



MAZDA DEALER EMAIL

March 28, 2024

Attention: Mazda General, Parts and Service Managers

Subject: **DEALER ACTION NOTICE!** **Repair and Warranty Claim Requirements**
Safety Recall 6423L – 2004-2006 B-Series - Mis-Installed Air Bag Inflator After Takata Recall

Dear Mazda Dealer Partners,

Safety Recall 6423L has specific repair and warranty claim requirements that must be followed exactly. While many Mazda dealer personnel are following the correct repair and claim procedures, too many claims are being rejected for either improper repairs, lack of required attachments or improper attachments.

Every claim is reviewed manually to ensure the repair has been done correctly by verifying specific photographic evidence.

Outlined below are the exact requirements to ensure a correct first time submission and prevention of a customer returning for a second repair. Review and print a copy to give to all Mazda Technicians and Warranty Administrators.

Action Required:

DEALER TECHNICIANS:

- 1. All technicians must read the entire repair procedure in MGSS, each time a vehicle is repaired and follow the instructions in the repair procedure exactly as written.**
- 2. There is a D40 Photo Requirement for this repair. All photos must have the following requirements outlined in the repair procedure.**
- 3. Photos you take that are blurry, do not have the Repair Order showing, are parts from the wrong vehicle or where the VIN cannot be read, will not be accepted and you will have to repeat the inspection.**
- 4. If the vehicle you inspected has the inflator installed incorrectly, you need 2 photos! First one showing the incorrect orientation, the second showing the correct orientation. If you give the warranty administrator one photo with the incorrect orientation, you will have to**

repeat the inspection. If you give the warranty administrator one photo with the correct installation you will be paid as if the vehicle had a correct installation with lower time.

WARRANTY ADMINISTRATORS:

5. *Photos taken that are blurry, do not have the Repair Order showing, are parts from the wrong vehicle or where the VIN cannot be read, will not be accepted. DO NOT SUBMIT THE CLAIM. GIVE THE RO TO THE SERVICE MANAGER AND LET THEM KNOW THIS CLAIM WILL NOT BE ACCEPTED.*
6. *There is a D40 Photo Requirement for this repair. You must attach at least one photo for the claim to be accepted. If you don't have a photo showing the RO in frame, DO NOT SUBMIT THE CLAIM. GIVE THE RO TO THE SERVICE MANAGER AND LET THEM KNOW THIS CLAIM WILL NOT BE ACCEPTED. If you claim the vehicle had a previously installed inflator incorrectly, two photos must be attached. If you have only one photo showing the correct repair, you must submit as inspection only using process # J2305A*
7. *Mazda Warranty Policy 1.2 requires any Recall claims to be submitted within 7 days of the repair date, but a best practice is 3-4 days maximum from the repair date for any Recall claim.*

CLAIMS OR REPAIRS SUBMITTED WITHOUT FOLLOWING THE ABOVE DIRECTIONS WILL BE DENIED AND AN EMAIL WILL BE SENT TO YOUR REGION MANAGERS AND DEALER PERSONNEL.

SPECIAL REQUEST TO DEALER PARTNERS: *It is highly recommended that the General Manager, Service Manager, and Shop Foreman (if applicable) meet with all technicians and remind everyone that the recall instructions must be read thoroughly and performed exactly as they are written for all Recalls and Repair Campaigns. Improper repairs caused by not reading instructions can lead to incomplete repairs and negatively impact the Customer Experience which contributes to an erosion of confidence because the repairs were not properly completed in the first place.*

If you have any questions regarding this communication, please fill out Dealer Recall Help on [OneMazda](#). Please make certain the appropriate personnel in your dealership review all materials in MGSS under a campaign before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division

