

2019 Mazda3 - Interior Rearview Mirror Can Suddenly Detach - Safety Recall 3919G

A. VEHICLE INSPECTION PROCEDURE

Verify that the vehicle is within the following ranges:

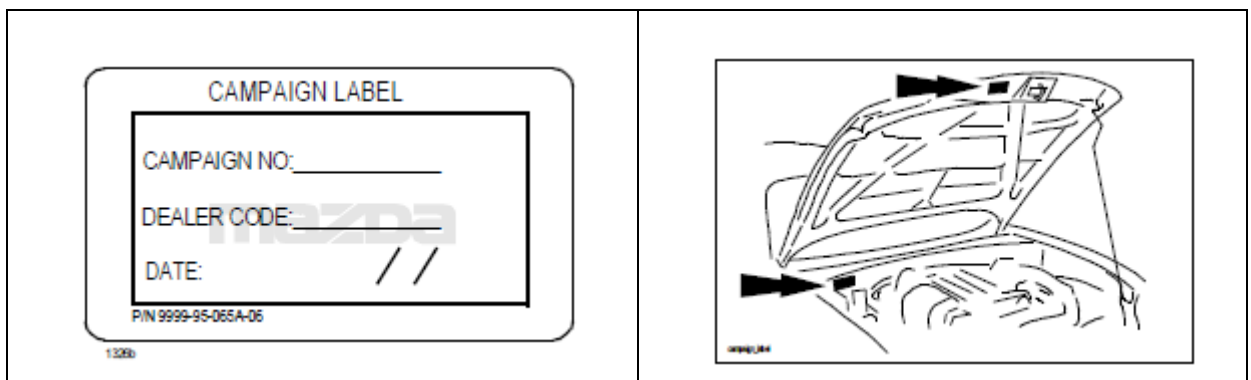
Model	Subject VIN range	Subject production date range
2019 Mazda3 built at MC	JM1 BP**** K1 100042 – 130354	From September 25, 2018 through March 20, 2019
2019 Mazda3 built at MMVO	3MZ BP**** KM 100048 – 114690	From January 15, 2019 through June 24, 2019

The asterisk symbol “*” can be any letter or number.

- If the vehicle is within the above ranges, proceed to **Repair Procedure B** below
- If the vehicle is not within the above ranges, return vehicle to the customer or inventory.

Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Label Recall 3919G attached to the vehicle’s hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Be sure to verify Recall number as the vehicle may have multiple Recall labels.



eMDCS System - Warranty Vehicle Inquiry Results:

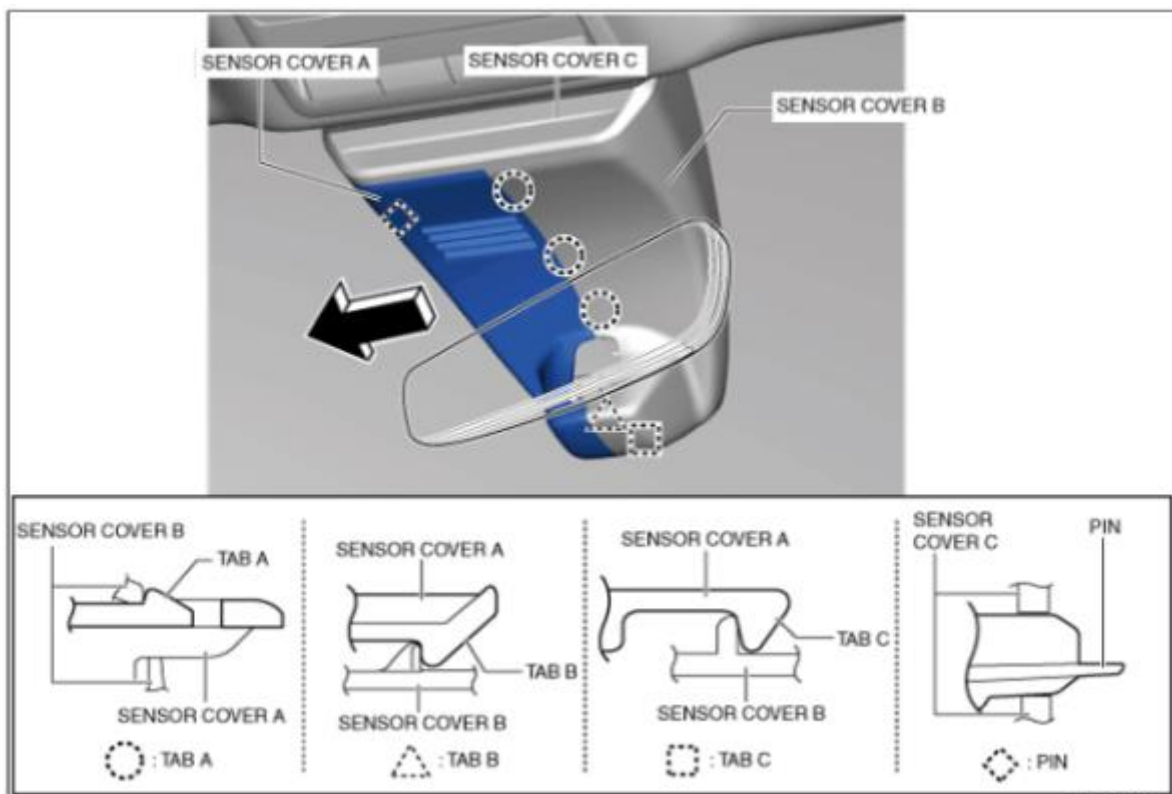
If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 3919G OPEN	Present	Email Dealer Recall Help or Contact Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to “B. REPAIR PROCEDURE”.
RECALL 3919G CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to “C. CAMPAIGN LABEL INSTALLATION”.
RECALL 3919G IS NOT PRESENT	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

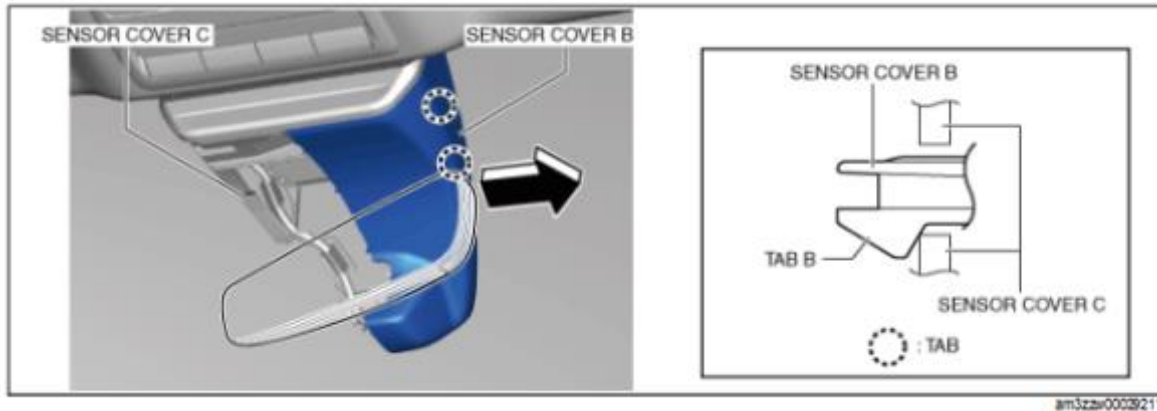
B. REPAIR PROCEDURE:

Removal of the inner mirror – **STOP! You must watch video of mirror removal on MGSS under 3919G otherwise there is a high likelihood of windshield damage.**

NOTE: If the vehicle has a Homelink mirror installed, please note on the Repair Order that a Homelink mirror is installed and move to **Procedure C** below to install the campaign label. The inspection of a vehicle with a Homelink mirror can be claimed to close the recall.

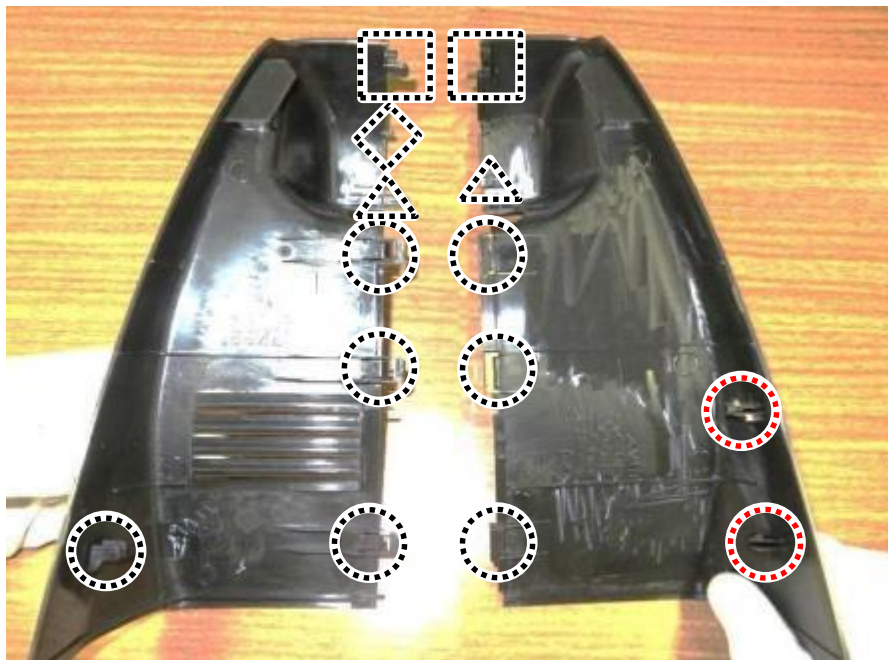
1. Hit the sensor cover at center line lightly and remove the sensor cover when the gap is visible. Slide the sensor cover in parallel and remove.



