



ZOOM-ZOOM

TO: All Mazda Dealership General Managers, Service Managers, and Parts Managers

DATE: July 2016

SUBJECT: Passenger Air Bag Inflator Replacement - Safety Recall 9516E

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in vehicles equipped with certain type of passenger frontal air bag inflator, and to conduct a recall campaign expanded to include 2007-2011 CX-7, 2007-2011 CX-9, and 2009-2011 Mazda6 vehicles.

In the subject vehicles, continued exposure to high levels of absolute humidity may cause the passenger frontal air bag inflator housing to rupture and deploy abnormally in the event of a crash necessitating deployment of the passenger frontal air bag. An inflator rupture could result in metal fragments striking the front passenger or other vehicle occupants, resulting in serious injury or death.

Dealers are to replace the passenger frontal air bag inflator of the subject vehicles with a new one as interim repair. The original inflator must be returned to the manufacturer according to the instructions described in Attachment IV.

All owners of subject vehicles will be notified by first class mail beginning July 22, 2016. Owners will be advised that the parts are currently not available, and they will be re-notified by mail when the replacement parts are available.

This package contains important information about Safety Recall 9516E:

Attachment I	Dealer Service and Parts Information
Attachment II	Repair procedure
Attachment III	Owner notification letter
Attachment IV	Air Bag Inflator Return Instructions

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. The attached service and parts information, repair procedure and air bag inflator return instructions are available on eMDCS and MS3 (Mazda Service Support System) websites via MXConnect.
2. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. We recommend using the special Recall Reminder Report #JS30R***-1 and Recall Reminder Labels available in Web Reporting to encourage customers to come in for the recall (with recall reminder postcards). Dealers may use such owner information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines.** The information in the report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of owner records and prevent the release of information to other parties.

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 recall campaign is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "A. Ikemoto", written in a cursive style.

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

In the subject vehicles, continued exposure to high levels of absolute humidity may cause the passenger frontal air bag inflator housing to rupture and deploy abnormally in the event of a crash necessitating deployment of the passenger frontal air bag. An inflator rupture could result in metal fragments striking the front passenger or other vehicle occupants, resulting in serious injury or death.

Dealers are to replace the passenger side frontal air bag inflator of subject vehicles with a new one as an interim repair.

MANDATORY AIR BAG INFLATOR RETURN

The original air bag inflator(s) should be returned by your dealership every 30 days or once 200 inflators have been accumulated. All inflator part numbers can be counted and shipped together for these returns. To schedule a return, please contact XPO at (877) 650-3476. Detailed air bag inflator return instructions are provided in Attachment IV, and can also be found on MS3 and the Dealer Assistance Group website. Failure to return the original inflator will result in a Warranty Claim Debit.

SUBJECT VEHICLES

Zone A

Model	VIN Range	Note
2007-2011 CX-7	ALL	Originally sold or ever registered in Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico and Guam
2007-2011 CX-9	ALL	
2009-2011 Mazda6	ALL	

Zone B

Model	VIN Range	Note
2007-2008 CX-7	ALL	Originally sold or ever registered in Arizona, Arkansas, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia, West Virginia
2007-2008 CX-9	ALL	

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning July 22, 2016.

Due to the limited supply of inflators, the subject owners will be notified of parts availability in phases, with older vehicles currently or ever registered in Zone A given first priority.

Phase 1: Zone A

Phase 2: Zone B

PARTS INFORMATION

Description	Part Number	Quantity	Applicable Model
Passenger Side Front Air Bag Inflator	EGY1-57-K80	1	CX-7 and CX-9
	TBD*	1	Mazda6
Campaign Label	9999-95-065A-06	1=50 labels	<i>Obtain in MStore (no charge)</i>

*Note: Regarding Mazda6 vehicles, replacement inflators are not currently available.

WARRANTY CLAIM PROCESSING INFORMATION

	Replacement of Passenger Side Front Air Bag Inflator		
	CX-7	CX-9	Mazda6
Warranty Type	R	R	R
Process Number	AG005A		AG005B
Symptom Code	99	99	99
Damage Code	99	99	99
Part Number Main Cause	EGY1-57-K80	EGY1-57-K80	TBD
Quantity	1	1	1
Labor Operation Number	XXM5JARX	XXM5JBRX	TBD
Labor Hours	0.9 hrs.	0.7 hrs.	TBD

Note: The warranty information for Mazda6 vehicles will be provided when the replacement inflators are available.

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	A
Symptom Code	N/A	99
Damage Code	N/A	99
Part Number Main Cause	N/A	5555-95-16ER
Part Quantity	N/A MCVP does not require claim submission	0
Labor Operation Code	N/A	MM024XRX
Labor Hours	N/A	00
Sublet – Rental Car	N/A	
Sublet Invoice Number	N/A	Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code	N/A	Enter “Z9” (other)
Sublet Amount	N/A	Up to \$30.00 per day for the number of days customer had rental car
Sublet Text	N/A	Number of days rental car was supplied to customer

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

VERIFY THE VEHICLE NEEDS THE RECALL

1. Verify the vehicle is within the following ranges:

Zone A

Model	VIN Range	Note
2007-2011 CX-7	ALL	Originally sold or ever registered in Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico and Guam
2007-2011 CX-9	ALL	
2009-2011 Mazda6	ALL	

Zone B

Model	VIN Range	Note
2007-2008 CX-7	ALL	Originally sold or ever registered in Arizona, Arkansas, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia, West Virginia
2007-2008 CX-9	ALL	

- If the vehicle is applicable to the above conditions, go to Step 2.
- If the vehicle is not applicable to the above ranges, it is not subject to Recall 9516E.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for an Authorized Campaign Label Recall 9516E attached to the vehicle’s hood or bulkhead.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 9516E OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
RECALL 9516E CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 9516E is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.

