

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 PREAUTH GOODWILL PRIOR TO TOWING.**

**MOBILE REPAIR BY MAZDA DEALER: THIS OPTION IS ENCOURAGED AND CLAIM INFORMATION IS CONTAINED IN EACH TAKATA RECALL. IF ADDITIONAL 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.

**MAZDA6 – 2009-2013 IF DASH PAD IS STICY OR DAMAGED AND THE AIR BAG REPAIR CANNOT OCCUR, PLEASE TAKE CLEAR PHOTOS AND SEND TO DEALER RECALL HELP WITH A REQUEST FOR PART NUMBER Passenger Dash Pad Part is # GSYL-60-350.**

**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.

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

**SUBJECT VEHICLES**

**Zone A**

Model	VIN Range	Note
2007- 2012 CX-7	ALL	Originally sold or ever registered in Alabama, California, Florida, Georgia, Hawaii, Louisiana, Mississippi, South Carolina, Texas, Puerto Rico and Guam
2007- 2015 CX-9	ALL	
2009 - 2013 Mazda6	ALL	

**Zone B**

Model	VIN Range	Note
2007- 2012 CX-7	ALL	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
2007- 2015 CX-9		
2009 - 2013 Mazda6		

**Zone C**

Model	VIN	Note
2007-2012 CX-7	ALL	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
2007-2015 CX-9	ALL	
2009-2013 Mazda6	ALL	

**OWNER NOTIFICATION**

Mazda notified all owners in this campaign as of November 2018.

**PARTS INFORMATION**

**MAZDA6 – 2009-2013 IF DASH PAD IS STICY OR DAMAGED AND THE AIR BAG REPAIR CANNOT OCCUR, PLEASE TAKE CLEAR PHOTOS AND SEND TO DEALER RECALL HELP WITH A REQUEST FOR PART NUMBER Passenger Dash Pad Part is # GSYL-60-350.**

Description	Part number	Quantity	Applicable Model
Passenger Side Front Air Bag Inflator	EGZ1-57-K80	1	Mazda CX-7
	TDY1-57-K80	1	Mazda CX-9
	GSYL-57-K80	1	Mazda6
Felt Tape*	ZZT1-57-K75	1 (2 pcs.)	For all vehicles in 1317F
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

\*(1) The Felt Tape will come in a plastic bag, (2) pcs felt onto (1) liner. Each Piece is 20mm x 50mm. The center of the liner is kiss-cut, so it bends so that each of 2 pieces of felt can easily peel off. The bag is 5" x 7".

**WARRANTY CLAIM PROCESSING INFORMATION**

	Replacement of Passenger Side Front Air Bag Inflator		
	CX-7	CX-9	Mazda6
Process Number	AH032A	AH032B	AH032C
Symptom Code	99	99	99
Damage Code	99	99	99
Part Number Main Cause	EGZ1-57-K80	TDY1-57-K80	GSYL-57-K80
Related Part	ZZT1-57-K75	ZZT1-57-K75	ZZT1-57-K75
Quantity, PNMC & Related	1	1	1
Labor Operation Number	XXN7DXRX	XXN7DXRX	XXN7DXRX
Labor Hours	1.1 hrs.	0.7 hrs.	0.8 hrs.
<p><b>Towing K1 Sublet</b></p> <p><b>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></b></p>	<p><b>Up to \$1,000 requires authorization upon submission.</b></p> <p><b>Warranty Pre-auth Goodwill is required for Towing above \$1,000</b></p>	<p><b>Up to \$1,000 requires authorization upon submission.</b></p> <p><b>Warranty Pre-auth Goodwill is required for Towing above \$1,000</b></p>	<p><b>Up to \$1,000 requires authorization upon submission.</b></p> <p><b>Warranty Pre-auth Goodwill is required for Towing above \$1,000</b></p>

**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**

	<b>MCVP Vehicle Preferred</b>	<b>Rental Agency Vehicle</b>
Warranty Type Code	N/A  MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		<b>5555-13-17FR</b>
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