



Subject: LIFTGATE HANDSFREE SENSOR WILL NOT WORK IF ACCESSORY TRAILER HITCH IS INSTALLED	Service Alert No.: SA-039/20
	Last Issued: 12/17/2020

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	10/14/20 and 03/09/20

APPLICABLE MODEL(S)/VINS

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

DESCRIPTION

The 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)
- **Open the Liftgate to its uppermost position and press the "POWER LIFTGATE CLOSE SWITCH" for 10 seconds and the switch will beep (5) five times to confirm that the process is complete.**

NOTE:

- **The switch will beep at the 3 second mark and the 7 second mark. Disregard these beeps as they are unrelated to the deactivation process**
- **Once the deactivation process is complete, the liftgate height is reset to the factory default settings. If desired, follow the directions for setting the open position as explained in the owners manual.**
- Remove the foot-motion detection unit.
 - 2020 CX-9 (FOOT-MOTION DETECTION UNIT REMOVAL/INSTALLATION)
 - 2021 CX-9 (FOOT-MOTION DETECTION UNIT REMOVAL/INSTALLATION)

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NOTE: The Hands Free Liftgate is disabled even if the box is rechecked until the foot motion detection unit is reinstalled. Once it is reinstalled, the setting box can be rechecked and the accessory mode is turned off.

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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