

CL-106 30121-3104

September 5, 2014

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue S.E., West Building
Washington, DC 20590

Re: Owner: [REDACTED]
Vehicle: 2004 Mazda Tribute
VIN#: 4F2CZ96194K [REDACTED]
Complaint #: 679530

SEP 11 2014

Dear Sir/Madam:

To expedite my Complaint, I am enclosing for your reference a copy of my letter dated September 4, 2014 to Mazda North American Operations located in Irvine, California with copies of attachments to said letter which include numerous other similar complaints found online and original photographs of the corrosion to my vehicle.

I have also included a copy of Mazda's email response dated September 5, 2014 (Service Request Number [REDACTED]) to my letter of September 4, 2014 which leaves me so upset that Mazda would allow an unsafe condition to remain.

NHTSA Campaign Number 14V-174 is for corrosion, but apparently I've been told by Mazda that pertains to "upfront" corrosion not rear; yet there is unsafe "rear" corrosion of the frame as well for which Mazda denies responsibility in their letter. So upsetting.

[REDACTED]
Wrentham, MA [REDACTED]
[REDACTED]

NAN
102914
SMT

Subject: Satisfaction Survey

Date: Tuesday, September 2, 2014 3:23 PM

From: NHTSAHotline@telesishq.com <telesishq.com>

Reply-To: telesishq.com

To: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Department of Transportation's Vehicle Safety Hotline. We value you as a customer and your feedback is important to us! Please take a moment to fill out the attached Satisfaction Survey regarding your recently resolved issue Ticket # 679530, "COMPLAINT".

[https://www.research.net/s/NHTSA_Customer_Satisfaction_Survey?
c=679530](https://www.research.net/s/NHTSA_Customer_Satisfaction_Survey?c=679530)

Regards,
National Highway Traffic Safety Administration

September 4, 2014

mazdacustomerassistance@mazdausa.com
Mazda North American Operations
P.O. