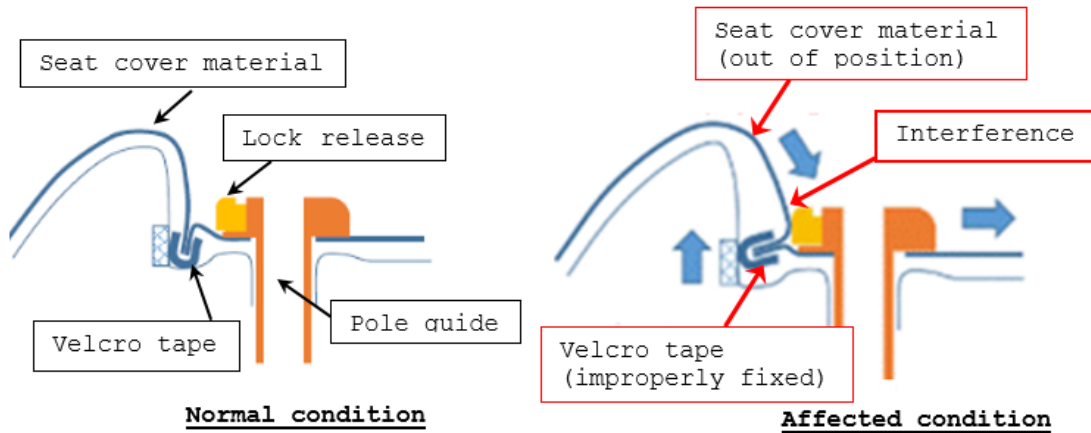


**CONDITION OF CONCERN**

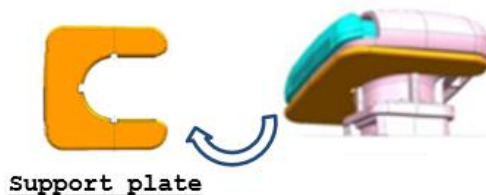
On certain subject vehicles, due to improper installation of the seat cover material of the front driver and passenger seatbacks, the material may interfere with the head restraint lock release button, causing the button to be stuck in the release position. In this condition, the head restraint can be moved freely, without the ability to lock the vertical height adjustment at a desired position.

If a crash were to occur, the head restraint could become loose and injure occupants in the vehicle.



**OUTLINE OF REPAIR**

Install plastic support plates at the bottom of the lock release buttons on both front seat head restraints to prevent the seat cover material from interfering with the lock release button.



Note: Some vehicles may have the support plate on one side (driver or passenger side). If this is the case, install a support plate on the other side (no support plate) only.

**SUBJECT VEHICLES**

Model	Subject VIN range	Subject production date range
2019 MZD3 Built at MMVO	3MZ BP**** KM 100048 - 113335	From January 15, 2019 through May 22, 2019

The asterisk symbol "\*" can be any letter or number.

**OWNER NOTIFICATION**

Mazda will notify U.S. owners by first class mail no later than XXXXX  
 XX, 2019.

**PARTS INFORMATION**

Description	Part Number	Quantity	Remarks
Black, Support plate	BDYS-88-953	1 (Contain 2 plates)	Claim the same color as the trim.
Pure white, Support plate	BDYW-88-953		
Sand, Support plate	BDYV-88-953		

Description	Part number	Quantity	Notes
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store(no charge)

**WARRANTY CLAIM PROCESSING INFORMATION**

	PCM Reprogramming	Claim Template Notes:
Process Number	AK035A	
Symptom Code	99	
Damage Code	99	
Causal Part No.	BDYS-88-953 BDYW-88-953 BDYV-88-953 ※ Claim the same color as the trim.	Part BDYS-88-953: Type R3819F in Claim Template and select Repair No 01 "BLACK INT CLR" Part BDYW-88-953: Type R3819F in Claim Template and select Repair No 02 "WHITE INT CLR" Part BDYV-88-953: Type R3819F in Claim Template and select Repair No 03 "SAND INT CLR"
Quantity	1	
Labor Operation	XXR7TXRX	
Labor Hours	0.2 hrs.	

**RENTAL CAR INFORMATION**

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

**Rental Car Warranty Claim Information**

	<b>MCVP Vehicle Preferred</b>	<b>Rental Agency Vehicle</b>
Warranty Type Code	N/A  MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main		5555-37-19FR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet - Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer
Sublet Text		Number of days rental car was supplied to customer

Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.