

Safety Recall 6724E – 2024 CX-90 - Sudden Braking Due to Improper Software

CONDITION OF CONCERN

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.

REPAIR OUTLINE: The repair will be to reprogram the VCM with improved software via M-MDS, using MDARS.

SUBJECT VEHICLES

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

*Only the vehicles in this range and with a "Not Launched" or "Open" status in eMDCS are affected.

OWNER NOTIFICATION:

Mazda will notify the owners by first class mail no later than July 15, 2024.

PARTS INFORMATION

Other than the required campaign label below, there are no parts required for this repair.

Description	Part Number	Qty	Note
Campaign Label	9999-95-065A-06	1 order=50 labels	Obtain in Mazda e-Store

WARRANTY CLAIM PROCESSING INFORMATION

	Vehicle Control Module (VCM) Reprogramming
Process Number	AR018A
Symptom Code	99
Damage Code	99
Causal Part Number & Quantity	7777-SP-Y22 & 0
Labor Operation Code	XXWNNXFX
Labor Hours	0.3 hrs.

NOTE: If the data is not successfully transmitted to Japan (collection of Diagnostic Information (ODR) to send to Japan to verify module software calibrations are present), the claim will be rejected and/or denied by the warranty system and will require the return of the car.

RENTAL CAR INFORMATION

Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual.

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-67-24ER
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer