



## **CSC-10056336-1927**

### **IMPORTANT SAFETY RECALL**

**2003-2004 Mazda6 and 2004 RX-8  
Front Passenger Air Bag - Safety Recall 7714F  
NHTSA Campaign No. 14V-362**

August 2014

VIN \_\_\_\_\_

**2003-2004 Mazda6 and 2004 RX-8 – Front Passenger Air Bag Safety Recall 7714F**

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2003-2004 Mazda6 vehicles produced from May 29, 2002 through March 4, 2004, and 2004 RX-8 vehicles produced from June 25, 2003 through June 30, 2003.

**If you are a recipient of this notice, your vehicle is included in this recall.**

#### **What is the problem?**

On certain 2003-2004 Mazda6 and 2004 RX-8 vehicles, the inflator propellant material for the front passenger air bag may have been improperly processed, which may cause increased combustion during air bag deployment. This could create excessive internal pressure within the inflator, and the body of the air bag module could rupture and injure the vehicle occupant(s).

#### **What will Mazda do?**

Your Mazda dealer will replace the front passenger air bag inflator, free of charge. This repair will be available at Mazda dealerships after September 15, 2014.

#### **How long will it take?**

The actual repair will take approximately half an hour to complete; however, it may take longer depending on the service workload at your Mazda dealership.

**What should you do?**

This repair will be available at Mazda dealerships after September 15, 2014. After that date, please contact any authorized Mazda dealer for an appointment to have this repair completed and provide your Vehicle Identification Number (VIN). This will allow your dealer to reserve the necessary air bag inflator for your vehicle. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

**Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our web site and use our “Locate a Dealer” feature at [www.MazdaUSA.com](http://www.MazdaUSA.com).

**Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Still have questions?**

If you have any questions regarding this campaign, please contact our Customer Experience Center at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We actively work to improve our products and search for solutions to improve your ownership experience. We sincerely apologize for any inconvenience this recall may cause you.

Sincerely,

**Mazda North American Operations**

# PASSENGER AIR BAG INFLATOR PACKING & SHIPPING INSTRUCTIONS

## 48 State FedEx Ground Shipment Preparation

Instructions for mandatory return of original passenger air bag inflators for **Mazda Safety Recall 7714F** and **Special Service Program SSP96**.

Dealers in **Alaska, Hawaii, Puerto Rico, and Canada** **CANNOT** follow these shipping instructions. These dealers **MUST** contact the following Takata USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5079 or Email: MLGTakataRestraints\_International@menloworldwide.com.

**CAUTION:** Do not deploy the inflator. Return the inflator promptly after completing the repair.

1. Use the carton the new inflator was shipped in. Place the undeployed air bag inflator in the “cradle” of the box insert. **Do not include any other hardware that may rattle, causing rejection of your shipment.**



2. Close the top box flap, per box instructions use 2 inch clear packing tape and firmly apply a minimum of 2 inches tape on front flap extending a minimum of 2 inches on bottom side of box.
3. Complete and/or affix the provided FedEx Ground paperwork; PRP address label, OP-900PRP, and the adhesive document pouch, which were provided with the new inflator.
  - **OP-900PRP Hazardous Materials Certification form**
    - a) Separate the bottom four labels and place them in the zip lock pouch. Remove the pouch backing and firmly place on bottom side of box.
    - b) Fill in Shipper Name, Address and Chemtrek Contract Number (CCN) in 3 locations: the Box, FedEx, and Customer Copy. **The Chemtrek Contract Number (CCN) assigned to your dealership is available on MS3 with Recall 7714F and SSP96 documents.**
    - c) Date the FedEx and Customer Copy (forms are already pre-signed).
    - d) Peel off the Box Copy and firmly apply to the front side of the box flap.
    - e) On the FedEx and Customer copy, complete Tracking ID box by listing the 15 digit tracking ID found beneath the large bar code or peel off the SHIPPER RECEIPT and RECEIPT tabs found at top of the PRP Shipping Label and apply to the Tracking ID box.
    - f) Keep Customer Copy for dealer records and retain for a minimum of 2 years.
    - g) Give the FedEx Copy to the FedEx Ground driver.
  - **FedEx Ground PRP Shipping Label**
    - a) Fill in Shipper Name & Address at upper section of label (RA# is not required)
    - b) Peel off the label backing and affix to top of box to left of the Class 9 label. Use the scribe marks on the box as a guide so the PRP label does not touch any portion of the Class 9 label or its border.
    - c) When shipment is ready, call for FedEx Ground pick up using number listed for business locations (888-777-6040), or if you receive regular pickups, give the package to your FedEx Ground driver.
- Remove or black out any **old** shipping labels or barcodes (not hazard marks).
- Do not cover any portion of the Class 9 label, shipping name, UN number and UN box specifications.
- Prior to shipment, ensure all steps have been properly completed. All packages must be prepared in accordance with all DOT and FedEx Ground requirements. Incomplete or missing information will result in return to sender.

# Return Procedure – Lower 48 States Only

## Top of Inflator Shipping Box and Form



FEDEX GROUND PRP SHIPPING LABEL

CLASS 9 HAZARD LABEL

PROPER SHIPPING NAME AND ID NUMBER

UN SPECIFICATION MARKING

BOX COPY OF OP-900PRP FORM

FEDEX COPY OF OP-900PRP FORM

BOTTOM LABELS OF OP-900PRP FORM

CUSTOMER COPY OF OP-900PRP FORM

## Bottom of Inflator Shipping Box



ADHESIVE POUCH CONTAINING ALL FOUR (4) BOTTOM LABELS FROM OP-900PRP FORM

STRIP OF CLEAR PACKING TAPE (enhanced in this photo)