



MAZDA DEALER EMAIL

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February 1, 2019

**Attention: Mazda General, Service and Parts Managers**

**Subject: STOP SALE - Announcement of Safety Recall 3019A - 2016-2019 MX-5 - Transmission Control Module Software Concern**

Mazda Motor Corporation has decided to conduct a Recall Campaign on certain MX-5 vehicles produced from April 20, 2015 through December 11, 2018.

**Subject Vehicles:**

Model	Subject VIN range	Subject build date range
2016-2019 MY MX-5 Only equipped with Automatic Transmission	JM1 ND A*7* G0 100033 - 119894 H0 100017 - 125192 J0 200004 - 206212 K0 300011 - 304295	From April 20, 2015 through December 11, 2018

- Number of subject vehicles:

Country	Subject vehicles
USA	14,316

**Action Required:**

Beginning today, all unsold MX-5 (ND) vehicles equipped with an automatic transmission must not be delivered to customers until the recall repair is completed. There are approximately 760 unsold affected vehicles.

The repair procedure will be posted in MGSS under 3019A on February 1, 2019. Please use MGSS to pull your affected vehicle list. eMDCS should display this recall on February 1, 2019. Any affected vehicle will display 3019A in "Not Launched" status. "Not Launched" means that customer notification has not gone out, but the repair can still be performed and the recall closed. Once the repair is completed, the vehicle can be delivered.

Concern Outline:

In affected vehicles equipped with automatic transmissions, electrical noise in the range signal may be detected while driving in "D" range (including "Manual" mode). Due to inappropriate control logic of the clutch control software in the Transmission Control Module (TCM), this signal noise may cause the vehicle to unexpectedly downshift, causing an abrupt deceleration of the drive wheels.

A sudden decrease in the speed of the drive wheels while driving may negatively affect the directional stability of the vehicle, increasing the risk of losing vehicle control and potentially resulting in a crash. No crashes or injuries related to the subject condition have been reported to date.

Owner Notification:

Mazda will notify owners of affected vehicles by first class mail beginning in February 2019. Owners will be asked to bring their vehicle to the nearest Mazda dealership to reprogram the TCM with modified software with MMDS.

**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. Warranty information, Repair procedures and Owner Letter will post on MGSS (Mazda Global Service Support) websites via MXConnect by February 1, 2019.
2. Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.

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,

Akira Ikemoto  
Director, Technical Services Division  
Mazda North American Operations

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