



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

1200 New Jersey Avenue SE  
Washington, DC 20590

August 7, 2019

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

NEF-150JK  
19V-558

**Subject:** Rearview Mirror Glass May Detach From Housing

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 29, 2019

**NHTSA Campaign Number:** 19V-558

**Components:**

VISIBILITY:GLASS, SIDE/REAR

**Potential Number of Units Affected:** 22,571

**Problem Description:**

Mazda North American Operations (Mazda) is recalling certain 2019 Mazda3 vehicles equipped with manual dimming mirrors. The adhesive between the interior rearview mirror and the housing may not be properly bonded, allowing the mirror to detach from the housing. Note: Vehicles equipped with auto dimming mirrors are not affected by this recall.

**Consequence:**

Rearward visibility will be reduced without the rearview mirror, increasing the risk of a crash.

**Remedy:**

Mazda will notify owners, and dealers will replace the interior rearview mirror assembly, free of charge. The recall is expected to begin August 30, 2019. Owners may contact Mazda customer service at 1-800-222-5500, option 4. Mazda's number for this recall is 3919G.

**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](http://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.

Please provide some additional information concerning a few of the dates listed in your Defect Information Report. First, the remedy components went in to use at the Mexico plant four days after the ending production date of the vehicles listed. Please confirm that there were no cars produced for the US market during these four days. Second, there was a 3 month gap between instituting the permanent countermeasure in the Japan plant and the Mexico plant. Please explain the delay. Finally, from the initiation of the Japan plant's permanent countermeasure, it took 4 months to bring the concern to the Quality Audit Committee meeting. Why the gap of time?

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](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



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