



MAZDA DEALER EMAIL

October 30, 2019

Attention: Mazda General, Parts and Service Managers

Subject: Safety Recall 4019J - 2019 CX-9 Potential Tire Tread Separation

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain 2019 CX-9 vehicles within the VIN range below, affecting 153 U.S. and U.S. Territory vehicles.

Affected Vehicles:

Model	Subject VIN range	Subject production date range
2019 CX-9	JM3 TC**** K0 326654 – 327163	From May 08, 2019 through May 15, 2019

Concern Outline:

The tire tread rubber may partially separate from the tire body on certain vehicles. If the tread rubber separation occurs, it could lead to vehicle instability, which may increase the risk of a crash. Vibration and/or flapping noise can occur prior to tire tread separation.

Action Required:

Currently there are 57 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. The repair procedure will be available today October 30, 2019 on the Mazda Global Support System (MGSS). Please follow the repair procedure to inspect the tire to see if a specific serial number is present.

As a reminder, all vehicles under this recall will show as “Not Launched” status in eMDCS. Mazda is working with the supplier to quickly receive tires to complete this recall. Once an adequate number of tires are available, a communication will be sent. Please remember that the vehicle can be delivered once the recall has been completed. Even though the RDR Recall Warning will still display, the Warranty Claim to close the recall is not required to be entered into eMDCS to RDR the vehicle and can be submitted once Parts and Warranty information is available.

Owner Notification:

Mazda will notify owners of affected vehicles by first class mail no later than December 20, 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 October 30, 2019. Repair procedures will post to MGSS today October 30, 2019. Parts and Warranty information, will post on MGSS (Mazda Global Service Support) websites via MXConnect as soon as possible, hopefully by November 4, 2019.
2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Not Launched" on October 30, 2019. Once Parts and Repair procedures are posted, claims can be input into eMDCS however, repairs MUST be completed on in-stock units when parts are available and can be completed on customer vehicles that exhibit the condition or that cannot wait.
4. 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