



IMPORTANT SAFETY RECALL

**2024MY CX-90 - Failsafe Logic May Cause Total Loss of Drive Power
Safety and Emission Recall 6323J - NHTSA Campaign Number 23V-719**

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 a defect which relates to motor vehicle safety exists in certain 2024MY CX-90 plug-in hybrid electric vehicles. If you receive this notice, your vehicle is included in this recall.

What is the problem?

The engine and electric motor may shut down with little to no warning due to improper logic of failsafe mode. An engine and electric motor shutdown can cause a loss of drive power, increasing the risk of a crash.

What will Mazda do and How long will it take? - [Protect What Is Important To You](#)

Your Mazda dealer will reprogram the powertrain control module and engine control module with modified software.

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.

It will take approximately 120 minutes to complete the repair of this recall 6323J. 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?

We encourage you to make an appointment with any authorized Mazda dealer to have the software updated as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Emission Law Information: To ensure your full protection under the emission warranty made applicable to your vehicle by State or Federal Law, it is recommended you have your vehicle or engine serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not completed.

Important notice to owners registering vehicles in California and Massachusetts: California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers will provide a Vehicle Emission Recall - Proof of Correction Certificate upon completion of the recall. Be sure to keep the proof of correction certificate provided by the Mazda Dealer until needed for the registration renewal process.

Where is the closest Mazda dealer?

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.

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 included envelope as soon as possible. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please forward immediately 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>.

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 satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this program 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.*