



IMPORTANT SAFETY RECALL

2024MY CX-90 - Pedestrian Alert System Warning Sound Error

Safety Recall 6123H - NHTSA Campaign Number 23V-553

September 2023

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mazda Motor Corporation has decided that certain 2024MY CX-90 vehicles, produced from December 27, 2022 through July 5, 2023, fail to conform to Federal Motor Vehicle Safety Standard No. 141, "Minimum Sound Requirements for Hybrid and Electric Vehicles." If you receive this notice, your vehicle is included in this recall.

What is the problem?

The Approaching Vehicle Audible System (AVAS) Information Sound Box (ISB) amplifier may be missing software, which can cause the pedestrian alert system warning sound for driving in reverse to be improperly activated in any gear other than "reverse." This may occur when the vehicle gear selector lever is moved through the various gears relatively quickly. An improper AVAS warning can confuse pedestrians of vehicle directional movement and may increase the risk of a crash or injury.

What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will reprogram the AVAS ISB amplifier software to properly control the warning sound activation. The repair will be performed free of charge and at no cost to you.

How long will it take?

It will take approximately half an hour to complete the repair; however, your Mazda dealer may need your vehicle for a longer period of time. Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, sign onto the MyMazda app, log onto www.mazdausa.com/owners, visit www.MazdaRecallInfo.com, or call our Customer Experience Center at (800) 222-5500, option #6.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the Information Change Card in the postage paid envelope as soon as possible. This enables us to update our records and notify the current owner. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Experience Center at www.mazdausa.com/owners or toll free at (800) 222-5500, option #6. If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Important Information

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts. You can also make an appointment for repairs or sign up for recall notifications in the MyMazda app on your smartphone. Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*