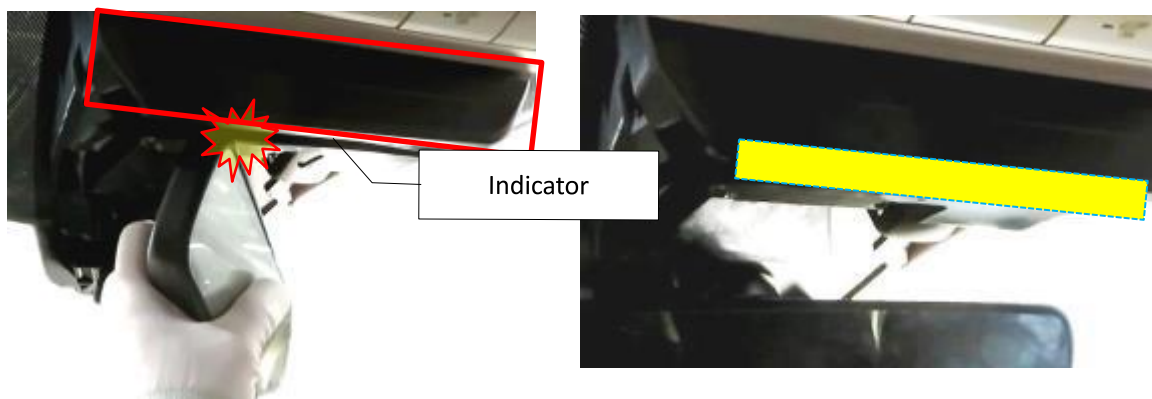


2. Confirm all fitting tabs of the sensor cover are secure.

➤ Right and left



3. Protect the indicator with masking tape to avoid possible scratches. It is possible to hit the indicator when removing the inner mirror.



BE CAREFUL! IT HAS BEEN FOUND THAT EXCESSIVE FORCE DURING REMOVAL OF THE MIRROR IS CAUSING THIS CHIPPING.

4. Turn the mirror (shown the picture below) about 60 degree then remove the inner mirror.

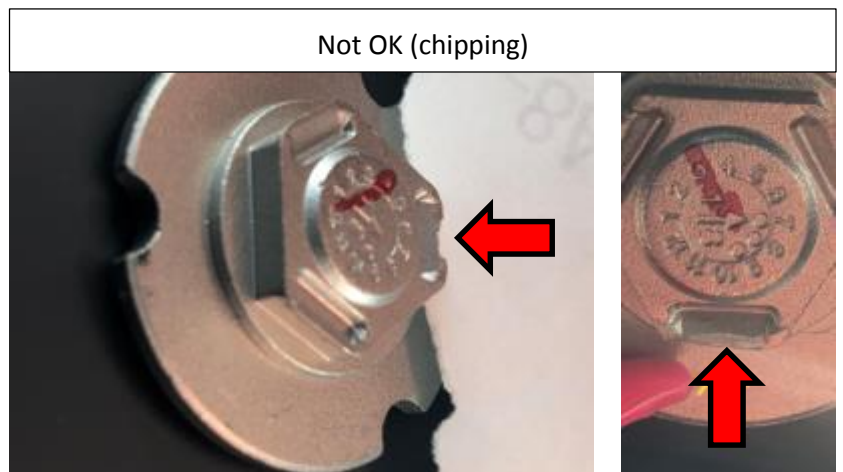
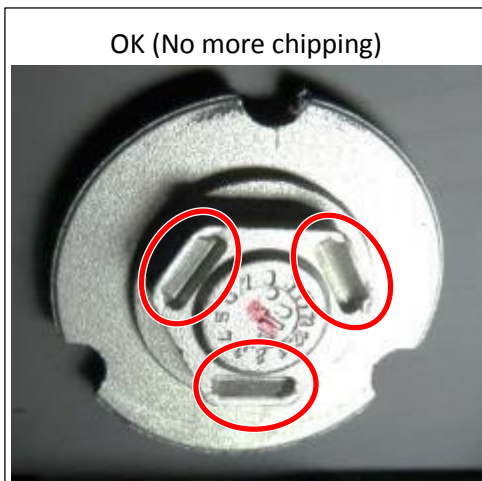
Note : Hold at inner mirror arm and turn whole inner mirror for easy removal. (shown the picture below.)

