

## Safety Recall – 2024 CX-90 Pedestrian Alert System Warning Sound Error

### CONDITION OF CONCERN

The pedestrian alert system has a warning sound for driving in reverse but may be activated in any gear other than “reverse”, due to missing software in the Approaching Vehicle Audible System Information Sound Box (AVAS ISB) amplifier. This concern may occur when the vehicle gear selector lever is moved through the various gears relatively quickly. The AVAS alerts pedestrians in the vicinity of the vehicle of its presence by generating an approaching vehicle alert sound while the vehicle is driven at a low speed. An improper AVAS warning can affect perception of vehicle directional movement and may increase the risk of an accident or injury.

**REPAIR OUTLINE:** Dealers will reprogram software of the AVAS ISB amplifier using M-MDS.

### SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK **** R1 100045 – 120588	From December 27, 2022 through July 5, 2023

\*Only the vehicles in this range and with a “Not Launched” or “Open” status in eMDCS are affected. All vehicles produced after July 5, 2023, are not affected.

### OWNER NOTIFICATION:

Mazda will notify the owners by first class mail no later than October 1, 2023.

### PARTS INFORMATION

Other than the required campaign label below, there are no parts required for this repair.

Description	Part Number	Qty	Note
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store

### WARRANTY CLAIM PROCESSING INFORMATION

	AVAS ISB amplifier reprogramming
Process Number	AP038A
Symptom Code	99
Damage Code	99
Causal Part Number & Quantity	7777-SP-X47 & 0
Labor Operation Code	XXWEZFX
Labor Hours	0.3 hrs.

**RENTAL CAR INFORMATION**

**Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual.**

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience.

**Rental Car Warranty Claim Information**

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A  MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-61-23HR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer