



MAZDA DEALER EMAIL

November 6, 2019

Attention: Mazda General, Parts and Service Managers

Subject: Safety Recall 4019J – Vehicle Instability Due to Partial Tire Tread Separation – Tire Supply Ordering Update (in red)

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. and U.S. Territory 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

Concern Outline:

The tire tread rubber may partially separate from the tire body on certain vehicles. If the tread rubber separation occurs, it could lead to vehicle instability, which may increase the risk of a crash. Vibration and/or flapping noise can occur prior to tire tread separation.

Action Required:

- In order to receive tires for affected Dealer inventory vehicles please follow the updated repair procedures posted to MGSS today and contact Sumitomo with the number of affected tires at your dealership. After contacting Sumitomo, replacement tires will then be express shipped to dealers FREE OF CHARGE by the Sumitomo Tire Company beginning this week.
- For Customer vehicles a push shipment based on vehicle locations is being prepared by Sumitomo and we will send another communication next week. If a customer vehicle arrives in your shop prior to this push shipment, please follow the repair procedures and contact the Sumitomo Tire Company below and they will express ship tires needed for the Customer vehicle repair.
- NOTE: Please secure all tires with the lot number "1619" when dismantled from the rim as all tires must arrive back at Sumitomo for the warranty claim to be paid. FREE return shipment will be arranged by Sumitomo when your tires are ordered. 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

As a reminder, all vehicles under this recall will show as “Not Launched” status in eMDCS. Please remember that the vehicle can be delivered once the recall has been completed. Even though the RDR Recall Warning will still display, the Warranty Claim to close the recall is not required to be entered into eMDCS to RDR the vehicle and can be submitted once Parts and Warranty information is available.

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