



MAZDA DEALER EMAIL

November 17, 2023

Attention: Mazda General, Parts and Service Managers

Subject: ****REJECTED CLAIM AND REPAIR REMINDER**** - Safety Recalls 6223J and 6323J and Multiple Special Service Campaigns SSP D1 through SSP D4 affecting 2024 CX-90 and 2024 Mazda3 (Safety Recall 6223J only) vehicles and 6123H – Pedestrian Alert System Warning Sound Error.

Dear Mazda Dealer Partners,

As announced October 26th, Mazda Motor Corporation announced two (2) Safety Recalls and (4) four Special Service Programs (SSP) on certain 2024MY CX-90 vehicles and one safety recall for the 2024 Mazda3 (campaign 6323J only). We also launched Safety Recall 6123H in August affecting the same 2024 CX-90.

Action Required:

- 1. If you currently have a rejected warranty claim code of JN1 – this means the software in these campaigns was not updated in the vehicle therefore the vehicle was not repaired. Mazda's system in Japan is checking for the correct software version in the vehicle when the warranty claim is submitted. This means the vehicle has to return to have the software updated properly and ODR resubmitted. Then the rejected claim can be submitted again.**
- 2. Mazda's check system was turned on after the recall notification and due to the number of errors already received this week, we went back in time to check all claims for these 7 campaigns. Next week an updated list will be shared with your District Service Manager where 500 debits will be made on already paid claims and the campaigns will be reopened because the software update is incorrect. This means the vehicle has to return to have the software updated properly and ODR resubmitted. Then the debited claim can be appealed to be repaid.**
- 3. The Repair Procedure has been updated and released earlier in the week (11-13-2023) with several warnings and reminders to update the correct module, VMC – View Monitor Control Module. This is NOT the VCM which is a different module that many dealers are updating. Just note the actual repair information, calibration, etc has not changed. Our data shows technicians did not accurately choose the correct module or verify the calibration after the update.**
- 4. We cannot stress enough that technicians thoroughly read repair instructions and verify work completed. Vehicles not repaired impacts the Customer Experience and contributes to an**

erosion of confidence because the repairs were not properly completed in the first place.

IMPORTANT NOTE: The Safety Recalls (except 6123H which is OPEN) will state “Not Launched” at this time but repairs can and should be made for any vehicle. All of the SSP campaigns will be in OPEN Status, as there is no interim status.

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 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.

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

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division