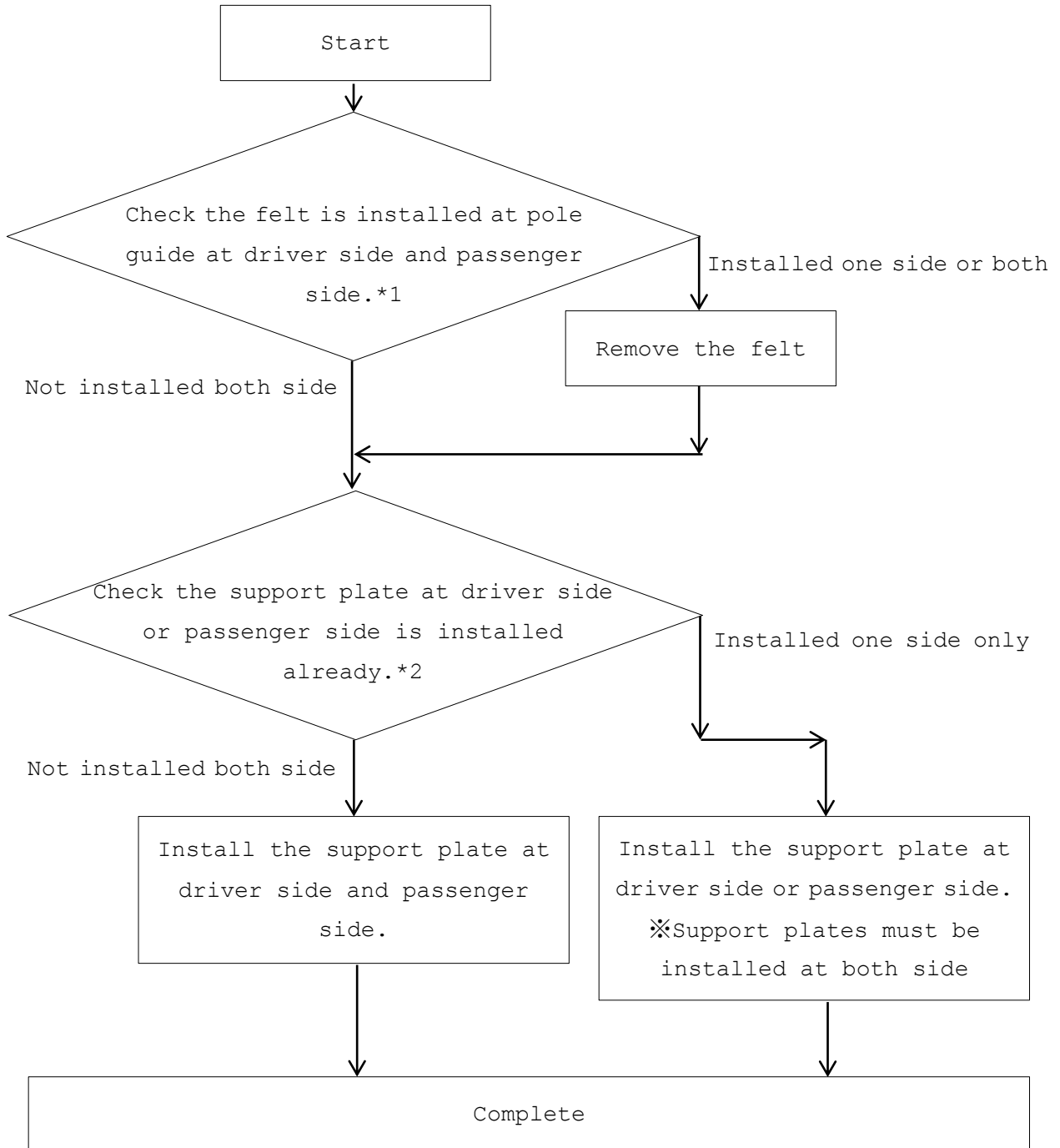


2019 Mazda3 Head Restraints Concern Recall 3819F

REPAIR PROCEDURE

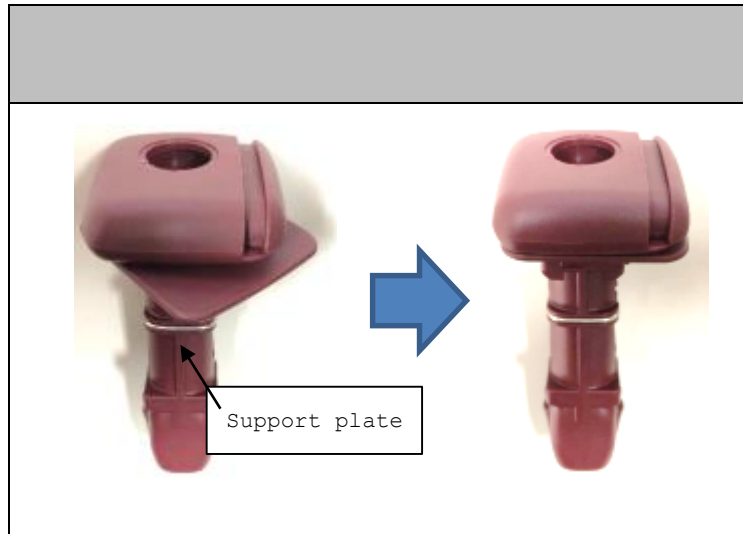
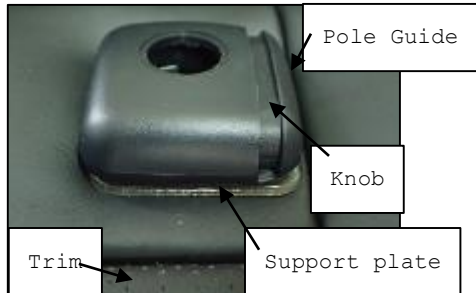
ACTION TO BE TAKEN



*1 Limited vehicles (about 700 VINs) were installed with the felt which has been tentative action to avoid pushing the knob.

REPAIR PROCEDURE 3819F

*2 Limited vehicles (about 360 VIN) were installed with the support plate at driver side or passenger side.



Check the felt at the pole guide.

Note: Installed felt has been tentative action to avoid pushing the knob. Limited vehicles (about 700VINS) were installed with the felt.

1. Remove the head rest at driver seat and passenger seat. Press knob to release the head rest.

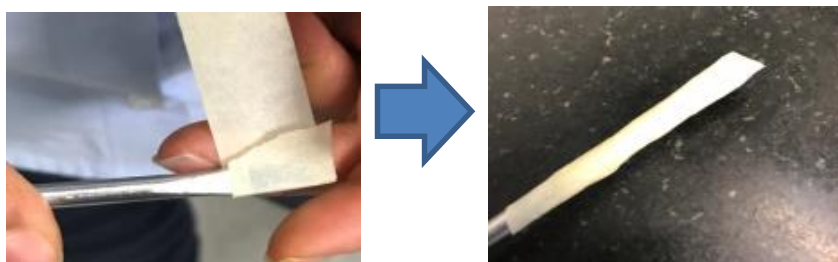


2. Confirm if the seat has the felt.

