



IMPORTANT SAFETY RECALL

2020-2021MY CX-9 - Second Row Seat May Slide Unintentionally

Safety Recall 5221I - NHTSA Campaign Number 21V-750

November 2021

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 2020-2021MY CX-9 vehicles equipped with 60/40 split adjustable-type second-row seat (bench type second row seat) produced from March 18, 2020 through February 12, 2021. If you received this notice, your vehicle is included in this Safety Recall.

What is the problem?

On certain 2020-2021 CX-9 models the driver side 60/40 split-bench second row seat may slide forward during a vehicle crash. In this condition, the seat belt may transfer excessive 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.

What will Mazda do?

Protect What Is Important To You

On models equipped with a 60/40 split second row seat, the dealer will install modified parts in the second-row seat track mechanism. The repair will be performed at no cost to you.

How long will it take?

It will take approximately one and a half hours 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. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

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 CX-9 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.

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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 Information Change Card in the postage paid envelope 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.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Experience Center toll free at (800) 222-5500, option #6. 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. You can also sign up for recall notifications in the MyMazda app on your smartphone.

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.*