



MAZDA DEALER EMAIL

July 8, 2019

Attention: Mazda General, Parts and Service Managers

Subject: **Launch of Safety Recalls: 3319E 2019 Mazda3 Indicator Concern and 3519F - 2019 Mazda 3 Wheel Lug Nuts Loosening Concern**

Action Required:

All unsold 2019 Mazda3 affected vehicles must not be delivered to customers until the recall repair has been completed. As of today, there are 5,614 vehicles in dealer inventory with either Recall 3319E and/or 3519F still open.

Recall 3319E

Mazda Motor Corporation has decided to conduct a Regulatory Recall Campaign to address a concern with certain 2019 Mazda3 vehicles, produced from September 25, 2018 through March 8, 2019 affecting 16,982 US vehicles.

Affected Vehicles:

| Model | Subject VIN range | Subject production date range |
|--------------------------------|-------------------------------|---|
| 2019 Mazda3 (built at MC) | JM1 BP**** K1 100042 - 129277 | From September 25, 2018 March 8, 2019 |
| 2019 Mazda3 (built at MMVO) | 3MZ BP**** KM 100048 - 107919 | From January 15, 2019 through March 23, 2019 |

Concern Outline:

Certain subject Mazda3 vehicles may exhibit any one or all three of the following concerns, due to a potentially faulty indicator assembly:

- The passenger air bag deactivation indicator light may incorrectly turn off, even though the passenger air bag is deactivated.
- The seat belt status indicator of the front passenger seat may incorrectly turn off, even though the front passenger seat belt is unfastened.
- The seat belt status indicators of rear passenger seats may incorrectly turn off, regardless of actual seat belt status.

Repair:

Replace the indicator assembly

Recall 3519F

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign to address a concern with certain 2019 Mazda3 vehicles, produced from September 25, 2018 through May 3, 2019 affecting 24,865 US vehicles.

Affected Vehicles:

| Model | Subject VIN range | Subject production date range |
|--------------------------------|-------------------------------|--|
| 2019 Mazda3 (built at MC) | JM1 BP**** K1 100042 - 136438 | From September 25, 2018 through April 19, 2019 |
| 2019 Mazda3 (built at MMVO) | 3MZ BP**** KM 100048 - 112386 | From January 15, 2019 through May 3, 2019 |

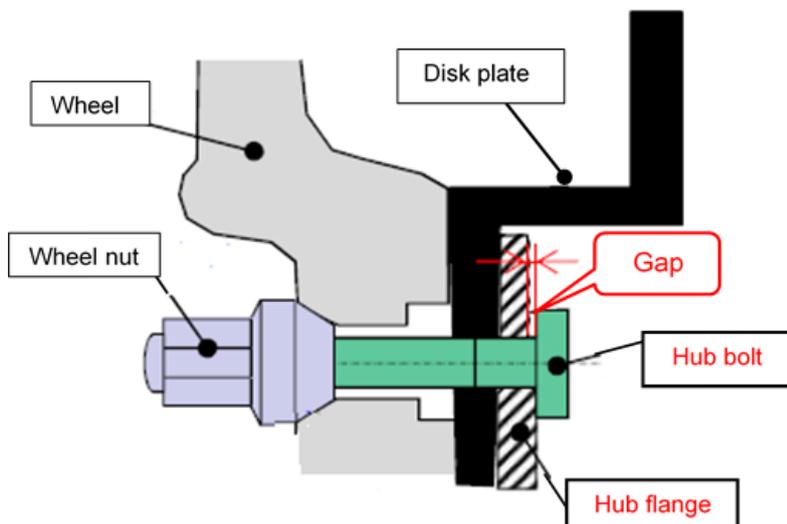
Concern Outline:

On certain subject vehicles, the wheel lug nuts may loosen and fall off during normal driving. Continuous use in such condition may lead to a wheel falling off the vehicle and there could be a loss of vehicle control.

No field cases of wheel separation have been reported. Rattling noise will occur prior to a wheel falling off of the vehicle.

Causal factor:

A manufacturing process error may create a partial gap between the hub bolt head and hub flange during assembly. This gap may cause a loss of torque and eventual loosening of the wheel nut if they were tightened prior to proper seating of the hub bolt, even though they were tightened to the correct specification at the plant.



Outline of repair:

Retighten the front and rear wheel nuts with 137Nm (101 ft. lb.) to 147Nm (108 ft. lb.).

Special Note - This recall repair must be done even though a pre-delivery inspection ("PDI") may have been performed or if a Port Campaign was performed.

Owner Notification:

Mazda will notify owners of affected vehicles in Recalls 3319E and 3519F by first class mail on **July 09, 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. Parts and Warranty information, Repair procedures and the Owner Letter are posted on MGSS (Mazda Global Service Support) websites via MXConnect.
2. Parts and Warranty information is also available in eMDCS.
3. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
4. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2. **(Parts only for 3319E)**

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,

Hideo Takashima
Director, Technical Services Division
Mazda North American Operations