



## MAZDA DEALER EMAIL

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May 3, 2019

**Attention:** Mazda General, Parts and Service Managers

**Subject:** Launch of Safety Recall 3219D - 2016-2018MY Mazda3  
Front Windshield Wipers Inoperative

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign to address a concern with **certain** 2016-2018 Mazda3 vehicles, produced from July 20, 2015 through July 18, 2017.

**Action Required:**

All unsold 2016-2018 affected vehicles must not be delivered to customers until the recall repair is completed. As of today, there are ninety (90) vehicles in dealer inventory with an open recall.

Concern Outline: The front windshield wipers may become inoperative due to a defective relay located inside the Front Body Control Module that disrupts electrical power to the wiper motor. Drivers may experience reduced or poor visibility while driving due to inoperative front windshield wipers.

Affected Vehicles: Note some vehicles may be in one range and outside the other range. All affected vehicles are currently loaded.

Model	Subject VIN range	Subject production date range
2016-2018 Mazda3 (built at MMVO*)	3MZBM**** GM 240383 – 330080	From July 20, 2015 through September 2, 2016
	3MZBN**** HM 100013 – 158289 3MZBN**** JM 158290 – 165991	From September 1, 2016 through July 18, 2017
2016-2018 Mazda3 (built at MC*)	JM1BM**** G1 280120 – 355940	From July 20, 2015 through June 23, 2016
	JM1BN**** H1 100017 – 154745 JM1BN**** J1 154746 – 161870	From June 28, 2016 through July 11, 2017

\***MMVO** = Mazda de Mexico Vehicle Operation and **MC** = Mazda Corporation (Japan)

**Owner Notification:**

Mazda will notify 185,944 owners of affected vehicles by first class mail May 7, 2019. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs.

**Parts Information:**

To help your dealership prepare for this recall, Mazda will start placing sales orders on Tuesday, May 7<sup>th</sup>. The quantity of parts you will receive is based on the affected units for your dealership. A separate communication regarding additional details for this pre-shipment of parts will be sent on May 7<sup>th</sup>.

**Important Safety Notice:** The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Parts and Warranty information, Repair procedures and Owner Documents are posted on MGSS (Mazda Global Service Support) websites via MXConnect.
2. Parts and Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

**Protect What is Important to You**

Mazda North American Operations

Sincerely,

Hideo Takashima  
Director, Technical Services Division  
Mazda North American Operations