



MAZDA DEALER EMAIL

November 17, 2023

Attention: Mazda General, Parts and Service Managers

Subject: ****REJECTED CLAIM AND REPAIR REMINDER**** - Safety Recalls 6223J and 6323J and Multiple Special Service Campaigns SSP D1 through SSP D4 affecting 2024 CX-90 and 2024 Mazda3 (Safety Recall 6223J only) vehicles and 6123H – Pedestrian Alert System Warning Sound Error.

Dear Mazda Dealer Partners,

As announced October 26th, Mazda Motor Corporation announced two (2) 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). We also launched Safety Recall 6123H in August affecting the same 2024 CX-90.

Action Required:

- 1. If you currently have a rejected warranty claim code of JN1 – this means the software in these campaigns was not updated in the vehicle therefore the vehicle was not repaired. Mazda's system in Japan is checking for the correct software version in the vehicle when the warranty claim is submitted. This means the vehicle has to return to have the software updated properly and ODR resubmitted. Then the rejected claim can be submitted again.**
- 2. Mazda's check system was turned on after the recall notification and due to the number of errors already received this week, we went back in time to check all claims for these 7 campaigns. Next week an updated list will be shared with your District Service Manager where 500 debits will be made on already paid claims and the campaigns will be reopened because the software update is incorrect. This means the vehicle has to return to have the software updated properly and ODR resubmitted. Then the debited claim can be appealed to be repaid.**
- 3. The Repair Procedure has been updated and released earlier in the week (11-13-2023) with several warnings and reminders to update the correct module, VMC – View Monitor Control Module. This is NOT the VCM which is a different module that many dealers are updating. Just note the actual repair information, calibration, etc has not changed. Our data shows technicians did not accurately choose the correct module or verify the calibration after the update.**

4. We cannot stress enough that technicians thoroughly read repair instructions and verify work completed. Vehicles not repaired impacts the Customer Experience and contributes to an erosion of confidence because the repairs were not properly completed in the first place.

IMPORTANT NOTE: The Safety Recalls (except 6123H which is OPEN) will state “Not Launched” at this time but repairs can and should be made for any vehicle. All of the SSP campaigns will be in OPEN Status, as there is no interim status.

VITALLY IMPORTANT! After all updates are completed, technicians must use MDARS to push the ODR session data on each VIN to Japan. This step is critical and included in the repair procedure. If the ODR data is not pushed, the warranty claim and subsequent closure of the campaign(s) will not occur. The ODR data is validating the proper software was successfully completed before accepting the warranty claim. The ODR is done after all software updates have been completed.

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

Travis Young

Manager, Recalls

Technical Services Division



MAZDA DEALER EMAIL

November 2, 2023

Attention: Mazda General, Parts and Service Managers

Subject: ****REMINDER**** - Battery Charging Requirement for Safety Recalls 6223J and 6323J and Multiple Special Service Campaigns SSP D1 through SSP D4 affecting 2024 CX-90 and 2024 Mazda3 (Safety Recall 6223J only) vehicles.

Dear Mazda Dealer Partners,

As announced October 26th, Mazda Motor Corporation announced two (2) 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).

Action Required:

- 1. Repair all cars in your inventory or if the customer has heard about the concern and wants the fix completed. Warranty information is available, and properly repaired claims will be accepted. No parts are required. "Not Launched" status just means communications to the customers have not mailed.**
- 2. The Mazda Battery Charger must be connected to the vehicle to stabilize battery voltage first! (Pages 4, 8, 11 and 14). Instructions in the Repair Procedure clearly state this requirement. We have found instances of the module(s) failure due to low voltage, and some modules may not be recovered due to this technician error. Not stabilizing the voltage during these updates can cause customer frustration, delay repairs, and damage vehicle components which may not be reimbursable by Mazda.**
- 3. Any DTC Codes present must be cleared and resolved/repared BEFORE proceeding to repair any Recall or SSP. Directions on how to handle are highlighted on Pages 3 and 5 in the Repair Procedures.**
- 4. The Repair Procedures have been updated to address some comments and to increase clarity.**
- 5. The repairing technician needs to be Certified or above but does not need to be Senior or Master as long as they have had the required training for ODR – Collection of Diagnostic Information. If the repairing technician is unsure about any steps in the Repair Procedure, please have them contact Technical Hotline**

6. Warranty information is now available for all campaigns. We apologize for the delay in getting this information posted in a timelier manner.