2007-11 CX-7, 2007-11 CX-9, 2009-11 MAZDA6 - PASSENGER AIR BAG SAFETY RECALL 9516E

A. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the following ranges:

Zone A

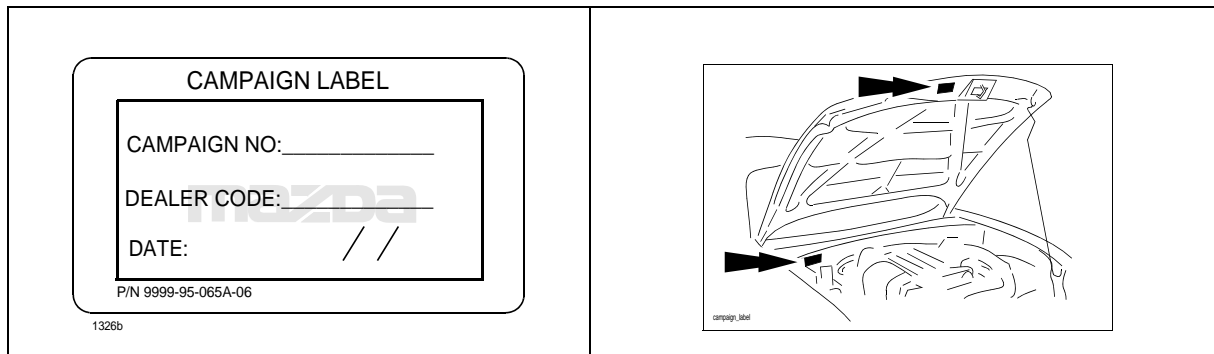
Model	Note
2007-2011 CX-7	Originally sold or ever registered in Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico and Guam
2007-2011 CX-9	
2009-2011 Mazda6	

Zone B

Model	Note
2007-2008 CX-7	Originally sold or ever registered in Arizona, Arkansas, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia, West Virginia
2007-2008 CX-9	

- If the vehicle is within the above ranges, proceed to Step 2.
 - If the vehicle is not within the above ranges, return vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Labels **Recall 9516E** attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Be sure to verify Recall number as the vehicle may have multiple Recall labels.



eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 9516E OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to "B. REPAIR PROCEDURE".
RECALL 9516E CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to "C. CAMPAIGN LABEL INSTALLATION".
RECALL 9516E is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. REPAIR PROCEDURE

CX-7 and CX-9:

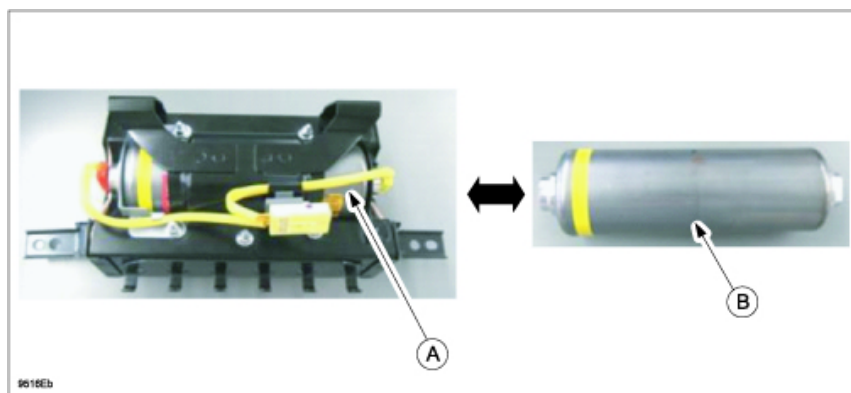
Passenger-Side Air Bag Inflator Replacement Procedure:

Parts Information (EGY1-57-K80): The service parts are available in one box [Inflator (A), Stopper Plate (B), and 5 Nuts (C)].



Outline:

1. Remove the inflator from the passenger-side air bag module (A), then replace it with a new one (B).

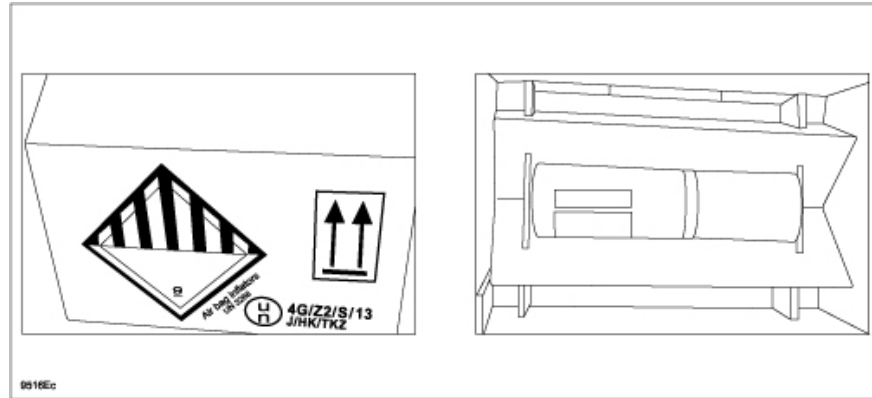


2. Pack and return the removed inflator as follows:

IMPORTANT: Be sure to follow the packing and shipping instructions provided in the carton and in Attachment IV, Air Bag Inflator Return Instructions.

CAUTION:

- Use the same carton which was used to deliver a new inflator. It is a specialized box that is internationally accepted for shipping an inflator.
- Pack the old inflator in the box exactly in the same manner as the new inflator was packed.



Air Bag Module Removal:

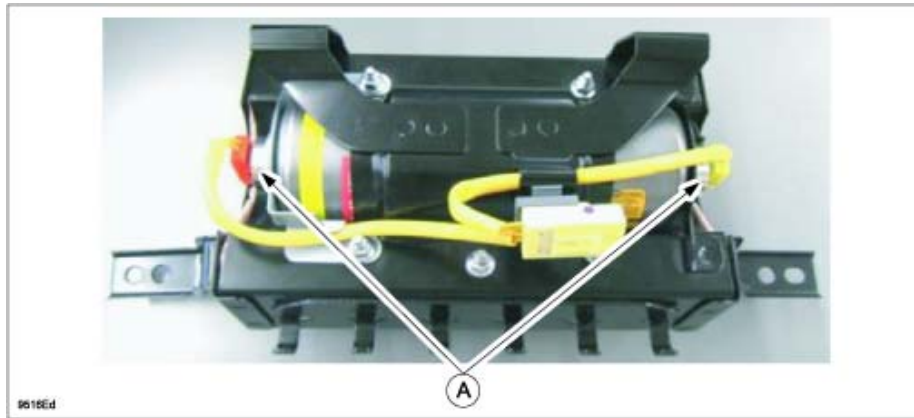
WARNING:

- Perform the replacement in a clean environment. Oil, grease, water, etc. on components may cause the air bag modules to fail to deploy in an accident, which may cause serious injury. Do not allow oil, grease, water, etc., on components.
 - Inserting a screwdriver, etc., into the connector of an air bag module may damage the connector and cause the air bag module to deploy improperly, which may cause serious injury. Do not insert any foreign objects into the connector.
 - Do not disassemble the vehicle, other than instructed here.
 - Do not make an attempt to directly supply electrical power to the module and the inflator.
 - Keep the module facing of the pad surface upwards at all times, except during replacement.
 - Do not use the module and new inflator if they were dropped on the ground.
 - Avoid module and inflator exposure to temperatures of 194 degrees F (90 degrees C) or more.
1. Record the customer's preset radio stations.
 2. Remove the passenger-side air bag module according to the instructions on MS3 online.
(see CX-7 PASSENGER-SIDE AIR BAG MODULE REMOVAL/INSTALLATION)
(see CX-9 PASSENGER-SIDE AIR BAG MODULE REMOVAL/INSTALLATION)
 3. Lay a protective cloth on the work bench, then place the air bag module on it to avoid any damage or scratches to the surface.

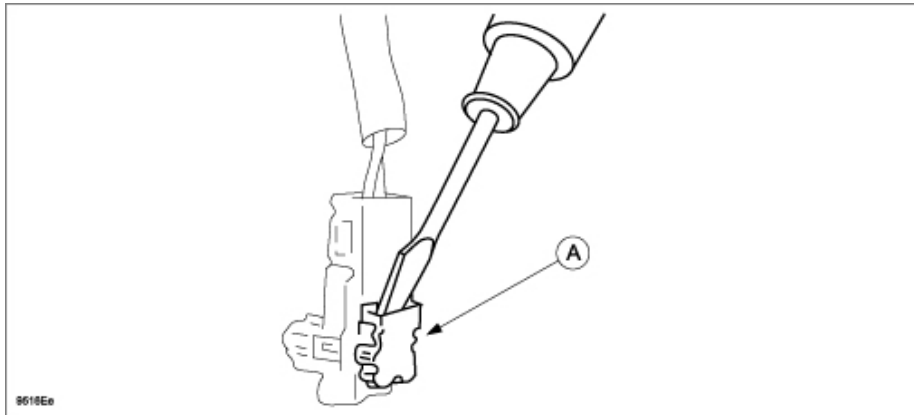
Inflator Replacement:

1. Using a flathead screwdriver, lift the locking device to disconnect the 2 connectors (A), one yellow and one orange.

NOTE: To show the air bag module more clearly, the instrument panel trim was removed for the illustrations.

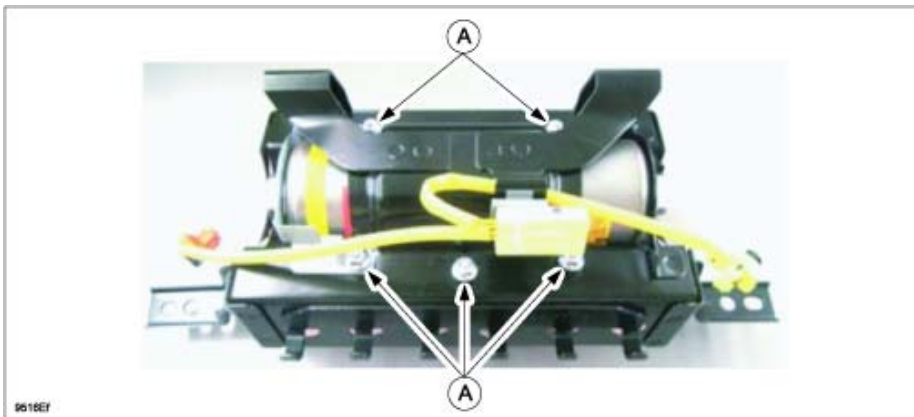


CAUTION: Lift the locking device (A) carefully, but do not remove it.



