



IMPORTANT SAFETY RECALL

Safety Recall 3719F

2018-2019 CX-5, 2018-2019 Mazda6, 2019 Mazda3 – Engine Rocker Arm Concern

October 2022

VIN _____

Dear Mazda Owner,

This notice is sent to you in accordance with the Canadian Motor Vehicle Safety Act.

Mazda Motor Corporation has decided a defect which relates to motor vehicle safety exists in certain vehicles listed below equipped with cylinder deactivation. **The U.S. National Highway Traffic Safety Administration (NHTSA) has advised Mazda that your vehicle is permanently in the United States and remains unrepaired. We encourage you to take your vehicle to any Mazda dealer in Canada or the U.S. as soon as possible. The recall repair will be free of charge. In the United States, to locate the nearest Mazda dealer, visit www.MazdaRecallInfo.com, or call the Mazda USA Customer Experience Center at (800) 222-5500, option #6.**

- 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 Safety Recall.

What is the problem?

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 while driving, due to inappropriate control logic of the PCM. 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 loss of power and/or Malfunction Indicator Light (MIL) illumination. In the worst case, engine damage may occur, resulting in engine stall while driving without the ability to be restarted, which may increase the risk of a crash

What will Mazda do?

Your Mazda dealer will reprogram the PCM with improved hydraulic valve adjustment control software. The repair will be performed at no cost to you.

How long will it take?

The repair should take approximately half an hour to complete; however, your Mazda dealer may need more time with your vehicle.

What should you do?

Protect What Is Important To You

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 Canada dealer, visit our website and try our “Find a Dealer” feature at www.mazda.ca, or contact our Customer Assistance Centre at 1-800-263-4680. In the United States, to locate your nearest Mazda dealer, visit www.MazdaRecallInfo.com, or call the Mazda USA Customer Experience Center at (800) 222-5500, option #6.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, our Customer Assistance team is available to assist you with making updates. For a Change of Ownership request you may be asked to provide proof of ownership. Please contact our Customer Assistance team by:

Email: Send an email with a subject line of “Recall Related Updates” to mciep@mazda.ca. Please reference the recall number in your email.

Phone: Call us at 1-800-263-4680, select Option #4, then Option #3

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten working days after the day on which this notice is received.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Assistance Centre at 1-800-263-4680.

Your safety is our first priority at Mazda. We apologize for any inconvenience this recall may have caused you.

As a reminder, you can always go to <https://www.mazda.ca/en/owners/recalls/> and enter your VIN to view recalls and service campaigns that apply to your vehicle.

Sincerely,

Mazda Canada Inc.