

# "RENOTIFICATION"



## IMPORTANT SAFETY RECALL



### Passenger Frontal Air Bag Inflator May Explode – Safety Recall 1317F

NHTSA 18V-717

May 2020

Dear Mazda Owner:

This notice applies to your vehicle: 20xx Mazda Modelname VIN \_\_\_\_\_

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in 2010-2013 Mazda6, 2010-2015 CX-9 and 2010-2012 CX-7 vehicles. A recall notification was sent in July 2019 to you or the prior registered owner. Your vehicle is still unrepaired and included in this Safety Recall. Please read this letter and make an appointment when possible at your local dealer who may also have alternative repair options available. We advise you to review Mazda's statement on COVID-19 for the latest information (link: <https://www.mazdausa.com/covid-19-news>). If you need assistance in getting your vehicle repaired, please contact the Customer Experience Center at (800) 222-5500, option #6 or email at [MazdaCustomerExperience@mazdausa.com](mailto:MazdaCustomerExperience@mazdausa.com).

#### What is the problem?

In the subject vehicles, continued exposure to high levels of absolute humidity may cause the passenger frontal air bag inflator housing to rupture and deploy abnormally in the event of a crash necessitating deployment of the passenger frontal air bag. An inflator rupture 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.

#### What will Mazda do?

Your Mazda dealer will replace the passenger frontal air bag inflator with a modified one, free of charge. The repair should take less than one hour to complete; however, it may take longer.

#### TO SCHEDULE THIS IMPORTANT RECALL REPAIR:

- Make a dealer appointment online at [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com)
- Or contact your Mazda dealer by phone

To locate your closest Mazda dealer, go to [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com) or call (800) 222-5500, option #4.

Mazda will provide alternate transportation when your vehicle is at an authorized Mazda dealership for a recall repair. To be eligible for alternate transportation, you must schedule an appointment with any authorized Mazda dealer so that they can discuss and accommodate your needs.

### **What should you do?**

#### **Protect What is Important to You.**

Please make an appointment with any authorized Mazda dealer to have the airbag inflator replaced as soon as possible. You can make a dealer appointment online at [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com). **Until this repair is performed, do not allow passengers to ride in the front passenger seat.** Making an appointment provides the dealer the opportunity to reserve the necessary part for your repair and plan their service activity, thus minimizing your wait time and inconvenience this recall may cause you. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

### **Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our website [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com), consult your local yellow pages, or call our customer Experience Center (800) 222-5500, option #4.

### **Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid Information Change Card as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### **Still have questions?**

If you have any questions regarding this recall, visit our website [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com). If you still have questions, contact our Customer Experience Center at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-800-424-9153); or go to <http://www.safercar.gov>.

Your safety is our first priority at Mazda. We apologize for any inconvenience this recall may have caused you.

As a reminder, you can always go to [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com) and enter your VIN to view recalls and service campaigns that apply to your vehicle.

Sincerely,  
Mazda North American Operations

*Para información en español, visite [www.MazdaSeguridad.com](http://www.MazdaSeguridad.com) o llame a nuestro Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8 para hablar con un representante en español.*