



MAZDA DEALER EMAIL

May 30, 2019

Attention: Mazda General, Parts and Service Managers

Subject: 2018 Mazda CX-9 Front and Rear Harness Concern - Recall 3419E

Mazda Motor Corporation has decided to conduct a Safety and Emissions Recall Campaign on certain 2018 Mazda CX-9 vehicles, produced from September 12, 2017 through November 9, 2017 affecting 7,854 U.S. and U.S. Territory vehicles.

Action Required:

Currently there are 44 unsold affected vehicles that are in dealer inventory or arriving to your dealership. These vehicles must not be delivered to customers until the recall repair has been completed. On Monday, June 3rd Mazda will place a push sales orders to the dealers who have affected vehicles in their inventory. As a reminder, all vehicles under this recall will show as "Not Launched" status in eMDCS, but can be repaired as parts are currently available for ordering.

Concern Outline:

In certain Mazda CX-9 vehicles, malfunctions can occur in the passenger frontal air bag system, turn signals, and/or the engine starting system in addition to false instrument cluster warnings. This is caused by a weak retention force of the wiring harness connector terminals, that results in an electrical communication disruption between various vehicle control modules.

Depending on the specific connector terminal(s) affected by the electrical communication disruption, the passenger frontal air bags may not deploy when an accident occurs, turn signal lights may become inoperable, and/or the engine cannot be restarted.

Affected Vehicles:

| Model | Subject VIN range | Subject production date range |
|-----------|-------------------------------|--|
| 2018 CX-9 | JM3 TC**** J0 207215 – 222280 | From September 12, 2017 through November 9, 2017 |

Owner Notification:

Mazda will notify owners of affected vehicles by first class mail no later than July 25, 2019. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs.

Important Safety Notice: The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Affected unsold VIN list will post on MGSS by June 05, 2019. Parts and Warranty information, Repair procedures will post on MGSS (Mazda Global Service Support) websites via MXConnect as soon as available, approximately June 5, 2019.
2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. Vehicles will display in eMDCS as "Not Launched" on May 31, 2019. Once Parts and Repair procedures are posted, repairs **MUST** be completed on in-stock units as well as customer vehicles that exhibit the condition or that cannot wait.

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 is greatly appreciated.

Protect What is Important to You

Mazda North American Operations

Sincerely,

Hideo Takashima
Director, Technical Services Division
Mazda North American Operations