



## MAZDA DEALER EMAIL

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**November 6, 2024**

**Attention: Mazda General, Parts and Service Managers**

**Subject: Launch (Owner Mailing) of Safety Non-Compliance Recall 6924I – Front Air Bags May Not Deploy Properly - affecting 2016-2023MY MX-5 Miata vehicles**

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation has decided to conduct a Safety Non-Compliance Recall on certain 2016-2023MY MX-5 Miata vehicles. Please see the description, model, year, and VIN range below for all vehicles in this campaign. There are 77,670 vehicles affected by this concern in the U.S. and U.S. Territories. Vehicles produced and sold by Mazda Canada Inc. are also included in this campaign and should be repaired if presented to your dealership following Mazda Warranty policy 3.30.

**Owner Notification:** Mazda will send Owner Letters by U.S. Mail on November 7, 2024 advising that the repair is available.

**Subject Vehicles:**

Model	Subject VIN range	Subject production date range
2016-2023 MX-5 Miata	JM1NDA****0100033– 560957	From April 20, 2015 through November 2, 2023

\*\*Only VIN's in this range and with an "Open" status in eMDCS are included.

**Concern Outline:** During a minor crash or collision, a higher force air bag deployment may improperly occur instead of the expected, lower force air bag deployment, which does not meet the requirements specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 208; Occupant Crash Protection. The reason for this condition is inappropriate collision sensitivity settings of the Air Bag control module known as the Sophisticated Air Bag Sensor (SAS) control module.)

**Repair Outline and Required MDRT Tool.** The repair will be to reprogram the SAS module with an MDRT tool sent to all Mazda dealers during the first week of October 2024. A clear photo of the update with the repair order in the photo will also be required for the warranty claim. For all paperless Dealers, the repair order must be attached as a pdf or jpg file.

**Parts Supply:** There is no part replacement required for this campaign.

**NOTE FOR ALL SAFETY RECALL CAMPAIGNS:** 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 consequences by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall consequences, loss of customer trust, and a poor Customer Experience. Additionally, vehicles sold by Mazda Canada Inc. and U.S. Territories are also affected by this recall and should be repaired if presented to your dealership.

To help you effectively perform these campaigns, Mazda has developed the following resources:

1. Owner Letter, Repair Procedure & Warranty documents are posted to MGSS.
2. For warranty questions, please contact the Warranty Hotline at [warrantydept@mazdausa.com](mailto:warrantydept@mazdausa.com).
3. 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 campaign before responding to customer inquiries. We apologize for any inconvenience this campaign may cause you and your customers. Your understanding and support are greatly appreciated.

Sincerely,

**Mazda North American Operations**

Travis Young

Manager, Recalls

Technical Services Division