Part 573 Safety Recall Report 19V-425

Manufacturer Name : Mazda North American Operations
Submission Date : JUN 07, 2019
NHTSA Recall No. : 19V-425
Manufacturer Recall No. : 3519F

NHTSA
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

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 : 25,003
Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mazda Mazda3
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 had a partial gap between the hub bolts and hub flanges during assembly.
- Vehicles not included in this recall had a partial gap between the hub bolts and hub flanges during assembly.
– The following is the affected number by MY/Make/Model: 2019MY Mazda Mazda3: 25,003 units.

Production Dates : SEP 25, 2018 - APR 19, 2019

VIN Range 1 :	Begin :	JM1BPACM2K1100042	End :	JM1BPAMM0K1136438	☐ Not sequential
VIN Range 2 :	Begin :	3MZBPAEM7KM100048	End :	3MZBPAEM7KM100048	☐ Not sequential

Description of Defect :

Description of the Defect : Wheel lug nuts may loosen and fall off during normal driving. In the worst case, continuous use will lead to a wheel falling off the vehicle.
No field cases of wheel separation have been reported, and there have been no accidents, injuries, or deaths related to this concern.

FMVSS 1 : NR
FMVSS 2 : NR
Description of the Safety Risk : With this condition, continuous use may lead to a wheel falling off and loss of vehicle control.
Description of the Cause : A manufacturing process error may result in a gap between the wheel hub bolt and hub flange during assembly. This gap causes loosening of the lug nuts

	though they were initially properly tightened to the correct specification at the plant.
Identification of Any Warning that can Occur :	Rattling noise occurs prior to a wheel falling off the vehicle.

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

April 9, 2019: Mazda received the first field report of “Wheel nuts loosened after run-in drive” from outside U.S. market.
April 11, 2019: Mazda confirmed the same failure condition as a result of investigation of stock vehicles manufactured in Japan plant. The root cause was identified as a partial gap created between the hub bolt head and hub flange of the hub bearing assembly, leading to loss of torque and eventual loosening of the wheel nut.
April 14, 2019: Mazda confirmed the same failure had occurred on vehicles manufactured in Mexico plant.
April 19 through April 22, 2019: Improved the press fitting assembly process between the hub bolt and hub flange at the supplier so as not to cause a gap.
April 19 and May 3, 2019: Added the re-tightening of wheel nuts countermeasure at the Mazda plants.
May 30, 2019: Mazda held a Quality Audit Committee to review all available information to date and decided to conduct a proactive field action on certain MY2019 Mazda3 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 retighten the front and rear wheel nuts to the correct specification. There will be no charge for this service to vehicle owners. Any repairs related to this defect in the subject vehicles would have been covered under Mazda’s new vehicle warranty period. Therefore, a reimbursement plan for repairs made in connection with this defect prior to notification is not being offered to affected vehicle owners.
How Remedy Component Differs from Recalled Component :	The original parts will be re-tightened. Re-tightening of the wheel nuts is confirmed to eliminate the gap between the wheel hub bolts and hub flanges and ensure proper wheel nut tightness is maintained. Therefore, remedy components are not used.

	Recalled parts: BCKE-3304X, BDTS-3304X (front hub bearing) / BEET-2615X, BDTS-2615X (rear hub bearing)
Identify How/When Recall Condition was Corrected in Production :	Re-tightening of the wheel nuts has been implemented since April 19, 2019 in Japan plant and May 3, 2019 in Mexico plant.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on June 12, 2019. Mailing of owner notification letters is expected to be completed on or before August 6, 2019.
Planned Dealer Notification Date :	JUN 12, 2019 - JUN 12, 2019
Planned Owner Notification Date :	AUG 06, 2019 - AUG 06, 2019

* NR - Not Reported