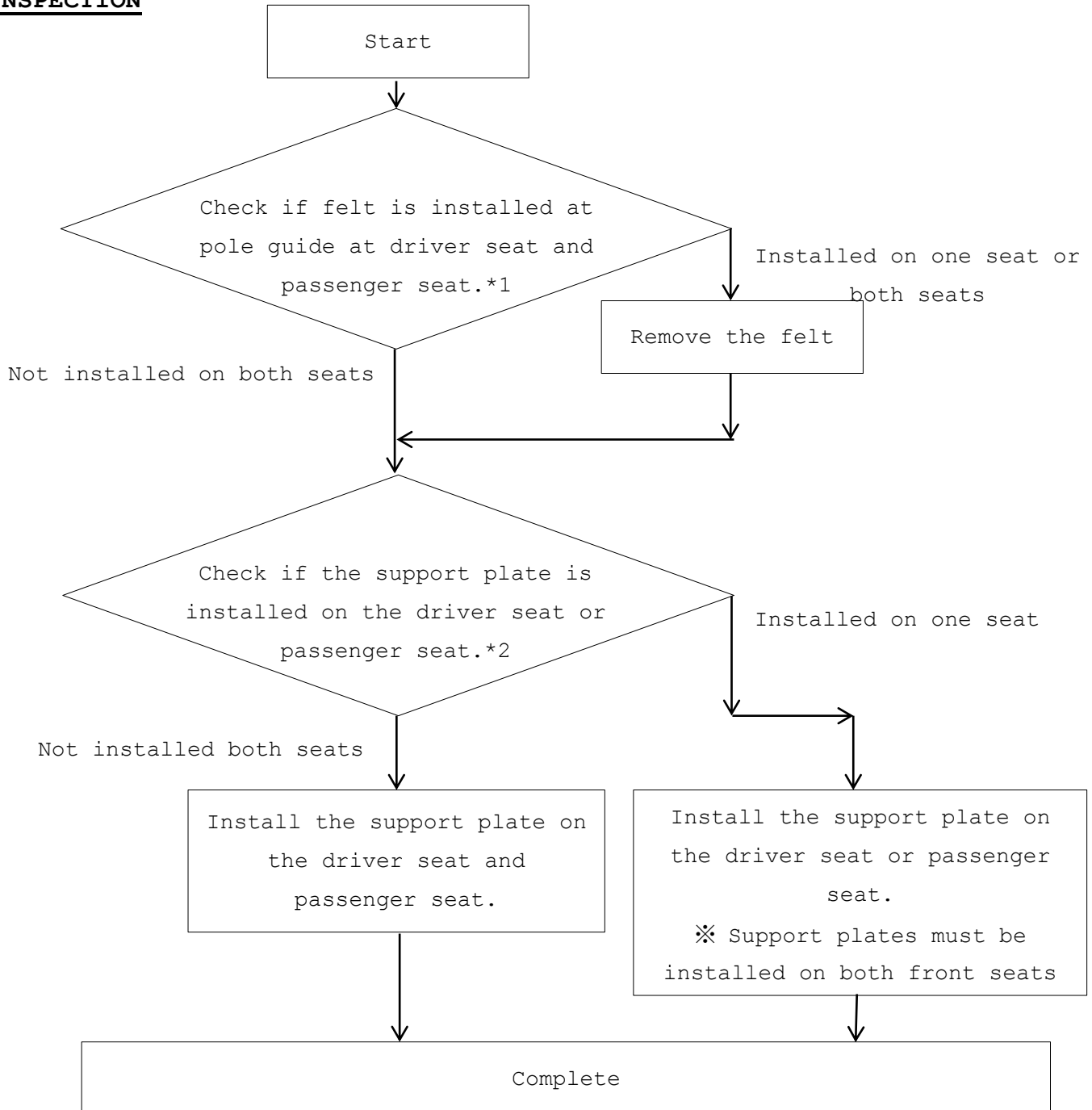


2019 Mazda3 Head Restraints Concern Recall 3819F

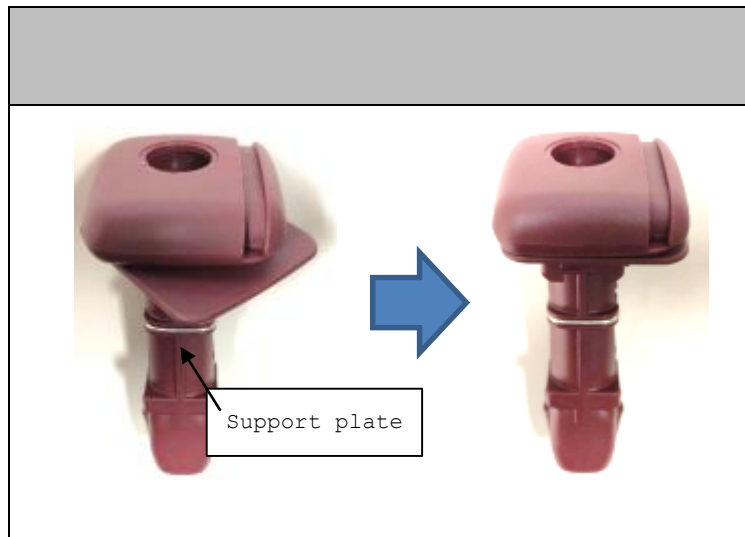
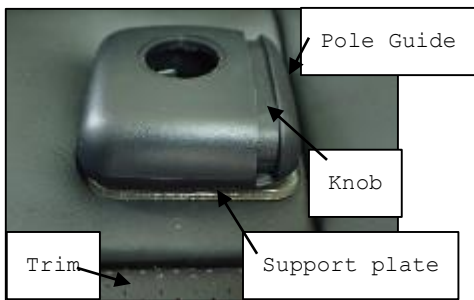
REPAIR PROCEDURE

INSPECTION



*1 Some vehicles (about 700 VINs) had felt installed which was a temporary measure to avoid pushing the release knob. *2 Some vehicles (about 360 VIN) were installed with the support plate on the driver seat or passenger seat.

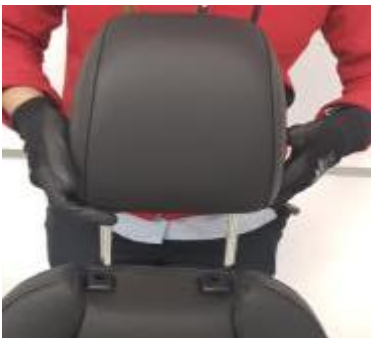
REPAIR PROCEDURE Recall Campaign 3819F



Check for felt at the pole guide.

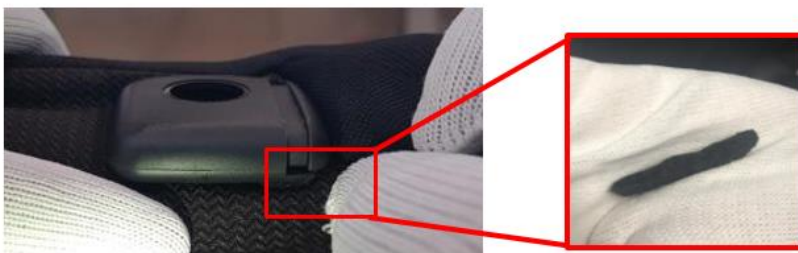
Note: Felt was installed in some vehicle (about 700 VINS) which was a temporary measure to avoid pushing the release knob

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 seat or/and passenger seat (shown below), go to procedure 3
