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ZOOM-ZOOM

IMPORTANT SAFETY RECALL – SECOND NOTICE

2016-2019 MX-5 (ND)

Transmission Control Module Software Safety Recall 3019A

NHTSA Campaign No. 19V-072

March 2019

This notice applies to your vehicle: VIN

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2016-2019 MX-5 vehicles, produced from April 20, 2015 through December 11, 2018. This letter has been revised and is being resent to clarify the subject and problem description.

If you are a recipient of this notice, your vehicle is included in this recall.

What is the problem?

In affected vehicles equipped with automatic transmissions, electrical noise may be detected while driving in “D” range (including “Manual” mode). Due to a software error in the Transmission Control Module (TCM), this signal noise may cause the vehicle to unexpectedly downshift, causing an abrupt deceleration of the vehicle.

The sudden unexpected downshift while driving may negatively affect the stability of the vehicle, and could lead to a loss of vehicle control, potentially resulting in a crash.

What will Mazda do?

Protect what is important to you

Your Mazda dealer will reprogram the TCM (Transmission Control Module) of your MX-5 vehicle.

The repair will be performed at no cost to you.

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How long will it take?

The repair should take approximately half an hour to complete; however, your Mazda dealer may need your vehicle for a longer period of time.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle repair as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, or call our Customer Experience Center at (800) 222-5500, option #4.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid Information Change Card (no envelope required) as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Experience Center toll free at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts.

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Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor** al (800) 222-5500, opción #8 para hablar con un representante en español.*