



MAZDA DEALER EMAIL

June 28, 2019

Attention: Mazda General, Parts and Service Managers

Subject: 2018-2019 CX-5 / 2019 Mazda3 / 2018-2019 Mazda6
Rocker Arm Concern - Safety and Emissions Recall 3719F

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain 2018-2019 CX-5, 2019 Mazda3, 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

Action Required:

Currently there are 34,250 unsold affected vehicles that are in dealer inventory or arriving to your dealership. This list will post on MGSS by June 28, 2019. These vehicles must not be delivered to customers until the recall repair has been completed. As a reminder, all vehicles under this recall will show as "Not Launched" status in eMDCS, but can be repaired as software is currently available in IDS (Mazda6 and CX-5) and MDARS (2019 Mazda3). Please remember that the vehicle can be delivered once the recall repair has been completed. Even though the RDR recall warning will still display, the warranty claim to close the recall is not required to be entered into eMDCS to RDR the vehicle and can be submitted once Parts and Warranty information is available.

Concern Outline:

Loss of engine power and/or engine stall may occur during certain driving conditions due to inappropriate programming of the hydraulic valve clearance adjuster (HLA) software which controls the cylinder deactivation/reactivation operation.

Owner Notification:

Mazda will notify owners of affected vehicles by first class mail no later than August 23, 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 by June 28, 2019. Parts and Warranty information, Repair procedures will post on MGSS (Mazda Global Service Support) websites via MXConnect as soon as available, approximately July 6, 2019.
2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Not Launched" on June 28, 2019. Once Parts and Repair procedures are posted, claims can be input into eMDCS however, repairs **MUST** be completed on in-stock units and can be completed on customer vehicles that exhibit the condition or 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,

Hideo Takashima
Director, Technical Services Division
Mazda North American Operations

