

STOP!

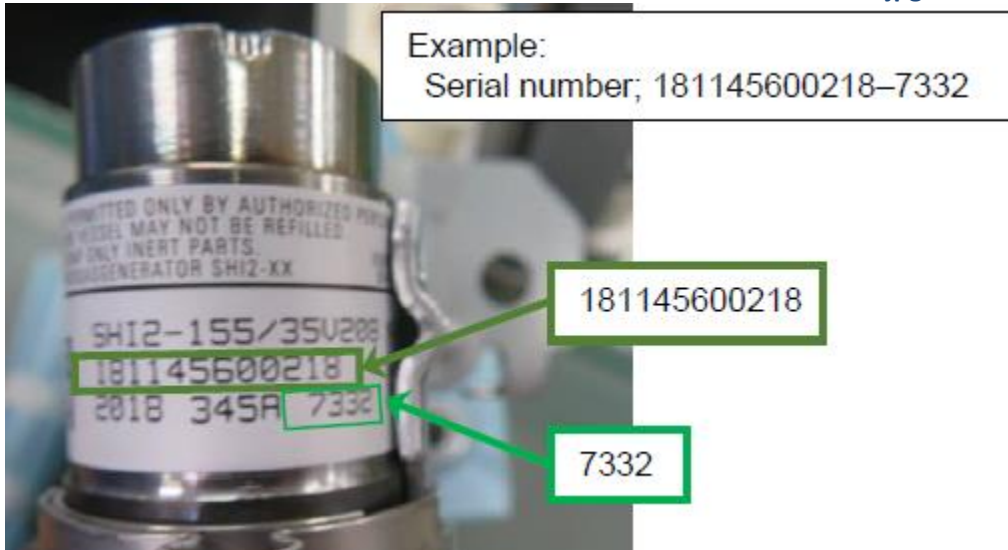
Technicians and Administrators

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_xxxxx – Original Inflator Left and/or Claim_xxxxx – 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_xxxxx – New Inflator Left and/or Claim_xxxxx – 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_XXXXX – New Inflator Left Sticker and/or Claim_XXXXX – 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_XXXXX – 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.

CONDITION OF CONCERN

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.

Dealers are instructed to check which curtain air bag module(s) requires replacement using the provided VIN decoding tool on MGSS, and replace the affected curtain air bag module(s) with new module(s). **The serial numbers of old (removed) curtain air bag module must be photographed, in addition to the VIN and must be recorded on the RO, and attached to the claim.**

This means one photo of the serial # of either left side (Driver), right side (Passenger) or both sides of the old module(s) depending on what repair was performed.

The replacement module(s) serial number must be peeled off and either attached to the RO or scanned. The RO must be attached to the claim, along with the photo of the affected serial # of the left side, right side or both sides of the new curtain air bag module as instructed in the VIN decoding tool, and a photo of the VIN, plus the written confirmation of all affected serial numbers on the RO.

The removed curtain airbag(s) must be returned to the original manufacturer. After ensuring that all required photos and serial numbers have been recorded, please place the removed airbag(s) into the original shipping boxes and contact Shipmate at 310-370-3600 for assistance with the shipping documents and carrier pick-up.

The repair must be performed on all subject vehicles at no charge to the vehicle owners.

Please refer the Repair Procedure document on MGSS for further details.

SUBJECT VEHICLES

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.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning from XXXXX, 2018.

PARTS INFORMATION

Description	Part number	Quantity	Remarks
Curtain air bag modules (Right Passenger)	KB7W-57-KM0C	0 or 1	Necessary for affected side(s) only (Right Passenger, Left Driver, or Both)
Curtain air bag modules (Left Driver)	KB7W-57-KN0C	0 or 1	
Trim Clip	KB7W-68-162A	1 or 2	One side is affected: Qty 1 Both sides are affected: Qty 2
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	Replacement of Curtain Air Bag Module(s) Includes photographing and recording all serial numbers	
	One side only	Both sides
Process Number	AJ037A	AJ037A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause & Quantity	KB7W-57-KM0C & 1 pc or KB7W-57-KN0C & 1 pc	KB7W-57-KM0C & 1 pc
Related Parts Number & Quantity	KB7W-68-162A & 1 pc	KB7W-57-KN0C & 1 pc KB7W-68-162A & 2 pcs
Labor Operation Number	XXP6TARX	XXP6TBRX
Labor Hours	2.1 H	2.2 H
Attachment ID: D01	Repair Order	Repair Order
Attachment ID: D40	Photos as instructed	Photos as instructed

Note: If any parts are damaged during repair, submit them as related parts.

Note: All claims will PEND for Adjustor review, VIN decoding and matched to the repair. The repair orders will be reviewed for serial # documentation and photos will be reviewed for clarity. If the photos do not match the RO documentation or if they are unclear, then the repair will be denied.

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.

Note: Repair text is required and serial numbers must match the photo and RO documentation.

RENTAL CAR INFORMATION

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		5555-27-18FR
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

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.