



MAZDA DEALER EMAIL

February 1, 2024

Attention: Mazda General, Parts and Service Managers

Subject: Owner Mailing (Launch) of Safety Recall 6423L – 2004-2006 B-Series – Mis-Installed Air Bag Inflator After Takata Recall

Dear Mazda Dealer Partners,

On December 14th, Mazda Motor Corporation announced Safety Recall 6423L affecting 9,909 U.S. and 2,832 U.S. Territory 2004-2006 B-Series Trucks. Please see the description, model, year, and VIN range below for the vehicles in this campaign. Additionally, 2,801 vehicles sold by Mazda Canada Inc. are also affected by this recall and should be repaired if presented to a U.S. Mazda dealership.

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2004-2006 B-Series	Varies – VIN's repaired in Safety Recalls 1817L or 2318A	From May 22, 2003 through May 2, 2006

*Only the vehicles with a Closed 1817L or 2318A Safety Recall and an "Open" status for 6423L are affected.

Concern Outline: The replacement frontal passenger air bag inflator may have been installed in the incorrect orientation during the previous Takata recall repair. The recall repair instructions may not have been followed properly, causing the inflator to be mis-installed. In the event of a crash involving deployment of the frontal passenger air bag, if the replacement passenger frontal air bag inflator is mis-installed in the incorrect orientation, the air bag may not deploy as intended, increasing the risk of injury. Vehicles in Safety Recalls 1817L and 2318A in Open (unrepaired) status are not affected by this campaign.

Repair Outline: Dealers will inspect the passenger side frontal air bag inflator orientation. If needed, the existing inflator will be re-installed in the correct position. **All warranty claims will be reviewed to ensure the correctly and/or incorrectly installed air bag inflator photos along with the Repair Order are attached to the claim.**

Owner Notification: Mazda will directly contact affected owners by U.S. Mail no later than February 2, 2024 and all vehicles will be in Open status by the next business day.

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 put customers at risk when driving their vehicles and negatively impact customer confidence in the repair.*

NOTE: As a reminder, failure to properly perform any recall repair is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership penalties/fines by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall penalties, loss of customer trust, and a poor Customer Experience.

Parts: There are no parts required for this recall. If you find that a part is required to complete this recall, contact Dealer Recall Help before ordering any part. The team will review and provide any assistance as necessary.

To help you effectively perform this recall, Mazda has developed the following resources:

1. The Owner Letter, Parts and Warranty Information and the Repair Procedure are posted to MGSS.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
3. For all parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. For non-parts recall related questions, please fill out the Dealer Recall Help Form located on OneMazda.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall 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