



MAZDA DEALER EMAIL

September 4th, 2019

Attention: Mazda General, Parts and Service Managers

Subject: **UPDATE TO LABOR TIME Safety and Emissions Recall 3419E
- 2018 CX-9 Front/Rear Harness Concern**

As of September 4th, 2019 we are adding up to 0.6 hours labor if additional time is needed for this repair. Updated repair procedures and parts and warranty information will be uploaded to MGSS by the end of the business day.

We are also crediting 0.6 hours of labor time for all paid claims under recall 3419E prior to September 4th, 2019. You will see this credit on your list of claims processed by September 14th, 2019.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Protect What is Important to You

Mazda North American Operations

Sincerely,

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

