



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 24, 2019

Mr. David Robertson
Group Manager, Environmental, Safety and Powertrain Engineering
Mazda North American Operations
1025 Connecticut Ave, NW
Washington, DC 20036

NEF-150JK
19V-514

Subject: Head Restraint May Detach

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/MAZDA3/2019

Mfr's Report Date: July 5, 2019

NHTSA Campaign Number: 19V-514

Components:

SEATS:FRONT ASSEMBLY:HEAD RESTRAINT

Potential Number of Units Affected: 9,430

Problem Description:

Mazda North American Operations (Mazda) is recalling certain 2019 Mazda3 vehicles. The seat cover material on both front seats may interfere with the head restraint lock release button, causing it to stick in the release position and not allow the head restraint to lock into place.

Consequence:

Loose head restraints may increase the risk of injury in the event of a crash.

Remedy:

Mazda will notify owners, and dealers will install spacers at the bottom of the lock release buttons on both front seat head restraints, free of charge. The recall is expected to begin September 3, 2019. Owners may contact Mazda customer service at 1-800-222-5500, option 4. Mazda's number for this recall is 3819F.

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 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.

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
Chief, Recall Management Division
Office of Defects Investigations
Enforcement