



MAZDA DEALER EMAIL

December 13, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Owner Mailing (Launch) of Safety Recalls 6223J and 6323J and Multiple Special Service Campaigns SSP D1 through SSP D4 affecting 2024 CX-90 and Safety Recall 6223J 2024 Mazda3 vehicles.

Dear Mazda Dealer Partners,

Owner Notification: Mazda will directly contact affected owners in all campaigns by U.S. Mail no later than December 20, 2023. All SSP campaigns are currently in "Open" status. The two Safety Recalls will show as "Open" on December 15, 2023, by the end of the business day.

On 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). Please see the descriptions, models, and VIN ranges below for the vehicles in these campaigns.

By now your dealership should have reviewed the CX-90 Service Campaign White Glove Guide and are ready to anticipate and meet your customers' expectations and any questions they may have. If you are unsure of this guide, please contact your District Service Manager for assistance. Some customers will also receive more than one Safety Recall or SSP notice as multiple campaigns could affect their vehicle.

Missed Recall Report: The two Safety Recalls 6223J and 6323J will be in the Missed Recall Report effective immediately. All SSP's are not subject to the report but must still be completed per the Mazda dealer agreement.

IMPORTANT ACTION ITEM– DEALER INVENTORY: As of this date, there are approximately 750 vehicles in dealer inventory with at least one unrepaired Safety Recall or SSP. Mazda dealers must quarantine any affected new, used, or CPO in-stock vehicles until the repair is completed.

Subject Vehicles:

Safety Recall 6223J

Model	Subject VIN range	Subject production date range
2024 CX-90	JM3 KK *****100044– 132978	From December 27, 2022 through September 5, 2023
2024 Mazda3 (Japan built)	JM1 BP *****650006– 657565	From May 25, 2023 through August 23, 2023

Safety Recall 6323J

Model	Subject VIN range	Subject production date range
2024 CX-90 PHEV Only	JM3 KK *****100054 – 118462	From December 28, 2022 through June 20, 2023

Special Service Program SSPD1

Model	Subject VIN range	Subject production date range
2024 CX-90 All Powertrain	JM3 KK *****100044 – 109441	From December 27, 2022 through April 6, 2023

Special Service Program SSPD2

Model	Subject VIN range	Subject production date range
2024 CX-90 All Powertrains	JM3 KK *****100044 – 119239	From December 27, 2022 through June 26, 2023

Special Service Program SSPD3

Model	Subject VIN range	Subject production date range
2024 CX-90 PHEV Only	JM3 KK *****100054 – 124838	From December 28, 2022 through July 20, 2023

Special Service Program SSPD4

Model	Subject VIN range	Subject production date range
2024 CX-90 I-6 Turbo Only	JM3 KK *****100044 – 115838	From December 27, 2022 through May 31, 2023

Production Note: *Only the vehicles in these above ranges and with a “Not Launched or Open” status in eMDCS are affected.

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. SSPD2 will require a transmission 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 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.

Safety Recall 6223J – 2024 CX-90 (All) and Mazda3 (Japan) - Rear View and 360 Camera Degree Images May Not Display Concern: On certain CX-90 and Mazda3 vehicles, the images of the front-, side-, and rear-view cameras may flicker and, in some cases, may no longer appear on the center display monitor. Loss of front-, side-, and rear-view camera images when in reverse and/or using the 360-degree monitor can increase the risk of a crash. Reprogram the View Monitor Control (VMC) module with improved software with the M-MDS, using MDARS, which will properly reset data memory when restarting the system, and camera images will appear properly on the center display monitor. There are 11,852 vehicles in the campaign.

Safety Recall 6323J - 2024 CX-90 - (PHEV) Overheat Failsafe Warning Issue: The engine and electric motor may shut down with little to no warning in failsafe mode. (Failsafe mode is intended to protect major components from serious damage.) An engine and electric motor shutdown can cause a loss of drive power, increasing the risk of a crash. The repair will be reprogramming of the PCM and ECM with updated software with the M-MDS, using MDARS. There are 4,252 vehicles in the campaign.

SSPD1 - 2024 CX-90 (All) - i-ACTIVSENSE System Warning Concern: On certain CX-90 vehicles, due to inappropriate control program of side radar sensor, the angle correction value of electric wave emitted from the sensor may be lost while the power is shut down, which may cause the SBS OFF indication and i-ACTIVSENSE warning light to turn on. The repair will be reprogramming side radar sensor software with the M-MDS, using MDARS. There are 8,041 vehicles in the campaign.

SSPD2- 2024 CX-90 (All) - OBD II Transmission Solenoid Detection Concern: On certain CX-90 vehicles, the judgement of solenoid electrical failure may not be made correctly due to inappropriate control program of TCM. The correct judgement cannot be made and even if the solenoid is returned to the normal condition after the electrical failure is judged. The repair will be reprogramming the TCM with the modified software with MMDS, using MDARS. There are 16,625 vehicles in the campaign.

SSPD3- 2024 CX-90 (PHEV) - OBD II AC Refrigerant Pressure Detection Concern: On certain CX-90 vehicles, air conditioner refrigerant pressure malfunction may not be judged correctly due to inappropriate failure judgement program of PCM. The repair will be reprogramming the PCM and ECU with the modified software with MMDS, using MDARS. There are 6,089 vehicles in the campaign.

SSPD4- 2024 CX-90 (MHEV) - OBD II Water Temp Sensor Detection Concern: The second water temperature sensor circuit failure may not be diagnosed correctly and also the execution rate of the evaporative monitor in the field may not be calculated correctly. The repair will be reprogramming the PCM with the modified software with MMDS, using MDARS. There are 9,991 vehicles in the campaign.

NOTE FOR 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. 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.

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

1. There are no parts required to repair any of these campaigns.
2. Repair Procedure, Warranty Information and Owner Letters are available on MGSS
3. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
4. 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 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