- If no felt was installed on either driver seat or passenger seat (shown below), go to 'Check to see if the support plate has been installed already' on the driver's seat or passenger seat.



**REPAIR PROCEDURE
Recall Campaign 3819F**

3. Use a regular flat screwdriver and apply masking tape to prevent damage the trim and pole guide.



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



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



6. Take the felt with a finger and remove the micro fiber. Be sure to remove all of the felt.

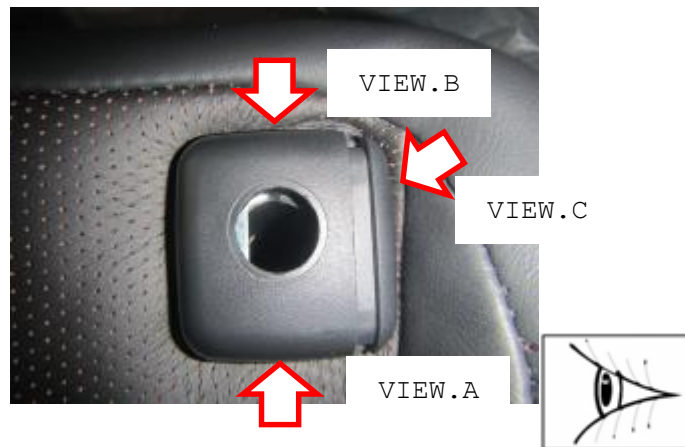


REPAIR PROCEDURE Recall Campaign 3819F

Check to see if the support plate has been installed already on the driver's seat or passenger's seat.

