



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 31, 2019

Mr. David Robertson  
Group Manager, Product Development Group 1  
Mazda North American Operations  
1025 Connecticut Ave, NW  
Washington, DC 20036

NEF-150JK  
19V-907

**Subject:** Emergency Braking Can Activate Unexpectedly

Dear Mr. Robertson:

This letter serves to acknowledge Mazda North American Operations's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MAZDA/MAZDA3/2019-2020

**Mfr's Report Date:** December 19, 2019

**NHTSA Campaign Number:** 19V-907

**Components:**

FORWARD COLLISION AVOIDANCE: AUTOMATIC EMERGENCY BRAKING

**Potential Number of Units Affected:** 35,390

**Problem Description:**

Mazda North American Operations (Mazda) is recalling certain 2019-2020 Mazda3 vehicles. The Smart Brake System (SBS) can falsely detect an obstacle while driving, activating the automatic emergency braking system and suddenly stopping the vehicle.

**Consequence:**

Stopping the vehicle unexpectedly increases the risk of a crash.

**Remedy:**

Mazda will notify owners, and dealers will update the SBS software. In addition, vehicles with certain production dates will receive an instrument cluster software update or replacement and a replacement owner's manual. These repairs will be performed free of charge. The recall is expected to begin February 17, 2020. Owners may contact Mazda customer service at 1-800-222-5500, Option 4. Mazda's number for this recall is 4219L.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement