



## MAZDA DEALER EMAIL

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**July 25, 2019**

**Attention: Mazda General, Parts and Service Managers**

**Subject: Launch of Safety and Emissions Recall 3419E – 2018 CX-9 Front/Rear Harness Concern**

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:**

**All unsold affected vehicles that are in dealer inventory must not be delivered to customers until the recall repair has been completed.**

**Concern Outline:** On certain subject 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 weak retention force of wiring harness connector terminals, resulting in 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 a crash occurs, increasing the risk of injury, turn signal lights may become inoperable, increasing the risk of crash, and/or the engine cannot be restarted.

All parts required to repair this recall are available to order from the Dealer Assistance Group.

**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 7,755 owners of affected vehicles by first class mail July 26, 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. Parts and Warranty information, Repair procedures and Owner Documents are posted on MGSS (Mazda Global Service Support) websites via MXConnect.
2. Parts and Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.

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