

August 13, 2024. Added Do Not Drive designation for this campaign. Warranty information guidelines for rentals and towing were also updated.



ATTENTION ALL MAZDA DEALERS:

THIS CAMPAIGN HAS BEEN DESIGNATED AS A DO NOT DRIVE RECALL. IF THE CUSTOMER REQUESTS TO TOW THE VEHICLE TO THE DEALER, PLEASE HONOR THE REQUEST AND REVIEW GUIDELIENS FOR CLAIMING TOWING BELOW. THE VEHICLE CAN ALSO BE TOWED BACK TO THE CUSTOMER HOME/WORK, ETC.. UPON REQUEST. ALL TOWS ABOVE \$1,000 WILL REQUIRE WARRANTY PREAUTH GOODWILL PRIOR TO TOWING.

MOBILE REPAIR BY MAZDA DEALER: THIS OPTION IS ENCOURAGED AND CLAIM INFORMATION IS CONTAINED IN EACH TAKATA RECALL. IF ADDITIONAL COSTS ARE NEEDED TO COMPLETE A MOBILE REPAIR PLEASE FILL OUT DEALER RECALL HELP ON ONEMAZDA.

PLEASE DO NOT DENY A CUSTOMER REQUEST TO TOW WITHOUT SPEAKING WITH YOUR DISTRICT SERVICE MANAGER OR FILL OUT DEALER RECALL HELP ON ONEMAZDA.

LOANER VEHICLE: MCVP / RENTALS: A CUSTOMER CAN RECEIVE A MCVP OR RENTAL DURING THE REPAIR PERIOD, BUT MUST PICK UP THE VEHICLE WITHIN 48 HOURS OF THE REPAIR. ALL RENTALS GREATER THAN THE 2 DAY RENTAL POLICY MUST BE PRE-APPROVED UNLESS THE DEALER IS THE DSA TIER DOES NOT REQUIRE AUTHORIZATION.

UNREPAIRABLE VEHICLES: FILL OUT DEALER RECALL HELP ON ONEMAZDA WITH CLEAR PHOTOS AND DETAILED EXPLANATION ON WHY YOU CANNOT REPAIR. DO NOT LET THE CUSTOMER LEAVE UNTIL YOU HEAR BACK FROM THE RECALL HELP TEAM.

CONDITION OF CONCERN

In the subject vehicles, continued exposure to high levels of absolute humidity may cause the passenger frontal air bag inflator to explode in the event of a crash. **An air bag inflator explosion could result in metal fragments striking the passenger or other vehicle occupants, resulting in serious injury or death.**

SUBJECT VEHICLES

Model	VIN range	Build Date Range
2007-2009 B-Series Truck	ALL	ALL

MANDATORY AIR BAG INFLATOR RETURN

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 MGSS and the Dealer Assistance Group website. Failure to return the original inflator will result in a Warranty Claim Debit.

SCRAP INFORMATION: DO NOT hold these parts on your shelf for scrap. They will **not** be on your scrap report. Please follow the above air bag inflator return procedures.

OWNER NOTIFICATION

Mazda will notify U.S. owners beginning **June 15, 2018**.

PARTS INFORMATION

Description	Part Number	Quantity	Notes
Passenger Frontal Air Bag Inflator	1FT2-57-K50	1	Permanent Repair
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

Recall 2118A – PAB “Permanent” Repair	Replacement of Passenger Frontal Air Bag Inflator
Applicable Model	B-Series
Warranty Type	R
Process Number	J1807A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	1FT2-57-K50 / 1 pc
Labor Operation Number	YY799XRX
Labor Hours	0.7 hrs.
<p>Towing K1 Sublet</p> <p>K1 towing follows Warranty policy as per the Policy and Procedures Manual. Documentation to support the tow is required as per policy. <u>Towing is allowed to the nearest Mazda dealer. Towing back to the customer home/work, etc... is allowed, if requested.</u></p>	<p>Up to \$1,000 requires authorization upon submission.</p> <p>Warranty Pre-auth Goodwill is required for Towing above \$1,000</p>

RENTAL CAR INFORMATION

Customers in this campaign may present a rental bill for reimbursement due to the Do Not Drive designation. Please follow Warranty policy for reimbursement of all rental car costs and request Warranty Preauthorization if the per-day rental costs are higher than allowed by Warranty policy.

A customer can receive a MCVP or rental during the repair period, but must pick up the vehicle within 48 hours of the repair. All rentals greater than the 2-day rental policy must be pre-approved unless the dealer is the DSA Tier Level does not require authorization.

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

Please submit rentals on a separate claim problem number as follows:

	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		5555-21-18AR
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
Sublet Text		Number of days rental car was supplied to

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy. **NOTE: Please make every effort to accommodate the vehicle owner with this critical recall.**