

Special Service Program SSPD6 – 2024 CX-90 - Vehicle Control Module (VCM) Reprogramming: This campaign will resolve three different concerns.

CONDITION OF CONCERN

1) Unintentional warning or braking when backing up

When backing up the vehicle in a parking lot or similar area, the View Monitor Camera (VMC) may detect certain physical obstacles lower to the ground such as, the tires of an adjacent vehicle, parking lines, plants, etc. even though there are no obstacles behind the vehicle. Under this condition, the Smart Brake Support (SBS) system may determine that there is a possibility of a collision, notifying with a visual (screen display) and audible (warning sound), and the brakes possibly being applied in certain cases.

2) Driver recognition result is not displayed (on equipped vehicles)

The Driver Personalization system may not recognize the driver's face to change the seat position settings that have been programmed. In this case the vehicle interprets the driver as a "guest" (non-personalized). The vehicle driver must be in the driver's seat within 15 seconds of unlocking the vehicle to initiate the Driver Recognition function.

3) Mazda Radar Cruise Control (MRCC) may reduce speed to match adjacent lane vehicle

While driving on a curved road condition with the Mazda Radar Cruise Control (MRCC) activated, a vehicle in the right or left lane may be detected as a vehicle in front of the CX-90 and the MRCC will unexpectedly reduce vehicle speed to match the detected vehicle.

REPAIR OUTLINE: The repair will be reprogramming the VCM with modified software via M-MDS, using MDARS.

SUBJECT VEHICLES

| Model | Subject VIN range | Subject production date range |
|------------|-----------------------------|--|
| 2024 CX-90 | JM3 KK *****100044 – 150358 | From December 27, 2022 through November 13, 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 around July 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

| | VCM Reprogramming |
|-------------------------------|-------------------|
| Process Number | AR021A |
| Symptom Code | 99 |
| Damage Code | 99 |
| Causal Part Number & Quantity | 7777-SP-Y25 & 0 |
| Labor Operation Code | XXWNTXFX |
| 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-SS-PD6R | |
| 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 |