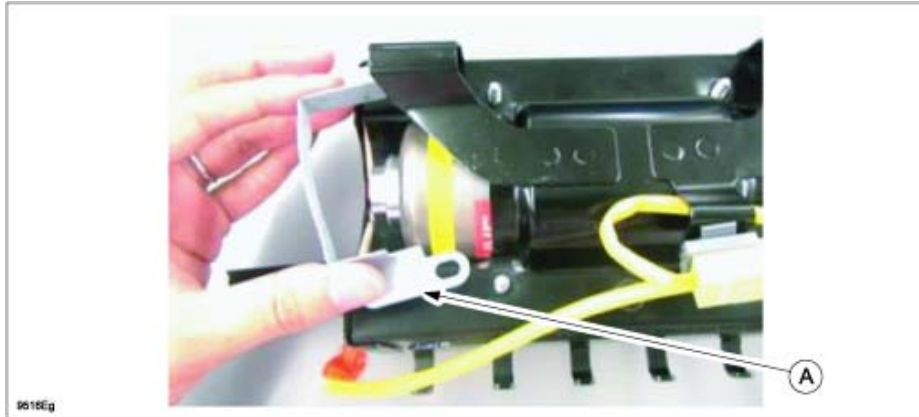
2. Remove the five (5) nuts (A).

NOTE: DO NOT depress excessively as the module body may detach.



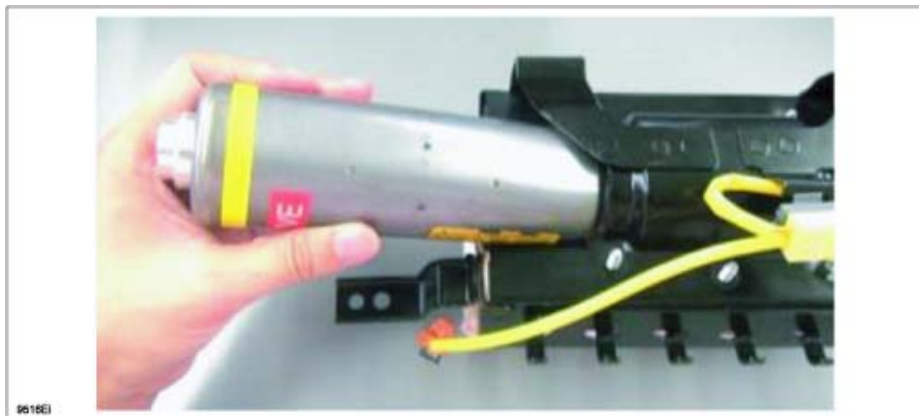
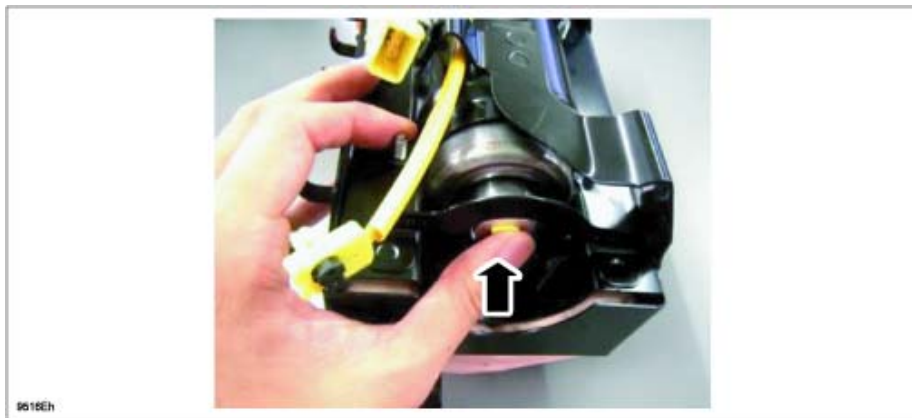
3. Remove the stopper plate (A).

NOTE: Discard all of the nuts and stopper plate.