BE CAREFUL! EXCESSIVE FORCE WILL DAMAGE THE MIRROR BASE!



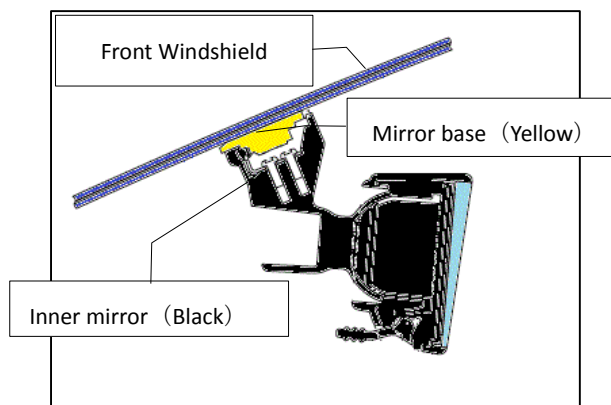
5. Confirm the mirror base is secure.

Caution : If there are chips at any of three mirror base slit (red circle), the front windshield must be replaced. (Mirror base is not replaced as a single part.)

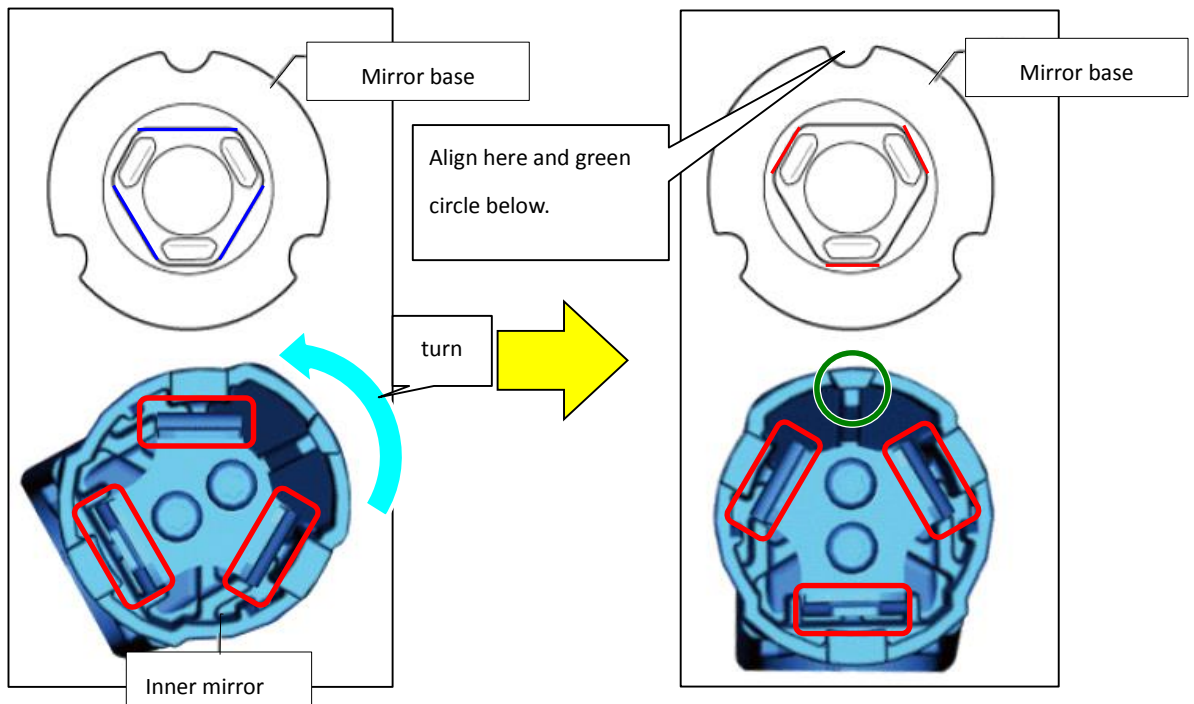


Installation of the inner mirror.

