



IMPORTANT SAFETY RECALL

**2024MY CX-90 - Sudden Braking due to Improper Software
Safety Recall 6724E - NHTSA Campaign Number 24V-349**

July 2024

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2024MY CX-90 vehicles, produced from December 27, 2022 through September 12, 2023 and equipped with Smart Brake Support (SBS). **Your vehicle was included in this Safety Recall; however, your vehicle has already been repaired for this concern during a previous service visit. The information below is for your reference.**

What is the problem?

On certain CX-90 vehicles, the brakes may activate suddenly due to false detection of certain objects during low speed 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 Vehicle Control Module (VCM). In this condition, unintentional/sudden braking may activate. Although the brake lights will illuminate, this may increase the risk of a rear-end accident.

What will Mazda do?

Our records indicate that your vehicle has already been reprogrammed to the updated software version during a prior service visit. The remedy software program has improved logic to prevent false detection of objects.

What should you do?

As your vehicle has the updated software version containing the remedy, there is no further action you need to take.

How long will the repair take and What should you do?

Any Mazda Dealership can let you know when the repair was made if you wish to contact them. When contacting the dealer, please provide your 17-digit Vehicle Identification Number (VIN) as a reference.

Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, please visit our website www.mazdausa.com/owners or you can search and make an appointment on the MyMazda App. If you cannot locate a dealer, please contact our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a

U.S. Territory, please contact Customer Service where your vehicle is located: Puerto Rico: www.mazdapr.com or call (787) 620-7546, Guam: www.carsguam.com or call (671) 648-2277.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the Information Change Card in the postage paid envelope as soon as possible. This enables us to update our records and notify the current owner. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, in the USA, please visit our website www.mazdausa.com/owners or call our Customer Experience Center toll free at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located. Puerto Rico: www.mazdapr.com, or call (787) 620-7546, Guam: www.carsguam.com, or call (671) 648-2277. If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.NHTSA.gov>.

Important Information

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts. You can also make an appointment for repairs or sign up for recall notifications in the MyMazda app on your smartphone. Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*