- If installed with the felt at driver side or/and passenger side (shown below), go to procedure 3
- If not installed with the felt driver side and passenger side (shown below), go to 'Check the support plate at driver side or passenger side has been installed already'.



3. Take the flat screwdriver and mask a flat area with tape to prevent damage the trim and pole guide.



4. Place the clean micro fiber between the pole guide and front back.



5. Insert a flat screwdriver between the pole guide and the felt. Push slowly in a vertical direction with the flat screwdriver to remove the pole guide felt.



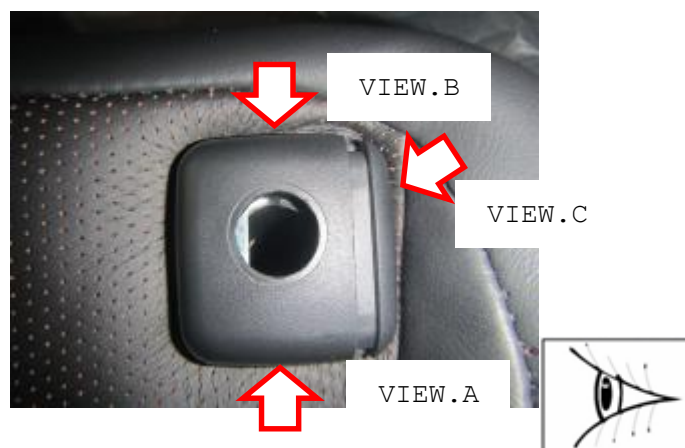
REPAIR PROCEDURE 3819F


6. Take the felt with a finger and remove the micro fiber. Assure remove the all felt.



Check the support plate at the driver side or passenger side has been installed already.

