



ZOOM-ZOOM

IMPORTANT SAFETY RECALL

2019 Mazda3

Wheel Lug Nuts Loosening - Safety Recall 3519F

NHTSA Campaign Number 19V-425

July 2019

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

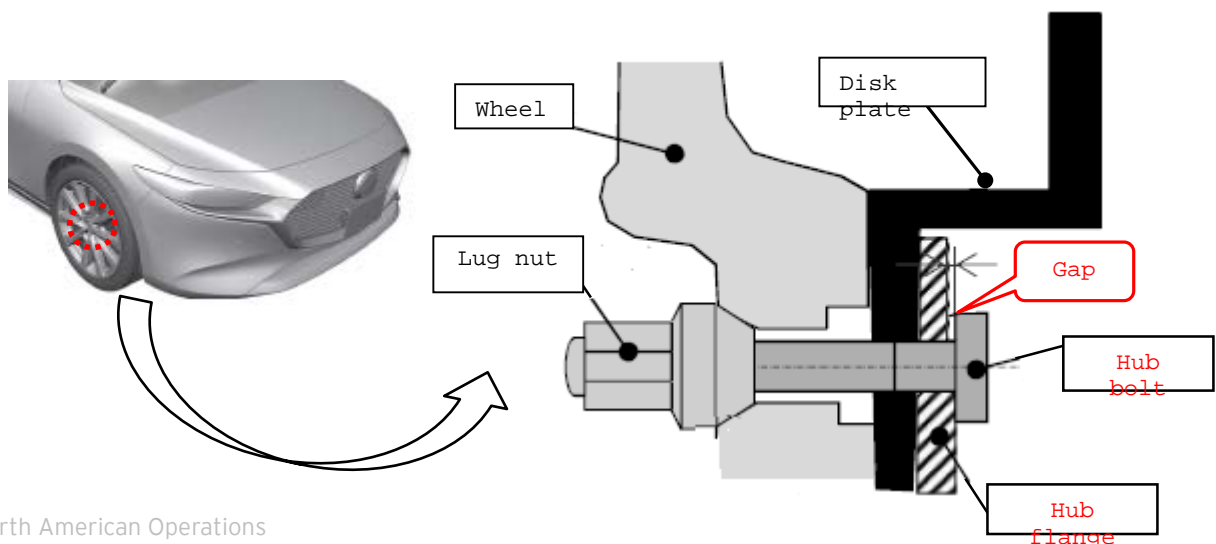
This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2019 model year Mazda3 vehicles produced from September 25, 2018 through May 3, 2019.

If you received this notice, your vehicle is included in this Safety Recall.

What is the problem?

On certain vehicles, the wheel lug nuts may loosen and fall off during normal driving potentially resulting in a wheel separating from the vehicle and a loss of vehicle control, increasing the risk of a crash. 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 lug 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.



What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will retighten the front and rear wheel lug nuts. The repair will be performed at no cost to you.

How long will it take?

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

Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

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 repaired 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.

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.*