



December 2023

Special Service Program (SSPD1) - 2024 CX-90 i-ACTIVSENSE System Warning Concern

This notice applies to your vehicle VIN: _____

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program on certain 2024MY CX-90 vehicles produced from December 27, 2022 through April 6, 2023. If you are a recipient of this notice, your vehicle is included in this SSP.

What is the problem and what will Mazda do?

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.

Your Mazda dealer will reprogram the side radar sensors of your vehicle with modified software. It will take between one half-hour and up to two hours to complete the repair if more than one campaign repair is needed; however, your Mazda dealer may need your vehicle for a longer period of time.

What should you do and Where is the closest Mazda dealer?

Please make an appointment at your nearest Mazda dealer. If applicable, a notice for any additional affected campaigns would be sent to you with this notification and repaired at no cost to you during your visit. To locate your nearest Mazda dealer, sign onto the MyMazda app, log onto www.mazdausa.com/owners, visit www.MazdaRecallInfo.com. If you have questions, please call our Customer Experience Center at (800) 222-5500, option #6.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed postage-paid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this program 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. En Puerto Rico, ingresa a www.mazdapr.com o llama a Servicio al Cliente al 787-620-7546.