➤ Cut image

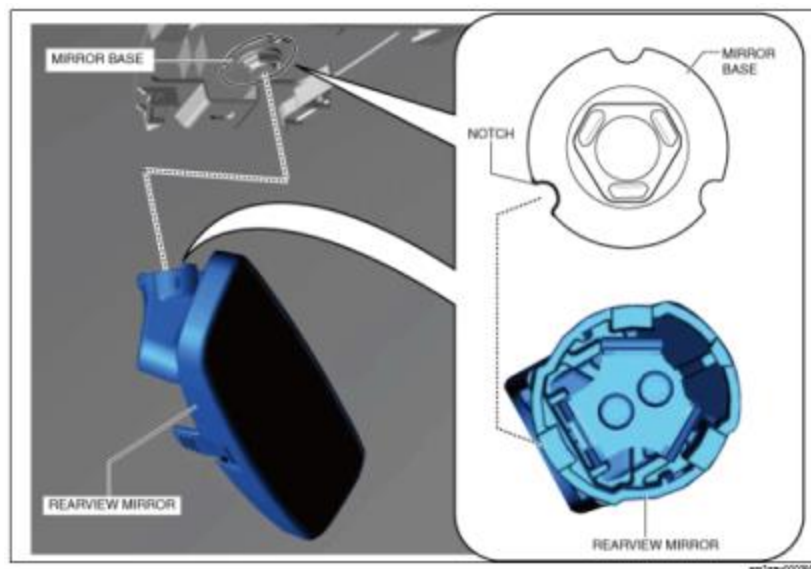


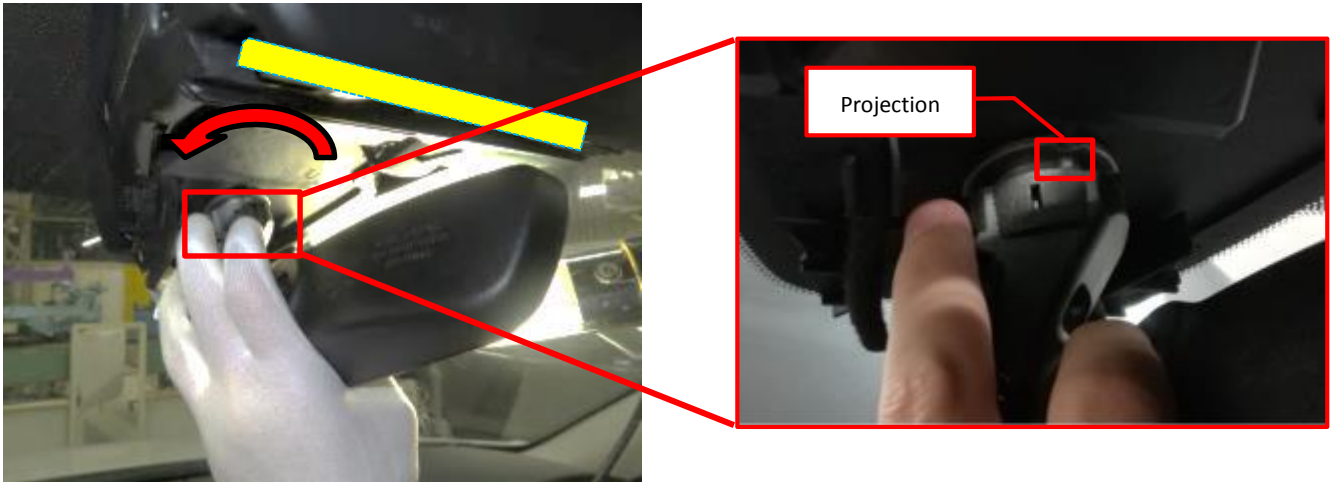
Note: Align the claws of the inner mirror (square in the figure below) with the long three sides (blue) of the six sides of the inner mirror base hexagon. Rotate about 60 degree and fit the claws of the inner mirror with the three short sides (red) of the slit.



