

Takata Safety Recall Expansion

Updated July 5, 2016

These FAQs will be updated as recall conditions change.

FREQUENTLY ASKED QUESTIONS (FAQs) - These FAQs are intended to help MNAO field managers and hotline staffs answer customer and dealer questions about the Takata passenger frontal air bag inflator safety recall expansion.

CUSTOMER QUESTIONS

Q1. What is the issue?

- A. As a result of Takata's frontal air bag inflator recall expansion, Mazda is expanding the affected vehicles involved in the passenger frontal air bag inflator recall. In these vehicles, the propellant in the passenger frontal air bag inflators may degrade after prolonged exposure to high absolute humidity and fluctuating high temperatures. Degraded propellant can cause inflator rupture during airbag deployment. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, striking the vehicle occupants, and result in serious injury or death.

Q2. Which vehicles are affected?

- A. The total approximate population of vehicles in the expansion is 730,000 in the U.S. and U.S. territories.

In the first phase of the recall expansion, Mazda vehicles added to the passenger air bag inflator recall are:

- Certain 2004 - 2006 MPV
- Certain 2004-2011 RX-8
- Certain 2009-2011 Mazda6
- Certain 2007-2011 CX-7
- Certain 2007-2011 CX-9
- 2007-2009 B-Series Truck

Note: None of the 2016 model year Mazda vehicles contain Takata driver or passenger frontal air bag inflators.

Please refer to the summary under Question 11 below for details.

Q3. Have you had any accidents or injuries reported as a result of this condition?

- A. There have been no reports of abnormal passenger air bag deployments on the vehicles subject to this recall.

Q4. How will the dealer repair the vehicle?

- A. Dealers will install a new passenger frontal air bag inflator containing a desiccant material that helps limit moisture absorption by the inflator's propellant material.

Q5. I am afraid to drive my vehicle.

- A. Based on independent investigations and NHTSA's independent expert, NHTSA has concluded that the non-desiccated frontal Takata airbag inflators do not pose an unreasonable risk to safety until they reach a certain level of propellant degradation. **NHTSA and Takata are prioritizing the expanded inflator recalls based on when involved inflators are more likely to pose an unreasonable risk to safety, considering time, temperature, and environmental moisture, which depends on a vehicle's location (see map below).**

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Q6. I already had my passenger air bag inflator replaced. Will I get another recall notice?

- A. The new inflator in your air bag will not experience propellant degradation for at least six years (see propellant degradation time by Zone in Question 11 below). Before that time, you will receive another notice by first class mail from Mazda to bring in your vehicle for the permanent remedy inflator.

Q7. I already paid for air bag replacement on my vehicle. Will Mazda reimburse me for this?

- A. If you paid for an air bag replacement because your air bag deployed during a collision, you are not eligible for reimbursement for that collision-related air bag replacement. However, your vehicle is still eligible for the recall and your air bag inflator will be replaced at no cost to you.

Q8. I was in an accident and my air bag didn't deploy. Could this be related?

- A. No. The criterion for air bag deployment does not change. As explained in the Owner's Manual, the air bags are designed to deploy in only certain types of collisions.

Q9. Does this apply to all the air bags in my vehicle?

- A. This recall applies only to the passenger frontal air bag on the affected vehicles.

Q10. How do I know if my vehicle is involved in this recall?

- A. You can go to [MazdaRecallInfo.com](http://www.mazdarecallinfo.com) and enter your VIN to view the campaigns that apply to your vehicle. [http://www.mazdarecallinfo.com/](http://www.mazdarecallinfo.com). Also you can go to [safercar.gov](https://vinrcl.safercar.gov/vin/) and use their VIN lookup tool: <https://vinrcl.safercar.gov/vin/>. The lookup results will indicate whether the recall parts are available for your vehicle. Since this expansion is being released to phases, please check your VIN regularly (at least every 6 months).

Q11. When will Mazda begin the owner notification?

