Part 573 Safety Recall Report 19V-403

Manufacturer Name : Mazda North American Operations
Submission Date : MAY 30, 2019
NHTSA Recall No. : 19V-403
Manufacturer Recall No. : 3419E

Manufacturer Information :

Manufacturer Name : Mazda North American Operations
Address : 1025 Connecticut Avenue, NW
Suite 910 Washington DC 20036
Company phone : 800-222-5500

Population :

Number of potentially involved : 7,854
Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2018-2018 Mazda CX-9
Vehicle Type : LIGHT VEHICLES
Body Style : ALL
Power Train : GAS
Descriptive Information : – Recall population was determined by the production record of vehicles which may have the subject harness installed.
- Vehicles not included in this recall use harnesses with proper connector retention force.
– The following is the affected number by MY/Make/Model: 2018 MY Mazda CX-9: 7,854 units

Production Dates : SEP 12, 2017 - NOV 09, 2017
VIN Range 1 : Begin : JM3TCACY7J0207215 End : JM3TCADY0J0216725 ☐ Not sequential

Description of Defect :

Description of the Defect : Malfunctions can occur in the passenger frontal air bag system, turn signals, and/or the engine starting system in addition to false instrument cluster warnings. This is caused by weak retention force of wiring harness connector terminals, resulting in electrical communication disruption between various vehicle control modules.
No accidents, injuries, or deaths have been reported from the field to date as a result of this defect.

FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : Depending on the specific connector terminal(s) affected by the electrical communication disruption, the passenger frontal air bags may not deploy when an accident occurs, turn signal lights may become inoperable, and/or

	the engine cannot be restarted.
Description of the Cause :	Weak retention force of the connector terminals due to a change in front and rear harness manufacturing processes.
Identification of Any Warning that can Occur :	There is no warning prior to occurrence of the defect.

Supplier Identification :

Component Manufacturer

Name :	Furukawa Electric Co., Ltd.
Address :	2-3Marunouchi2-chome, Chiyoda-ku,Tokyo FOREIGN STATES 100-8322
Country :	Japan

Chronology :

February 15, 2018: Mazda received the first field report of “all dash warning lights came on after starting vehicle, with many Diagnostic Trouble Codes (DTCs) stored” in U.S. market.
February 26, 2018: As a result of investigation of the returned parts, an increase of the electrical resistance of the connector in the harness was confirmed. The increased resistance resulted in warning light illumination due to module electrical communication errors.
May 21, 2018: Mazda conducted a temporary countermeasure of bypassing the female connector with a wire splice in production while the root cause was being studied.
June 12, 2018: The root cause of the increased electrical resistance was identified. The retention force of the subject female connector terminals was lower than that of a typical female terminal.
July 3, 2018: The retention force of the connector terminals was improved in production as a permanent countermeasure.
August 6, 2018: Mazda identified a particular affected vehicle production range which coincided with a previous connector terminal production process change at the supplier. Mazda began to study the production process changes to determine the range of potentially affected vehicles
March through April, 2019: An investigation was conducted to confirm the suspected range of potentially affected vehicles by collecting known good parts from the field.
April 17, 2019: As a result of field part analysis, Mazda confirmed the range of potentially affected vehicles.
May 23, 2019: Mazda held a Quality Audit Committee to review all available information to date and decided to conduct a proactive field action on certain MY2018 CX-9 vehicles.

Description of Remedy :

Description of Remedy Program :	Owners will be notified by mail and instructed to take their vehicle to a Mazda dealer. Dealers will repair the harnesses using a supplied repair kit. There will be no charge for this service to vehicle owners. In accordance with 49 CFR 573.13 and 49 CFR 577.11, a reimbursement plan will be submitted for eligible owners who paid to have these repairs completed at their own expense.
How Remedy Component Differs from Recalled Component :	The original wiring harnesses will be repaired in the vehicle, therefore a remedy component is not used. Recalled parts: front harness/TM52-67010, rear harness/TM52-67050
Identify How/When Recall Condition was Corrected in Production :	Connector terminals with proper retention force have been utilized in the harnesses since July 3, 2018.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on June 4, 2019. Mailing of owner notification letters is expected to be completed on or before July 29, 2019.
Planned Dealer Notification Date :	JUN 04, 2019 - JUN 04, 2019
Planned Owner Notification Date :	JUL 29, 2019 - JUL 29, 2019

* NR - Not Reported