

STOP!

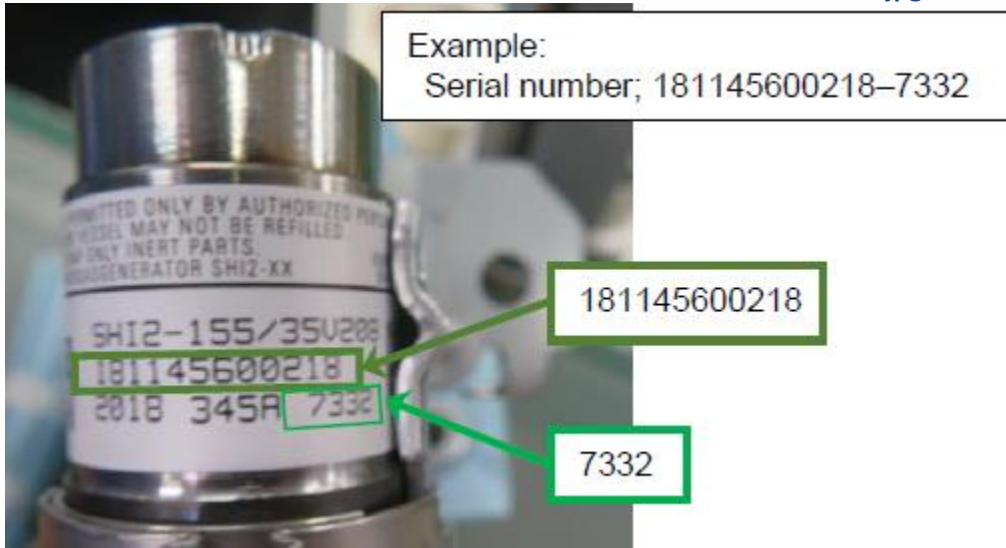
Technicians and Administrators

Please read before repairing and submitting a 2718F Curtain Air Bag Claim

The recall department continues to receive claims submitted for the 2718F curtain air bag recall without the documentation required to process the claim.

Follow these 4 steps to ensure your claims will be paid

1. A clear photo of the **ORIGINAL** inflator(s) (right, left, or both) where the complete serial number is viewable. Save the photo as Claim_XXXX – Original Inflator Left and/or Claim_XXXX – Original Inflator Right. Attach one or both photos to the claim using Attachment ID D40. **IF THE PHOTO IS BLURRY OR THE ENTIRE SERIAL NUMBER CANNOT BE READ, RETAKE THE PHOTO AND ATTACH TO THE CLAIM. DO NOT USE LONG FILE NAMES USE RO45221L.jpg AS EXAMPLE**



2. Clear photos of the new inflator (right, left, or both) showing the complete serial number. Save the photo as Claim_XXXX – New Inflator Left and/or Claim_XXXX – New Inflator Right. Attach one or both photos to the claim using Attachment ID D40. **IF THE PHOTO IS BLURRY OR THE ENTIRE SERIAL NUMBER CANNOT BE READ, RETAKE THE PHOTO AND ATTACH TO THE CLAIM. TECHNICIAN – CHECK YOUR PHOTO BEFORE REINSTALLING THE HEADLINER. MAKE SURE THE SERIAL NUMBER IS FULLY VISIBLE AND EASY TO READ**



3. A photo showing the sticker from the new inflator installed (right, left, or both) on the RO. Save the photo as Claim_XXXX – New Inflator Left Sticker and/or Claim_XXXX – New Inflator Right Sticker. **IF THE PHOTO IS BLURRY AND THE STICKER CANNOT BE READ, RETAKE THE PHOTO AND ATTACH TO THE CLAIM. TECHNICIAN – CHECK AND MAKE SURE YOU PEEL OFF THE STICKER BEFORE REINSTALLING THE HEADLINER AND ATTACH TO THE RO.**
4. Technician notes on the RO that lists the serial numbers of the **ORIGINAL** inflator(s) replaced and the serial numbers of the new inflators installed. Attach RO to Warranty claim as Claim_XXXX – RO

Note XXXXX stands for your claim #.

