



IMPORTANT SAFETY RECALL

2019 Mazda3

Front Seat Head Restraints May Become Loose - Safety Recall 3819F
NHTSA Campaign Number 19V-514

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 2019 model year Mazda3 vehicles produced from January 15, 2019 through May 22, 2019.

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

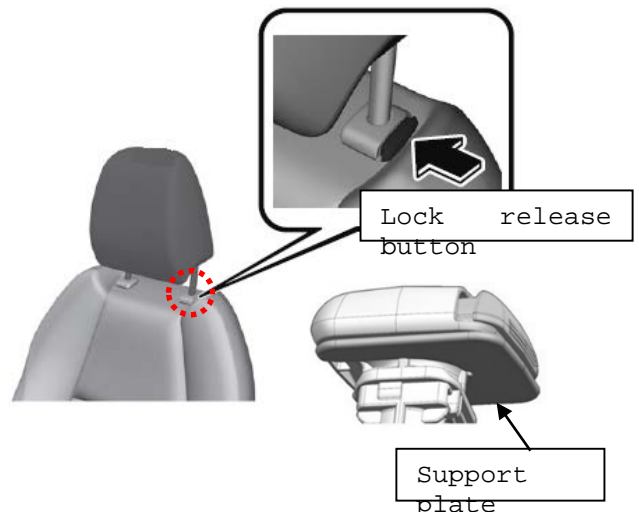
What is the problem?

On certain Mazda3 vehicles, the seat cover material of the front driver and passenger seatbacks, may interfere with the head restraint lock release button. This may cause the button to be stuck in the released position and in this condition, the head restraint can be moved freely, without the ability to lock the vertical height adjustment at the desired position. If a crash were to occur, the head restraint could become loose and injure occupants in the vehicle.

What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will install support plates at the bottom of the lock release buttons on both front seat head restraints to prevent the seat cover material from interfering with the lock release button. 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.

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

Still have questions?

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.*