



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

June 7, 2007

[REDACTED]
[REDACTED]
Schenectady, NY [REDACTED]

NVS-216 mec
Ref. No. 10189016

Dear [REDACTED]

Thank you for your correspondence dated March 26, 2007, concerning the problems you encountered with the transmission in your Model Year (MY) 2002 Mazda 626 vehicle. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA). It was received by NHTSA's Office of Defects Investigation on April 24, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

Clearly, transmission failures and the cost of their replacement or repairs are frustrating. However, the type of transmission problem you described is not related to motor vehicle safety within the meaning of our authorizing statute. The agency has no jurisdiction over non-safety defects, warranty, and remuneration matters. If you have not done so, you may consider contacting your the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.



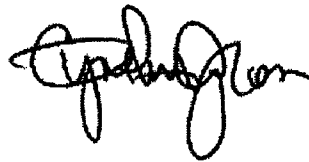
VEHICLE SAFETY HOTLINE
888-327-4236

Further, the issuance of a Technical Service Bulletin (TSB) does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Neither Mazda nor NHTSA has determined that the vehicles in question contain such a defect. Therefore, NHTSA cannot require Mazda to perform the corrective action described in the TSB on your vehicle at no cost to you.

We sympathize with you concerning your request for reimbursement and for a class action law suit; however, these types of request does not fall under our jurisdiction. We can only suggest that you continue to work with Mazda for further assistance.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement