

10/0 8820

Type: Customer E-mail
From:
To: 'Mazdavisitors' <mazdavisitors@mazdausa.com>
Cc: <TIS@nhtsa.dot.gov> "tis@nhtsa.dot.gov"
Subject: RE: RE: RE: Thanks for contacting Mazda

Mazda,

Thank you. I understand your position though I take exception to your conclusions. I hope that you have included a warning in your operators manual making owners aware that the product that they are driving may cut out or lose power during critical passing maneuvers unless they follow certain unusual procedures, including making sure that they monitor passing RPMs and let off on the gas before the engine gets to the red line and shuts itself down leaving them powerless in the path of oncoming traffic.

I strongly suggest that you actually review this with your engineering group and with your legal group. You are wrong. No, I don't expect a reply. I believe that you have exhausted the avenues of address available to you, at least for this time. I will continue my efforts through other venues.

National Highway Traffic Safety Administration,

Please review the attached email string. This vehicle model (Mazda 6) has either a serious design defect, or is malfunctioning. The Mazda dealership's service department (which seems competent and responsible) advises that there is no malfunction of the unit and that it's design is such that when in passing mode, the transmission may not up shift before the engine RPMs become excessive. At that point the throttle disconnect terminates power and the vehicle is left powerless in the path of oncoming traffic. This happened to me but I was able to brake and re-enter behind the car that I was passing.

Contact with North American Mazda has, after several attempts succeeded only in validating what the local service person reported. Their conclusion is that there is operator error. If so, anyone used to a normal automatic transmission in any other model that does up shift before self destruction or termination power may find themselves in an inextricable situation resulting in injury or death.

I am only concerned with my safety and the safety of other drivers. I love the vehicle and applaud the design team. But, this is a serious issue and one that is not receiving appropriate attention.

I can be contacted during the day at time.

or by email at almost any

NAE
aag
12/6/04

-----Original Message-----

From: Mazdavisitors [mailto:mazdavisitors@mazdausa.com]
Sent: Thursday, September 02, 2004 2:42 PM
To: Hughes, Stephen C.
Subject: Re: RE: RE: Thanks for contacting Mazda

Dear

Thank you for contacting Mazda North American Operations. I appreciate the opportunity to respond to you.

So that you are aware, I have spoken with the Service Manager at Lee Edward Mazda (Joel Burns) regarding this matter. He assured that your vehicle was inspected and that all needed technical resources and support were also contacted. Everything confirms that your vehicle is operating normally.

The characteristic that you have experienced has been determined to be driver operation related. There are no recalls, service programs nor bulletins that would indicate that there is any model concern such as you have noted. Your copied e-mail to the "Consumer Product Safety Commission" has been recorded for our records.

Please note that this will be our last response to this matter, but that any further correspondence will be filed for documentation purposes.

Regards,

William Z.
Specialist, Customer Assistance E-Business

Original Message Follows:

Thank you. If I had gotten satisfaction at my local dealer, Lee Edward Mazda, this approach would not be necessary. They contacted the appropriate Mazda service center personnel and were told that all settings were within factory tolerances. Either this is a mechanical/electrical defect that can and should be repaired under warranty, or it is a design defect. I will continue until I achieve satisfaction. I do not pursue this lightly. I don't need this sort of thing in my life either, but certainly want to see that it is addressed appropriately and corrected, whether design or defect.

By the way, I love my Mazda. It's the fourth that I've owned. The others were two 626s and the smaller version that preceeded the M3. I am an avid Mazda fan. I'm just trying to get the appropriate attention placed on a serious issue.

-----Original Message-----

From: Mazdavisitors [mailto:mazdavisitors@mazdausa.com]

Sent: Thursday, September 02, 2004 1:40 PM

To:

Subject: Re: RE: Thanks for contacting Mazda

Dear

Please feel free to take any action or direction that you wish. Note, however, that any concern that is relate to actual defect can be thoroughly addressed at any Mazda dealership. If there is a design concern that necessitates a recall or even a voluntary countermeasure, that need would be also be determined through dealership avenues to our regionally available technical resources.

As you've requested, I've documented your comments for our corporate record.

Regards,

William Zdan
Specialist, Customer Assistance E-Business

Original Message Follows:

Then understand that I have no option except to pursue this matter by the channels available to me which are complaint functions of government agencies and consumer advocacy groups like Consumers Report, Consumers Consumer's Union Advocacy, US Consumer Gateway, Federal Citizens Information Center, etc. Please retain a copy of these emails in your file.

You have a serious design issue that will cause injury and death if not addressed. It is apparent that neither Mazda nor my local dealer, Lee Edward Mazda, are interested in recognizing the problem and eliminating the hazard.

