

Public Safety/Defective Equipment Complaint

2/26/2014

CL-10575620-1443

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

I would like to report a serious public safety concern regarding the electronic gas pedals used on the 2006 Mazda 3 vehicles. The following situation happened to me.

MAR 27 2014

When the accelerator pedal is depressed it can stay in the down position causing the car to accelerate after your foot is removed from the pedal. This is a serious defect that that can cause serious injury or death. A serious collision was barely avoided when I removed my foot from the accelerator of my 2006 Mazda 3 and the pedal did not return to the idle position. I was forced to take drastic measures to get the vehicle to a complete stop. At this time the engine was revving at > 7000 RPM without any input by me. I turned the vehicle off and had it towed to the nearest Mazda dealership (Werner Mazda 1050 Gold St. Manchester, NH) where it was to be inspected for cause. I was called the next day and told that the **electronic gas pedal had malfunctioned** and that I would have to pre-pay for them to order the part. I informed them that this is a defective part that is causing a serious safety problem and could she please speak with her supervisor about getting this issue resolved for me.

I received a call back a few hours later from the service manager at Werner Mazda and was told they would not fix this problem at their/ Mazda's expense. **He told me that it is not defective equipment and that the malfunctioning gas pedal simply wore out.** I informed him that I expect tires, brakes, shocks etc. to wear out but not an electronic gas pedal on a car with 70,000 miles on it. Where in the service manual does it say to replace the gas pedal before it stays on and kills you and your family. I was told he was done discussing this and I could call Mazda if I wanted to.

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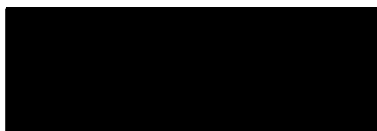
I called the Mazda Customer Experience Center and spoke to Jose (800-222-5500) Ext. 1180 and explained my situation. He opened a case number (1-1651930) for me and told me he would try to get this issue resolved. Mazda called me back the next day and told me there is nothing they are willing to do to make this right. I now have no use of my car, Werner Mazda is refusing to replace the "malfunctioning" defective part that nearly killed me, and Mazda customer service was no help either. I never in a million years would expect a dealer/car manufacturer to not want to replace a part that is so vital to the safety of the vehicle when it clearly didn't (or shouldn't) wear out in 70,000 miles. I expected them to want to get out in from of the problem before other avenues need to be taken but sadly this is not the case. So far my experience has been terrible and I just wanted to inform the public and the authorities there are defective unsafe Mazda 3 vehicles out there that the company is unwilling to stand behind. Thank you for your attention to this matter.

Very Sincerely,



2/26/2014

Merrimack, NH



NTSB EASTERN REGIONAL OFFICE

**8:00 am - 4:30 pm (ET)
45065 Riverside Parkway
Ashburn, Virginia 20147
Phone: 571-223-3930
FAX: 202-688-2591**