



IMPORTANT SAFETY RECALL

2019-2020 Mazda3 - Emergency Braking Can Activate Unexpectedly - Safety Recall 4219L

NHTSA Campaign Number 19V-907

February 2020

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2019-2020 model year Mazda3 vehicles produced from September 25, 2018 through October 23, 2019.

If you received this notice, your vehicle is included in this Safety Recall.

What is the problem?

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 vehicle driving behind you.

Inappropriate 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. In certain cases, the SBS control software may automatically apply the vehicle brakes to prevent or reduce damage from a collision, even though no collision is imminent.

What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will reprogram the SBS control program with modified software. Certain subject vehicles will additionally require that the instrument cluster be either replaced or reprogrammed to implement an improved software version. Further, updates will be required to the in-vehicle digital owner's manual located in the connectivity master unit (CMU), and several pages of the paper copy of the owner's manual will need to be replaced with updated printed material. The repair will be performed at no cost to you.

How long will it take?

It will take approximately one hour to complete the repair; however, your Mazda dealer may need your vehicle for a longer period of time.

Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda3 vehicle repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for repair related to this concern?

If you have already paid for repair due to conditions similar to this recall campaign prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, or call our Customer Experience Center at (800) 222-5500, option #4.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid Information Change Card (no envelope required) as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our **Customer Experience Center toll free at (800) 222-5500, option #6.**

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327- 4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts.

Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*