The most common reasons for non-payment of 2718F claims are the following:

1. **Serial numbers of BOTH old and new inflators are not recorded on the Repair Order.**
2. A photo of the old inflator(s) is submitted but there is no photo of the repair order showing the sticker(s) from the new inflator.
3. Both right and left inflators were replaced, but the photos submitted are multiple photos of only one side.
4. The photo is not able to be opened because it has special characters in the file name.
5. The photo of the inflator was taken from too far away and the serial number is not readable.

With your support we can reduce the time it takes for your dealers to be paid for these claims as well as the percentage of denied 2718F claims.

2018 Mazda CX-5 Curtain Air Bag Module Recall 2718F

A. VEHICLE INSPECTION PROCEDURE

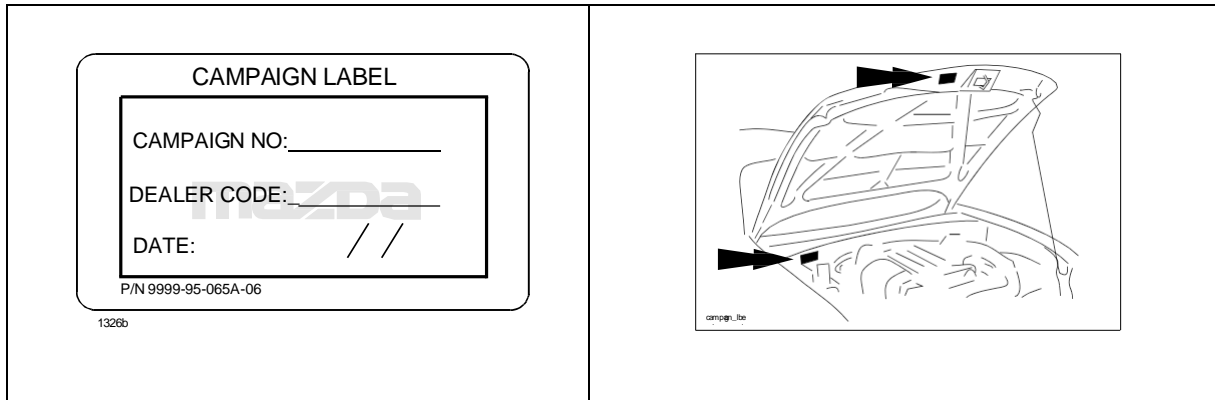
1. Verify that the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2018 CX-5	JM3 KF**** J* 393624 – 404817	From April 11, 2018 through April 27, 2018

The asterisk symbol “*” can be any letter or number.

- If the vehicle is within the above ranges, proceed to Step 2.
 - If the vehicle is not within the above ranges, return vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Labels **Recalls 2718F** attached to the vehicle’s hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Be sure to verify Recall number as the vehicle may have multiple Recall labels.



eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 2718F OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to “B. REPAIR PROCEDURE”.
RECALL 2718F CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to “C. CAMPAIGN LABEL INSTALLATION”.
RECALL 2718F IS NOT PRESENT	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

CAUTION:

- Be sure not to damage the carton box when opening it to take out the new module.
- Be sure not to scrap the carton box of delivery.
- Be sure to pack the removed module in the box exactly in the same manner as the new inflator

B. REPAIR PROCEDURE

Overview:

Remove the driver's side and/or the passenger side curtain airbag module(s) from the vehicle and replace with a new module(s). You must check the VIN with the Recall 2718F Decoder to determine which repair applies to the vehicle. The removed modules will be placed into the packaging from the new module and shipped back to the supplier.