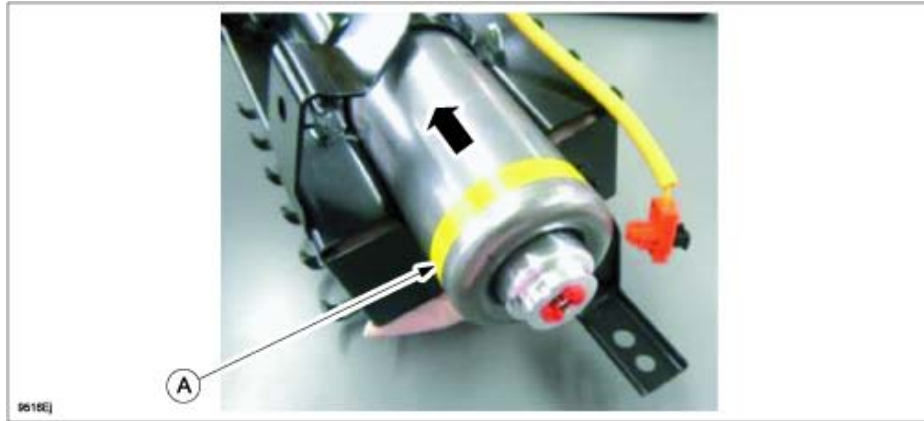


4. Push the inflator end with fingers, then remove it by sliding it in the direction shown below.

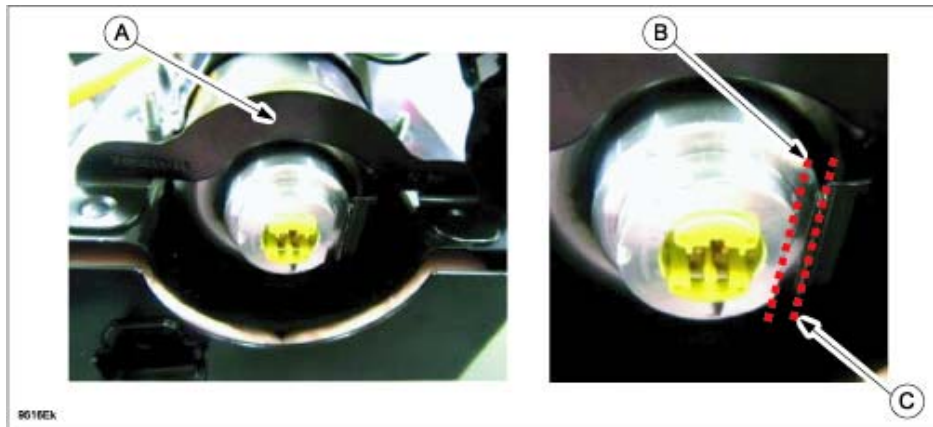
IMPORTANT: Return the removed inflator in the same carton in which the new part was received. Carefully follow the packing and shipping instructions included in the carton and make sure the part number of the replacement part is EGY1-57-K80.



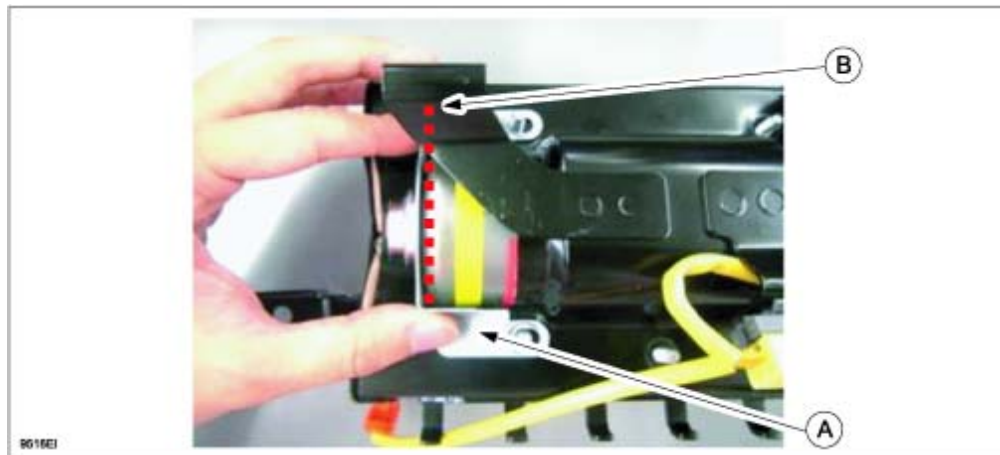
5. Insert the new inflator from the opposite side of where the yellow label (A) is located.



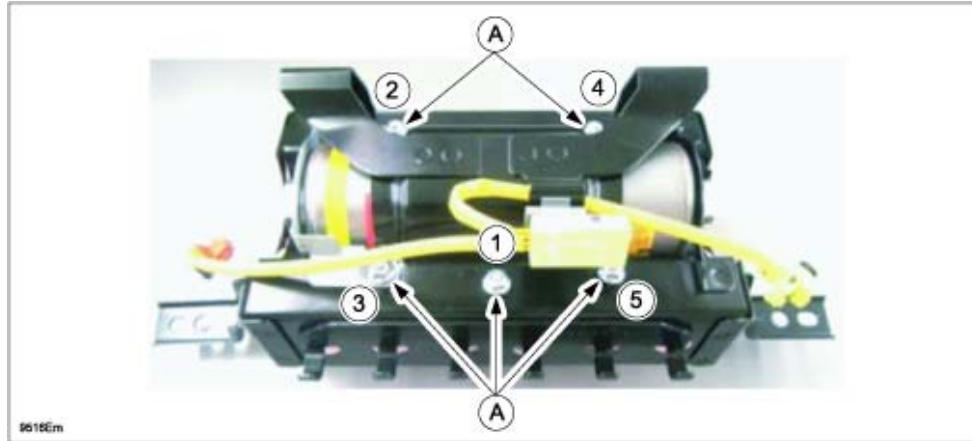
6. Insert the inflator up to the position where it touches the stopper (A), aligning the D-shape end of the inflator (B) with the stopper line (C).



