



August 9, 2019

Mr. Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, D.C. 20590

Ref. No. FQC154-175

Subject: Mazda Response to Questions in Acknowledgement Letter "RCAK-19V558-3242"

Dear Mr. Neff,

This is to inform you of Mazda Motor Corporation's responses to questions from the acknowledgement letter dated August 7, 2019. Mazda North American Operations (MNAO), on behalf of Mazda Motor Corporation of Hiroshima, Japan (Mazda), submits the requested information. Following on the next page are restated questions from the acknowledgement letter and Mazda's corresponding responses.

If you have further questions, please let me know.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'JV', with a horizontal line extending to the right.

Joshua Vella
Senior Manager, Vehicle Quality & Safety
Mazda North American Operations

Question 1:

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.

Response 1:

Mazda checked the Vehicle Identification Number (VIN) List of the recall population and confirmed there were no affected vehicles produced for the United States (U.S.) and U.S. Territories, during the four days in question. The following dates explain the Mexico plant production schedule:

6/20/2019 (Thursday): Ending production date of affected vehicle range in Mexico plant.
6/21/2019 (Friday): No affected vehicles were produced for the U.S./U.S. Territories.
6/22/2019 (Saturday): No vehicles were produced at the Mexico plant.
6/23/2019 (Sunday): No vehicles were produced at the Mexico plant.
6/24/2019 (Monday): Production resumes with the permanent countermeasure parts.

Question 2:

Second, there was a 3 month gap between instituting the permanent countermeasure in the Japan plant and the Mexico plant. Please explain the delay.

Response 2:

The remedy parts in Mazda's Japan and Mexico vehicle plants were exported to Japan from the supplier's plant in India. Parts for the Mexico vehicle plant were subsequently transported to Mexico from Japan, resulting in a time gap between Japan and Mexico due to shipping. There are also differences in parts handling related to transferring from original parts to improved parts between Mazda's Japan and Mexico vehicle plants, which added to the time gap.

Question 3:

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?

Response 3:

Mazda believed the temporary countermeasure was effective to resolve this concern and identified this failure occurrence was low. However, after April 2019, Mazda received multiple field reports from the U.S. and discovered the temporary countermeasure was not effective. A further study began to consider potential multiple occurrences. As a result, Mazda confirmed that many cases with this failure might occur. This result led Mazda's Quality Audit Committee to conduct a recall on July 23, 2019.