



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

April 30, 2013

[REDACTED]
Brighton, MA [REDACTED]

NVS-216 nlm
Ref. No. 10506103

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 Mazda MPV. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that your MY 2003 Mazda MPV failed your State's vehicle safety inspection due to a faulty computer, catalytic converter, and other problems. Also, you allege that nobody understands why the check engine light has illuminated although many mechanics have tried to remedy the problem. You contacted Mazda North America who recommended you take the vehicle to a dealership for repair. The dealer diagnosed the problems; however, you did not authorize the repairs because you felt the costs were excessive. Furthermore, Mazda told you they could not provide assistance because your vehicle's emissions warranty has expired. You request that NHTSA require Mazda to repair your vehicle free of charge.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to computer, catalytic converter, and check engine light problems in MY 2003 Mazda MPV vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, the information you provided has been

entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

NHTSA cannot require Mazda to perform repairs to your vehicle free of charge that are not associated with a safety recall. We suggest you continue to work with Mazda and a local dealer to resolve your problem. For your information, the Federal Trade Commission (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 www.ftccomplaintassistant.gov

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov 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 our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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