

Part 573 Safety Recall Report

19V-907

Manufacturer Name : Mazda North American Operations**Submission Date :** DEC 19, 2019**NHTSA Recall No. :** 19V-907**Manufacturer Recall No. :** 4219L**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 : 35,390

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2019-2020 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 the subject Smart Brake Support (SBS) control software installed.
 – The following is the affected number by MY/Make/Model: 2019-2020MY Mazda Mazda3: 35,390 units

Production Dates : SEP 25, 2018 - OCT 23, 2019

VIN Range 1 : Begin : JM1BPACM2K1100042 End : JM1BPBNM9L1154264 Not sequentialVIN Range 2 : Begin : 3MZBPAEM7KM100048 End : 3MZBPBEM9LM124858 Not sequential**Description of Defect :**

Description of the Defect : The vehicle may unexpectedly stop while driving due to inadvertent activation of the Smart Braking System (SBS) automatic emergency braking system.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the SBS automatic emergency braking system unexpectedly activates while driving, the risk of a rear-end crash from a following vehicle may increase. No injuries or deaths have been reported from the field to date as a result of this defect.

Description of the Cause : Incorrect programming of the SBS control software may cause the vehicle to falsely detect an obstacle in front of the vehicle while driving. In certain cases, the SBS control software may automatically apply the vehicle brakes to prevent or reduce damage from a collision, even though no collision is imminent.

Identification of Any Warning that can Occur : There is a warning alarm sound and warning message displayed in the multi-information and active driving displays when this defect occurs.

Supplier Identification :

Component Manufacturer

Name : Mitsubishi Electric Corporation

Address : Chiyoda-ku Marunouchi
2-7-3 TOKYO FOREIGN STATES 100-8310

Country : Japan

Chronology :

May 17, 2019: Mazda received the first field report of “Unexpected SBS operation” in Canadian market.

June 12, 2019: Mazda received another field report “SBS suddenly engaged when not appropriate” in Canadian market.

August 5th 2019: As the result of investigating the recovered parts from first field report case, a root cause could not be determined because the stored data was overwritten due to prolonged and repeated vehicle use after the alleged incident.

August 28 2019: As the result of the investigation of returned parts from additional field reports, SBS control software in the vehicle Body Control Module was found to have programming errors.

September 17 2019: Mazda conducted initial countermeasures for certain programming errors. Mazda continued to study the initial countermeasure effectiveness and evaluate the need for additional improvements.

October 23, 2019: Mazda determined additional countermeasures which were applied to mass production vehicles. Mazda continued to assess the need for additional proactive measures.

December 16, 2019: Mazda held a Quality Audit Committee to review all available information to date and

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 reprogram the SBS control software with an improved version. Certain vehicles with earlier build dates in the affected population will have the instrument cluster either replaced or reprogrammed to implement an improved software version due to a revised procedure for temporary manual deactivation of the SBS system in the improved software version. Vehicles which receive improved instrument cluster software will also have the factory owner’s manual replaced to reflect the revised procedure for temporary manual deactivation of the SBS system in the improved software version. There will be no charge for this service to vehicle owners. In accordance with 49 CFR 573.13 and 49 CFR 577.11, this defect is applicable to the reimbursement plan Mazda submitted on September 10, 2019. Through this general reimbursement plan, Mazda will reimburse vehicle owners for repair cost incurred due to the subject defect prior to submission of this safety recall.

How Remedy Component Differs from Recalled Component : Vehicles will be updated with improved software, and certain early build date vehicles will additionally receive updated instrument cluster with improved software.
Recalled parts: Body control module /BCKA-67560,BEMD-67560, Instrument Cluster /BDGF-55430, BDGG-55430

Identify How/When Recall Condition was Corrected in Production : The improved SBS control software was implemented in production on 10/23/2019.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur by 12/20/2019. Mailing of owner notification letters is expected to be completed on or before 2/17/2020

Planned Dealer Notification Date : DEC 20, 2019 - DEC 20, 2019

Planned Owner Notification Date : FEB 17, 2020 - FEB 17, 2020

* NR - Not Reported