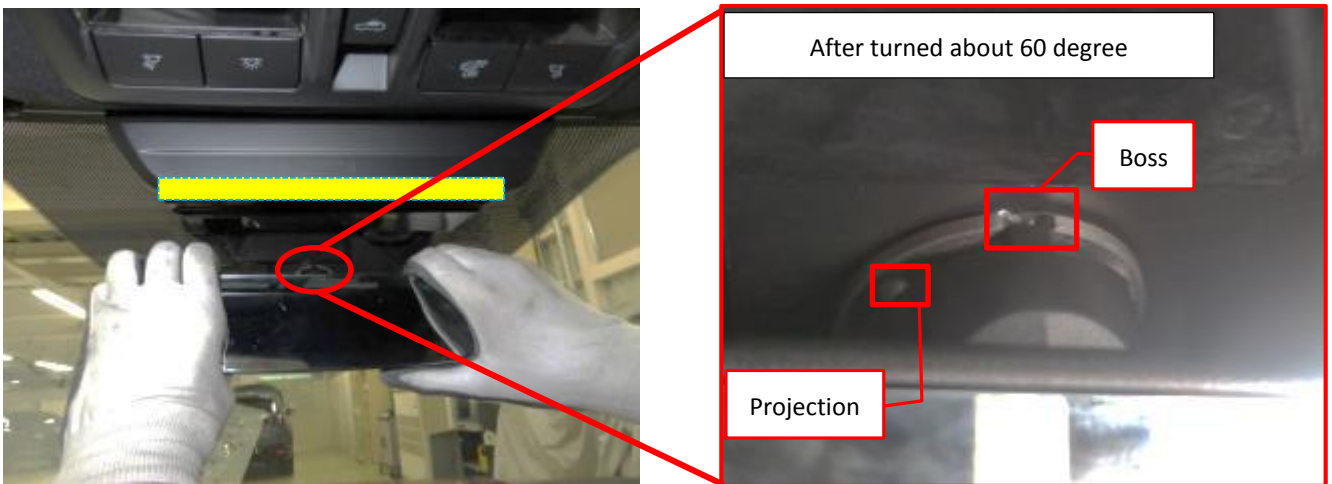
1. Align the projection of the inner mirror at the notch of the mirror base then turn the inner mirror about 60 degree to mount.

Point : After aligning the projection with the notch, turn it along the inner mirror base for easy installation.





2. Make sure the inner mirror is facing the front and boss is in the red circle position.

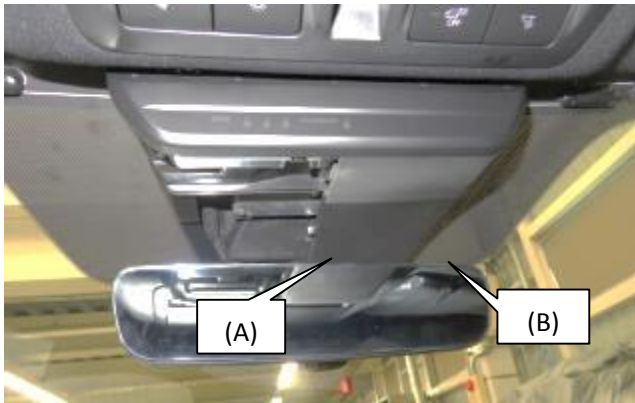


3. Make sure there is no freeplay on the mirror base mounting part.



4. Remove the protective masking tape on the indicator.
5. After making sure the tabs are not damaged on the center cover, re-install these covers.

Caution : If the cover is scratched or damaged, replace them.



Verification

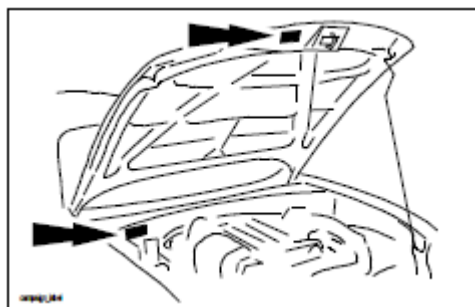
- No clearance between center covers on installation.
- No scratches, damage on the center covers or mirror. Clean up the surface of the covers and mirror.

C. CAMPAIGN LABEL INSTALLATION:

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "3919G", your dealer code, today's date.

A rectangular form titled "CAMPAIGN LABEL". It contains three fields: "CAMPAIGN NO:" followed by a line, "DEALER CODE:" followed by a line, and "DATE:" followed by two slashes. Below the fields is the text "PIN 9999-95-065A-06".

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



3. Return the vehicle to customer.