



MAZDA DEALER EMAIL

February 5, 2024

Attention: Mazda General, Parts and Service Managers

Subject: **2nd WARNING – Warranty Claim Denials.**
Safety Recalls 6123H, 6223J, 6323J and Special Service Campaigns SSP D1 through SSP D4

Dear Mazda Dealer Partners,

Starting in November 2023 Mazda implemented a new system which checks all campaign repairs requiring a software update to a module to ensure the correct module was updated to the required software version for the campaign. When a warranty claim is submitted, the warranty system interfaces with this new system. If the software is correct, the claim will be accepted. If the software update is not correct, not received or if the module was not updated, the claim will be denied and the campaign will not close. Since this check has been implemented, approximately 0.5% (100) claims per week are being received in which one or more of the following campaigns do not have the required software version updated in the Module for the campaign. Many dealer technicians are correctly repairing these vehicles and we certainly appreciate your efforts to properly complete all Mazda campaigns.

This results in claim denials and forces dealerships to contact the customer to bring their vehicle back in to complete all required repairs. If the claim is denied for Recalls 6123H, 6223J and 6323J this will result in a Missed Recall in the Dashboard and could result in Warning Letters or Restrictions.

In November 2023 the Mazda Recall Team sent a reminder to make sure all technicians read all repair procedures for the (3) Safety Recalls and (4) four Special Service Programs (SSP) on certain 2024MY CX-90 vehicles and one safety recall for the 2024 Mazda3 (campaign 6323J only).

SPECIAL REQUEST TO DEALER PARTNERS: *It is highly recommended that the General Manager, Service Manager, and Shop Foreman (if applicable) meet with all technicians and remind everyone that the recall instructions must be read thoroughly and performed exactly as they are written for all Recalls and Repair Campaigns. Improper repairs caused by not reading instructions can lead to incomplete repairs and negatively impact the Customer Experience which contributes to an erosion of confidence because the repairs were not properly completed in the first place.*

Action Required:

Two New Job Aids: There are two new job aids uploaded in MGSS for all of these campaigns. One is to help select the correct module in MDARS and the second is using “No Vehicle Connected Mode” in MDARS, in case a review of the software module updated or ODR data transmission is required.

1. All technicians must check to ensure that the proper software for each campaign was updated and the ODR Data transmission (push) has been completed before the vehicle leaves the shop. Software modules not updated will require the vehicle to return for a repeat repair. If the ODR data is not transmitted (pushed), the warranty claim and subsequent closure of the campaign(s) will not occur.
2. Campaign 6223J has the highest number of denials! – This repair requires updates to the “Vehicle Monitor Camera – (VMC)” module. What is happening is the technician is accidentally selecting the VCM module and updating it. This is a different module and software package. When checking the module for a successful update, you will see that the Part # and Software Level Does Not Match. The Technician needs to go back and select the VMC which is near the bottom of the MDARS screen. A request to Japan has been made to modify the Module list on MDARS to list modules alphabetically.
3. Software module already updated – still must be repaired: You must still perform the ODR Data Transmission (push). In some cases, the software module has the latest update from the factory. There are specific instructions in the repair procedure outlining exactly what to do in this case, which is to verify the latest software is correct and then perform the ODR Data Transmission. While the ODR procedure is contained in the repair procedure, a separate document plus an Off-Line verification document is available for all campaigns for review and reference.

If you have any questions regarding this communication, please fill out Dealer Recall Help on [OneMazda](#). Please make certain the appropriate personnel in your dealership review all materials in MGSS under a campaign 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