



MAZDA DEALER EMAIL

December 3, 2019

Attention: Mazda General, Parts and Service Managers

Subject: Launch of Safety Recall 4019J - 2019 Mazda CX-9 - Vehicle Instability Due to Partial Tire Tread Separation

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain 2019 CX-9 vehicles within the VIN range below, affecting 146 U.S. vehicles.

Affected Vehicles:

Model	Subject VIN range	Subject production date range
2019 CX-9	JM3 TC**** K0 326654 - 327163	From May 08, 2019 through May 15, 2019

Action Required:

- There are 18 vehicles in Dealer inventory that still require repairs under 4019J. If you have not already contacted Sumitomo in regards to your affected Dealer inventory vehicles please follow the updated repair procedures posted to MGSS and contact Sumitomo upon receipt of this notice.
- If a Customer vehicle arrives in your shop, please follow the repair procedures and contact the Sumitomo Tire Company below.
- NOTE: For all repairs, please store all tires with the lot number "1619" FREE return shipment will be arranged by Sumitomo when your tires are ordered. All "1619" tires must arrive back at Sumitomo for the warranty claim to be paid. If you need further assistance, please contact Dealer Recall Help on MXConnect > Warranty for assistance.

Sumitomo Tire Contact: Leeann Martinez

Phone: (909) 694-3092 (PST) OR email: Lmartinez@srnatire.com

Concern Outline:

On certain CX-9 vehicles, the tire tread rubber may partially separate

from the tire body. During the manufacturing process of the tire, a special rubber compound used for prototype tire production was accidentally mixed into the rubber compound for standard production tires, which decreases the tire tread strength. If the tread rubber partial separation occurs, it could lead to vehicle instability, which may increase the risk of a crash. A vibration and/or flapping noise may occur prior to tire tread separation. Partial rubber separation from the tread or irregular tread wear may also be observed.

Owner Notification:

Mazda will notify approximately 100 owners of affected vehicles by first class mail on December 4th, 2019. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs.

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.

To help you effectively perform this recall, Mazda has developed the following resources:

- Parts and Warranty information and Repair procedures have been posted on MGSS (Mazda Global Service Support) websites via MXConnect.
- For warranty claim questions, please contact the Warranty Hotline at (877) 727-6626, Option 3. For recall questions, please contact Dealer Recall Help on MXConnect > Warranty.
- For questions about ordering or returning tires for this recall, please contact the Sumitomo Tire Company: Leeann Martinez Phone: (909) 694-3092 (PST) OR email: Lmartinez@srnatire.com

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 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

