



<b>Subject:</b> <b>LIFTGATE HANDSFREE SENSOR WILL NOT WORK IF ACCESSORY TRAILER HITCH IS INSTALLED</b>	<b>Service Alert No.:</b> SA-039/20
	<b>Last Issued:</b> 10/14/2020

## BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert	Date(s) Issued
SA-039/20	03/09/20

## APPLICABLE MODEL(S)/VINS

2020-2021 CX-9 (Grand Touring and Signature)

## DESCRIPTION

The 2020 CX9 Grand Touring and Signature trims come standard with a liftgate handsfree foot-motion detection unit 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 foot-motion detection unit must be removed and deactivated in the MAZDA CONNECT system.

- Turn off the Hands-Free Liftgate in the MAZDA CONNECT system.
  - 2020 CX-9 (CENTER DISPLAY PERSONALIZATION FEATURES SETTING PROCEDURE)
  - 2021 CX-9 Type B (CENTER DISPLAY PERSONALIZATION FEATURES SETTING PROCEDURE)
- Remove the foot-motion detection unit.
  - 2020 CX-9 (FOOT-MOTION DETECTION UNIT REMOVAL/INSTALLATION)
  - 2021 CX-9 (FOOT-MOTION DETECTION UNIT REMOVAL/INSTALLATION)

**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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