



MAZDA DEALER EMAIL

November 3, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Launch of Safety Recall 5221I – MY2020-2021 CX-9 Second Row Seat May Slide Unintentionally

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall impacting certain MY2020-2021 CX-9 vehicles. Please see the description, model, year and VIN Ranges below.

Subject Vehicles:

Affects 8,648 US and US Territory vehicles:

Model	Subject VIN range	Subject production date range
2020-2021 CX-9 With 60/40 split 2 nd row seats only	JM3 TC**** L0 421313 – 424632 JM3TC****M0500010 – 520573	From March 18, 2020 through February 12, 2021

Concern Outline:

On certain 2020-2021 CX-9 models the driver side 60/40 split-bench second row seat may slide forward during a vehicle collision. In this condition, the seat belt may transfer a higher force to the occupant, increasing the chance of injury. There is no warning or indication to vehicle users before this defect occurs. Vehicles equipped with second-row captain seats are not affected by this recall.

For all subject vehicles:

On models equipped with a 60/40 split second row seat, the dealer will install modified parts in the second-row seat track mechanism.

Owner Notification:

Mazda will notify owners of affected vehicles for this campaign on November 4, 2021. Vehicles will display in eMDCS as Open, November 4, 2021.

Repair Parts:

For dealers with affected VINs, Mazda will process a push shipment of repair parts to cover a percentage of these vehicles. Starting on November 4th orders for additional parts can be placed in eMDCS from the Limited Parts Ordering screen.

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.

1. Parts and Warranty Information and Repair Procedures are posted on MGSS.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" by November 4, 2021.
4. For parts questions, contact the Dealer Assistance Group at (877) 727-6626 Option 2.
5. For Recall questions please fill out the Dealer Recall Help Form located on OneMazda > Warranty, Recall and Service Tools.

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 all campaigns are greatly appreciated.

Protect What is Important to You

Sincerely,
Travis Young
Manager Recalls, Technical Services Division
Mazda North American Operations