



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