



MAZDA DEALER EMAIL

May 21, 2024

Attention: Mazda General, Parts and Service Managers

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

Dear Mazda Dealer Partners,

The Mazda Motor Corporation has decided to conduct one Safety Recall, one Emission Recall and one Special Service Program (SSP) on certain 2024MY CX-90 vehicles. Please see the descriptions, models, and VIN ranges below for the vehicles in these 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 “Not Launched (Safety Recall 6724E) or Open (Recall 6624E and SSPD6)” status in eMDCS are affected.

**IMPORTANT NOTE:** Safety Recall 6724E will state “Not Launched” at this time but must be repaired prior to sale. The Emission and SSP campaign must also be repaired if the vehicle is in OPEN Status.

**ACTION ITEM:** Any affected vehicle at your dealership, whether in sales or service, must be repaired if in open or not launched status. Check all vehicles campaign status with Warranty Vehicle Inquiry. 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.

Warranty information will not be ready until sometime next week, MNAO is relying on your dealer technicians to thoroughly read through the repair procedures and ensure all steps are completed.

The Missed Recall Report will not display Safety Recall 6724E until it is in OPEN status.

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 reprogram the 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.

**Owner Notification:** All vehicles with the Safety Recall 6724E will show as “Not Launched” and Emissions Recall 6624E & SSPD6 will show “OPEN” on May 21, 2024, by the end of the business day. The “Not Launched” status is required prior to mailing owner Letters **but this status does not mean do not repair.**

**If a customer contacts you regarding these campaigns, pro-actively work to schedule, and resolve the campaigns at the customers' earliest convenience.**

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 other campaigns.

Check MGSS under each campaign for updated instructions. For the Safety Recall 6724E Mazda will directly contact affected owners by U.S. Mail no later than July 15, 2024 along with SSPD6 and Emissions Recall 6624E which is planned at the same time.

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

1. Repair Procedure and Parts & Warranty documents are expected to be posted to MGSS on or before May 21, 2024, but may be delayed. When posted, searching by VIN is available immediately, but Keyword Searching may not be available until the next business day.
2. Warranty Procedures will be available next week. 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

