



## MAZDA DEALER EMAIL

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**July 10, 2024**

**Attention: Mazda General, Parts and Service Managers**

**Subject: Launch of Safety Recall 6724E, Emissions Recall 6624E and Special Service Program SSPD6 affecting 2024MY CX-90 vehicles**

Dear Mazda Dealer Partners,

**Owner Notification for Safety Recall 6724E:** The Owner Letters for Safety Recall 6724E will be mailed on July 12, 2024 and all vehicles will be in "OPEN" status on that day.

There will be two owner letters for this campaign. Most customers will receive the usual letter stating their vehicle is unrepaired at time of mailing ("Non-Remedy letter"). There are 1,499 customers who will receive a "Remedy" letter where Mazda has record the VCM software was already updated (repaired). For customers with a Remedy letter, no repair is required as the recall is CLOSED with a status date that corresponds to the date the VCM was updated.

If you encounter a customer with a Remedy letter please note that the VIN Inquiry screen will show the recall as CLOSED, and take time to read through the Owner Letter with the customer and explain the situation. Both Owner Letters are available on Mazda Global Service Support (MGSS). Once in "OPEN" status, the Safety Recall 6724E will be added to the Missed Recall Report.

**Owner Notification for Emissions Recall 6624E & Special Service Program SSPD6:** The Owner Letters for Emissions Recall 6624E & SSPD6 will be mailed no later than July 19<sup>th</sup>.

**For ALL CX-90 Customers:** As a reminder, we encourage you to review the White Glove Service Guide with all Service staff to ensure an excellent Customer Experience. Make sure your teams are ready to support customers that contact your dealership regarding the flagship CX-90 and recognize that some customers have previously been to your dealership to address prior campaigns.

### **Subject Vehicles:**

#### **Safety Recall 6724E**

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK *****100044 – 131022	From December 27, 2022 through September 12, 2023

## Emission Recall 6624E

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK *****100054 – 147984	From December 27, 2022 through November 9, 2023

## Special Service Program SSPD6

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK *****100044 – 150358	From December 27, 2022 through November 13, 2023

**Production Note:** \*Only the vehicles in these above ranges and with a "OPEN" status in eMDCS are affected.

**ACTION ITEM:** Any affected vehicle at your dealership, whether in sales or service, should have been repaired by the date of this notice. **All Mazda dealers must quarantine any affected new, used, or CPO in-stock vehicles until the repair is completed. The affected dealer inventory list was provided to your District Service Manager.** Once completed, the car can be delivered, and the Warranty claim can be submitted at a later time without penalty as the car has been repaired.

**Repair Synopsis:** All campaigns require software updates using MDARS. A Battery charger will be required to stabilize battery voltage. There are **no parts** involved with any of the campaigns. Emissions Recall 6624E will require a transmission re-learn procedure after programming.

**VITALLY IMPORTANT!** After all updates are completed, technicians must use MDARS to push the ODR session data on each VIN to Japan. This step is critical and included in the repair procedure. If the ODR data is not pushed, the warranty claim processing and subsequent closure of the campaign(s) will not occur. The ODR data is validating the proper software was successfully completed before accepting the warranty claim. The ODR is done after all software updates have been completed.

Descriptions of each campaign are below. The repair documents have estimated completion times included and most software updates are relatively quick.

**Safety Recall 6724E – 2024 CX-90 - Sudden Braking Due to Improper Software:** On certain CX-90 vehicles the brakes may activate suddenly due to false detection of certain objects at low speed (10-15MPH) driving. 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 (Vehicle Control Module). In this condition, unintentional/sudden brake may activate. Although the brake lights will illuminate, this may increase the risk of a rear-end accident. The repair will be to Reprogram the VCM with improved software via M-MDS, using MDARS. There are 9,914 vehicles in the campaign in the U.S. and U.S. Territories.

**Emissions Recall 6624E - 2024 CX-90 Master Warning Light and Check Engine Warning Light may turn on with DTC P0504:00:** On certain CX-90 vehicles, when driving the vehicle on a downhill slope, keeping the foot on the brake pedal and lightly depressing the pedal many times, the Master Warning Light and Check Engine Warning Light may turn on with DTC P0504:00 stored in memory. Under such conditions, the failsafe mode is activated, and certain functions may be restricted. This condition will also continue until the vehicle is turned off. The repair will be reprogramming of the PCM which will update the MDARS will reprogram PCM, ECM and TCM together with updated software via M-MDS, using MDARS. A TCM Re-learn will also be required. There are 33,054 vehicles in the campaign in the U.S. and U.S. Territories.

**SSPD6 - 2024 CX-90 - Vehicle Control Module (VCM) Reprogramming:** This campaign will resolve three different concerns.

**1) Unintentional warning or braking when backing up**

When backing up the vehicle in a parking lot or similar area, the View Monitor Camera (VMC) may detect certain physical obstacles lower to the ground such as, the tires of an adjacent vehicle, parking

lines, plants, etc. even though there are no obstacles behind the vehicle. Under this condition, the Smart Brake Support (SBS) system may determine that there is a possibility of a collision, notifying with a visual (screen display) and audible (warning sound), and the brakes possibly being applied in certain cases.

**2) Driver recognition result is not displayed (on equipped vehicles)**

The Driver Personalization system may not recognize the driver's face to change the seat position settings that have been programmed. In this case the vehicle interprets the driver as a "guest" (non-personalized). The vehicle driver must be in the driver's seat within 15 seconds of unlocking the vehicle to initiate the Driver Recognition function.

**3) Mazda Radar Cruise Control (MRCC) may reduce speed to match adjacent lane vehicle**

While driving on a curved road condition with the Mazda Radar Cruise Control (MRCC) activated, a vehicle in the right or left lane may be detected as a vehicle in front of the CX-90 and the MRCC will unexpectedly reduce vehicle speed to match the detected vehicle. The repair will be reprogramming the VCM with modified software via M-MDS, using MDARS. There are 28,404 vehicles in the campaign in the U.S. and U.S. Territories.

**NOTE FOR ALL SAFETY AND EMISSIONS RECALL CAMPAIGNS:** As a reminder, failure to properly perform any recall repair is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership consequences by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall consequences, loss of customer trust, and a poor Customer Experience. Additionally, vehicles sold by Mazda Canada, Inc. and U.S. Territories are also affected by this recall and should be repaired if presented to your dealership.

To help you effectively perform these campaigns, Mazda has developed the following resources:

1. Repair Procedure and Warranty documents are posted to MGSS.
2. For warranty questions, please contact the Warranty Hotline at [warrantydept@mazdausa.com](mailto:warrantydept@mazdausa.com).
3. For recall related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of these campaigns before responding to customer inquiries. We apologize for any inconvenience these campaigns may cause you and your customers. Your understanding and support is greatly appreciated.

Sincerely,

**Mazda North American Operations**

Travis Young

Manager, Recalls

Technical Services Division