



## MAZDA DEALER EMAIL

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September 23, 2024

Attention: Mazda General, Parts and Service Managers

Subject: Announcement 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.

### **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 "Not Launched" or "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. 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.

**MDRT Tool Shipment:** The required MDRT tool is not available. We will ship an MDRT Tool by the end of October 2024 – TBD and a dealer email will be sent when shipping occurs. This tool will have a unique serial number assigned to your dealer. This tool must be kept in MAZDA TOOL LOCATION: Drawer #15. **If this tool is lost or physically damaged there will be a \$1,000 charge to your dealership. Mazda will send a dealer email to all Dealers when the tool will ship out. This MDRT tool can also repair the non-recall Campaign SSPA6 and is labeled accordingly.**

**Certified Pre-Owned (CPO) and used in-stock MX-5 Miata vehicles:** If you have a CPO or used vehicle in stock please fill out Dealer Recall Help Form located on [OneMazda](#) and we will ship your dealer a MDRT tool. The MDRT tools are in limited supply so we will be able to accommodate requests as long as we have MDRT tools.

**Customer Requests:** Please advise customers the repair will be available around mid-October 2024. If a customer is insistent on repair, please fill out the Dealer Recall Help Form located on [OneMazda](#). However, as above with CPO and used vehicles, due to the limited availability of MDRT tools, we will review MDRT loaner tool requests on a case-by-case basis.

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

**Owner Notification:** All owners will be notified no later than November 17, 2024.

**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. Repair Procedure & Warranty documents will be posted to MGSS within 1 business day. View Content searching is available immediately (by VIN) and Keyword Searching will be available the next business day.
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