

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 PEAUTH 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 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 front passenger or other vehicle occupants, resulting in serious injury or death.

Dealers are to replace the passenger side frontal air bag inflator of subject vehicles with a permanent remedy one.

MANDATORY AIR BAG INFLATOR RETURN

The original air bag inflator(s) should be returned by your dealership every 30 days or once 200 inflators have been accumulated. 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 can be found on MGSS and the Dealer Assistance Group websites. Failure to return the original inflator will result in a Warranty Claim Debit.

SUBJECT VEHICLES

- Zones A, B and C

Model	Note
2003-2008 Mazda6, 2006- 2007 Mazdaspeed6, 2004-2006 MPV 2004-2011 RX-8	Originally sold or ever registered in Hawaii, California, Texas, Louisiana, Mississippi, Alabama, Georgia, Florida, South Carolina

- Zone B

Model	Note
2003-2008 Mazda6, 2006- 2007 Mazdaspeed6, 2004-2006 MPV 2004-2011 RX-8	Originally sold or ever registered in Arizona, Arkansas, Delaware, District of Columbia, Illinois, Indiana, Kansas, Kentucky, Maryland, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Virginia, West Virginia

Zone C

Model	Note
2003-2008 Mazda6, 2006- 2007 Mazdaspeed6, 2004-2006 MPV 2004-2011 RX-8	Originally sold or ever registered in Alaska, Colorado, Connecticut, Idaho, Iowa, Maine, Massachusetts, Michigan, Minnesota, Montana, New Hampshire, New York, North Dakota, Oregon, Rhode Island, South Dakota, Utah, Vermont, Washington, Wisconsin, Wyoming

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning **July 6, 2018** and RX-8 owners on **July 9, 2019**.

PARTS INFORMATION

Description	Part Number	Quantity	Applicable Model
Passenger Side Front Airbag Inflator	GJYB-57-K80	1	Mazda6, Mazdaspeed6, MPV
Passenger Side Front Airbag Inflator	F1Z2-57-K80	1	2004-2005 Mazda RX-8
Passenger Side Front Airbag Module assembly with Inflator	FEZ8-57-K70	1	2006 – 2011 Mazda RX-8
Campaign Label	9999-95-065A-06	1=50 labels	<i>Obtain in eStore (no charge)</i>

WARRANTY CLAIM PROCESSING INFORMATION

	Mazda6, Mazdaspeed6	MPV	2004-2005 Mazda RX-8 (Inflator)	2006-2011 Mazda RX-8 (Module)
Warranty Type	R	R	R	R
Process Number	AJ043A	AJ043A	AJ043A	AJ043A
Symptom Code	99	99	99	99
Damage Code	99	99	99	99
Part Number Main	GJYB-57-K80	GJYB-57-K80	F1Z2-57-K80	FEZ8-57-K70
Quantity	1	1	1	1
Labor Operation Number	XXP7AXRX	XXP7AXRX	XXP7AARX	XXP7ABRX
Labor Hours	0.5 hrs.	0.6 hrs.	0.6 hrs.	0.4 hrs.
Towing K1 Sublet 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>	Up to \$1,000 requires authorization upon submission. Warranty Pre-auth Goodwill is required for Towing above \$1,000	Up to \$1,000 requires authorization upon submission. Warranty Pre-auth Goodwill is required for Towing above \$1,000	Up to \$1,000 requires authorization upon submission. Warranty Pre-auth Goodwill is required for Towing above \$1,000	Up to \$1,000 requires authorization upon submission. Warranty Pre-auth Goodwill is required for Towing above \$1,000

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

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-26-18FR
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 car
Sublet Text		Number of days rental car was supplied to customer