

2019 CX-9 – Potential Tire Tread Separation – Safety Recall 4019J

A. VEHICLE INSPECTION PROCEDURE

Verify that the vehicle is within the following ranges:

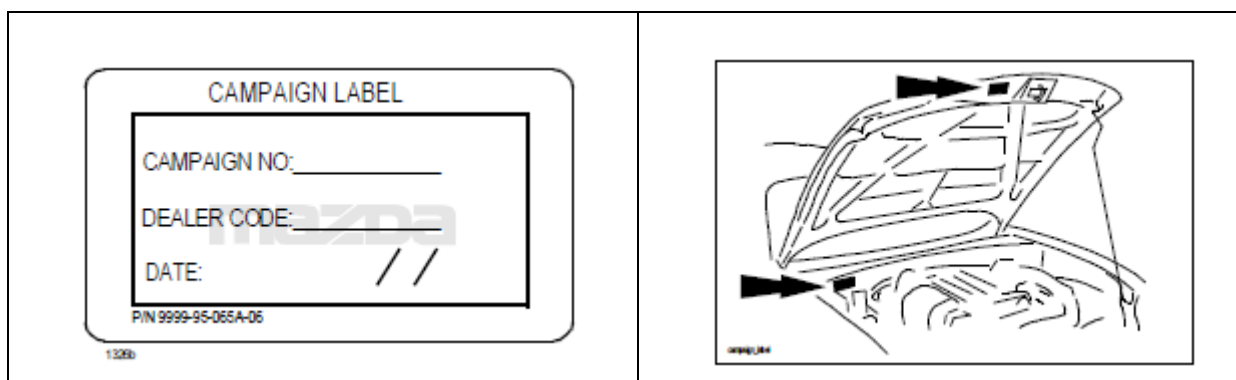
Model	Subject VIN range	Subject production date range
2019 CX-9	JM3 TC**** K1 326654 – 327163	From May 8, 2019 through May 15, 2019

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.



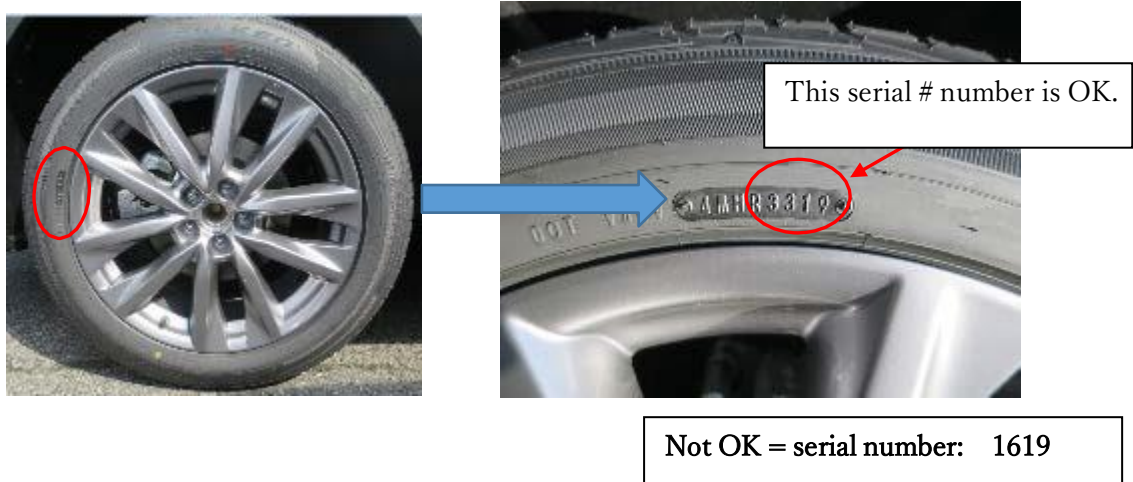
eMDCS System - Warranty Vehicle Inquiry Results:

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

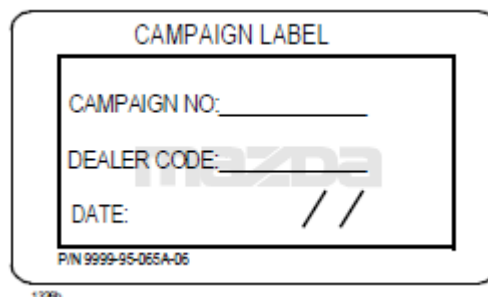
1. Check the serial number on the sidewall of all four (4) tires.



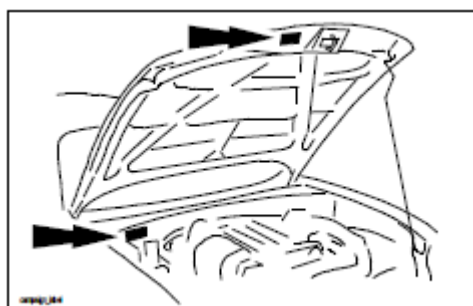
2. - If one or more tires has serial number "1619", please hold the vehicle until tires are available from MNAO.
Note: The serial number is the date code, so therefore "1619" is the 16th week of 2019.
- If none of the tires have serial number "1619", no further action is necessary. Return the vehicle to stock and attach a completed campaign label as shown in section "C" below.

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.



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



3. Return the vehicle to customer.