

Part 573 Safety Recall Report

19V-514

Manufacturer Name : Mazda North American Operations

Submission Date : JUL 26, 2019

NHTSA Recall No. : 19V-514

Manufacturer Recall No. : 3819F



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 : 9,430

Estimated percentage with defect : 21 %

Vehicle Information :

Vehicle 1 : 2019-2019 Mazda Mazda3

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : – Recall population determined by the production record of vehicles which may have had the subject front head restraints installed.

– Vehicles not included in the recall have improved front head restraints installed.

The following is the affected number by MY/Make/Model:

MY2019 Mazda Mazda3 built at Mazda de Mexico Vehicle Operation: 9,430 units

Production Dates : JAN 15, 2019 - MAY 22, 2019

VIN Range 1 : Begin : 3MZBPAEM7KM100048 End : 3MZBPABL9KM113332 Not sequential

Description of Defect :

Description of the Defect : Updated on July 26, 2019; The end vehicle in the subject VIN range has been corrected.

Due to improper installation of the seat cover material of the front driver and passenger seatbacks, the material may interfere with the head restraint lock release button, causing the button to be stuck in the release position. In this condition, the head restraint can be moved freely, without the ability to lock the vertical height adjustment at a desired position.

FMVSS 1 : 202 - Head restraints

FMVSS 2 : NR

Description of the Safety Risk : If a crash were to occur, the head restraint could become loose and injure occupants in the vehicle. No accidents, injuries, or deaths have been reported from the field to date as a result of this defect.

Description of the Cause : Improper installation of the seat cover material.

Identification of Any Warning that can Occur : The defect can be detected when adjusting the height of the front head restraints.

Supplier Identification :

Component Manufacturer

Name : AKI Seat Operation S.A. de C.V.
Address : Av. Hiroshima 1000 Int. 1
Complejo Industrial Salamanca FOREIGN STATES
Country : Mexico

Chronology :

May 3, 2019: Mazda received the vehicle inspection report "head restraints height adjustment does not hold" and the same failure was detected on stock vehicles at Mazda de Mexico Vehicle Operation.
May 8, 2019: Supplier reported that Velcro tape was fixed to the seat cover material improperly.
May 9, 2019: The stock vehicles at Mazda de Mexico Vehicle Operation were inspected and Mazda confirmed that this defect may have the possibility of frequent occurrence.
May 20, 2019: Supplier reported that the seat cover material was assembled out of position and this led to the failure occurrence.
May 22, 2019: The improvement was implemented in production. Support plate spacer was inserted at the bottom of the lock release button of the front head restraints.
June 28, 2019: Mazda held a Quality Audit Committee to review all available information to date and determined to conduct a proactive field action on certain MY 2019 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 install plastic spacers at the bottom of the lock release buttons on both front seat head restraints to prevent the seat cover material from interfering with the lock release button. 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 : Recalled component: SEAT-F, RH and SEAT-F, LH
Recalled part number of the recalled components:
BDTS/BDTT/BDTV/BDTW/BDWL/BDWP/BDWR/BEDR/BEKD/BEKG/BEKH/BEKK/BEKL/BFCA/BFCB-57-100,

BDTS/BDTT/BDTV/BDTW/BDWK/BDWL/BDWP/BDWR/BEDR/BEKD/
BEKG/BEKH/BEKJ/BEKK/BEKL/BFCA/BFCB-57-150

Remedy parts will be installed on the recalled head restraints.

Remedy Parts name: Plate-support

Part number: BDYS/BDYT/BDTV-88953

Identify How/When Recall Condition was Corrected in Production : Spacer plates were installed on the front seat head restraints since May 22, 2019.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on July 5, 2019. Mailing of owner notification letters is expected to be completed on or before September 3, 2019.

Planned Dealer Notification Date : JUL 05, 2019 - JUL 08, 2019

Planned Owner Notification Date : SEP 03, 2019 - SEP 03, 2019

* NR - Not Reported