

# Part 573 Safety Recall Report

# 24V-816

**Manufacturer Name :** Mazda North American Operations

**Submission Date :** OCT 31, 2024

**NHTSA Recall No. :** 24V-816

**Manufacturer Recall No. :** 7024J



## 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 :** 38,926

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2024-2024 Mazda CX-90

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** HYBRID ELECTRIC

**Descriptive Information :** Recall population was determined using production records of mild hybrid electric vehicles (MHEV) with the affected powertrain control module (PCM) and battery energy control module (BECM). Vehicles not included in the recall have improved software for both PCM and BECM.

The following is the affected number of vehicles by MY/Make/Model:  
MY2024 Mazda CX-90 built at Mazda Motor Corporation in Japan: 38,926 units

**Production Dates :** DEC 27, 2023 - APR 24, 2024

**VIN Range 1 :** Begin: JM3KKEHD6R1100044 End: JM3KKBHD7R1170926  Not sequential

## Description of Defect :

**Description of the Defect :** Engine may not restart while idling from auto engine stop (i-stop).

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** Failure to restart the engine from idle may increase the risk of a crash.

**Description of the Cause :** Improper software contained in the powertrain control module (PCM) and battery energy control module (BECM) can impact the hybrid battery assist function, causing the engine to stall.

**Identification of Any Warning that can Occur :** In this condition, the engine warning light will illuminate, a "Hybrid System Malfunction" message will appear, and the warning chimes may sound.

## Involved Components :

Component Name 1 : BECM

Component Description : Battery energy control module

Component Part Number : K628-67ZH2

Component Name 2 : PCM

Component Description : Powertrain control module

Component Part Number : H301\_H302-188K2

## Supplier Identification :

### Component Manufacturer

Name : Mitsubishi Electric Mobility Corporation

Address : 840 Chiyoda

Himeji, Hyogo Foreign States 670-8677

Country : Japan

## Chronology :

November 6, 2023: Mazda received the first field report from the U.S. market and started an investigation.

November 2023 ~ January 2024: Mazda continued to investigate and identified that an incorrect program setting may have contributed to this issue and conducted further study into the root cause.

January 24, 2024: NHTSA's Office of Defects Investigation ("ODI") notified Mazda of certain VOQs and field reports received alleging a loss of motive power in Mazda CX-90 vehicles located in the United States. Multiple discussions were held from February to October informing ODI of Mazda's analyses of field information and ongoing investigations. Investigations included additional VOQs and field reports received during this period.

April 24, 2024: Mazda implemented a mass production change with improved software in the PCM and BECM.

April 25, 2024 ~ July 31, 2024: Mazda received an additional six (6) field reports from the U.S. market.

August 1, 2024 ~ October 15, 2024: Mazda engaged in the final stages of an investigation aimed at assessing the affected markets and vehicle populations.

October 25, 2024: Mazda held a Quality Audit Committee meeting to review all available information to date

and approved a field action on subject MY2024 CX-90 MHEV vehicles.

As of October 25, 2024, Mazda is not aware of any reports of accidents or injuries related to this concern. Also, as of this date, seven (7) field reports have been received by the United States and its Territory markets.

## Description of Remedy :

**Description of Remedy Program :** Owners will be notified by mail and instructed to take their vehicle to a Mazda dealer. Dealers will reprogram the PCM and BECM with improved software to resolve both diagnostic trouble codes (“DTCs”) PODAB and POAB9 . The repair will be performed free of charge to vehicle owners. A reimbursement program will not be offered as all vehicles are under full warranty coverage.

**How Remedy Component Differs from Recalled Component :** The remedy components contain improved software.

**Identify How/When Recall Condition was Corrected in Production :** The PCM and BECM with improved software were implemented on April 24, 2024, at the Mazda Motor Corporation vehicle assembly plant in Japan.

## Recall Schedule :

**Description of Recall Schedule :** Notification to dealers is expected to occur on or before November 5, 2024. Mailing of owner notification letters is expected to be completed on or before December 30, 2024.

**Planned Dealer Notification Date :** NOV 05, 2024 - NOV 05, 2024

**Planned Owner Notification Date :** DEC 30, 2024 - DEC 30, 2024

\* NR - Not Reported