7. Set the new stopper plate (A) by gently pushing until it touches with the inflator side (B).



8. Keeping the position above, hand tighten the five (5) new nuts.

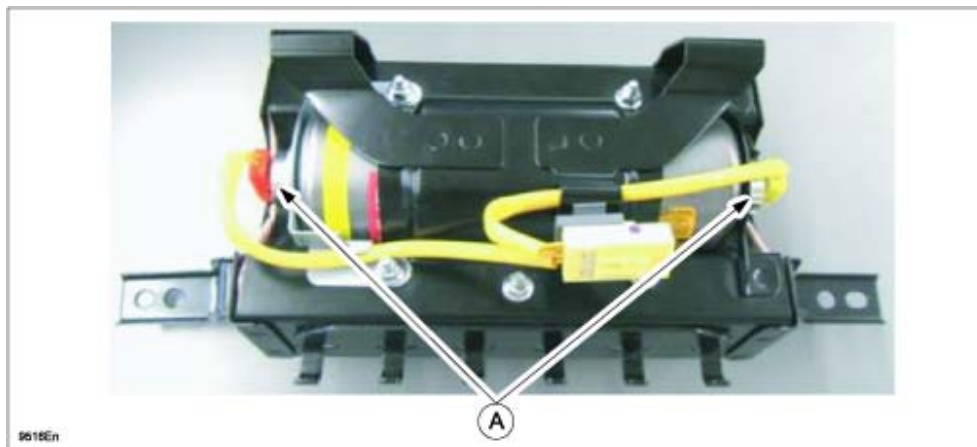


9. Tighten the five (5) new nuts to the specified torque in the order shown (1, 2, 3, 4, 5).

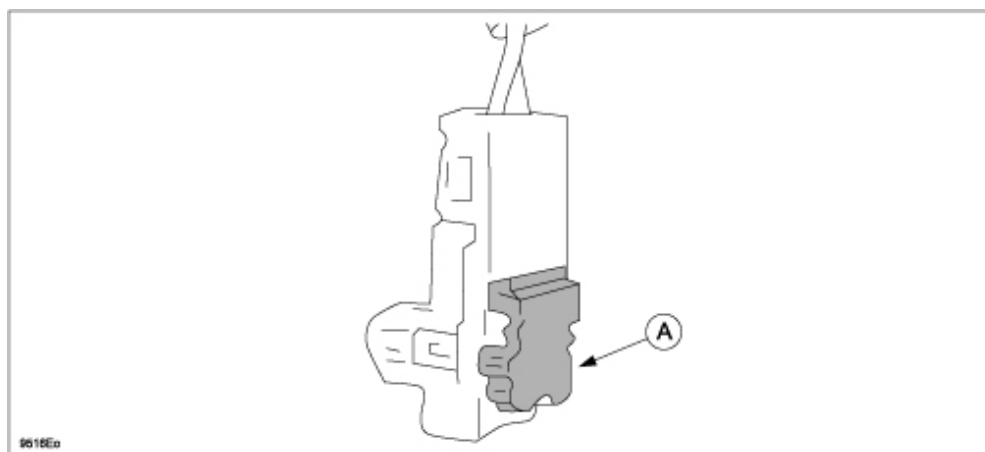
Tightening Torque: 35 +/- 4 in-lbf. {40 +/- 4 kgf-cm, 3.9 +/- 0.4 Nm}

10. Remove the seal from the end of the inflator connector on both sides.

11. Connect the connectors (A) to air bag module.



NOTE: Securely lock the connectors by depressing the stoppers (A) on the back of the connector.



Air Bag Module Reinstallation:

1. Install the passenger-side air bag module according to the instructions on MS3 online.
(see CX-7 PASSENGER-SIDE AIR BAG MODULE REMOVAL/INSTALLATION)
(see CX-9 PASSENGER-SIDE AIR BAG MODULE REMOVAL/INSTALLATION)
2. Reconnect the negative battery cable.
3. Turn the ignition switch to the ON position.
4. Verify that the air bag system warning light illuminates for approx. 6 sec., then goes out.

NOTE: If the air bag system warning light does not operate in the manner described above, there is a malfunction in the system. Inspect the system following the on-board diagnostic system procedure according to MS3 online (Restraints section).

5. Re-enter the customer’s preset radio stations.
6. Proceed to “C. CAMPAIGN LABEL INSTALLATION”.

C. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue “Campaign Label” (9999-95-065A-06) with Campaign No: “9516E”, your dealer code, today’s date.

CAMPAIGN LABEL

CAMPAIGN NO: _____

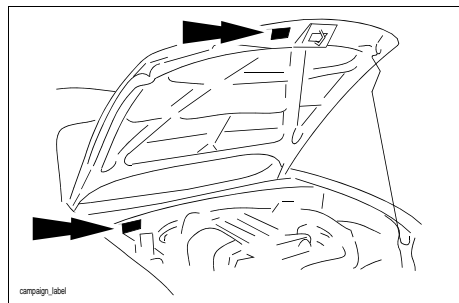
DEALER CODE: _____

DATE: / /

P/N 9999-95-065A-06

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2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.



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IMPORTANT SAFETY RECALL- PRELIMINARY NOTIFICATION

Passenger Air Bag Inflator Replacement – Safety Recall 9516E

National Highway Traffic Safety Administration (NHTSA) Campaign No. 16V-356

July 2016

20xx Mazda Modelname
VIN _____

Dear *John Smith*:

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 2009-2011 Mazda6, 2007-2011 CX-7 and 2007-2011 CX-9 vehicles. **If you are a recipient of this notice, your vehicle is included in this Safety Recall.**

What is the problem?

In the subject vehicles, continued exposure to high levels of absolute humidity may cause the passenger frontal air bag inflator housing to rupture and deploy abnormally in the event of a crash necessitating deployment of the passenger frontal air bag. An inflator rupture could result in metal fragments striking the driver or other vehicle occupants, resulting in serious injury or death.

What will Mazda do?

Parts are not available at this time. When parts are available for your vehicle, we will send you another notification informing you to bring your vehicle to your Mazda dealer to have the passenger frontal air bag inflator replaced, free of charge.

Investigations conducted by the National Highway Traffic Safety Administration (NHTSA) and independent investigators have concluded that time, temperature, and humidity contribute to significant air bag propellant degradation, which can lead to high risk of inflator rupture in the event of a crash necessitating air bag deployment. Due to limited parts supply, this recall repair will be carried out in phases, with older vehicles in (or ever registered in) geographical areas with consistent high absolute humidity given first priority.

What should you do?

Please wait until you receive another letter from Mazda notifying you that replacement parts for your vehicle for this repair are available. ***Until this repair is performed, do not allow passengers to ride in the front passenger seat.*** If you have not done so already, please provide your contact information, such as a mobile phone number or email address, to our customer Experience Center (800) 222-5500, option #4, or your dealer so we have additional contact information and can reach you. This information will not be used for marketing purposes and we will not share this information with anyone else.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, consult your local yellow pages, or call our customer Experience Center (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 the enclosed prepaid *Information Change Card* 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 vehicle recall, visit our website www.MazdaRecallInfo.com. If you still have questions, contact our **Customer Experience Center 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>.

