

**CONDITION OF CONCERN**

Certain subject vehicle may unexpectedly stop while driving due to inadvertent activation of the Smart Brake System (SBS) 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.

**OUTLINE OF REPAIR**

The software of the Vehicle Control Module (VCM) will be updated using MDARS, and 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 will be replaced with updated printed material (Leaflet is printed by the dealer). Certain vehicles will also require updating the software of the Instrument Cluster (IC) or replacement of the IC.

**SUBJECT VEHICLES**

<b>Model</b>	<b>Subject VIN range</b>	<b>Subject production date range</b>
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

The asterisk symbol "\*" can be any letter or number.

**OWNER NOTIFICATION**

Mazda will notify U.S. owners by first class mail no later than February 17, 2020.

**PARTS INFORMATION**

Description	Part number	Quantity	Note	Scrap
Meter set	BDGG-55-430B 2.5L engine Confirm correct part in EPC by VIN	1	If "Repair Type C" is required	NO

**WARRANTY CLAIM PROCESSING INFORMATION**

**Repair type A (VCM reprogramming)**

	Repair Type A
Process Number	AK069A
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	7777-SP-R86
Labor Operation	XXRCAXFX
Labor Hours	0.5 hrs.
Related Parts No, & Quantity	N/A

**Repair type B (VCM, Instrument cluster and CMU reprogramming, and Paper  
Owner's Manual update)**

	Repair Type B
Process Number	AK069B
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	7777-SP-R86
Labor Operation	XXRCBFXFX
Labor Hours	0.7 hrs.
Related Parts No, & Quantity	N/A

**Repair type C (VCM and CMU reprogramming, Instrument cluster replacement and Paper Owner's Manual Update)**

	<b>Repair Type C</b>
Process Number	AK069C
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	7777-SP-R86
Labor Operation	XXRCCXFX
Labor Hours	1.1 hrs.
Related Parts No, & Quantity	BDGG-55-430B: Qty. 1 <span style="color: red;">Confirm part # in EPC for the VIN</span>

\*(Printing fee of OM is included in labor hours, adding 0.1h for repairs B&C)

**RENTAL CAR INFORMATION**

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

**Rental Car Warranty Claim Information**

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A  MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-42-19LR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet - Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer

Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.