

CONDITION OF CONCERN

On certain 2020-2021 CX-9 models the driver side 60/40 split-bench second row seat may slide forward during a vehicle crash. In this condition, the seat belt may transfer excessive 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.

OUTLINE OF REPAIR

On models equipped with a 60/40 split second row seat, the dealer will install modified parts in the second-row seat track mechanism. Please refer to the Repair Procedure document on MGSS for further details.

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2020-2021 CX-9 With 60/40 split 2nd row seats only	JM3 TC****L0 421313 – 424632 JM3TC****M0 500010 – 520573	From March 18, 2020, through February 12, 2021

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

OWNER NOTIFICATION: Mazda will notify U.S. owners by US mail no later than 11/5/2021

PARTS INFORMATION

Description	Part Number	Quantity	Note
Rod Assy	TSY1-88-78Y	1	Components: Rod (1 pc) Retaining ring 12 (1 pc) Retaining ring 9 (1 pc) Washer 16 (1 pc), Felt (2 pcs)
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	Second Row Seat Rod Assy Replacement
Process Number	AM032A
Symptom Code	99
Damage Code	99
Causal Part Number	TSY1-88-78Y
Quantity	1
Labor Operation Code	XXT6KXRX
Labor Hours	0.6 hrs.

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, so the next customer can receive 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 Cause		5555-52-21IR
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 had rental car
Sublet Text		Number of days rental car was supplied to customer

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