

CL-10268069-5360

Jackson, Norris <NHTSA>

2009 APR 30 PM 5: 57

From: Test, Crash <NHTSA>
Sent: Thursday, April 30, 2009 2:59 PM
To: Reid, Randy <NHTSA>
Subject: FW: Possible Safety Issue - Mazda VIN 1YVHP8OC275 [REDACTED]

Hello Randy,

Could you please have someone help respond to the following consumer's email question listed below?

Thank you very much,
Dameko America

From: [REDACTED]
Sent: Sunday, April 26, 2009 11:46 PM
To: Test, Crash <NHTSA>
Cc: [REDACTED]
Subject: Possible Safety Issue - Mazda VIN 1YVHP8OC275 [REDACTED]

[REDACTED]
[REDACTED]
Castro Valley, CA [REDACTED]

April 26, 2009

NHTSA, 400 Seventh Street, SW, Washington DC 20590

Dear Administrator:

I am writing to complain about the performance of a car that I purchased from the Hertz Corporation # 36218. The vehicle was sold with a FWS 24-month, 48,000-mile warranty. The contract dates back from October 9th,2008 with the odometer reading 31,604.

4/30/2009

ET
5/3/09
also for
NJ

When I purchased the vehicle, I did not receive the "Owners Operation Manual", so I made an immediate request to the Hertz Salesperson, Antonio #15349. Unfortunately, the operations manual provided was not for my make/model which I possess.

I made an immediate request via phone / and via email to Mazda North American Operations. To date, I still do not have the Owners Operation Manual.

Details of my car are outlined below:

Make/Model: Mazda 6
Year: 2007
Unit No: 7297633
License: [REDACTED]
VIN: 1YVHP8OC275 [REDACTED]
Bill of Sale: 71030
Purchase Date: 10/8/2008
Location Name: The Hertz Corporation #36218
Address: 28001 Mission Boulevard, Hayward, CA 94544
Salesperson: 15349
Warranty No: J00001429172
Transmitter Key Plate No: 4

As a matter of fact, I am requesting assistance as I will need to take my vehicle to a local authorized Mazda Dealership to have my car serviced which should be under warranty. The malfunction I am having is with the keyless entry system and the transmitter (key plate # 4) is inoperative.

Furthermore, the security indicator light in the instrument panel will not disarm. The light keeps illuminating and/ or flashing and may be caused by a malfunction.

In addition, I am having problems with the front passenger door window. I am unable to operate the front power windows with the master control switches on the driver side.

Therefore, I believe it is time for my car to be serviced for these issues identified in this letter. As a preventive precaution, I request service maintenance to be scheduled at a local authorized Mazda dealership.

Finally, I am requesting a search to identify any recalls for this vehicle is sent to my home address which is to be sent to my attention, [REDACTED] Castro Valley, CA [REDACTED]

If this issue cannot be resolved amicably, I will be forced to pursue other options. Would you, therefore, please have someone at your Customer Care Center speak on my behalf and assist me with getting this process started with the end result of customer satisfaction?

I hope to receive a reply back from your organization within the next week or two.

In conclusion, I am forwarding a copy of this letter to the National Highway Traffic Safety Administration (NHTSA) for further support, remedy campaign or if required, open an investigation if it finds that s safety defect exist.

Yours sincerely,

[REDACTED]
E-mail: [REDACTED]

4/30/2009

PH: [REDACTED]

Cc: Mazda North American Operations
7755 Irvine Center Drive
P.O. Box 19734
Irvine, CA 92623-9734