IMPORTANT NOTE: The Safety Recalls will state “Not Launched” at this time but repairs can and should be made for any vehicle. All of the SSP campaigns will be in OPEN Status, as there is no interim status.

VITALLY IMPORTANT! After all updates are completed, technicians must use MDARS to push the ODR session data on each VIN to Japan. This step is critical and included in the repair procedure. If the ODR data is not pushed, the warranty claim and subsequent closure of the campaign(s) will not occur. The ODR data is validating the proper software was successfully completed before accepting the warranty claim. The ODR is done after all software updates have been completed.

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

Travis Young

Manager, Recalls

Technical Services Division



MAZDA DEALER EMAIL

October 27, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Announcement of Safety Recalls 6223J and 6323J and Multiple Special Service Campaigns SSP D1 through SSP D4 affecting 2024 CX-90 and 2024 Mazda3 (Safety Recall 6223J only) vehicles.

Dear Mazda Dealer Partners,

Yesterday October 26th, Mazda Motor Corporation announced two (2) 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). Please see the descriptions, models, and VIN ranges below for the vehicles in these campaigns. **Please make sure your teams are ready to support customers that contact you as the CX-90 is our flagship vehicle and these customers will have higher expectations, and this may be their first experience with your service departments.**

Subject Vehicles:

Safety Recall 6223J

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK *****100044 – 132978	From December 27, 2022 through September 5, 2023
2024 Mazda3 (Japan built)	JM1 BP *****650006 – 657565	From May 25, 2023 through August 23, 2023

Safety Recall 6323J

Model	Subject VIN range	Subject production date range
2024 CX-90 PHEV Only	JM3 KK *****100054 – 118462	From December 28, 2022 through June 20, 2023

Special Service Program SSPD1

Model	Subject VIN range	Subject production date range
2024 CX-90 All Powertrain	JM3 KK *****100044 – 109441	From December 27, 2022 through June 26, 2023

Special Service Program SSPD2

Model	Subject VIN range	Subject production date range
2024 CX-90 All Powertrains	JM3 KK *****100044– 119239	From December 27, 2022 through June 26, 2023

Special Service Program SSPD3

Model	Subject VIN range	Subject production date range
2024 CX-90 PHEV Only	JM3 KK *****100054– 124838	From December 28, 2022 through July 20, 2023

Special Service Program SSPD4

Model	Subject VIN range	Subject production date range
2024 CX-90 I-6 Turbo Only	JM3 KK *****100044– 115838	From December 27, 2022 through May 31, 2023

Production Note: *Only the vehicles in these above ranges and with a “Not Launched or Open” status in eMDCS are affected.

IMPORTANT NOTE: The Safety Recalls will state “Not Launched” at this time. All of the SSP campaigns will be in OPEN Status, as there is no interim status.

Advance notice is being given to allow time for your dealership to review the repair procedure and repair your inventory vehicles prior to the weekend and month end sales close. All vehicles must be completely repaired prior to delivery.

ACTION ITEM: All CX-90 vehicles will have at least one or more campaigns that will need to be completed prior to sale. All Mazda dealers must quarantine any affected new, used, or CPO in-stock vehicles until the repair is completed. The affected dealer inventory list is available on Mazda Global Service Support (MGSS) under each campaign and was provided to your District Service Manager by the end of the business day October 26, 2023, or check using Warranty Vehicle Inquiry.

Repair Synopsis: All campaigns require software updates using MDARS. A Battery charger will be required to stabilize battery voltage. There are no parts involved with any of the campaigns. SSPD2 will require a transmission learn procedure after programming.

VITALLY IMPORTANT! After all updates are completed, technicians must use MDARS to push the ODR session data on each VIN to Japan. This step is critical and included in the repair procedure. If the ODR data is not pushed, the warranty claim and subsequent closure of the campaign(s) will not occur. The ODR data is validating the proper software was successfully completed before accepting the warranty claim. The ODR is done after all software updates have been completed.

