

CONDITION OF CONCERN

Certain subject vehicle may unexpectedly stop while driving due to inadvertent activation of the Smart Brake System (SBS) an automatic emergency braking system, increasing the risk of a rear-end crash from a following vehicle.

Incorrect programming of the SBS control software may cause the vehicle to falsely detect an obstacle in front of the vehicle while driving. Because of this, the SBS automatic emergency braking system may unexpectedly activate, along with the collision warning sound and warning message displayed on the multi-information and active driving displays, even though no collision is imminent. In certain cases, the SBS control software may automatically apply the vehicle brakes to prevent or reduce damage from a collision.

OUTLINE OF REPAIR

The software of the Vehicle Control Module (VCM) will be updated using MDARS, and some vehicles will require an update to the electronic owner's manual located in the CMU along with several pages of the paper Owner's Manual will be replaced with updated printed material (Leaflet is printed by the dealer).

Certain vehicles will also require updating the software of the Instrument Cluster (IC) or replacement of the IC.

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
Mazda3 built at MC (Japan)	JM1 BP**** K1 100042 – 147655 JM1 BP**** L1 147656 – 154264	From September 25, 2018 through October 19, 2019
Mazda3 built at MMVO (Mexico)	3MZ BP**** KM 100048 – 115055 3MZ BP**** LM 115095 – 124858	From January 15, 2019 through October 23, 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 February 17, 2020.

PARTS INFORMATION

Description	Part number	Quantity	Note	Scrap
Meter set	BDGG-55-430B 2.5L engine Confirm correct part in EPC by VIN	1	If "Repair Type C" is required	NO

WARRANTY CLAIM PROCESSING INFORMATION

Repair type A (VCM reprogramming)

VIN and Production Range		Repair Type A
MMVO Production LM118755 – 124858 Dates:8/5/19 - 10/23/19	Process Number	AK069A
	Symptom Code	99
	Damage Code	99
	Causal Part No. & Quantity	7777-SP-R86
MC Production L1150242 – 154264 Dates:7/30/19 - 10/19/19	Labor Operation	XXRCAXFX
	Labor Hours	0.5 hrs.
	Related Parts No, & Quantity	N/A

Repair type B (VCM, Instrument cluster and CMU reprogramming, and Paper Owner's Manual update)

VIN and Production Range		Repair Type B
MMVO Production KM100048 – 114618 Dates:12/15/19 - 6/20/19 LM115095 – 118752 Dates:6/28/19 - 7/26/19	Process Number	AK069B
	Symptom Code	99
	Damage Code	99
	Causal Part No. & Quantity	7777-SP-R86
	Labor Operation	XXRCBXFX
MC Production K1101936 – 147544 Dates:11/5/18 - 6/28/19 L1147656 – 150225 Dates:6/29/19 - 7/30/19	Labor Hours	0.7 hrs.
	Related Parts No, & Quantity	N/A

Repair type C (VCM and CMU reprogramming, Instrument cluster replacement and Paper Owner's Manual Update)

VIN and Production Range		Repair Type C
MC Production: K1100042 – 102178 Dates: 9/25/18 – 11/5/18	Process Number	AK069C
	Symptom Code	99
	Damage Code	99
	Causal Part No. & Quantity	7777-SP-R86
	Labor Operation	XXRCCXRX
	Labor Hours	1.1 hrs.
	Related Parts No, & Quantity (as Mandatory)	BDGG-55-430B: Qty. 1 Confirm part # in EPC for the VIN
	Related Parts No, & Quantity (as Optional)	*Claim if breakage on repair. Please refer to related parts information

*(Printing fee of OM is included in labor hours, adding 0.1h for repairs B&C)

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		5555-42-19LR
Part Quantity		0
Labor Operation Code		MM024XR X
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.