



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 9, 2019

Mr. David Robertson
Group Manager, Product Development Group 1
Mazda North American Operations
1025 Connecticut Ave, NW
Washington, DC 20036

NEF-150JK
19V-497

Subject: Software Error May Cause Engine Stall

Dear Mr. Robertson:

This letter serves to acknowledge Mazda North American Operations's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MAZDA/CX-5/2018-2019
MAZDA/MAZDA3/2019
MAZDA/MAZDA6/2018-2019

Mfr's Report Date: June 27, 2019

NHTSA Campaign Number: 19V-497

Components:

ENGINE
POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

Potential Number of Units Affected: 262,220

Problem Description:

Mazda North American Operations (Mazda) is recalling certain 2018-2019 CX-5, Mazda6, and 2019 Mazda3 vehicles. A software error in the powertrain control module (PCM) may cause the engine to stall.

Consequence:

An unexpected stall increases the risk of a crash.

Remedy:

Mazda will notify owners, and dealers will reprogram the PCM software, free of charge. The recall is expected to begin on or before August 26, 2019. Owners may contact Mazda customer service at 1-800-222-5500, option 4. Mazda's number for this recall is 3719F.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please confirm that there could not be a situation where the incorrect software results in minimal engine damage from rocker arm contact, yet the damage may not be evident until some time later.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

The information in your report suggests that Mazda may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement