



IMPORTANT SAFETY RECALL

2024MY CX-90 and 2024MY Mazda3

Rear-view (one camera) and 360 Degree (four camera) Images May Not Display
Safety Recall 6223J - NHTSA Campaign Number 23V-718

December 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 and 2024MY Mazda3 vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, Rear Visibility. If you receive this notice, your vehicle is included in this recall.

What is the problem?

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 due to improper processing logic in the view monitor camera control module. The loss of front-, side-, and rear-view camera images when in reverse and/or using the 360° monitor (four cameras) can increase the risk of a crash. Vehicles equipped without the 360° monitor have only one rear-view camera.

What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will reprogram the view monitor camera module with modified software. The repair will be performed at no cost to you.

In addition to this notification, you may also receive notification letters for another recall campaign (in the same envelope) and/or special service programs (in a separate envelope). Your dealer will also perform the repair of those concerns simultaneously at no cost to you.

How long will it take?

It will take approximately 120 minutes to complete the repair of this recall 6223J. 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?

In the USA, to locate your nearest Mazda dealer, visit our website www.mazdausa.com or make search and make an appointment on the MyMazda App. If you cannot locate a dealer, please contact our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located. Puerto Rico: www.mazdapr.com or call (787) 620-7546, Saipan: www.carssaipan.com or call (670) 322-7133, Guam: www.carsguam.com or call (671) 648-2277

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, in the USA, visit our website www.mazdausa.com, or call our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located. Puerto Rico: www.mazdapr.com, or call (787) 620-7546, Saipan: www.carssaipan.com, or call (670) 322-7133, Guam: www.carsguam.com, or call (671) 648-2277.

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>.

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.*