

**2019 CX-9 – Vehicle Instability Due to Partial Tire Tread Separation – Safety Recall 4019J**

**NOTE: DO NOT DISCARD THE AFFECTED TIRES WHEN REMOVED! THEY WILL BE SHIPPED BACK TO SUMITOMO**

**A. VEHICLE INSPECTION PROCEDURE**

Verify that the vehicle is within the following ranges:

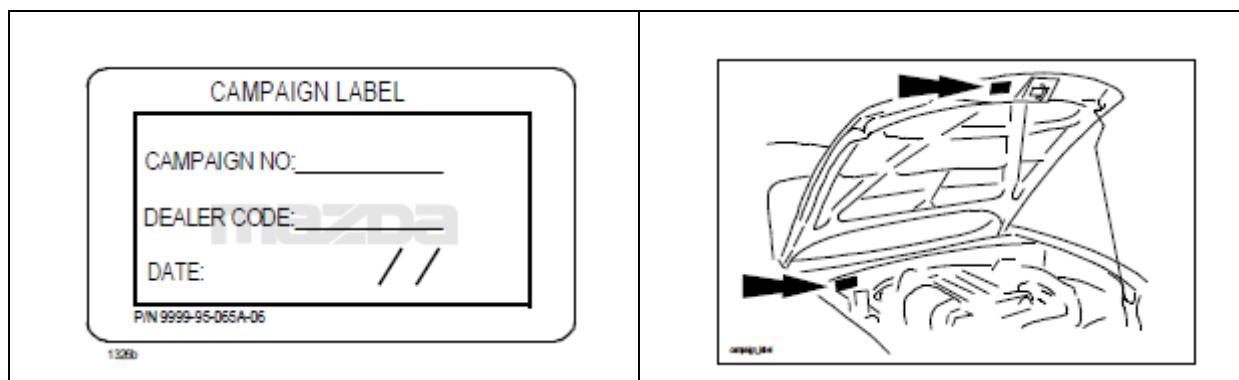
Model	Subject VIN range	Subject production date range
2019 CX-9	JM3 TC**** K1 326654 – 327163	From May 8, 2019 through May 15, 2019

The asterisk symbol “\*” can be any letter or number.

- If the vehicle is not within the above ranges, return vehicle to the customer or inventory.

Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for Campaign Label **Recall 4019J** which would be attached to the vehicle’s hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results in the table below.

**NOTE:** Be sure to verify Recall number as the vehicle may have multiple Recall labels.



**eMDCS System - Warranty Vehicle Inquiry Results:**

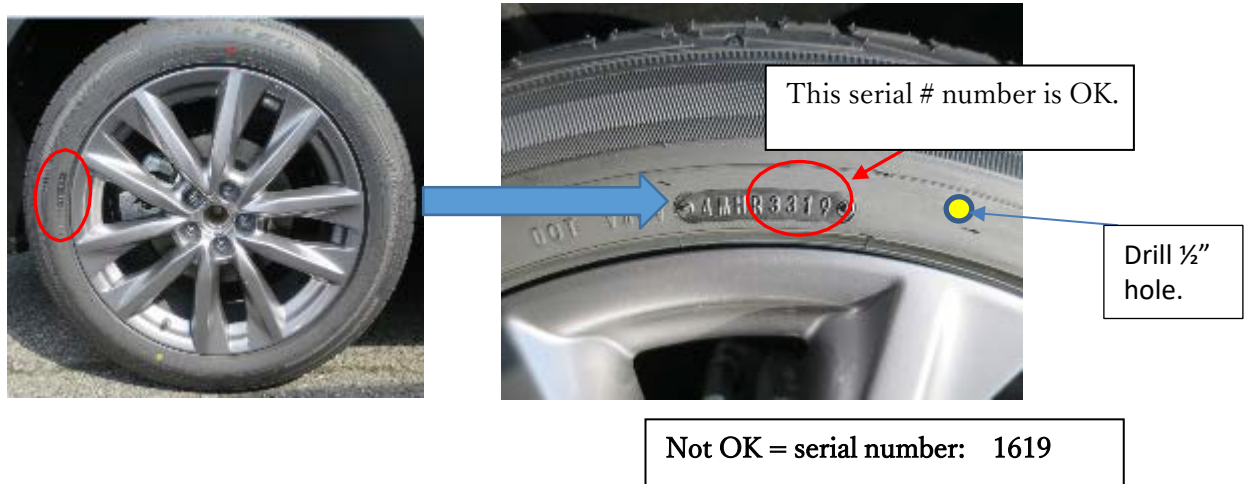
If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 4019J OPEN	Present	Email Dealer Recall Help or Contact Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to “B. REPAIR PROCEDURE”.
RECALL 4019J CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to “C. CAMPAIGN LABEL INSTALLATION”.
RECALL 4019J IS NOT PRESENT	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

## B. REPAIR PROCEDURE

This campaign is applicable only for vehicles with FALKEN size 255/50/20 tires

### Dealer Inventory Vehicles

1. Check the serial number on the sidewall of all four (4) tires.



2. Document how many have serial number "1619".
3. Remove the wheel and dismount any tire that has Serial Number 1619 and replace it with a new tire and balance the assembly. **Drill a 1/2" hole in each failed tire next to the serial # and place in a secure area in your service department.**
4. Contact Sumitomo below by phone or email to arrange free, expedited shipment of tires that failed the inspection. They will also arrange free pickup of the affected "1619" tires.

### Customer Vehicles

1. Follow steps 1 and 2 in the above Dealer Inventory Vehicle Repair Procedure
  - a. If more than one tire on the vehicle has serial number 1619, replace all four tires.
2. Measure each tire and document the wear. A brand new tire comes with 10/32" of tread depth.
  - a. If there is only one tire with a serial number 1619, and if any tire is at 8/32" or less indicating 2/32" wear exists, on a AWD vehicle, then contact Sumitomo to replace all 4 tires on the vehicle.
    - i. NOTE: Any tire that is not "1619" can be kept in service or reused by the dealer and do not need to be returned to Sumitomo. E.g., serial number 1419 or 1519.
  - b. If any tire is at 8/32" or less indicating 2/32" wear exists for a FWD vehicle, then contact Sumitomo to replace the affected tire and the tire on the opposing side of the vehicle.
  - c. For AWD and FWD, if more than 8/32" of tread is present on the tire with the serial number 1619, then just replace that specific tire.

**Sumitomo Tire Contact:** Leeann Martinez

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

**NOTE: If none of the tires have serial number "1619", no further action is necessary. Return the vehicle to stock or the customer and attach a completed campaign label as shown in section "C" below. Note: The serial number is the date code, so therefore "1619" is the 16<sup>th</sup> week of 2019.**

### C. CAMPAIGN LABEL INSTALLATION:

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "4019J", your dealer code, and today's date.

CAMPAIGN LABEL

CAMPAIGN NO: \_\_\_\_\_

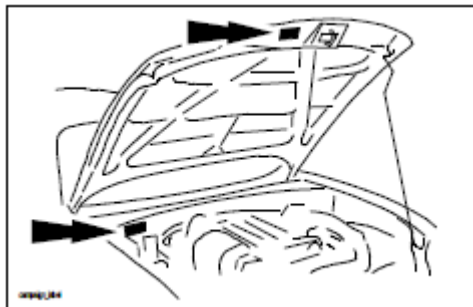
DEALER CODE: \_\_\_\_\_

DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

PIN 9999-95-065A-06

1326

2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.