

**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:<br>Tube sleeves (small 8 pcs, large 6 pcs)<br>Protective caps (8 pcs)<br>Zip Ties (4 pcs)<br>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 |  |

**PARTS AND WARRANTY INFORMATION**  
**Recall Campaign 3419E**



\*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*                 | Hold for inspection |
| Labor Operation                    | XXR5LARX                        | XXR5LBRX                             |                     |
| Labor Hours                        | 0.8 hrs.                        | 1.1 hrs.                             |                     |

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

**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**

|                       | <b>MCVP Vehicle Preferred</b>                     | <b>Rental Agency Vehicle</b>                          |
|-----------------------|---|---|
| Warranty Type Code    | N/A<br><br>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.