

PARTS AND WARRANTY INFORMATION
Recall Campaign 3419E

CONDITION OF CONCERN

In certain Mazda CX-9 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 a weak retention force of the wiring harness connector terminals, that results in an electrical communication disruption between various vehicle control modules.

Depending on the specific connector terminal(s) affected by the electrical communication disruption, the passenger frontal air bags may not deploy when a crash occurs, turn signal lights may become inoperable, and/or the engine cannot be restarted. Please refer the Repair Procedure document on MGSS for further details.

SUBJECT VEHICLES

Model	VIN range	Build date range
2018 CX-9	JM3 TC**** J0 207215 - 216725	From September 12, 2017 through November 9, 2017

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning from XXXX, 2019.

PARTS INFORMATION

Description	Part number	Quantity	Notes
Sleeve Kit	TMY6-67-SH0	1	Component: Tube sleeves (small 8 pcs, large 6 pcs) Protective caps (8 pcs) Zip Ties (4 pcs) Harness protector (1 pc)
Bolt	B455-32-099B	1	Necessary when lower joint bolt for intermediate shaft is removed during repair
PVC tape	----	--	Please use appropriate tape locally sourced.
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)
Vehicle Emission Recall Proof of Correction Certificate *	9999-95-ERPC-99	1=50 certificates	

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*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 must provide customers a **Vehicle Emission Recall - Proof of Correction Certificate** (p/n 9999-95-ERPC-99) upon completion of the recall.

WARRANTY CLAIM PROCESSING INFORMATION

	Repair on Harnesses		OK to Scrap
	w/o removal of lower joint bolt	Includes removal of lower joint bolt	
Process Number	AK028A	AK028A	
Symptom Code	99	99	
Damage Code	99	99	
Parts Number Main Cause & Quantity	TMY6-67-SH0 & 1	TMY6-67-SH0 & 1 pc	N/A
Related Part Number & Quantity	--	B455-32-099B & 1 pc* (*1)	Hold for inspection
Labor Operation	XXR5LARX	XXR5LBRX	
Labor Hours	0.8 hrs.	1.1 hrs.	
Actual Time	XXR9BXRX & Up to 0.6 hrs. (*2)		

(*1) Claim will reject without this part charged out, and bolts may be requested.

(*2) If the repair on harnesses requires more time (difficult to access to connectors, etc.), an additional 0.6 hrs of actual time can be claimed.

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main		5555-34-19ER
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet - Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer
Sublet Text		Number of days rental car was

Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.