

CONDITION OF CONCERN

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.

OUTLINE OF REPAIR

Check the serial number on the sidewall of all four (4) tires. If one or more tires has serial number 1619, contact Sumitomo Tires to order replacements.

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2019 CX-9	JM3 TC**** K0 326654 - 327163	From May 8, 2019 through May 15, 2019

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail no later than December 16, 2019.

PARTS (TIRE) INFORMATION

Per instructions in the dealer email on November 6, 2019, please order all tires for this recall from the Sumitomo Tire Contact: Leeann Martinez
Phone: (909) 694-3092 (PST) OR email: Lmartinez@srnatire.com

Note: The Sumitomo tire company is not to be billed for any tire under this recall as shipment and return will be handled FREE OF CHARGE by Sumitomo. If you have a question related to claims for repairs under this recall please contact Dealer Recall Help on MXConnect > Warranty or the Mazda Warranty Department.

Description	Part number	Quantity	Notes	Scrap
FALKEN Tire P255/50R20	7777-SP-R75	0	Order from Sumitomo Tire contact: Leeann Martinez Phone: (909) 694-3092 (PST) OR email: Lmartinez@srnatire.com	All Tires with serial 1619 must be returned to the Sumitomo Tire Company
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store(no charge)	N/A

WARRANTY CLAIM PROCESSING INFORMATION

	Inspection of Serial Number of four tires, & none have serial 1619
Process Number	AK063A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	7777-SP-R75 & 0 pcs.
Labor Operation Number & Labor Hours	XXRB8XCX & 0.2 hrs.

	Replacement of Tire(s) (Includes inspection of all four tires)			
	One tire	Two tires	Three tires	Four Tires
Process Number	AK063B	AK063B	AK063B	AK063B
Symptom Code	99	99	99	99
Damage Code	99	99	99	99
Part Number Main Cause & Quantity	7777-SP-R75 & 0 pcs.	7777-SP-R75 & 0 pcs.	7777-SP-R75 & 0 pcs.	7777-SP-R75 & 0 pcs.
Related Part Number & Quantity **	7777-SP-R81 & 1 pc.	7777-SP-R81 & 2 pcs.	7777-SP-R81 & 3 pcs.	7777-SP-R81 & 4 pcs.
Labor Operation Number & Labor Hours	XXRB9XRX & 0.4H	XXRBAXRX & 0.7H	XXRBBXRX & 0.9H	XXRBCXRX & 1.1H

**** MNAO will pay the dealer a \$25 per tire handling fee for each tire replaced. This is reflected in the related part number.**

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-40-19JR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer

Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.