



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

May 6, 2009

[REDACTED]  
Castro Valley, CA [REDACTED]

NVS-216 et  
Ref. No. 10268069

Dear [REDACTED]:

Thank you for your correspondence dated April 26, 2009, concerning a problem you encountered with your model year (MY) 2007 Mazda 6 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on April 30, 2009.

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 safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. 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. In your letter you indicate that you did not receive an owner's manual for your MY 2007 Mazda 6 vehicle and you are requesting information on safety recalls for your vehicle. In addition, you mention that you are experiencing problems with the keyless entry system, front passenger door power windows and the security indicator light in the instrument panel.

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**NHTSA**  
www.nhtsa.gov

With regards to the owner's manual you did not receive, we recommend you continue to work with the dealership or manufacturer to resolve this issue as this does not fall under our jurisdiction. In addition, if you have not done so, you may consider contacting 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>.

Our database has revealed that there is a safety-related defect recall on the MY 2007 Mazda 6 vehicle that may be of interest to you. We have enclosed a copy of the recall summary for your information. Please contact your local Mazda dealership for further details and have your make, model, model year, and vehicle identification number available for their information.

Clearly, electrical system failures are frustrating. While frustrating, the type of electrical problems you described, the front passenger door power windows, keyless entry system and the security indicator light in the instrument panel, are not related to motor vehicle safety within the meaning of our authorizing statute.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. 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,



Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure