

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 driver’s and/or passenger’s frontal air bag inflator to explode in the event of a crash. **An air bag inflator explosion could result in metal fragments striking the driver or other vehicle occupants, resulting in serious injury or death. It is extremely important to schedule this repair as soon as possible, to ensure your safety and the safety of your passengers.**

The vehicle may have had temporary air bag inflators installed under Safety Recalls 9116A and/or 8315F. However, both the driver and passenger PERMANENT remedy inflators must be replaced on all customer vehicles at the same time.

SUBJECT VEHICLES: These are the same vehicles subject to Safety Recall 1917L.

Model	VIN range	Build Date Range
2004-2006 B-Series Truck	ALL (except vehicles included in 2318A)	April 17, 2003 through May 2, 2006

OWNER NOTIFICATION: Mazda notified U.S. owners January 17, 2018.

MANDATORY AIR BAG INFLATOR RETURN: All inflator part numbers can be counted and shipped together for these returns. To schedule a return, please follow instructions on MGSS under this campaign or through the Dealer Assistance Group website.

PARTS INFORMATION

Description	Part Number	Quantity	Notes	Scrap
Passenger Frontal Air Bag Inflator	1FT1-57-K50C	1	Permanent Repair	No, see return info above
Campaign Label	9999-95-065A-06	1 pack = 50 labels	Obtain in Mazda e-Store (no charge)	N/A

WARRANTY CLAIM PROCESSING INFORMATION



Do not process this claim without the correct photo attachments as the claim will not be paid with the incorrect repair, missing RO in frame, or not clear. Make sure the technician gives you (warranty administrator) the correct photo.

Recall 1817L – PAB “Permanent” Repair	Replacement of Passenger Frontal Air Bag Inflator
Applicable Model	B-Series
Warranty Type	R
Process Number	J1802A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	1FT1-57-K50C / 1 pc
Labor Operation Number	YY793XRX
Labor Hours	0.7 hrs.
Attachment ID: D40	Photo from repair Step 14, Correctly installed inflator and Repair Order showing the VIN in the same Photo
Attachment ID: D01	Repair Order
<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>CLAIM ON RECALL 1917L UNLESS THAT RECALL IS CLOSED, THEN CLAIM UNDER THIS CAMPAIGN</p>

RENTAL CAR INFORMATION: PLEASE CLAIM ANY RENTALS ON RECALL 1917L

PLEASE CLAIM ANY TOWING ON RECALL 1917L