

Part 573 Safety Recall Report

19V-558

Manufacturer Name : Mazda North American Operations**Submission Date :** JUL 31, 2019**NHTSA Recall No. :** 19V-558**Manufacturer Recall No. :** 3919G**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 : 22,571

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 determined by the production record of vehicles which may have had the subject interior rearview mirror installed.
 – Vehicles not included in the recall have an improved interior rearview mirror unit installed.

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

MY2019 Mazda Mazda3 built at Mazda de Mexico Vehicle Operation: 10,349 units

MY2019 Mazda Mazda3 built at Mazda Motor Corporation in Japan: 12,222 units.

Production Dates : SEP 25, 2018 - JUN 20, 2019

VIN Range 1 : Begin : 3MZBPAEM7KM100048 End : 3MZBPAAL8KM114618 Not sequentialVIN Range 2 : Begin : JM1BPACM2K1100042 End : JM1BPBMM5K1130348 Not sequential**Description of Defect :**

Description of the Defect : The interior rearview mirror glass may suddenly detach from the mirror housing.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the interior rearview mirror glass falls off the mirror housing, the driver may have reduced rearward visibility, which may increase the risk of a crash. No accidents, injuries or deaths have been reported to date as a result of the defect.

Description of the Cause : The mirror glass adhesive was not adequately bonded to the mirror housing during manufacture of the interior rearview mirror unit. As a result, the interior mirror glass on some units may not have full adhesion strength.

Identification of Any Warning that can Occur : There is no warning prior to occurrence of interior rearview mirror glass detaching.

Supplier Identification :

Component Manufacturer

Name : ISHIZAKI HONTEN CO.,LTD.
Address : 1-2-15, Yanoshinmachi, Aki-ku, Hiroshima
FOREIGN STATES 736-8670
Country : Japan

Chronology :

February 20, 2019: Mazda received a first field report "Rearview mirror fell off holder" from Mexico market.

February 21, 2019: Part supplier conducted a temporary countermeasure of manually applying pressure to the mirror glass and mirror housing to improve the adhesion during the manufacturing process.

March 9, 2019: Mazda and part supplier investigated the returned parts from field and determined this failure was caused by an improper mirror glass and mirror housing assembly process.

March 20, 2019: Mazda considered further countermeasures as permanent action and implemented them at the vehicle assembly plant in Japan.

April, 2019 through June, 2019: Mazda has received multiple field reports from the U.S, which were the same as in Mexico. There were also several reports the failure occurred on vehicles in which the temporary countermeasure part was installed. No failure occurred on vehicles in which the permanent counter measure part was installed.

June 24, 2019: Mazda implemented the permanent countermeasures on the Mazda3 vehicles built at vehicle assembly plant in Mexico.

July 23, 2019: Mazda held a Quality Audit Committee meeting to review all available information to date and determined to conduct a proactive field action on certain MY 2019 Mazda3 vehicles.

July 29, 2019: Mazda submitted Defect Information Report (DIR) to NHTSA in accordance with §573.6(b).

July 31, 2019: Mazda amended part description in DIR, from 'mirror glass backing plate' to 'mirror housing' so affected vehicle owners and dealers can easily understand the defect condition and affected parts.

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 replace the interior rearview mirror unit with an improved part which has proper adhesion. 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 remedy components have proper adhesive force between the mirror glass and mirror housing. Recalled Parts name: Rearview Mirror Part number: BCJH-69220
Identify How/When Recall Condition was Corrected in Production :	The improved interior rearview mirror unit was implemented on March 20, 2019 at the vehicle assembly plant in Japan and on June 24, 2019 at the vehicle assembly plant in Mexico.

Recall Schedule :

Description of Recall Schedule :	Notification to dealers is expected to occur on or before August 1, 2019. Mailing of owner notification letters is expected to be completed on or before August 30, 2019.
Planned Dealer Notification Date :	AUG 01, 2019 - AUG 01, 2019
Planned Owner Notification Date :	AUG 30, 2019 - AUG 30, 2019

* NR - Not Reported