Your safety is our first priority at Mazda. We apologize for any inconvenience this recall may have caused you.

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.

Sincerely,

Mazda North American Operations

NOTE

NOTE: Non DDS Dealers and International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers CANNOT follow below shipping instructions. Instead, dealerships in these locations MUST contact the following Takata/XPO USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestraints_International@menlowworldwide.com.

NOTE: For DDS Dealers in the Continental US 48 State dealerships, please follow steps 1-8 below.

- Specific to Step 4 below:
 - Follow step 4a if you receive the updated NON-FedEx label. Proceed to step 5.
 - Follow step 4b if you receive the FedEx label. Proceed to step 5.

1. Shipping Documents

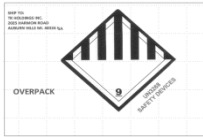
a) Box Label

- Supplied with each Kit
- To be affixed to each box



b) Over-pack Label

- To be supplied by XPO.
- To be affixed to the outside of each pallet



c) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



d) ERG Document

- To be supplied by XPO.
- To be provide by the Dealer to the LTL Driver for each shipment



4b. Shipping Instructions – Label each Box

a) If you continue receiving Inflator Kits with the original Fedex Documentation:

1. Peel off the backing of the Fedex Ground PRP Shipping label and affix to top of box to left of the Class 9 label.
 - Use the scribe line on the box as a guide
 - The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.
2. Discard the remaining Documentation
3. Do Not contact FedEx



2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located In Box 8 of this page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



5. Shipping Instructions – Prepare the Pallet

- a) Accumulate and palletize Kits
- b) Arrange Kits on Pallet as pictured here
 - 20 boxes per row/layer (5x4)
 - 10 rows/layers per pallet (200 boxes)
- c) Shrink-wrap Kits to Pallet
- d) Affix Over-pack Label on (1) side of Pallet (Not on Top)



3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



6. Shipping Instructions – Schedule LTL Pickup

- a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
 - Call XPO at 1-877-650-3476
 - If 200 Kits have not been accumulated in 30 days, please call XPO for direction
- c) Have the following information Available
 - Dealer #
 - Quantity of Over-packs/Pallets
 - Quantity of Passenger Inflator Kits on each Pallet
 - Email Address where shipping Documentation can be received

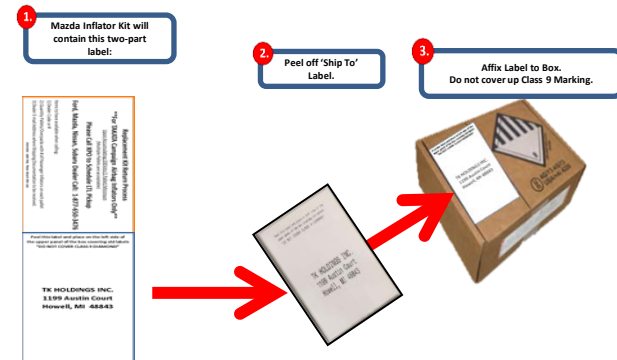
7. Shipping Instructions – Ship

- a) Give 1 Copy of BOL and 1 Copy of ERG to Driver
- b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

4a. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid August, 2015

1. Mazda Inflator Kit will contain this two-part label:
2. Peel off 'Ship To' Label.
3. Affix Label to Box. Do not cover up Class 9 Marking.



8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: **Armando Gonzalez - Tel #: 210-250-5079**

E-Mail: FieldAction.14305@menlowworldwide.com

To help expedite your request, please be prepared to provide the following information:

- a) Serial number on the original box
- b) What Type of shipping material needed
 - Replacement Box
 - Two Part Return Label
 - Bill of Lading
 - ERG Form
- c) Dealer Shipping Information
 - Contact name
 - Dealer Address
 - Phone Number



Safety Recall 9516E
Updated July 22, 2016

These FAQs will be updated as recall conditions change.

FOR DEALERS ONLY

Q1. What is the issue?

- A. As a result of Takata's frontal air bag inflator recall expansion, Mazda is expanding the affected vehicles involved in passenger frontal air bag inflator recall. The expansion applies to Takata ammonium nitrate-based propellant front air bag inflators without a chemical drying agent, also known as a desiccant. For Mazda vehicles, this applies only to passenger frontal air bag inflators in certain models and model years listed below.

Q2. How many vehicles are affected?

- A. The total population of U.S. vehicles in Safety Recall 9516E for Phase 1 is 261,194.
- 2007-2011 CX-7
 - 2007-2011 CX-9
 - 2009-2011 Mazda6

Q3. What about the other air bag inflators in Mazda vehicles?

- A. Takata has not supplied ammonium nitrate-based propellant inflators to Mazda for other applications, including side curtain, side impact, or seatbelt pre-tensioners.

Q4. Are the replacement parts the permanent remedy?

- A. The replacement parts are **interim** repair parts that (according to NHTSA) will not experience significant propellant degradation for at least six years (see propellant degradation time by Zone in Question 5 below).

