

Part 573 Safety Recall Report

24V-349

Manufacturer Name : Mazda North American Operations

Submission Date : MAY 16, 2024

NHTSA Recall No. : 24V-349

Manufacturer Recall No. : 6724E



Manufacturer Information :

Manufacturer Name : Mazda North American Operations

Address : 1025 Connecticut Avenue, NW

Suite 910 Washington DC 20036

Company phone : 800-222-5500

Population :

Number of potentially involved : 9,914

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mazda CX-90

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : HYBRID ELECTRIC

Descriptive Information : Recall population was determined using the production records of vehicles equipped with the smart brake system (SBS) front crossing object detection feature, which may have the subject vehicle control module (VCM) installed. Vehicles not included in the recall have the improved VCM.

The following is the affected number of vehicles by Model Year/Make/Model:
MY2024 Mazda CX-90 built at Mazda Motor Corporation: 9,914 units

Production Dates : DEC 27, 2022 - SEP 12, 2023

VIN Range 1 : Begin: JM3KKEHD6R1100044 End: JM3KKEHD8R1131022 Not sequential

Description of Defect :

Description of the Defect : The brakes may activate suddenly due to false detection of certain objects at low speed (10-15MPH) driving.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Although the brake lights will illuminate, this may increase the risk of a rear-end accident.

Description of the Cause : The automatic braking system may falsely detect a vehicle's reflection as an approaching object (such as a diagonal metal wall or similar object on the side of the road) due to improper programming of the VCM. In this condition, unintentional/sudden brake may activate.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : Vehicle Control Module

Component Description : Vehicle Control Module software

Component Part Number : KR9P/KS0G/K31W/K31V/KS1A/KMV6/KDMA/KDNR-66S01

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

January 19, 2023: Mazda received field information from outside of the United States and Territory markets. Mazda began the investigation and continued to closely monitor field occurrences.

June 27, 2023: Mazda implemented a mass production change in the vehicle control module (VCM) programming. This change was later found to be insufficient.

August 25, 2023: Mazda implemented an additional mass production change for the VCM to further improve detection logic. There was no field incident reported from the United States or Territories; however, Mazda continued to monitor the United States and Territory markets.

October 1, 2023 ~ April 30, 2024: Mazda continued to analyze field data and perform testing of the VCM programming.

May 10, 2024: Mazda held a Quality Audit Committee meeting to review all available information to date and approved a field action on certain MY2024 CX-90 vehicles.

As of May 10, 2024, Mazda is not aware of any reports of accident or injury related to this concern. Also, as of this date, no field reports have been received by the United States or Territory markets.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to an authorized Mazda dealer. Dealers will reprogram the vehicle control module (VCM) with updated software. There will be no charge for this service to vehicle owners. Any repairs related to this defect in the subject vehicles are covered under Mazda's new vehicle warranty period. Therefore, a reimbursement plan for repairs made in connection with this defect prior to notification is not being offered to affected vehicle owners.

How Remedy Component Differs from Recalled Component : The remedy software program has improved logic to prevent false detection which could result in sudden braking. The repair method is to reprogram the VCM software.

Identify How/When Recall Condition was Corrected in Production : The improved VCM was installed on the subject vehicles produced on and after September 13, 2023 at the vehicle assembly plant in Japan.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on or before May 21, 2024. Mailing of owner notification letters is expected to be completed on or before July 17, 2024.

Planned Dealer Notification Date : MAY 21, 2024 - MAY 21, 2024

Planned Owner Notification Date : JUL 17, 2024 - JUL 17, 2024

* NR - Not Reported