



IMPORTANT SAFETY RECALL

2019 CX-9 Vehicle Instability due to Partial Tire Tread Separation - Safety Recall 4019J

NHTSA Campaign Number 19V-770

December 2019

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2019 model year CX-9 vehicles produced from May 8, 2019 through May 15, 2019.

If you received this notice, your vehicle is included in this Safety Recall.

What is the problem?

On certain CX-9 vehicles, the tire tread rubber may partially separate from the tire body. During the manufacturing process of the tire, a special rubber compound used for prototype tire production was accidentally mixed into the rubber compound for standard production tires, which decreases the tire tread strength. If the tread rubber partial separation occurs, it could lead to vehicle instability, which may increase the risk of a crash. A vibration and/or flapping noise may occur prior to tire tread separation. Partial rubber separation from the tread or irregular tread wear may also be observed.

What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will check the tires of your vehicle, and if any of the installed tires are affected, replace all four tires with new ones. The repair will be performed at no cost to you.

How long will it take?

It will take approximately half an hour to inspect the tires and if replacement of tires is necessary, it will take another one hour to complete the repair; however, your Mazda dealer may need your vehicle for a longer period of time.

Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

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What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, or call our Customer Experience Center at (800) 222-5500, option #4.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid Information Change Card (no envelope required) as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you have any questions regarding this campaign, please contact our **Customer Experience Center toll free at (800) 222-5500, option #6.**

What if you already paid for repair related to partial tire tread separation concern?

If you have already paid for repair or parts replacement due to conditions similar to this recall campaign prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

Still have questions?

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as

well as register to receive future recall alerts.

Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor** al (800) 222-5500, **opción #8** para hablar con un representante en español.*