



MAZDA DEALER EMAIL

February 13, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Launch of Safety Recall 4219L – 2019 - 2020MY Mazda3 Sudden Deceleration from False Brake Activation

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain 2019 and 2020 Mazda3 vehicles within the VIN range below, affecting 35,390 U.S. and U.S. Territory vehicles.

Affected Vehicles:

Model	Subject VIN range	Subject production date range
Mazda3 built at MC (Japan)	JM1 BP**** K1 100042 – 147655 JM1 BP**** L1 147656 – 154264	From September 25, 2018 through October 19, 2019
Mazda3 built at MMVO (Mexico)	3MZ BP**** KM 100048 – 115055 3MZ BP**** LM 115095 – 124858	From January 15, 2019 through October 23, 2019

Concern Outline:

Certain subject vehicles may unexpectedly stop while driving due to inadvertent activation of the Smart Brake Support (SBS), which is an automatic emergency braking system, increasing the risk of a rear-end crash from a following vehicle.

Incorrect programming of the SBS control software may cause the vehicle to falsely detect an obstacle in front of the vehicle while driving. Because of this, the SBS automatic emergency braking system may unexpectedly activate, along with the collision warning sound and warning message displayed on the multi-information and active driving displays, even though no collision is imminent. In certain cases, the SBS control software may automatically apply the vehicle brakes to prevent or reduce damage from a collision.

For all subject vehicles:

The software of the Vehicle Control Module (VCM) will be updated. Some vehicles will require an update to the electronic owner's manual located in the CMU along with several pages of the paper Owner's Manual being replaced with updated printed material and either a software update of the Instrument Cluster (IC) or replacement depending on production date.

Vehicles built from 9/25/2018-11/5/2018 (early production):

Replacement of the instrument cluster with an updated part, CMU update and paper owner's manual update.

Vehicles built from 11/5/2018-7/30/2019:

Updating the software of the instrument cluster (IC), CMU update and paper owner's manual update.

Vehicles built from 7/30/2019-10/23/2019:

Updating the software of the Vehicle Control Module (VCM) only.

Note: Certain operating specifications of the Smart Brake System (SBS) have been changed from July 30, 2019 production. Therefore it is mandatory that the applicable sections of the owner's manuals (electronic & booklet) are revised with the updated operation for vehicles built from 9/25/18 up to 7/30/2019.

Owner Notification:

Mazda will notify 28,608 owners of affected vehicles by first class mail on February 14, 2020 and all vehicles will be in Open status on eMDCS. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs.

Action Required: Dealers must continue to complete all affected in-stock inventory as quickly as possible. 762 vehicles are currently shown to be in dealer inventory or in transit that require this recall to be performed prior to retail delivery. Starting February 14, 2020 this recall will also be tracked on the Missed Recall report.

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. VIN lists, Parts and Warranty Information and Repair procedures are posted on MGSS. Parts and Warranty Information is also available on eMDCS.
2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" on February 14, 2020.
4. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
5. For recall questions please fill out the Dealer Recall Help Form located on MX-Connect under the Warranty Tab.

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

