



MAZDA DEALER EMAIL

April 22, 2025

Attention: Mazda General, Parts and Service Managers

Subject: *****REMINDER*** - DO NOT DRIVE (DND) Advisory for Remaining Open Takata Frontal Air Bag Recalls**

Dear Mazda Dealer Colleagues,

In August 2024 Mazda North American Operations issued a "**DO NOT DRIVE**" advisory to customers who have not had their vehicle(s) repaired under the past six safety recalls (1317F, 1417G, 1817L, 1917L, 2118A, and 2618F). We would like to remind all Mazda dealers of important talking points when speaking to customers regarding any of the DND Takata airbag repairs. **This DND advisory is for all U.S., U.S. Territory (Puerto Rico, Guam, Saipan & U.S. Virgin Islands) vehicles and those sold new in Canada by Mazda Canada Inc.**

- For the most updated information, we encourage all dealer personnel to review recall information in Mazda Global Service Support (MGSS) each time you speak to a customer and when the vehicle arrives at your dealership. Takata air bag recalls remain active for all affected vehicles in Open status with full parts available.
- An average of **14 Missed Takata Recalls** are occurring each month, putting your customers at serious risk in the event an accident occurs that deploys an airbag. Dealer Recall Help along with Warranty Operations is here to prevent that from occurring. **There needs to be zero missed Takata Recalls each and every month.**
- If a repair cannot be completed for a Takata air bag recall, please complete the Dealer Recall Help Form or contact the Warranty Department as soon as possible. In addition, please maintain an adequate supply of Takata air bag inflators in your parts inventory as this helps to expedite repairs and minimize customer inconvenience.
- Towing Policy: Please see the following for guidance with all DND recalled vehicles.
 - Towing is covered at **no charge**. If the customer wants to drive the vehicle to a Mazda dealer, that is up to them but please **DO NOT** encourage them to do so.
 - If asked to arrange a tow, please use contracted or local tow services to assist in getting the vehicle to the dealership. Any Mazda dealer can arrange towing up to

the limits in Warranty documentation and over that amount if needed by submitting a Warranty preauthorization goodwill request. If you get receipts for towing from the customer, please make sure to submit for payment, again following guidelines in all Takata Recall Warranty documentation.

- ***The customer is not required to arrange towing to the Mazda dealer.*** If the customer insists on arranging towing they must provide a towing bill. Please submit it with the Takata Recall claim following the towing guidelines. NOTE: Review Warranty Policy 6.5 where tow benefits are handled just like any Warranty Repair where towing is covered, but with higher limits.
- Vehicles sold new in Mexico: Vehicles produced by Mazda Motor de Mexico (MMdM) are not affected by this advisory, but if a tow is requested by the customer please submit a Warranty preauthorization goodwill request.
- Vehicles already in "CLOSED" status in eMDCS Warranty Inquiry do not need repair. Mazda is not opening a new recall campaign nor "re-opening" previously repaired vehicles.
- Due to data privacy laws, the Mazda Recall team is unable to share a list of VINs, owner names, and addresses with Mazda dealers directly. If you want to reach out to customers with unrepaired vehicles in your Sales Operating Area, please contact your District Service Manager about Recall On-Demand, your MOC Consultant at (877) MAZDA-37, or mazdaemail@mazdadsg.com for assistance.
- Planned Owner renotification mailings including letters and other outreach (postcards, emails, etc.) are ongoing for any unrepaired vehicles under the DND advisory.

We encourage Mazda dealers with general questions related to the DND Advisory to complete the Dealer Recall Help Form located on [OneMazda](#). If you have a general question, you can use any VIN in the form and place "999" for the Repair Order number.

We certainly hope this additional reminder has been helpful and encourage dealer management to share it with all service staff. Your understanding and support in carrying out this DND Advisory are greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young
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Technical Services Division

MAZDA NORTH AMERICAN OPERATIONS