

Safety Recall 7914J and 8114L Takata Airbag Inflators

FOR DEALERS ONLY

Q1. What is the issue?

A. In the subject vehicles, continued exposure to high levels of absolute humidity may cause the driver and/or front passenger frontal airbag inflator housing to rupture if the vehicle is involved in a crash where the front air bag is designed to deploy. If this occurs, it may increase the risk of injury to the vehicle occupants.

Mazda will conduct safety recall 8114L in late January/early February 2015 to replace certain passenger side frontal air bag inflators on the following vehicles originally sold or registered in the High Absolute Humidity (HAH) states Florida, Hawaii, Texas, Alabama, Mississippi, Georgia, Louisiana and US territories (Puerto Rico, Saipan, and Guam).

- 2003-2006 Mazda6 built from January 17, 2003 through December 13, 2005
- 2004-2005 RX-8 built from April 10, 2003 through August 20, 2004
- 2004-2005 MPV built from August 21, 2003 through August 27, 2004
- 2004-2005 B-Series trucks built from August 11, 2003 through September 23, 2004

Mazda will expand safety recall 7914J in late January/early February 2015 to replace certain driver side frontal air bag inflators on the following vehicles regardless of state registration.

- 2003-2008 Mazda6 built from January 17, 2003 through March 4, 2008
- 2004-2008 RX-8 built from April 10, 2003 through July 5, 2007
- 2006-2007 Mazdaspeed6 built from August 17, 2005 through June 29, 2007

- * For those VINs originally involved in 7914J and were never completed: If they require passenger inflator replacement they will be included in 8114L. If they require driver's side inflator replacement they will be included in 7914J. If the vehicle needs both it will be in both recalls.
- * VINs originally involved in 7914J that still require passenger inflator replacement will be included in 8114L. If they still require driver side inflator replacement, they will still be in 7914J.
- * All owners of VINs with current open recall 7914J will be re-notified.

Q2. Will Mazda participate in the industry-wide independent inflator testing program proposed by Toyota?

A. Yes, we will participate.

Q3. How many vehicles are affected?

A. Approximately 330,000 US vehicles are involved in the nationwide expansion for driver side inflators. Also about 46,000 in Canada and 3,000 in Mexico.

Approximately 46,000 vehicles are involved in the passenger side inflator recall being expanded to the High Absolute Humidity (HAH) states Florida, Hawaii, Texas, Alabama, Mississippi, Georgia, Louisiana and US territories (Puerto Rico, Saipan, and Guam).

Q4. What is the repair?

A. Current 7914J: Depending on the VIN, the driver and/or front passenger air bag inflator will require replacement. Dealers must first confirm in eMDCS which recall applies, then enter the

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VIN in the Mazda Special Restricted Parts Ordering website to determine which inflator should be replaced. .

The part replacement is based on VIN, not model year. Do not use the warranty information to determine which airbag inflators are replaced. The Mazda Special Restricted Parts Ordering website is the only accurate source for part replacement information.

Q5. What if a customer has recall 7914J currently open and is concerned about their safety?

- A. Improper air bag deployments are under investigation at this time. Mazda encourages customers to bring their vehicles in as soon as possible for this repair.

Q6. Have you had any accidents or injuries reported as a result of this condition?

- A. We have received only one report of a driver injury during frontal airbag deployment in a Mazda vehicle.

Q7. Are repair parts available?

- A. When the expanded recall 7914J and new recall 8114L are launched, we anticipate having a sufficient level of parts available..

Q8. What about other humid states?

- A. The purpose of the passenger side recall is to collect the air bag inflators in order to investigate them and the limited affected areas for this program were defined by NHTSA based on their investigation thus far. The areas are based on absolute humidity (measurement of water contained in a volume of air) not relative humidity (percent measurement often seen in weather reports).

Q9. What about vehicles driven part of the year in high humidity areas? Are they included in the recall?

- A. Only the passenger side is based on where it was registered. All driver side inflators will be recalled in the updated 7914J. Recall 8114L is based on where the car is currently registered as well as where it was previously registered in the past. If it was ever registered in one of the HAH states it will be part of the recall.

Q10. When will owners be notified?

- A. For both the nationwide drivers side recall 7914J and the limited hot and humid passenger-side inflator recall 8114L owners of affected vehicles will be notified by early February.

Q11. Should the dealer deactivate the air bag until the inflator is at my dealership for the repair?

- A. NO. Mazda and our dealers are **NOT** authorized to deactivate air bags. This may increase the safety risk if the customer is in an accident.

Q12. How can I determine which air bag inflator to replace?

- A. A web page to order parts for the current recall 7914J is now available in MXConnect. A complete VIN is needed to process the order. For each VIN order request, the appropriate part(s) will be automatically selected and ordered based on the VIN. The part replacement is based on VIN, not model year. Do not use the warranty information to determine which airbag inflators are replaced. The Mazda Special Restricted Parts Ordering website is the only accurate source for part replacement information

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When recall 8114L for passenger side is launched in January, the web order page will include those VINs. Additional VINs involved in the nationwide expansion for 7914J for driver side will also be included.

Q.13. What if the air bag harness/connector is damaged during the repair?

- A. Dealers are **NOT** authorized to perform any repairs to the air bag harness or connector. Contact the Technical Hotline to report any cases of air bag harness or connector damage.

Q. 14. What if the vehicle was in a collision and had a new air bag installed?

- A. If a vehicle involved in the recall has had an air bag replacement due to deployment during a collision, perform the recall repair (inflator replacement) and submit the warranty claim.

Q. 15. What if the vehicle was in a collision and requires a new air bag?

- A. If a vehicle involved in the recall requires air bag replacement due to deployment during a collision, replace the air bag under insurance or customer pay, then perform the recall repair (inflator replacement) and submit the warranty claim.

Q. 16. Why does the safety improvement campaign cover only Mazda6 and RX-8, but the high-temperature high-humidity area recall include the MPV and B-series as well?

- A. The safety improvement campaign is restricted to driver side airbag inflators, which were used for production of the Mazda6, MazdaSpeed6 and RX-8. The recall in the high absolute humidity regions is only for passenger side airbag inflators which were used for production of the Mazda6, RX-8, MPV and B-series.

Q. 17. What if the vehicle is listed in the recall expansions but is still not showing in eMDCS?

- A. Mazda is currently determining what vehicles are involved in both 7914J and 8114L and will notify customers by the beginning of February if their vehicle is involved in either recall.

Q. 18. If a customer wants to check to see if they have an open recall is there a place for them to check?

- A. Yes, they should visit Mazdausa.com > Owners > Recalls and they can check to see if they have an open recall on their vehicle.

Q. 19. What should a customer do if they still have questions or concerns about their vehicle?

- A. They should contact Mazda's CEC call center for further assistance.

As always, continue to check MS3 for the latest document to ensure you have the latest information.