- A. Owner notification for phase 1 will begin in July 2016. Replacement parts will be available according to the following schedule.
- 1) 2011 MY and older vehicles in Zone A
 - 2) 2008 MY and older vehicles in Zone B
 - 3) 2004 MY and older vehicles in Zone C

IMPORTANT NOTE: Certain vehicles in Zones B and C are not included in Zone A in this first phase of the expansion, based on NHTSA's schedule requirements. They will eventually be included in later phases as follows:

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Zone C - States with lower temperature cycling and humidity. Time in service until significant propellant degradation may occur is projected at between 15-20 years.

NHTSA has structured this expansion with 5 phases and 3 geographic zones, based on temperature and absolute humidity factors in each Zone, and analysis of expected rate of inflator degradation. Time, temperature, and humidity have been found by NHTSA and independent investigations to contribute to significant propellant degradation, which can lead to high risk of inflator rupture.

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FOR DEALERS ONLY

Q1. What is the issue?

- A. As a result of Takata's frontal air bag inflator recall expansion, Mazda is expanding the affected vehicles involved in passenger frontal air bag inflator recall. The expansion applies to Takata ammonium nitrate-based propellant front air bag inflators without a chemical drying agent, also known as a desiccant. For Mazda vehicles, this applies only to passenger frontal air bag inflators in certain models and model years listed below.

Q2. How many vehicles are affected?

- A. The approximate population of vehicles in the expansion is 730,000 in the U.S. and U.S. territories.

Mazda vehicles that will be included in the expanded passenger frontal air bag inflator recall:

- 2004-2006 MPV
- 2004-2011 RX-8
- 2003-2011 Mazda6
- 2006-2007 Mazdaspeed6
- 2007-2011 CX-7
- 2007-2011 CX-9
- 2007-2009 B-Series Truck

None of the 2016 model year Mazda vehicles contain Takata driver or passenger frontal air bag inflators.

Q3. What about the other air bag inflators in Mazda vehicles?

- A. Takata has not supplied ammonium nitrate-based propellant inflators to Mazda for other applications, including side curtain, side impact, or seatbelt pre-tensioners.

Q4. Will the new recalls 9416E and 9516E replace any existing Takata recalls?

- A. **Safety Recall 9416E** will replace recalls 9015L and 8315F, and will apply to 2003-2008 Mazda6, 2006-2007 Mazdaspeed6, 2004-2011 RX-8, and 2004-2006 MPV. Under this recall, dealers will install permanent remedy parts.

Safety Recall 9516E will apply to 2007-2011 CX-7 and CX-9, and 2009-2011 Mazda6. Under this recall, dealers will install interim repair parts until the final repair parts are available next year.

Safety Recall 9616F will apply to 2007-2009 B-Series Truck. Under this recall, dealers will install final repair parts, which will be available in late 2016.

Q5. When will parts be available for the new recalls?

- A. A limited supply of replacement parts for 9416E and 9516E will be available in mid-July 2016, with additional parts becoming available in the coming months.

The map below indicates the states in each Zone.

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IMPORTANT NOTE: Certain vehicles in Zones B and C are not included in Zone A in this first phase of the expansion, based on NHTSA's schedule requirements. They will eventually be included in later phases as follows:

	Defect Information Report Dates	Zone A Greatest TCAH*	Zone B Moderate TCAH*	Zone C Lower TCAH*
Takata DIR #1 (Phase 1)	May 16, 2016	MY 2011 and older vehicles	MY 2008 and older vehicles	MY 2004 and older vehicles
Takata DIR #2 (Phase 2)	Dec 31, 2016	MY 2012 and older vehicles	MY 2009 and older vehicles	MY 2008 and older vehicles
Takata DIR #3 (Phase 3)	Dec 31, 2017	MY 2013 and older vehicles	MY 2010 and older vehicles	MY 2009 and older vehicles
Takata DIR #4 (Phase 4)	Dec 31, 2018	All remaining vehicles not currently under recall		
Takata DIR #5 (Phase 5)	Dec 31, 2019	All vehicles receiving like-for-like replacement inflators		

* TCAH - Temperature cycling and Humidity

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