



July 30, 2018

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

Subject: **2018 CX-5 Curtain Air Bag Concern Safety Recall 2718F**

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2018 CX-5 vehicles, produced from April 11, 2018 through April 27, 2018.

On certain CX-5 vehicles, the curtain air bag(s) may not unfold properly during deployment. Due to poor adhesion of silicone coating on the base fabric of the curtain air bag, a gas leak may occur during deployment, decreasing the airtightness of the air bag. With this condition, internal pressure in the curtain air bag may not be maintained properly after it is activated, which could increase the risk of injury in a crash where the curtain air bag deploys during rollovers or side impact events.

This condition does not comply with the performance requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 226, Ejection Mitigation.

**The purpose of this recall is to replace the affected curtain air bag modules (one side or both sides) with proper one(s). Please refer to the Job Aid and Repair Procedure for selection of the proper side to replace, as well as the parts return process on MGSS for specific claim documentation requirements.**

**The airbag(s) removed during the repair need to be returned to the manufacturer. To assist with the return, please contact ShipMate at (310) 370-3600 for complete return instructions.**

Owners of affected vehicles will be notified of this recall by first class mail beginning July 31, 2018.

**Important Safety Notice:** The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Owner Letter are available on MGSS (Mazda Global Service Support) website via MXConnect.

- Parts and Warranty Information and Repair Procedure will be posted when parts are available.
2. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
  3. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
  4. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this recall campaign are greatly appreciated.

**Safety Matters. Your Safety is Important to Mazda.**

Sincerely,

A handwritten signature in black ink, appearing to read "A. Ikemoto". The signature is fluid and cursive, with a horizontal line underneath it.

Akira Ikemoto  
Director, Technical Services Division  
Mazda North American Operations

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