



MAZDA DEALER EMAIL

September 18, 2019

Attention: Mazda General, Parts, and Service Managers

Subject: Launch of Safety Recall 3919G - 2019 Mazda3 - Interior Rearview Mirror Glass May Suddenly Detach From Mirror Housing

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain Japan (MC) and Mexico (MMVO) produced 2019 Mazda3 vehicles within the VIN range below, affecting 22,571 U.S. and U.S. Territory vehicles.

Affected Vehicles:

Model	Subject VIN range	Subject production date range
2019 Mazda3 (built at MC)	JM1 BP**** K1 100042 - 130354	From September 25, 2018 through March 20, 2019
2019 Mazda3 (built at MMVO)	3MZ BP**** KM 100048 - 114690	From January 15, 2019 through June 20, 2019

Action Required:

Currently there are 4,330 unsold affected vehicles in dealer inventory or arriving to a dealership. These vehicles must not be delivered to customers until the recall repair has been completed.

Concern Outline:

The interior rearview mirror glass may suddenly detach from the housing of certain vehicles equipped with "manual" dimming mirrors. *Note: Vehicles equipped with "automatic" dimming mirrors are not affected by this recall.* The mirror glass was not adequately bonded to the mirror housing during the manufacturing process of the interior rearview mirror unit. As a result, the interior rearview mirror glass on some units may not have full adhesion strength. If the interior rearview mirror glass falls off the mirror housing, the driver may have reduced rearward visibility, which may increase the risk of a crash.

Owner Notification:

Mazda will notify approximately 9,485 owners of affected vehicles by first class mail on September 19, 2019. The remainder of affected vehicles have already been repaired or will be repaired before delivery to customers. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs. This recall will be present in the Missed Recalls report starting on September 19th.

Parts Information:

To prepare for this launch, Mazda will process a final push order to begin filling on Wednesday, September 18th. The quantity of parts received from this push will be based on a percentage of the unrepaired affected VINs for your dealership. Part Number BCJH-69-220B. In eMDCS, you can reference the purchase order number for these orders as "RECALL 3919G PUSH."

The Scarcity order page on eMDCS will be removed at 5:00 pm PST on Thursday.

Beginning on Friday, September 20th this part can be ordered through the DAG Restricted Parts Ordering link on MXConnect for Recall 3919G. The web ordering screen will only accept orders for VINs that are in an "Open" status.

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 and Repair procedures have been posted on Mazda Global Service Support (MGSS) websites via MXConnect.
2. For warranty claim questions, please contact the Warranty Hotline at (877) 727-6626, Option 3. For recall questions, please contact Dealer Recall Help on MXConnect > Warranty.
3. For parts questions, please 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,

Travis Young
Manager, Recalls
Technical Services Division
Mazda North American Operations

MAZDA NORTH AMERICAN OPERATIONS