I am not a trouble maker, nor am I an extremist. I have experienced the

panic that comes when you pull out to pass a car in what should be an acceptable circumstance only to find out that your engine shuts off and the power necessary to pull back in safely is not there. A design that prevents an automatic transmission from upshifting, requiring the engine to exceed safe rpms and then cause the engine to stop is a trap waiting to be sprung on some unsuspecting driver. I will not leave this alone.

-----Original Message-----

From: Mazdavisitors [mailto:mazdavisitors@mazdausa.com]
 Sent: Thursday, September 02, 2004 11:29 AM
 To:
 Subject: Re: Thanks for contacting Mazda (KMM26376)

Dear

Thank you for contacting Mazda North American Operations. I appreciate the opportunity to respond to you.

I've documented your comments. Please understand, that for inspection matters (EVEN OF what may be determined to be NORMAL DESIGN CHARACTERISTICS) Mazda relies on the factory-trained technicians at authorized Mazda dealerships.

Each Mazda dealership has access to Mazda's Quality Assurance Department via a technical hotline. This is offered to each dealership should they need assistance from Mazda with diagnosing or repairing a Mazda vehicle. Therefore, in the event that a NORMAL DESIGN SPECIFICATION is brought to the attention of the dealership as a concern

for a customer, they do report this with the necessary parties. Any countermeasures that would ever be developed would be in response to dealership contact and their updates with their Quality Assurance department. This office is not that contact point and would not initiate a vehicle re-design based on an individual customer e-mail. Rather, through a compilation of any recognized matter, the resources in contact with dealerships would base any development plans solely on dealership cases and reports.

Again, thank you for contacting Mazda. It has been my pleasure to assist you. Please take a moment to give us your opinion about our e-mail service. Click or paste the link below to complete a brief, online survey.

In regards to your question, please understand I'm not technically trained and therefore not in a position to diagnose or instruct on

repair procedures for your VEHICLE. For these matters, Mazda relies on the factory-trained technicians at authorized Mazda dealerships to diagnose and repair concerns that may arise with a Mazda vehicle.

My goal is to make your ownership experience an enjoyable one, and so to ensure this I have personally reviewed your concerns with CONTACT NAME, TITLE, at DEALERSHIP. NAME advised HE/SHE would be happy to assist you. My best recommendation would be to have your VEHICLE checked out to ensure that it is operating according to manufacturer specifications. I'd really recommend contacting NAME at PHONE NUMBER - HE/SHE is expecting your call. DEALERSHIP is located at ADDRESS.

Each Mazda dealership has access to Mazda's Quality Assurance Department via a technical hotline. This is offered to each dealership should they need assistance from Mazda with diagnosing or repairing a Mazda vehicle.
<http://www.zoomerang.com/survey.zgi?p=WEB2F695VSE8>

Regards,

William Zdan
 Specialist, Customer Assistance E-Business

Original Message Follows:

Form Message

Email Address:

First Name:

Last Name:

Message Address:

Message City: Crossett

Message State: AR

Message Zip:

Subject1: Product Information

Subject2: Other

Current Mazda Owner: true

Message Body: I own a 2004 Mazda 6s. I love the car, but it has what is apparently a very serious design defect that threatens serious injury and death to both occupants and fellow drivers. Please take this seriously. Problem statement: When the throttle is fully depressed while passing, the engine downshifts as it is supposed to but will never upshift again until either (1) the driver consciously pats the accelerator to make it upshift, or (2) the engine hits the rpm redline and the throttle release mechanism kicks in. The danger should be apparent. When a driver pulls out to pass he/she counts on his vehicle to power through the entire passing operation. Instead, he/she pulls

out, has great power and acceleration UNTIL he gets beside the other vehicle and his engine quits due to redlined rpms. I have taken the vehicle (vin # 1YZFP80D735) to the Mazda dealership in Monroe, La (Lee Edwards Mazda) for service. They checked everything and contacted Mazda service personnel. They state that all settings are as designed. If that is the case, the public has a serious safety concern that should be made public. Mazda has a corresponding serious liability concern. I also contacted the Mazda customer service number at 800-222-5500. The representative was not knowledgeable at all and had not supervisor to talk to. His words were, "if it was designed that way, we can do nothing about it." Please contact me by email at , or by phone at during the day. I am printing this complaint and will pursue further with the Federal Consumer Products Safety Commission and publications like Consumer Reports. I am not doing this because I am angry. I am doing this because I believe that a serious safety concern exists and can find no one to hear me. This issue needs immediate address.