

Chronology of Defect  
**Potential inoperative front wiper issue on MY 2016-2018 Mazda3**

November 16, 2015: First field report received by Mazda from outside the US market.

February, 2016: As the result of investigation, Mazda determined that the failure was due to contamination and metal deposits occurring during the manufacturing process of the relay. For this reason, the manufacturing process of the relay was improved.

August, 2016: Mazda started to investigate the root cause of the continued occurrence of metal deposits inside the relay with suppliers.

September, 2016: Extremely of the very small amount of silicon was detected at contact point but no substance relevant to silicon was used at manufacturing process of the relay.

November, 2016: As the result of investigation, Mazda determined that only Mazda3 models experienced this failure due to the specification of a capacitor in the wiper motor.

January, 2017: Mazda assumed that the metal deposits detected in the relay may be the substance contact metastasis which came off. Mazda continued to investigation of the failure mechanism.

June, 2017: Mazda was informed that silicon was not a true root cause of this failure.

July 11, 2017: As a countermeasure for mass production, the specification for the capacitor in the wiper motor was changed though the root cause and the failure mechanism had not yet been identified.

October 3, 2017: As an additional countermeasure for mass production, the wiper relay in the front body control module was changed though the root cause and the failure mechanism had not yet been identified.

January through August, 2018: Mazda confirmed there was a trend that field failure rates were decreasing, assumed that the vehicles experience this failure at early timing.

October, 2018: Mazda investigated the assumed failure mechanism. Mazda assumed that this failure occurred by the multiple root cause such as welding waste of the fixation point of contact and the specification for the capacitor in the wiper motor and the design of the wiper relay.

November through December, 2018: Mazda determined to collect non-failure parts from the field and started to collect parts because the cause of failure had not yet been clearly identified.

February, 2019: As the result of the investigation of non-failure parts, Mazda could not confirm that the reduced failure trend would continue. Mazda considered that failures related to this defect may continue to occur in the future and started to evaluate the need for a potential field action.

April 1, 2019: Mazda held a Quality Audit Committee to review all available information to date and decided to conduct a proactive field action on certain MY2016 - 2018 Mazda3 vehicles.