June 29, 2018

Attention: **All Mazda Dealership General, Service, and Parts Managers**

Subject: STOP SALE – UPDATE and Job Aid - Safety Recall 2718F – 2018 CX-5
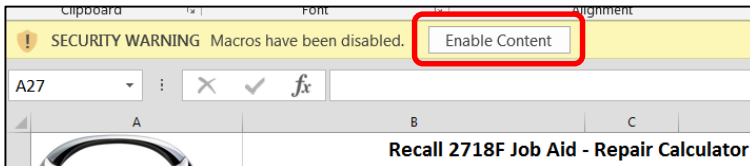   Curtain Air Bag Concern

Mazda North American Operations is continuing to work with Mazda Motor Corporation to procure remedy parts for Recall 2718F.   We expect that parts will be available for this recall around mid-July 2018.   In addition, parts and warranty information along with the inspection/repair procedures are being finalized and should also be available by mid-July with Owner Notification expected late July 2018.   When available, all documentation will be posted to the Mazda Global Support System (MGSS).

NOTE: Please use eMDCS Warranty Vehicle Inquiry only to verify whether a subject vehicle is included in Recall 2718F.   MGSS or another source should not be used to verify whether a subject VIN is included Recall 2718F.

In addition, we have also created a VIN search tool job-aid that has been loaded to MGSS under Recall 2718F.   The job-aid will assist with whether one side (Right or Left) or Both side curtain air bags are affected.   Again, vehicles cannot be repaired yet and this is for reference only until parts are available for repair.

Job Aid Instructions
1. If you receive this error in Excel, please click Enable Content to use the tool properly.

2. Enter the VIN in the "ENTER VIN" area and hit "Enter" or tab once on your keyboard.
3. The affected side will appear in Green, with yellow background: Replace Right, Left, or Both.
   "#N/A" Will appear if the VIN is invalid or not in the recall
4. After entering a VIN, please hit the "Clear VIN" button before entering the next VIN.

Recall 2718F Job Aid - Repair Calculator

Please Read the ENTIRE Instructions:
1. Hit the Button "CLEAR VIN" to make sure the VIN area is blank.
2. Enter the VIN# (Vehicle Identification Number in full), in Cell B3 next to the Red Arrow.
Ensure the VIN does not contain a SPACE at the beginning or end of the VIN nuimber
3. Hit "Enter" on your keyboard
4. The answer of which Curtain Air Bag to replace will show in GREEN. As Instructed, this could be the Left (Driver) side only, Right (Passenger) side only, or Both sides.
5. To enter another CX-5 VIN, Click the "Clear VIN" Button and Enter another 17 digit VIN
*Note: You must copy all 17 characters of the VIN. It is better to copy and paste the VIN from the Warranty Inquiry Screen on eMDCS. This tool will return an error code if the VIN is not 17 digits, or does not match the affected vehicle list.

CLEAR VIN

VEHICLE IDENTIFICATION NUMBER (VIN

CURTAIN AIR BAG REPLACEMENT REQUIRED
EITHER RIGHT, LEFT OR BOTH
Replace (Right side - Passenger Curtain Air Bag)

ENTER VIN ▬▬▬▶

Action Required:

Please hold the affected vehicles in inventory until the inspection and/or repair procedure is available. The affected vehicles cannot be sold or traded to another Mazda dealer.

Safety Matters. Your Safety is Important to Mazda.

Sincerely,

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

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