1. Check the support plate at the driver side **and** passenger side to observe from VIEW A, B, C.
 - If the support plate has **not** been installed at driver side **and** passenger side, install the support plate at both sides. Go to 'Install the support plate at driver side and/or passenger side.'
 - If the support plate has been installed already at driver side or passenger side, no further action is required at its side. **Install the support plate to another side.** Go to next procedure.

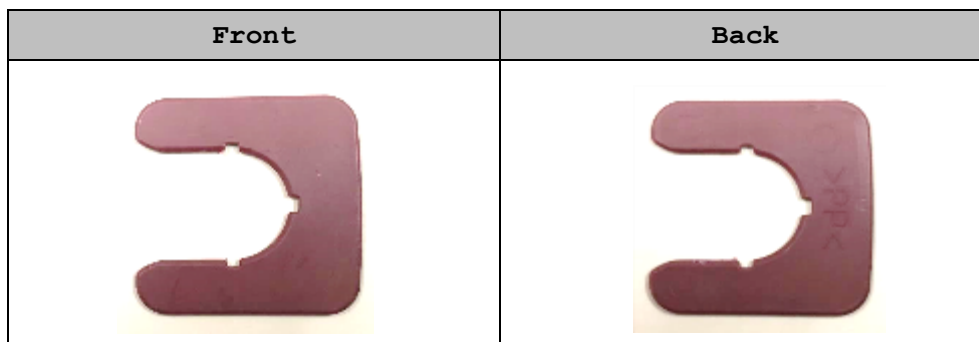


VIEW.A	VIEW.B	VIEW.C
 <p style="margin-top: 5px;">Support plate</p>	 <p style="margin-top: 5px;">Support plate</p>	 <p style="margin-top: 5px;">Support plate</p>

Install the support plate at driver side and/or passenger side.

1. Verify the trim color and support plate is same.

Note: It doesn't matter to install the support plate by front or back.



2. Insert the support plate by the front area.



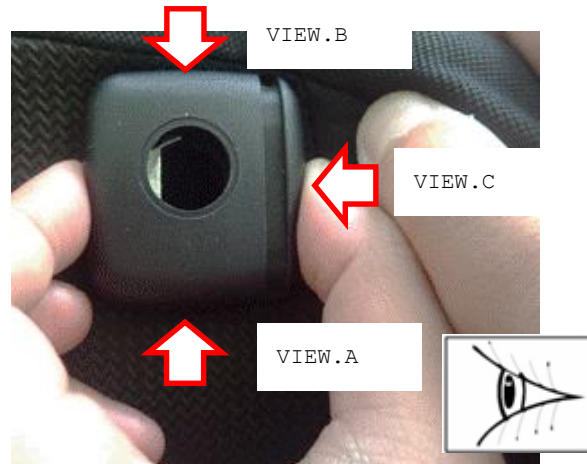
3. Insert half of the support plate.



4. While pressing the bolster, turn it counterclockwise.



5. While pressing the bolster, fit the ribs of the pole guide with the support plate.



VIEW.A	VIEW.B	VIEW.C
 <p data-bbox="368 1111 549 1137">Support plate</p>	 <p data-bbox="791 1111 971 1137">Support plate</p>	 <p data-bbox="1206 1111 1386 1137">Support plate</p>

6. Install the support plate on the other side (passenger side).

- Repeat procedure 2 to 6 then go to procedure 7.
- If already installed at another side, go to procedure 7.

※ Support plates must be installed at both side.

7. Install the head rest at driver seat and passenger seat.

8. Pull up the head rest at highest lock position. Verify the head rest does not come out completely at highest lock position.



**REPAIR PROCEDURE
3819F**

9. Push the head rest down direction and verify that the head rest does not unlock each notch.



3 of notch remaining.	2 of notch remaining	1 of notch remaining
		

End of procedure.

CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "3819F", your dealer code, today's date.

CAMPAIGN LABEL

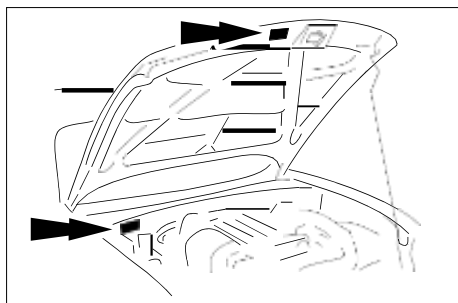
CAMPAIGN NO: _____

mazda

DEALER CODE: _____ / / _____

P/N 9999-95-065A-06

2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.