As warranty information will not be ready until sometime next week, MNAO is relying on your dealer technicians to thoroughly read through the repair procedures and ensure all steps are completed. Once completed, the car can be delivered, and the Warranty claim can be submitted at a later time without penalty as the car has been repaired.

The Missed Recall Report is not tracking these campaigns until the Recalls are in open status.

Descriptions of each campaign are below. The Repair document has estimated completion times included but most software updates are relatively quick.

Safety Recall 6223J – 2024 CX-90 (All) and Mazda3 (Japan) - Rear View and 360 Camera Degree Images May Not Display Concern: On certain CX-90 and Mazda3 vehicles, the images of the front-, side-, and rear-view cameras may flicker and, in some cases, may no longer appear on the center display monitor. Loss of front-, side-, and rear-view camera images when in reverse and/or using the 360-degree monitor can increase the risk of a crash. Reprogram the View Monitor Control (VMC) module with improved software with the M-MDS, using MDARS, which will properly reset data memory when restarting the system, and camera images will appear properly on the center display monitor. There are 11,852 vehicles in the campaign.

Safety Recall 6323J - 2024 CX-90 - (PHEV) Overheat Failsafe Warning Issue: The engine and electric motor may shut down with little to no warning in failsafe mode. (Failsafe mode is intended to protect major components from serious damage.) An engine and electric motor shutdown can cause a loss of drive power, increasing the risk of a crash. The repair will be reprogramming of the PCM and ECM with updated software with the M-MDS, using MDARS. There are 4,252 vehicles in the campaign.

SSPD1 - 2024 CX-90 (All) - Side Radar Smart Brake Concern: On certain CX-90 vehicles, while driving near any objects with high reflection intensity (such as guardrail, oncoming vehicle etc.), the Front Cross Traffic Alert (FCTA) may often operate falsely, and in rare cases, the Smart Braking System (SBS) may unintentionally activate if certain conditions are met, causing an unexpected warning. The repair will be reprogramming side radar sensor software with the M-MDS, using MDARS. There are 8,041 vehicles in the campaign.

SSPD2- 2024 CX-90 (All) - OBD II Transmission Solenoid Detection Concern: On certain CX-90 vehicles, the judgement of solenoid electrical failure may not be made correctly due to inappropriate control program of TCM. The correct judgement cannot be made and even if the solenoid is returned to the normal condition after the electrical failure is judged. The repair will be reprogramming the TCM with the modified software with MMDS, using MDARS. There are 8,041 vehicles in the campaign.

SSPD3- 2024 CX-90 (PHEV) - OBD II AC Refrigerant Pressure Detection Concern: On certain CX-90 vehicles, air conditioner refrigerant pressure malfunction may not be judged correctly due to inappropriate failure judgement program of PCM. The repair will be reprogramming the PCM and ECU with the modified software with MMDS, using MDARS. There are 6,089 vehicles in the campaign.

SSPD4- 2024 CX-90 (MHEV) - OBD II Water Temp Sensor Detection Concern: The second water temperature sensor circuit failure may not be diagnosed correctly and also the execution rate of the evaporative monitor in the field may not be calculated correctly. The repair will be reprogramming the PCM with the modified software with MMDS, using MDARS. There are 9,991 vehicles in the campaign.

NOTE FOR SAFETY RECALL CAMPAIGNS: 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 consequences by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall consequences, 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.

Owner Notification: All vehicles with the two Safety Recalls will show as “Not Launched” on and all four SSP’s will show “OPEN” on October 26, 2023, by the end of the business day. The “Not Launched” status is required prior to mailing Owner Letters to customers but this status does not mean do not repair.

If a customer contacts you regarding the recalls or SSPs you should pro-actively work to schedule and

resolve the campaigns at the customers' earliest convenience.

Please read this entire email and check MGSS under each campaign for updated instructions. Mazda will directly contact affected owners by U.S. Mail no later than December 24, 2023.

To help you effectively perform these campaigns, Mazda has developed the following resources:

1. Repair Procedure, and the affected VIN list are expected to be posted to MGSS on or before October 26, 2023, but may be delayed. When posted, searching by VIN is available immediately, but Keyword Searching may not be available until the next business day.
2. Warranty Procedures will be available next week. 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 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

Travis Young

Manager, Recalls

Technical Services Division