



## MAZDA DEALER EMAIL

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**September 28, 2021**

**Attention: Mazda General, Parts and Service Managers**

**Subject: Notification of Safety Recall 52211 – MY2020–2021 CX-9 Second Row Seat May Slide Unintentionally**

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall impacting MY2020–2021 CX-9 vehicles. Please see the description, model, year and VIN Ranges below.

**Subject Vehicles:**

Affects 8,648 US and US Territory vehicles:

Model	Subject VIN range	Subject production date range
2020-2021 CX-9	JM3 TC**** L0 421313 – 424632 JM3TC****M0500010 – 520573	From March 18, 2020 through February 12, 2021

**Concern Outline:**

On certain 2020–2021 CX-9 models the driver side 60/40 split-bench second row seat may slide forward during a vehicle collision. In this condition, the seat belt may transfer a higher force to the occupant, increasing the chance of injury. There is no warning or indication to vehicle users before this defect occurs. Vehicles equipped with second-row captain seats are not affected by this recall.

**For all subject vehicles:**

On models equipped with a 60/40 split second row seat, the dealer will install modified parts in the second-row seat track mechanism.

**Action Required:**

There are approximately 30 vehicles in dealer inventory and unsold subject to this recall, and these vehicles must not be delivered until the recall is repaired. Since this number is small, the Recall Team will notify each District Service Manager directly to advise that delivery must not take place until the vehicle is repaired.

**Owner Notification:**

Mazda will notify owners of affected vehicles for this campaign no later than November 23, 2021. Vehicles will display in eMDCS as “Not Launched” today, September 28, 2021. The parts to support this recall are

being prepared and not available at this time. An updated communication will be sent once parts become available.

**Important Safety Notice:**

The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

1. Parts and Warranty Information and Repair Procedures will be posted on MGSS once finalized.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Not Launched" by September 28, 2021.
4. For parts questions, contact the Dealer Assistance Group at (877) 727-6626 Option 2.
5. For Recall questions please fill out the Dealer Recall Help Form located on OneMazda > Warranty, Recall and Service Tools.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out all campaigns are greatly appreciated.

**Protect What is Important to You**

Sincerely,  
Travis Young  
Manager Recalls, Technical Services Division  
Mazda North American Operations