

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

CL-10350140-1048

[REDACTED]
[REDACTED]
Los Angeles, California [REDACTED]
Telephone: [REDACTED]

September 15, 2010

SEP 21 2010

US Department of Transportation
Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey SE, West Building
Washington, DC 20590

Re: ODI: 10350140

Dear Ladies and Gentlemen:

I am writing this note regarding the above-referenced July 17, 2010 complaint, to let you know that on September 2, 2010, Mazda replaced the clutch on my 2005 Mazda 6. I have been made whole by Mazda's goodwill program and have no further complaints. This issue has been completely resolved.

Thank you.

[REDACTED]

NH
10/4/10
TW

**OFFICE OF DEFECTS INVESTIGATION (ODI)****Complaints - Search Results**

1 Record(s) Displayed.

Report Date : September 13, 2010 at 12:41 PM

ODI Numbers Searched : 10350140

Make : MAZDA**Model :** MAZDA6**Year :** 2005**Manufacturer :** MAZDA MOTOR CORP**Crash :** No**Fire :** No**Number of Injuries :** 0**ODI ID Number :** 10350140**Number of Deaths :** 0**Date of Failure:** July 17, 2010**VIN :** Not Available**Component:** POWER TRAIN:MANUAL TRANSMISSION**Summary:**

THE CLUTCH ON MY MAZDA 6 NO LONGER WORKS CORRECTLY AND I ONLY HAVE 33,248 MILES ON MY CAR. MAZDA USA SAID THERE'S NOTHING THEY CAN DO ABOUT IT. THEY SAID BEFORE THEY'D EVEN CONSIDER ANY HELP BUT THAT I SHOULD TAKE IT TO A MAZDA DEALER (17 MILES FROM MY HOUSE) AND HAVE IT DIAGNOSED (\$110 FOR DIAGNOSTIC TESTING). IN ORDER TO GET IT THERE, I'D HAVE TO HAVE IT TOWED AND BECAUSE IT'S SO FAR FROM WHERE I LIVE, I'D HAVE TO PAY FOR THE TOW TO AND FROM THE DEALERSHIP. THE COST ESTIMATE FOR THE MAZDA DEALER TO REPLACE MY CLUTCH IS \$1000-\$1300. THEY WENT ON TO STATE THAT IF IT IS A DEFECTIVE ITEM, BEFORE HELPING ME, THEY'D LOOK TO SEE WHETHER I WAS "LOYAL" IN GETTING THE CAR SERVICED WITH ONE OF THEIR DEALERS. THE CLOSEST DEALER IS 17 MILES AWAY, AM I SUPPOSED TO DRIVE THAT FAR FOR AN OIL CHANGE? I BOUGHT THE CAR IN 2005 BRAND NEW FROM SANTA MONICA MAZDA WHICH HAS SINCE CLOSED DOWN. THE CLUTCH WENT OUT WHILE I WAS DRIVING ON THE FREEWAY AND I'VE BEEN DRIVING MANUAL CARS FOR 20+ YEARS. THIS IS NOT FAIR AND MAZDA DOESN'T CARE. THEY REALLY SUCK...AS THIS CLUTCH SHOULD HAVE LASTED 100,000 MILES.

Issue was resolved
by Mazda on
9/2/10

Los Angeles, CA

LOS ANGELES CA 900



US Department of Transportation
Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey SE, West Building
Washington, DC 20590

11111111111111111111