



IMPORTANT SAFETY & EMISSION RECALL

2018-2019 CX-5, 2019 Mazda3, 2018-2019 Mazda6 - Software Error May Cause Engine Stall Safety and Emission Recall 3719F

NHTSA Campaign Number 19V-497

XXXXX 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.

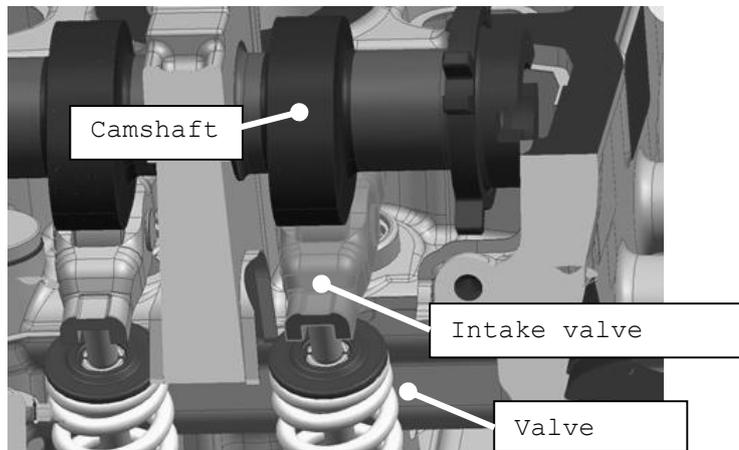
Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain vehicles listed below.

- 2018-2019 CX-5 vehicles produced from October 3, 2017 through April 23, 2019
- 2019 Mazda3 vehicles produced from September 25, 2018 through May 11, 2019
- 2018-2019 Mazda6 vehicles produced from January 15, 2018 through April 22, 2019

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

What is the problem?

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. 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.



What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will reprogram the PCM with improved software. 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.

Emission Law Information: To ensure your full protection under the emission warranty made applicable to your vehicle by State or Federal Law, you should have this recall completed as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

Also, your vehicle may fail a state or local emission inspection if this recall is not completed.

Important notice to owners registering vehicles in California and Massachusetts: California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers will provide a Vehicle Emission Recall - Proof of Correction Certificate upon completion of the recall. Be sure to keep the proof of correction certificate provided by the Mazda Dealer until needed for the registration renewal 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>.

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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.*