System Warning Sound Error & Suspension of Delivery

Dear Mazda Dealer Partners,

Please see below for an important update on this campaign announced on August 9, 2023.

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK ****R1 100045 – 120588	From December 27, 2022 through July 5, 2023

*Only the vehicles in this range are affected. All vehicles produced after July 5, 2023, are not affected.

Mazda Dealer Action Requested - UPDATE:

- The Repair Procedure for this recall was uploaded August 10, 2023. All dealer in-stock inventory should be repaired immediately as well as customer vehicles in the service drive. Customers who purchased vehicles before the announcement will receive an Owner Letter in about 45 days or less.
- Vehicles should be repaired and warranty claims will accept even with the “Not Launched” status, which is an administrative status per NHTSA and does not prevent you from performing a repair. Dealer inventory will be updated weekly or as needed on Mazda Global Service Support (MGSS).
- The Missed Recall Report does not have recall 6123H, but is slated to be added by September 12, 2023. Even if not in the report, all affected vehicles should be repaired as per directions in this and prior communications.

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. Additionally, vehicles sold by Mazda Canada, Inc. and U.S. Territories are also affected by this recall and should be repaired if presented to your dealership.

1. Warranty Information, Repair Procedure, and the affected VIN list are posted on MGSS.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
3. 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 this update 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

Travis Young

Manager, Recalls

Technical Services Division