

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 ADDITONAL 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.*

These are the same vehicles subject to Safety Recall 1817L.

**SUBJECT VEHICLES**

Model	VIN range	Build Date Range
2004-2006 B-Series Truck	ALL (except vehicles included in 2218A)	April 17, 2003 through May 2, 2006

**MANDATORY AIR BAG INFLATOR RETURN**

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

**OWNER NOTIFICATION**

Mazda will notify U.S. owners on January 17, 2018.

**PARTS INFORMATION**

A web page to order parts for this recall is available in MXConnect. A complete VIN is needed to process the order.

Description	Part Number	Quantity	Notes
Driver Frontal Air Bag Inflator	1FT1-57-K00	1	Permanent Repair
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

**WARRANTY CLAIM PROCESSING INFORMATION**

Recall 2218A – DAB “Permanent” Repair	Replacement of Driver Frontal Air Bag Inflator
Applicable Model	B-Series
Warranty Type	R
Process Number	J1801A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	1FT1-57-K00 / 1 pc
Labor Operation Number	YY792XRX
Labor Hours	0.4 hrs.
Sublet Code K1 – Towing	See Note below. DSM Authorization required
<p><b>Towing K1 Sublet</b></p> <p><b>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></b></p>	<p><b>Up to \$1,000 requires authorization upon submission.</b></p> <p><b>Warranty Pre-auth Goodwill is required for Towing above \$1,000</b></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:

	<b>MCVP Vehicle Preferred</b>	<b>Rental Agency Vehicle</b>
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-19-17LR
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