



## MAZDA DEALER EMAIL

January 21, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Notification of Safety Recall 4219L – 2019 - 2020MY Mazda3 Sudden Deceleration from False Brake Activation – **REPAIR VIN CALCULATOR**

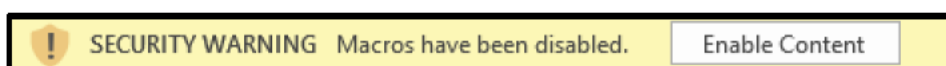
### Concern Outline:

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.

There are three different repairs for this recall depending on the VIN range, Repair "A", "B" or "C". We have created a Recall 4219L VIN Look Up Tool Job Aid - VIN Repair Calculator and posted to MGSS that will allow the dealer to look up which repair to perform. If you do not have Excel (or a similar spreadsheet program installed) you may receive an error when opening this document.

	<b>Recall 4219L VIN Look Up Tool Job Aid - Repair Calculator</b>	
	Please Read the ENTIRE Instructions: 1. Hit the Button "CLEAR VIN" to make sure the VIN area is blank. 2. Enter the VIN# (Vehicle Identification Number in full), in Cell B3 next to the Red Arrow. Ensure the VIN does not contain a SPACE at the beginning or end of the VIN number 3. Hit "Enter" on your keyboard 4. The answer of which REPAIR FOR 4219L is shown in GREEN. As instructed, this could be Repair A, Repair B or Repair C. 5. To enter another VIN, Click the "Clear VIN" Button and Enter another 17 digit VIN <i>*Note: You must copy all 17 characters of the VIN. It is better to copy and paste the VIN from the Warranty Inquiry Screen on eMDCS. This tool will return an error code if the VIN is not 17 digits, or does not match the affected vehicle list.</i>	
ENTER VIN	CLEAR VIN	REPAIR "A", REPAIR "B" OR REPAIR "C" RECALL 4219L. PLEASE REPAIR AND CLAIM THE CORRECT REPAIR
	VEHICLE IDENTIFICATION NUMBER (VIN)	Complete Repair B

The VIN Look Up Tool is a macro-enabled Excel document. You may receive a warning to enable macros in order to use this Look Up Tool. Please click on "Enable Content" and agree that this is a trusted document.



As a reminder, all vehicles under this recall will show as “Not Launched” status in eMDCS. The vehicle can be delivered once the recall repair has been completed. **Dealers must complete all affected in-stock inventory as quickly as possible. Be sure to read the updated repair instructions to minimize any potential module issues.**

For customers that arrive at your dealership or inquire about this recall and demands a repair prior to launch, **dealers must perform the repair.**

**Owner Notification:**

Mazda will notify owners of affected vehicles by first class mail no later than February 17, 2020. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs.

**Protect What is Important to You**

Mazda North American Operations

Sincerely,

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