

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: LIFTGATE HANDSFREE SENSOR WILL NOT WORK IF ACCESSORY TRAILER HITCH IS INSTALLED	Service Alert No.: SA-039/20
	Last Issued: 03/09/2020

APPLICABLE MODEL(S)/VINS

2020 CX-9 (Grand Touring and Signature)

DESCRIPTION

The 2020 CX9 Grand Touring and Signature trims come standard with a liftgate handsfree sensor located on the inner surface of the rear bumper. This location is also where the accessory trailer hitch (P/N 0000-8E-N31/0000-8EN31A) is designed to be installed. Due to this location conflict, the handsfree sensor must be uninstalled and deactivated in the MAZDA CONNECT system.

Refer to the deactivation process titled "Handsfree Liftgate Sensor Deactivation/Removal Guide and Procedure" in the Trailer Hitch Installation Instruction (attached).

NOTE: THE CUSTOMER MUST BE NOTIFIED THAT THEY WILL NO LONGER HAVE THE HANDSFREE SENSOR SHOULD THEY REQUEST THAT THE TRAILER HITCH BE INSTALLED.

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