



IMPORTANT SAFETY AND EMISSIONS RECALL

2018 CX-9 - Front/Rear Harness Concern - Safety and Emission Recall 3419E NHTSA Campaign Number 19V-403

September 2020

This notice applies to your vehicle: 20xx Mazda ModelName VIN _____

Dear Mazda Owner:

What is the reason for this notice?

On July 26, 2019 a notice was sent on this VIN in accordance with the National Traffic and Motor Vehicle Safety Act. Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2018 model year CX-9 vehicles produced from September 12, 2017 through November 9, 2017. As of September 12, 2020, your vehicle remains unrepaired.

What is the problem?

On certain subject vehicles, malfunctions can occur in the passenger frontal air bag system, turn signals, and/or the engine starting system in addition to false instrument cluster warnings. This is caused by weak retention force of wiring harness connector terminals, resulting in electrical communication disruption between various vehicle control modules.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Emission Law Information: To ensure your full protection under the emission warranty made applicable to your vehicle by State or Federal Law, you should have this recall completed as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not completed.

Important notice to owners registering vehicles in California and Massachusetts: California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers will provide a Vehicle Emission Recall - Proof of Correction Certificate upon completion of the recall. Be sure to keep the proof of correction certificate provided by the Mazda Dealer until needed for the registration renewal process.

Still have questions?

If you have any questions regarding this campaign, please contact our **Customer Experience Center toll free at (800) 222-5500, option #6**. As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts.

Sincerely,

Mazda North American Operations

NOTICE: If this is a leased vehicle, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of his notice to the lessee within ten days.