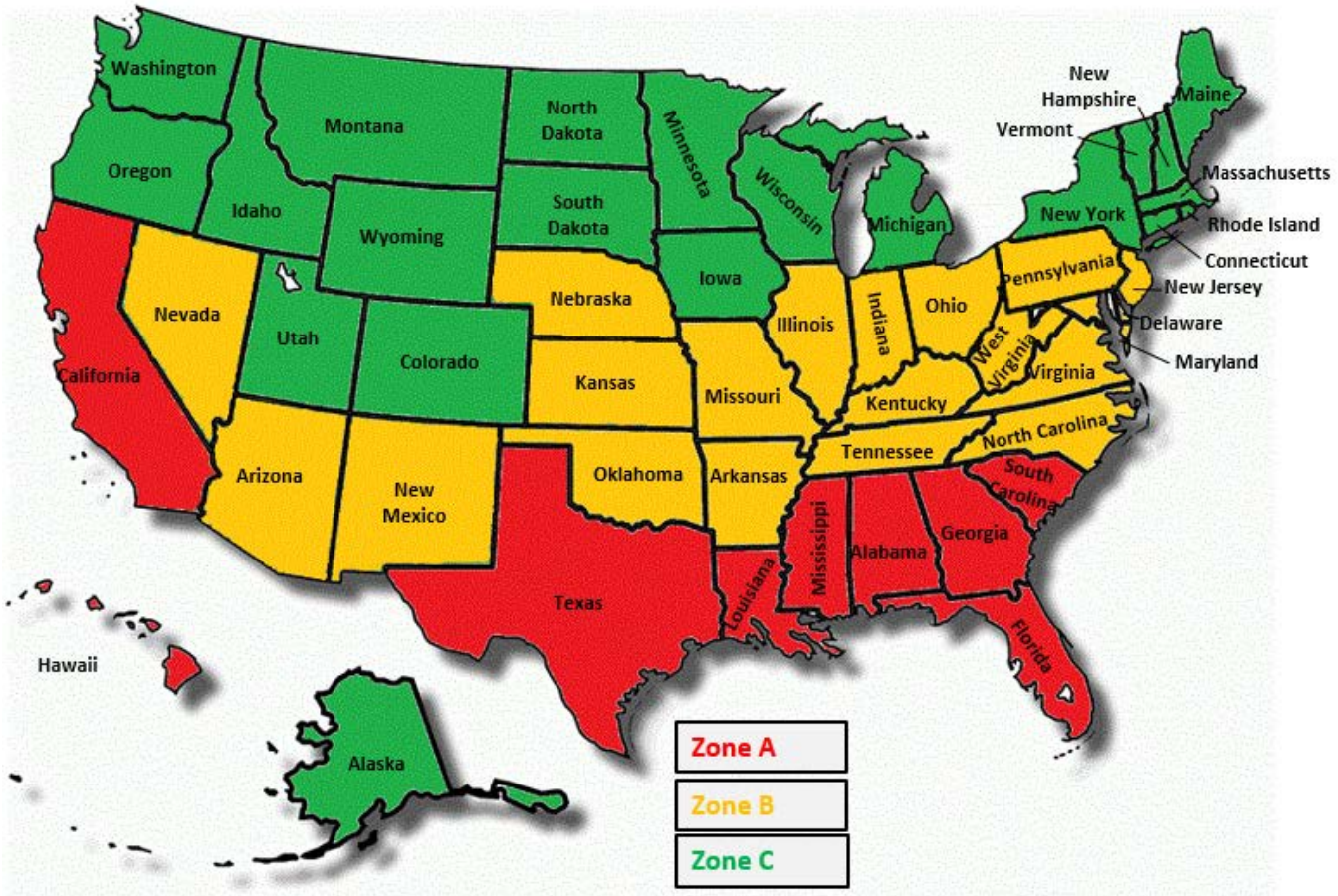
Q5. When will parts be available for the new recall?

- A. Mazda is working closely with the supplier to obtain a partial supply of replacement parts for CX-7 and CX-9 vehicles in mid-August. Replacement parts for Mazda6 vehicles will be available later this year.

The map below indicates the states in each Zone.

Safety Recall 9516E Updated July 22, 2016

These FAQs will be updated as recall conditions change.



Zone A - States with high temperature cycling and humidity (includes Puerto Rico, Guam, and Saipan). Time in service until significant propellant degradation may occur is projected at between 6-9 years.

Zone B - States that have moderate temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 10-15 years.

Zone C - States with lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 15-20 years.

NHTSA has structured this expansion with 5 phases and 3 geographic zones, based on temperature and absolute humidity factors in each Zone, and analysis of expected rate of inflator degradation. Time, temperature, and humidity have been found by NHTSA and independent investigations to contribute to significant propellant degradation, which can lead to high risk of inflator rupture.

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These FAQs will be updated as recall conditions change.

IMPORTANT NOTE: Certain vehicles in Zones B and C are not included in Zone A in this first phase of the expansion, based on NHTSA's schedule requirements. They will eventually be included in later phases as follows:

	Defect Information Report Dates	Zone A Greatest TCAH*	Zone B Moderate TCAH*	Zone C Lower TCAH*
Takata DIR #1 (Phase 1)	May 16, 2016	<i>MY 2011 and older vehicles</i>	<i>MY 2008 and older vehicles</i>	<i>MY 2004 and older vehicles</i>
Takata DIR #2 (Phase 2)	Dec 31, 2016	<i>MY 2012 and older vehicles</i>	<i>MY 2009 and older vehicles</i>	<i>MY 2008 and older vehicles</i>
Takata DIR #3 (Phase 3)	Dec 31, 2017	<i>MY 2013 and older vehicles</i>	<i>MY 2010 and older vehicles</i>	<i>MY 2009 and older vehicles</i>
Takata DIR #4 (Phase 4)	Dec 31, 2018	<i>All remaining vehicles not currently under recall</i>		
Takata DIR #5 (Phase 5)	Dec 31, 2019	<i>All vehicles receiving like-for-like replacement inflators</i>		

* TCAH - Temperature cycling and Humidity
