



MAZDA DEALER EMAIL

August 1, 2019

Attention: Mazda General, Parts and Service Managers

Subject: 2019 Mazda3 - The Interior Rearview Mirror Glass May Suddenly Detach From The Mirror Housing - Safety Recall 3919G

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain Japan (MC) and Mexico (MMVO) produced 2019 Mazda3 vehicles within the VIN range below, affecting 22,571 U.S. and U.S. Territory vehicles.

Affected Vehicles:

Model	Subject VIN range	Subject production date range
2019 Mazda3 (built at MC)	JM1 BP**** K1 100042 – 130354	From September 25, 2018 through March 20, 2019
2019 Mazda3 (built at MMVO)	3MZ BP**** KM 100048 – 114690	From January 15, 2019 through June 24, 2019

Action Required:

Currently there are 11,705 unsold affected vehicles that are in dealer inventory or arriving to your dealership. 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 a limited amount of parts are available for ordering through the Scarce Parts Ordering page on eMDCS.**

Mazda is working with the supplier to quickly receive the necessary parts to complete the recall. Once an adequate number of parts are received at the MNAO PDCS, the Parts Operations Division will process a push order to your dealership for affected inventory and customer vehicles. An eFC will be sent once push shipments are generated. 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:

On certain Mazda3 vehicles, the interior rearview mirror glass may suddenly detach from the mirror housing. The mirror glass was not adequately bonded to the mirror housing during the manufacturing process of the interior rearview mirror unit. As a result, the interior rearview mirror glass on some units may not have full adhesion strength. If the interior rearview mirror glass falls off the mirror housing, the driver may have reduced rearward

visibility, which may increase the risk of a crash.

Owner Notification:

Mazda will notify owners of affected vehicles by first class mail no later than September 25, 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 August 1, 2019. Parts and Warranty information, Repair procedures will post on MGSS (Mazda Global Service Support) websites via MXConnect by August 8, 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 August 1, 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.
4. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.

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