



MAZDA DEALER EMAIL

April 8, 2019

Attention: Mazda General, Parts and Service Managers

Subject: 2016-2018 Mazda3 Windshield Wipers Concern Safety Recall 3219D

Mazda Motor Corporation decided to conduct a Safety Recall Campaign to address a concern with certain 2016-2018 Mazda3 vehicles, produced from July 20, 2015 through July 18, 2017 affecting 186,386 US vehicles.

Action Required:

All unsold 2016-2018 affected vehicles must not be delivered to customers until the recall repair is completed. Currently there are 138 affected vehicles that are unsold and do not have a warranty start date.

Concern Outline:

The front windshield wipers may become inoperative due to a defective relay located inside the Front Body Control Module that disrupts electrical power to the wiper motor. Drivers may experience reduced or poor visibility while driving due to inoperative front windshield wipers.

Affected Vehicles:

Model	Subject VIN range	Subject production date range
2016-2018 Mazda3 (built at MMVO)	3MZBM**** GM 237313 – 330142	From July 20, 2015 through September 3, 2016
	3MZBN**** HM 100013 – 158289	From September 1, 2016 through July 18, 2017
	3MZBN**** JM 158290 – 165991	
2016-2018 Mazda3 (built at MC)	JM1BM**** G1 280120 – 355940	From July 20, 2015 through June 23, 2016
	JM1BN**** H1 100017 – 154745	From June 28, 2016 through July 11, 2017
	JM1BN**** J1 154746 – 161870	

Owner Notification:

Mazda will notify owners of affected vehicles by first class mail no later than May 31, 2019. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs.

Important Safety Notice: The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Affected unsold VIN list will post on MGSS today. Parts and Warranty information, Repair procedures will post on MGSS (Mazda Global Service Support) websites via MXConnect as soon as available, approximately April 15.
2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. Vehicles will display as Not Launched April 8. Once Parts and Repair procedures are posted, repairs can be made on in stock units as well as customer vehicles that cannot wait.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Protect What is Important to You

Mazda North American Operations

Sincerely,

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations