



MAZDA DEALER EMAIL

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Attention: Parts & Service Managers

Subject: Takata Air Bag Inflator Recalls: Replacement Kit Return Process Change

As part of the current air bag inflator recalls, NHTSA has mandated that every replaced inflator (both driver and passenger) be retained for testing. Until now, this has required dealers to ship them to Takata one-by-one using FedEx. As the recalls have expanded, however, this process is no longer feasible and thus a new process has been developed that is intended to increase the overall efficiency in the handling of these returns. As part of this new process, a 3rd party, Stericycle, has been enlisted by Takata to collect the original, replaced inflators from dealerships. FedEx will no longer be used*. At a high level, the below outlines the new process:

- Dealer receives new inflator from Mazda PDC
- Service department removes the old inflator and installs the new one
- The old inflator is repackaged in the box that the new inflator was shipped in
- Dealer will accumulate the inflators until 30 days have lapsed, or 200 units have been collected (whichever comes first), at which point Dealer will contact Stericycle to arrange a pick up

* Dealers not serviced by DDS and/or outside of the lower 48 states will contact the Takata/Menlo USA representative directly for shipping instructions.

Please refer to the attached how-to document for more detailed instructions on handling these returns.

For questions or concerns about this process, please contact Cory Spusta (cspusta@mazdausa.com) or Carol Robbins (crobbin4@mazdausa.com).

For any questions regarding parts availability and ordering for these parts, please contact the Dealer Assistance Group at (877) 727-6626, option 2, or via email at CorpDAG@MazdaUSA.com.

Regards,

Cory

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