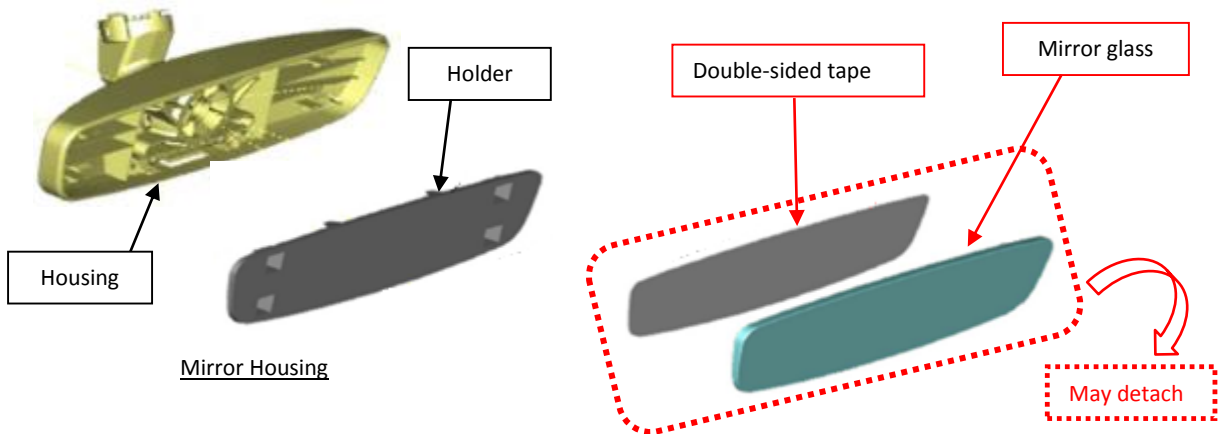


CONDITION OF CONCERN

On certain Mazda3 vehicles, the interior rearview mirror glass may suddenly detach from the mirror housing. The mirror glass adhesive was not adequately bonded to the mirror housing during the manufacturing process of the interior rearview mirror unit. As a result, the interior rearview mirror glass on some units may not have full adhesion strength.

If the interior rearview mirror glass falls off the mirror housing, the driver may have reduced rearward visibility, which may increase the risk of a crash.



OUTLINE OF REPAIR

Replace the interior rearview mirror unit with an improved part which has proper adhesive force between the mirror glass and mirror housing.

SUBJECT VEHICLES

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.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail no later than September 25, 2019.

PARTS INFORMATION

Description	Part number	Quantity	Notes	Scrap
Rear view mirror	BCJH-69-220-B	1	Use the part with suffix "B" or later	YES
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store(no charge)	N/A

WARRANTY CLAIM PROCESSING INFORMATION

	Rear view mirror inspection (only for vehicles with an installed Homelink mirror accessory)	Rear view mirror replacement
Process Number	AK042B	AK042A
Symptom Code	99	99
Damage Code	99	99
Causal Part Number	7777-SP-R54	BCJH-69-220B
Quantity	0	1
Labor Operation Number	XXR8YXCX	XXR8RXX
Labor Hours	0.2 hrs.	0.2 hrs.

- Note: - The suffix of causal part number should be "B" or later.
- If the sensor cover(s) is (are) damaged during repair, claim the replaced cover(s) as a related part.

Sensor Cover (R)	BCJH6-Z7-31A-02	For MC build Mazda3
Sensor Cover (L)	BCJH6-Z7-32A-02	
Sensor Cover (R)	BCJH6-Z7-31A-02	For MMVO build Mazda3
Sensor Cover (L)	BCJH6-Z7-32A-02	

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

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-39-19GR
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 had rental car
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.