



MAZDA DEALER EMAIL

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May 5, 2021

**Attention:** Mazda Service Managers

**Subject:** \*\* UPDATE\*\* - Takata Inflator Special Service Program (Extended Warranty)  
Special Service Program SSPB3

Dear Mazda Dealer Partners,

In December 2017 Special Service Program SSPB3 - Takata Inflator Extended Warranty was announced. The extended warranty was a result of the Takata airbag inflator class action settlement. Mazda will provide supplemental warranty coverage for all repairs and replacements (including parts and labor) to correct any defects in the materials or workmanship of Takata airbag inflators and the replacement inflators installed pursuant to the Takata airbag recalls. The program covers defects in the Inflator only and does not cover other items in the airbag system. Additionally, the program also does not cover airbags that have properly deployed as a result of a collision.

**Program Coverage:**

All of the vehicles below that had a final or permanent Takata Air Bag repair are covered for the specific diagnosis codes and/or inflator replacement until at least the year 2026 with unlimited mileage coverage.

The Mazda3 and Mazda2 contain desiccated Takata airbag inflators and were not initially recalled. These vehicles received a 10-year, 150,000-mile warranty from the original warranty start date for the specific diagnosis codes and/or inflator replacement.

For easier tracking of this campaign, the VIN's have been loaded into eMDCS and will be visible on May 5, 2021. The affected Mazda vehicles include:

Model	Model Year	Frontal Inflator(s)
Mazda6	2003-2008	Driver and Passenger
	2009-2013	Passenger
MazdaSpeed6	2006-2007	Driver and Passenger
Mazda CX-7	2007-2012	Passenger
Mazda CX-9	2007-2015	Passenger
Mazda MPV	2004-2006	Passenger

Mazda RX-8	2004-2008	Driver and passenger
	2009-2011	Passenger
Mazda B-Series	2004-2006	Driver and Passenger
	2007-2009	Driver and Passenger
Mazda2	2011-2014	Passenger
Mazda3	2010-2013	Passenger

### What You Need to Do:

If any of the affected Mazda vehicles listed above is brought to your dealership for an airbag (Supplemental Restraint System) concern, follow the steps below:

Step 1 – Check eMDCS to see if the vehicle has any Open recalls (including any open Takata airbag recalls) and perform all Open recalls. If the vehicle does not have any open Takata airbag recalls or if the Takata recall repair does not address the vehicle concern, go to Step 2.

Step 2 – If there are no Open recalls and SSPB3 is not expired, then proceed to step 3.

*Note: If SSPB3 displays as expired, please inform the customer that diagnosis will be customer pay.*

Step 3 – Pull the Diagnostic Trouble Codes associated with the airbag concern (Supplemental Restraint System)

- Pull the Diagnostic Trouble Codes from the SRS. If the codes match the list in Exhibit 1 below, and the affected inflator in the vehicle chart, use the current diagnosis procedure in MGSS to determine if the inflator is the root cause of the DTC. If the inflator is the root cause of the DTC, repair the vehicle and use the warranty information under this Special Service Program.  
See Exhibit 1 on next page
- If the diagnosis determines that the inflator is not the root cause of the listed DTC's on Exhibit 1, then document the suggested repair for the customer and submit a claim for the diagnosis only under this Special Service Program.
- If the DTC is not on the list in Exhibit 1, then the vehicle is not subject to this Special Service Program and is not covered by the extended warranty for the inflator. Document the DTC's pulled for the customer and estimate for repair and submit a claim for Code Reading, per warranty guidelines only under this Special Service Program.

