

Mazda Service Program (MSP63) – 2024 CX-90 - Opening Sequence of Instrument Cluster

CONDITION OF CONCERN

Some vehicles may experience that the opening sequence of the instrument cluster is not displayed as designed after IG-ON. The opening sequence of the instrument cluster refers to the display that occurs immediately after the ignition is turned on, where the vehicle model's logo is shown on the instrument cluster's LCD screen before transitioning to the speedometer display.

OUTLINE OF REPAIR

Reprogram the BCM with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic and Repair Software (MDARS).

Subject Vehicles

| Model | Subject VIN range | Subject production date range) |
|--------------|------------------------------|---|
| 2024MY CX-90 | JM3KK**** R1 100077 - 161941 | From January 7, 2023 through March 11, 2023 |

Production Note: *Only the vehicles in these above ranges and with an "OPEN" status for MSP63 in eMDCS are affected.

OWNER NOTIFICATION - Owner notifications are not sent for Mazda Service Programs

PARTS INFORMATION - There are no parts required for MSP63

WARRANTY CLAIM PROCESSING INFORMATION

- This repair will be covered under Mazda's New Vehicle Limited Warranty.
- Additional diagnostic time cannot be claimed for this repair.
- Warranty pre-authorization is required if the vehicle is outside the Mazda's New Vehicle Limited Warranty.

| | BCM Reprogramming |
|------------------------------------|---------------------|
| Process Number | AR065A |
| Symptom Code | 99 |
| Damage Code | 99 |
| Part Number Main Cause & Quantity | 7777-SP-Y73 & 0 |
| Labor Operation Code & Labor Hours | XXWX5XFX & 0.3 hrs. |

There is no Rental car program for this MSP. Please utilize MCVP, Uber, Lyft or other options under Mazda's New Vehicle Limited Warranty.