1. Check to see if the support plate is installed on the driver seat **and** passenger seat by observing from VIEWS A, B, C.

- If the support plate has **not** been installed on the driver's seat **and** passenger seat, install the support plate at both sides. Go to 'Install the support plate at driver seat and/or passenger seat.'
- 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 the other seat** Go to next procedure.



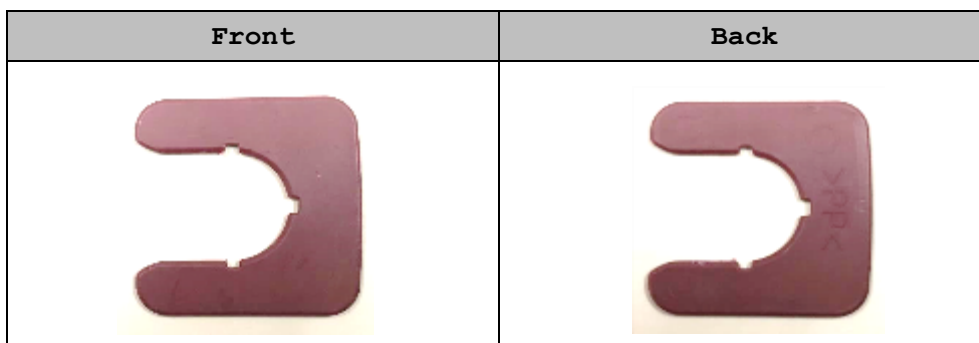
VIEW.A	VIEW.B	VIEW.C
 <p style="text-align: center;">Support plate</p>	 <p style="text-align: center;">Support plate</p>	 <p style="text-align: center;">Support plate</p>

Install the support plate on the driver seat and/or passenger seat.

REPAIR PROCEDURE Recall Campaign 3819F

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

Note: It doesn't matter if you install the support plate from the front or back.



2. Insert the support plate by the front area.



3. Insert half of the support plate

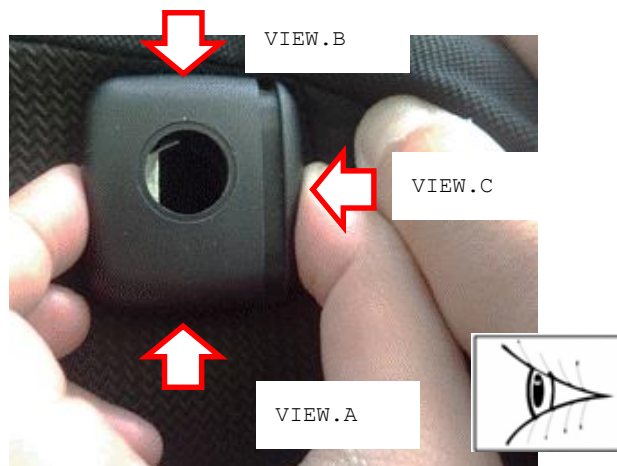


4. While pressing the bolster, turn it counterclockwise.



**REPAIR PROCEDURE
Recall Campaign 3819F**

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="732 1126 911 1153">Support plate</p>	 <p data-bbox="1206 1115 1385 1142">Support plate</p>

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

- Repeat procedure 2 to 6 then go to procedure 7.
- If already installed on the other another seat, go to procedure 7.

※ Support plates must be installed on both seats.

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
Recall Campaign 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: _____

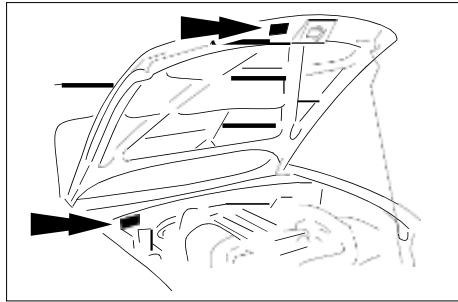
mazda

DEALER CODE: ____/____/____

P/N 9999-95-065A-06

**REPAIR PROCEDURE
Recall Campaign 3819F**

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



3. Return the vehicle to customer.