



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

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

CL 10587776-5022
Memorandum

AUG 11 2014

Subject: Consumer Submission

Date: July 31, 2014

From: Thomas M. Louizou 
Regional Administrator
Region 2

Reply to
Attn. of:

To: Office of Defects Investigation
ATTN: Gregory Magno, Supervisory Safety Defects Engineer
NVS-211

Attached is a letter from [REDACTED] dated May, 2014 concerning the air bags
on her 1995 Mazda Protégé.

Please respond as you think best.

Thank you.

Attachment



ET
81914
SHD

May 27 2014



Brooklyn N. Y. [Redacted]

Re – Air Bags Recall On 1995 Mazda Protégé

I purchased my 1995 Mazda Protégé in June 1995 From Plaza Auto Mall 2740 Nostrand Ave Brooklyn N.Y. 11210 as per Mazda North America & the N.H.T.S.A. there were a Recall on the Air Bags issued on Oct 1995 neither the Dealer or Mazda of North America ever contacted me to inform me that there were a Recall on the Air Bags period.

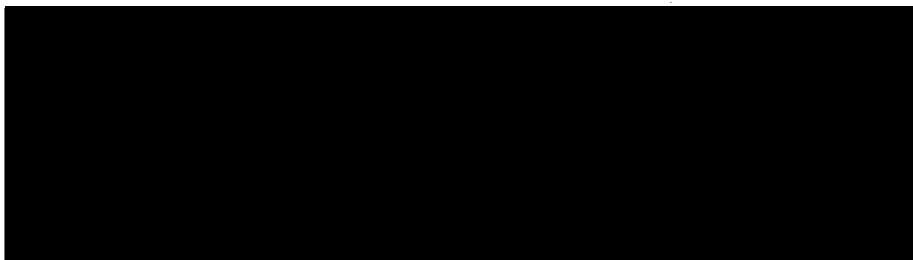
On April 17th 2014 I was outside the Car & Both Air Bags exploded , The N.Y. C. Police Dept & the Fire Dept came to the scene , I was not injured , I had the Car Towed to my Home , I contacted my Insurance agent & after their Investigation of the matter they determined that The Explosion of the air Bags was not covered under my Policy but was caused due to a defect of the Air Bags , They supplied me with details of the Air Bags Recall from October 1995 . I have contacted Mazda Of North America & on May 16 2014 Dan of Mazda of North America Contacted me & arranged for my Car to be taken to Manhattan Mazda 757 11th Ave New York N.Y. 10019 to the attention of Mr. Armand Lugassy The Service Manager 855-216-2016 .

On May 27th 2014 I was contacted by Dan Of Mazda North America 800-222-5500 ext 11703 that they had evaluated my Car & they came to the conclusion that the Air Bags Exploded due to the Corrosion & that they will not repair my Car & I will have to Pay to have my Car Towed back to my Home in Brooklyn .

I informed Dan that there were 7 Recalls on the 1995 Mazda Protégé including the air Bag Recall & he was unaware ,as Mazda stated in the Recall Notice these Recalls will be done with out any cost to the Vehicle Owners , at no time I was ever notified that they were ever any Recalls on my Car .I stated to Dan how could it be that the Recall of the Air Bags by Mazda & the N. H. T. S. A. was never address & they Exploded due to Mazda negligence & they want me to stand the Repair cost .

In 1997 my Engine Died & I contacted the Dealer Plaza Auto Mall they charged me \$1500.00 to Repair the Engine & they were a Recall on the Engine issued on Feb 21 1995 ; In every & all Recall notices posted by Mazda it states that owners should present their Vehicles to an Authorized Dealer & if Remedy is not provided Free of Charge within a reasonable time to contact Mazda at 800-222-5500 or to contact the N.H.T.S.A .

Mazda failure to repair my Car has caused me untold stress & grief as this is my only means of Transportation , I am requesting the urgent assistance of the New York City Department Of Consumer Affairs to help me to resolve this matter as time is of the essence.



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National Highway Traffic
Safety Administration
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