CURTAIN AIR BAG MODULE REMOVAL/INSTALLATION:

WARNING:

- Perform the replacement in a clean environment. Oil, grease, water, etc. on components may cause the air bag modules to fail to deploy in an accident, which may cause serious injury. Do not allow oil, grease, water, etc., on components.
- Inserting a screwdriver, etc., into the connector of an air bag module may damage the connector and cause the air bag module to deploy improperly, which may cause serious injury. Do not insert any foreign objects into the connector.
- Do not make an attempt to directly supply electrical power to the module and the inflator.
- Keep the module facing of the pad surface upwards at all times, except during replacement.
- Do not use the module and new inflator if they were dropped on the ground.
- Avoid module and inflator exposure to temperatures of 194 degrees F (90 degrees C) or more.

1. **Copy VIN of the affected vehicle and paste into Recall 2718F Job Aid Repair Decoder to determine whether the Left Side (Driver), Right Side (Passenger) or Both Curtain Airbags require replacement.**
2. Record the customer's radio presets.
3. Follow Steps 1-13 of the MGSS procedure Curtain Air Bag Module Removal/Installation (Two Step Deployment Control System – US/Canada Spec.) NOTE: Step 13 is Remove the Curtain Air Bag Module. INSERT LINK
4. **Check and take a clear photo of the serial numbers of old (removed) and new (to be installed) curtain air bag modules, and record them together with the VIN and RO#. See "[How to Check and Record the Serial Numbers of Curtain Air Bag Modules](#)" at the end of this document.**
Note: If both right and left curtain air bag modules need to be replaced, be sure to check and photograph and record the serial numbers on both sides.
5. Install in the reverse order of removal.
Note: Peel off the serial number label from the module before installation.
6. Switch the ignition ON (engine off or on).
7. Verify that the air bag/seat belt pre-tensioner system warning light illuminates for **approx. 6 seconds** and turns off.
 - If the air bag/seat belt pre-tensioner system warning light does not operate normally, refer to the on-board diagnostic system (air bag system) and perform inspection of the system. (See FLOWCHART [SAS CONTROL MODULE (STANDARD DEPLOYMENT CONTROL SYSTEM)].)
8. Re-enter the customer's preset radio stations.
9. Proceed to "C. CAMPAIGN LABEL INSTALLATION".

C. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "2718F", your dealer code, today's date.

CAMPAIGN LABEL

CAMPAIGN NO: _____

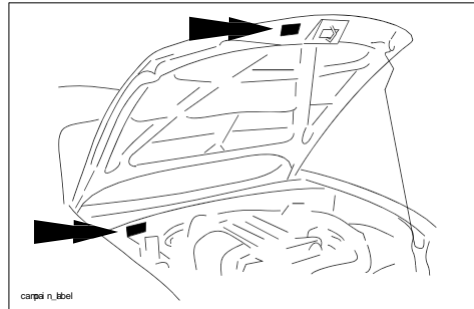
DEALER CODE: _____

DATE: // //

P/N 9999-95-065A-06

1326b

- Affix it to the hood or bulkhead as shown:



How to Check and Record the Serial Numbers of Curtain Air Bag Modules & Inflators

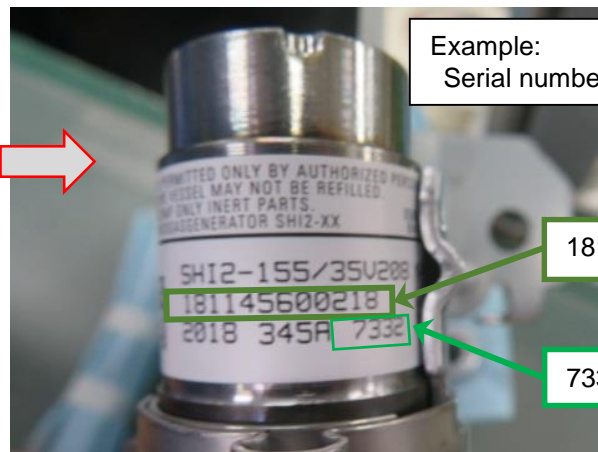
- Check the Serial Number(s) of Old (Removed) Curtain Air Bag Inflator(s) and Serial Number(s) of New (to be Installed) Curtain Air Bag Module(s).