To help you effectively perform this SSP, Mazda has developed the following resources:

1. Updated Warranty Information and this document has been posted to MGSS.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. For general campaign questions please fill out the Dealer Recall Help Form located on MXConnect under the Warranty Tab or 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. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,

Travis Young  
Manager Recalls, Technical Services Division  
Mazda North American Operations

## **EXHIBIT 1**

### Diagnostic Trouble Code List from SRS

1. B0010:11 Passenger-side air bag module (inflator No.1) circuit short to body ground
2. B0010:12 Passenger-side air bag module (inflator No.1) circuit short to power supply
3. B0010:13 Passenger-side air bag module (inflator No.1) circuit resistance high
4. B0010:19 Short to the Passenger-side air bag module (inflator No.1) and other air bag module circuits
5. B0010:1A Passenger-side air bag module (inflator No.1) circuit resistance low
6. B0010:1B Passenger-side air bag module (inflator No.1) circuit resistance high
7. B0011:11 Passenger-side air bag module (inflator No.2) circuit short to body ground
8. B0011:12 Passenger-side air bag module (inflator No.2) circuit short to power supply
9. B0011:13 Passenger-side air bag module (inflator No.2) circuit resistance high
10. B0011:19 Short to the Passenger-side air bag module (inflator No.2) and other air bag module circuits
11. B0011:1A Passenger-side air bag module (inflator No.2) circuit resistance low
12. B0011:1B Passenger-side air bag module (inflator No.2) circuit resistance high
13. B1048 Short to the passenger-side air bag module (inflator No.1) circuit and other air bag module circuits
14. B1059 Short to the passenger-side air bag module (inflator No.2) circuit and other air bag module circuits
15. B1887 Driver Air Bag Circuit Shorted to Ground 2004-2006 B-Series
16. B1888 Passenger Air Bag Circuit Shorted to Ground 2004-2006 B-Series
17. B1913 Driver-side/Passenger-side air bag module (inflator No.1) circuit short to body ground
18. B1916 Driver-side air bag module (inflator No.1) circuit short to power supply
19. B1925 Passenger-side air bag module (inflator No.1) circuit short to power supply
20. B1932 Driver-side air bag module (inflator No.1) circuit resistance high
21. B1933 Passenger-side air bag module (inflator No.1) circuit resistance high
22. B1934 Driver-side air bag module (inflator No.1) circuit resistance low
23. B1935 Passenger-side air bag module (inflator No.1) circuit resistance low
24. B1938 Passenger-side air bag module (inflator No.1) circuit short to body ground
25. B2228 Driver-side air bag module (inflator No.2) circuit short to body ground
26. B2229 Passenger-side air bag module (inflator No.2) circuit short to body ground
27. B2230 Driver-side air bag module (inflator No.2) circuit short to power supply
28. B2231 Passenger-side air bag module (inflator No.2) circuit short to power supply

- 29. B2232 Driver-side air bag module (inflator No.2) circuit resistance high
- 30. B2233 Passenger-side air bag module (inflator No.2) circuit resistance high
- 31. B2234 Driver-side air bag module (inflator No.2) circuit resistance low
- 32. B2235 Passenger-side air bag module (inflator No.2) circuit resistance low
- 33. B2293 Passenger Front Air Bag Circuit Fault 2007-2009 B-Series

**WARRANTY CLAIM PROCESSING INFORMATION**

	Repair of any defects in Takata airbag inflator(s) (Driver side and/or Passenger side) Only one claim per VIN
Process Number	AJ023A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-P21
Quantity	0
Sublet	Input Sublet Invoice Number
Sublet Code	Z9
Sublet Amount	Actual amount incurred for repair (parts and labor using warranty time)
Sublet Text	Sublet to repair inflator(s)

NOTE: All repairs to the vehicle need to be claimed as a sublet repair, even if repaired in house using warranty parts pricing and warranty labor time. Do not use the recall claim information, only use the claim information above.

If you do have a third-party shop (body shop) repair, please indicate this in Dealer Text in the claim. Warranty Policy requires a copy of all sublet invoices be attached to the submitted claim.

If you have any questions about processing a claim under this SSP, please contact Dealer Recall Help on OneMazda.



<b>Subject:</b>  <b>SSPB3 - Takata Inflator Special Service Program (Extended Warranty)</b>	<b>Campaign No.: SSPB3</b>
	<b>Last Issued : 05/05/2021</b>

**DESCRIPTION**

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Mazda CX-7	2007-2012	Passenger
Mazda CX-9	2007-2015	Passenger
Mazda MPV	2004-2006	Passenger
Mazda RX-8	2004-2008	Driver and passenger
	2009-2011	Passenger
Mazda B-Series	2004-2006	Driver and Passenger
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