

Part 573 Safety Recall Report

19V-770

Manufacturer Name : Mazda North American Operations

Submission Date : OCT 28, 2019

NHTSA Recall No. : 19V-770

Manufacturer Recall No. : 4019J



Manufacturer Information :

Manufacturer Name : Mazda North American Operations

Address : 1025 Connecticut Avenue, NW

Suite 910 Washington DC 20036

Company phone : 800-222-5500

Population :

Number of potentially involved : 146

Estimated percentage with defect : 44 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mazda CX-9

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : – Recall population determined by the production record of vehicles which may have had the subject tire(s) installed.

– Vehicles not included in the recall have properly manufactured tires installed.

The following is the affected number of vehicles by MY/Make/Model:

MY2019 Mazda CX-9 built at Mazda Motor Corporation in Japan: 146 units.

Production Dates : MAY 08, 2019 - MAY 15, 2019

VIN Range 1 : Begin : JM3TCBDY6K0326654 **End :** JM3TCBDY3K0327163 Not sequential

Description of Defect :

Description of the Defect : The tire tread rubber may partially separate from the tire body on certain vehicles.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If tread rubber partially separates from the tire body, it could lead to vehicle instability, which may increase the risk of a crash. No accidents, injuries, or deaths have been reported to date as a result of this defect.

Description of the Cause : In the manufacturing process, rubber compound used for prototype production was accidentally mixed into rubber compound for standard production which causes tire tread strength to diminish.

Identification of Any Warning that can Occur : Vibration and/or flapping noise can occur prior to tire tread separation. Partial rubber separation from the tread or irregular tread wear may also be observed.

Supplier Identification :

Component Manufacturer

Name : Sumitomo Rubber Industries, Ltd.

Address : 3-6-9 Wakinohama-cho, Chuo-ku, Kobe, Hyo
FOREIGN STATES

Country : Japan

Chronology :

September 9, 2019: The tire supplier, Sumitomo Rubber Industries Ltd (SRI), informed Mazda of the following information regarding tire tread rubber separation. SRI received seven reports of warranty information from Saudi Arabia regarding tread rubber separation of an originally equipped tire. The separations occurred in July, 2019. The vehicle owners experienced vehicle vibration or unusual noise and brought their vehicles to tire specialty shops, where tread rubber separations were recognized. SRI collected the concerned tires from Saudi Arabia and had investigated the cause of the failures and found that all of the returned tires were manufactured in the 16th week of 2019 wherein inappropriate materials mixed into the tread rubber in the standard manufacturing process which contributed to the tread rubber separation. They began conducting the evaluation of any safety risk in vehicles.

September 30, 2019: SRI confirmed the shipping and delivery timing of the concerned tires and identified the delivery destinations of the subject tires. As a result of the assessment of safety risk caused by the tread separation, this failure could not lead to the breakage of the base rubber or the belt underneath the tire tread. Therefore, rapid air leakage or tire blowout could not occur, however the tire tread rubber may partially peel off, causing vehicle instability.

October 15, 2019; SRI informed Mazda of tread rubber separation problem on MY2019 CX-9 in the U.S. Three of four tires experienced peeling. A vehicle owner also detected this concern on September 27, 2019.

October 21, 2019: SRI submitted the DIR related to this defect to NHTSA, which identified Mazda CX-9 vehicles with affected originally equipped tires.

October 25, 2019; Based on the determination of a field action by SRI, Mazda held a Quality Audit Committee to review all available information to date and determined to conduct a proactive recall action on certain MY2019 CX-9 vehicles in the U.S.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to a Mazda dealer. Dealers will check the serial number on the tire. If applicable, all four (4) tires will be replaced with new tires. There will be no charge for this service to vehicle owners. This defect is applicable to the reimbursement plan Mazda submitted on September 10, 2019. Through this general reimbursement plan, Mazda will reimburse vehicle owners for repair cost incurred due to the subject defect prior to submission of this safety recall.

How Remedy Component Differs The remedy parts were manufactured with proper production rubber

from Recalled Component : compound in the tire tread.
Recalled Parts name: Tire. Part number: 90621 05750

Identify How/When Recall Condition was Corrected in Production : Improved tires were implemented at the vehicle assembly plant in Japan from May 15, 2019.
Mazda confirmed no additional tires with irregular rubber compound were delivered to the vehicle assembly plant starting from the 17th week in 2019.
Since September 9, 2019, the supplier has implemented a process change to prevent prototype rubber compound from being used with standard production manufacturing equipment.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on or before October 31, 2019. Mailing of owner notification letters is expected to be completed on or before December 18, 2019.
Planned Dealer Notification Date : OCT 31, 2019 - OCT 31, 2019
Planned Owner Notification Date : DEC 18, 2019 - DEC 18, 2019

* NR - Not Reported