



MAZDA DEALER EMAIL

August 16, 2019

Attention: Mazda General, Parts, and Service Managers

Subject: Launch of 2019 Mazda3 Head Restraint May Detach - Safety Recall 3819F and 2018-2019 CX-5 / 2019 Mazda3 / 2018-2019 Mazda6 Software Error May Cause Engine Stall - Safety and Emissions Recall 3719F

Action Required:

Currently there are 2,308 unsold affected vehicles in Recall 3819F and 6,026 unsold affected vehicles in Recall 3719F that are in dealer inventory and not repaired. These vehicles must not be delivered to customers until the recall repair has been completed, and once open, on August 20, 2019 both recalls will be included on the Missed Recalls Report.

Recall 3819F

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain Mexico produced 2019 Mazda3 vehicles within the VIN range below, affecting 9,430 U.S. and U.S. Territory vehicles.

Model	Subject VIN range	Subject production date range
2019 Mazda3	3MZBP****KM100048-113335	From January 15, 2019 through May 22, 2019

Concern Outline:

On certain Mazda3 vehicles, the seat cover material of the front driver and passenger seatbacks, may interfere with the head restraint lock release button. This may cause the button to be stuck in the released position, and in this condition, the head restraint can be moved freely, without the ability to lock the vertical height adjustment at the desired position. If a crash were to occur, the head restraint could become loose, and injure occupants in the vehicle.

Owner Notification:

Mazda will notify 2,432 owners of affected vehicles by first class mail on August 20, 2019. Vehicles will be in Open status and owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs.

Recall 3719F

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain 2018-2019 CX-5, 2019 Mazda3, and 2018-2019 Mazda6 vehicles with cylinder deactivation engine identified within the VIN range below, affecting 304,882 U.S. and U.S. Territory vehicles.

Model		Subject VIN range	Subject production date range
2018-2019 CX-5		JM3 KF**** J* 300038 - 476255 JM3 KF**** K* 500024 - 622858	From October 3, 2017 through April 23, 2019
2019 Mazda3	Built at MC	JM1 BP**** K1 100042 - 139974	From September 25, 2018 through May 11, 2019
	Built at MMVO	3MZ BP**** KM 100048 - 112991	From January 15, 2019 through May 15, 2019
2018-2019 Mazda6		JM1 GL**** J1 300026 - 336737 JM1 GL**** K1 500004 - 505526	From January 15, 2018 through April 22, 2019

Concern Outline:

Loss of engine power and/or engine stall may occur during certain driving conditions due to a software error in the computer that controls engine operation. On certain subject vehicles, the powertrain control module (PCM) software controlling the hydraulic valve clearance adjuster may operate improperly when transitioning from cylinder deactivation to full cylinder activation modes. As a result, an intake valve rocker arm may come out of position and make contact with internal engine parts, which may cause an engine misfire and/or Malfunction Indicator Light (MIL) illumination. In the worst case, loss of engine power or engine stall without the ability to be restarted can occur while driving, which may increase the risk of a crash.

Owner Notification:

Mazda will notify 198,000 owners of affected vehicles by first class mail on August 20, 2019. Vehicles will be in Open status and owners will be asked to bring their vehicle to the nearest Mazda dealership for a software update to the PCM.

Important Safety Notice for both Recalls 3719F and 3819F:

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 these recalls for all affected vehicles in your inventory prior to delivery.

To help you effectively perform these recalls, Mazda has developed the following resources:

1. Parts and warranty information, repair procedures and the owner letters are posted on Mazda Global Service Support (MGSS) 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. (There are no parts for Recall 3719F).

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

We apologize for any inconvenience these recalls may cause you and your customers. Your understanding and support in carrying out these campaigns is greatly appreciated.

Protect What is Important to You

Mazda North American Operations

Sincerely,

Travis Young
Manager, Recalls, Technical Services Division
Mazda North American Operations