



MAZDA DEALER EMAIL

December 14, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Announcement of Safety Recall 6423L – 2004-2006 B-Series - Mis-Installed Air Bag Inflator After Takata Recall

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall on certain 2004-2006 B-Series Trucks affecting 9,909 U.S. and 2,832 U.S. Territory Vehicles. 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 in eMDCS which also have a "Not Launched" 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. Vehicles in Safety Recalls 1817L and 2318A in Open 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. **Photos of the correctly and/or incorrectly installed air bag inflator along with the Repair Order will be required for all Warranty claims.**

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 impacts 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.

Owner Notification: All vehicles will show as “Not Launched” on December 15, 2023, by the end of the business day. The “Not Launched” status is required prior to mailing Owner Letters to customers but this status does not mean do not repair. Please read this entire email and check MGSS under this recall for updated instructions. Mazda will directly contact affected owners by U.S. Mail no later than January 12, 2024.

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

1. Parts and Warranty Information, Repair Procedure, and the affected VIN list are expected to be posted to MGSS on or before Tuesday December 19, 2023. When posted, searching by VIN is available immediately, but Keyword Searching may not be available until the next business day.
2. For Warranty questions, please contact the Warranty Hotline at warrantydept@mazdausa.com
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. For 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