For Old (Removed) Inflators

Check the serial number of old (removed) curtain air bag inflator.

Refer to the picture below for the location where the serial number is printed. **These photos must be readable or the claim will be denied.**

DO NOT DISCARD THE OLD INFLATORS! COMPLETELY FILL OUT THE BLUE LABEL TAG WITH THE VIN AND RO OF THE VEHICLE THE OLD INFLATOR CAME OUT OF. ONCE THE CLAIM IS FULLY ACCEPTED AND PAID THEN THE INFLATOR CAN BE PREPARED FOR SHIPPING.



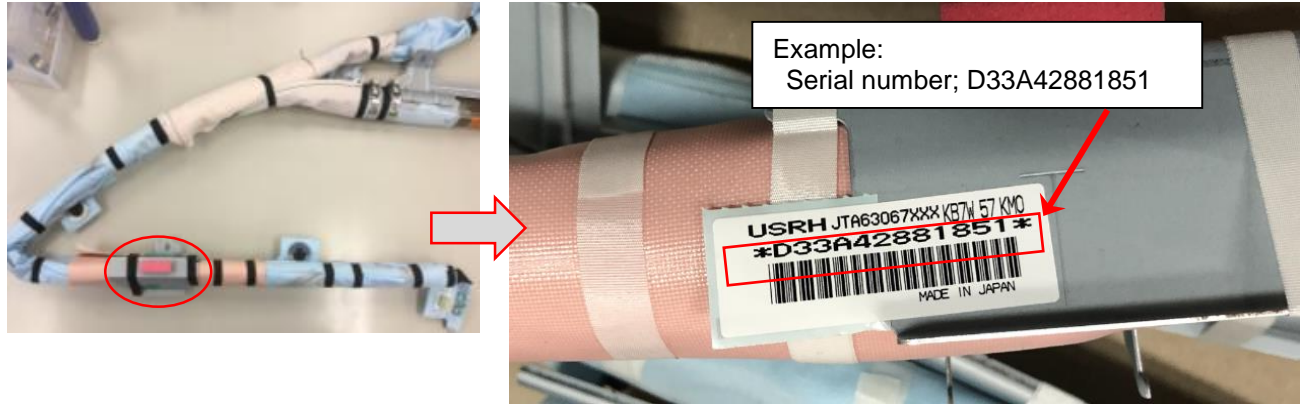
Example:
Serial number; 181145600218-7332

181145600218

7332

For New (to be Installed) modules

Check the serial number of new (to be installed) curtain air bag module.
Refer to the picture below for the location where the serial number label is attached.



2. Record the Serial Numbers of old curtain air bag module(s) and new curtain air bag module(s) in the TECHNICIAN REPAIR TEXT ON THE REPAIR ORDER.
3. Peel off the serial number label from the new curtain air bag module AND SCAN OR ATTACH THE SERIAL NUMBER OF THE NEW CURTAIN TO THE RO.

Sample:



Request for reporting serial numbers

The RO with Serial Numbers of both old and new curtain air bag modules and photos of the old modules must be attached to the warranty claim in order to pay for the repair and close the recall.

Note: Serial numbers of old curtain air bag inflators are necessary to make sure that all the affected inflators are replaced, and serial numbers of new curtain air bag modules are necessary so that the serial number can be tracked with VIN when necessity arises in the future.

AIR BAG RETURN PROCEDURE:

Once the claim has been fully accepted and paid, place the original inflator from the vehicle into the carton box provided with the new inflator. Seal the carton for shipment.

When you the carton is ready for shipping contact Shipmate at **(310) 370-3600** to make arrangements to return the original inflator to the supplier for testing. Shipmate will provide all of the return instructions and assist you with processing a FedEx pickup.

3. Return the vehicle to customer.