



MAZDA DEALER EMAIL

September 24, 2024

Attention: Mazda General, Parts, and Service Managers

Subject: Launch of Safety Recall 6824H – Forward Sensing Camera (FSC) Mode Setting Concern affecting 2024MY CX-30, Mazda3 and 2025MY CX-50 vehicles

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct a Safety Recall on certain 2024MY CX-30, Mazda3 (both built at Mazda de Mexico Vehicle Operations (MMVO) and for 2025MY CX-50 built at Mazda Toyota Manufacturing (MTM). Please see the description, model, year, and VIN range below for the vehicles in this campaign. There are 672 vehicles affected by this concern in the U.S.

Owner Notification: All owners will be notified by U.S. Mail today, September 24, 2024, and all vehicles are in OPEN status.

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2024 MY CX-30 (MMVO)	3MVDM**** RM 715020 – 717515	From July 10, 2024 through July 23, 2024
2024 MY Mazda3 (MMVO)	3MZBP**** RM 433222 – 434006	From July 10, 2024 through July 23, 2024
2025 MY CX-50 (MTM)	7MMVA**** SN 300713 – 301006	From July 26, 2024 through July 29, 2024

ACTION ITEM: There are approximately 228 unrepaired vehicles in dealer inventory. All vehicles must be inspected and repaired if required, immediately. All Mazda dealers must quarantine any affected new, used, or CPO in-stock vehicles until the repairs are completed. The affected dealer inventory has been provided to your District Service Manager. Once completed, the vehicle can be delivered, and the Warranty claim can be submitted later without penalty.

Concern Outline: On certain subject vehicles, the mode setting was not properly set in the Forward Sensing Camera (FSC) which may cause the following to occur:

- High Beam Control (HBC) system will not automatically adjust headlights from high beam to low beam with approaching vehicles. This condition is not compliant with the requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 108; Lamps, reflective devices, and associated equipment.

- Smart Brake Support (SBS) will not activate braking to prevent a front-end collision. An inoperative SBS system can increase the risk of crash and injuries.
- Lane-keep Assist System (LAS) will not activate to maintain vehicle positioning within roadway lanes.

Causal factor and Repair Outline: Due to an improper program setting, affected FSCs were not updated from production mode to normal mode. As a result, all three systems described (HBC, SBS, LAS) will not work as intended. All vehicles will be inspected, and if necessary, the affected FSC will be replaced with an improved part. Note: The HBC system will be checked to judge whether the FSC is operating as designed.

Parts Supply: *It is expected the failure rate will be 10% or less for all vehicles.* For this repair an improved FSC is only needed if the current one is found in the production mode, as stated above. In this rare situation, email the Dealer Assistance Group with the VIN, RO#, and dealer information. Upon confirming the VIN is affected and unrepaired, a DAG agent will place a CEO order for you. Send requests to the following email address: corpdag@mazdausa.com.

NOTE FOR ALL SAFETY 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.

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

1. Repair Procedure and Parts & Warranty documents are posted to MGSS.
2. For warranty questions, please contact the Warranty Hotline at 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 this campaign before responding to customer inquiries. We apologize for any inconvenience this campaign may cause you and your customers. Your understanding and support are greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division