



MAZDA DEALER EMAIL

March 16, 2018

Attention: Mazda General Managers, Parts and Service Managers

Subject: ***** Updated *** Takata Recall Parts Availability Reminder**

High Risk Mazda B-Series Takata inflators are now available! The Takata Action Team has been deploying various outreach efforts (e.g. live calls, UPS mailers, emails, text messages) to these High Risk B-Series owners informing owners of the serious risk and that they should NOT be driving their B-Series vehicle. As we continue our efforts to notify (monthly, even weekly) Mazda owners affected by the Takata recall that they MUST have their vehicle repaired, a consistent comment from notified owners is that repair parts are not available. This theme continues as we monitor comments owners leave in Facebook as we direct message Takata affected owners whose vehicle (VIN) is specifically affected by an open Takata recall where parts are known to be available.

It is important to know/understand that Mazda focuses our additional Takata outreach efforts (via Stericycle (robo call, live calls, email, postcard, 1st class mail, UPS, text/SMS), Facebook and Digital messaging) are only being done to Takata affected owners where parts are available.

To help ensure your teams are aware of the parts availability coverage for Takata recalls by Model, Model Year and Driver / Passenger Air Bag inflator, please review the chart below (with the launch of DIR 3 on March 6, 2018, additional model years have been opened and additional Zones now covered by ample parts supply, these updates from last month are specifically called out in yellow highlight below):

Mazda6

Model Year	Driver Air Bag Inflator	Passenger Air Bag Inflator
2003	Yes	Yes
2004	Yes	Yes
2005	Yes	Yes
2006	Yes	Yes
2007	Yes	Yes
2008	Yes	Yes
2009	Not Affected	Yes
2010	Not Affected	Yes, in Zones A & B
2011	Not Affected	Yes, in Zone A
2012	Not Affected	Yes, in Zone A
2013	Not Affected	Yes, in Zone A

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Model Year	Driver Air Bag Inflator	Passenger Air Bag Inflator
2006	Yes	Yes
2007	Yes	Yes

RX-8

Model Year	Driver Air Bag Inflator	Passenger Air Bag Inflator
2003	Yes	Yes
2004	Yes	Yes
2005	Yes	Yes
2006	Yes	Yes
2007	Yes	Yes
2008	Yes	Yes
2009	Not Affected	Yes
2010	Not Affected	Yes, in Zones <u>A & B</u>
2011	Not Affected	Yes, in Zone <u>A</u>

MPV

Model Year	Driver Air Bag Inflator	Passenger Air Bag Inflator
2004	Not Affected	Yes
2005	Not Affected	Yes
2006	Not Affected	Yes

CX-9

Model Year	Driver Air Bag Inflator	Passenger Air Bag Inflator
2007	Not Affected	Yes
2008	Not Affected	Yes
2009	Not Affected	Yes
2010	Not Affected	Yes, in Zones <u>A & B</u>
2011	Not Affected	Yes, in Zone <u>A</u>
2012	Not Affected	Yes, in Zone <u>A</u>
2013	Not Affected	Yes, in Zone <u>A</u>

CX-7

Model Year	Driver Air Bag Inflator	Passenger Air Bag Inflator
2007	Not Affected	Yes
2008	Not Affected	Yes
2009	Not Affected	Yes
2010	Not Affected	Yes, in Zones <u>A & B</u>
2011	Not Affected	Yes, in Zone <u>A</u>
2012	Not Affected	Yes, in Zone <u>A</u>

B-Series Truck (**FINAL** Repair)

Model Year	Driver Air Bag Inflator	Passenger Air Bag Inflator
2004	Yes, in Zone <u>A</u>	Yes, in Zone <u>A</u>
2005	Yes, in Zone <u>A</u>	Yes, in Zone <u>A</u>
2006	Yes, in Zone <u>A</u>	Yes, in Zone <u>A</u>
2007	Not Affected	Parts Available Spring 2018
2008	Not Affected	Parts Available Spring 2018
2009	Not Affected	Parts Available Spring 2018

Know that the small subset of VINs for 2006 B-Series that make up recalls 2218A & 2318A are open in all Zones and eMDCS should be checked to verify that status.

Reminder AND Best Practice - Always check every VIN that comes to your dealership service drive in eMDCS for any open recalls. You may find you are a zone B or C dealership based on location and a Zone A registered vehicle is visiting or have relocated into your area. Never assume a VINs involvement in a particular Zone and always run an eMDCS VIN inquiry.

We appreciate your efforts to support increasing Takata Recall Completions. For detailed Takata recall information, please visit MXConnect; Service Tab; Business Applications - Mazda Global Service Support (MGSS); click on Takata Air Bag Recall red box to open a simple to use and follow Takata recall overall summary. This file shows all the Takata recalls, recall status (i.e. Open, Closed, Prelim, transitioned), affected vehicle(s) and model years, affected Zones, Parts status, etc. Additionally, if you have specific Takata parts related questions, please contact your regional office team or Dealer Assistance Group (DAG) at (888) 832-8477, Option 2. For technical assistance, contact Technical Assistance Hotline at (888) 832-8477, Option 3.

Because Driving Matters, Safety Matters. Your safety is important to Mazda.

Takata Action Team

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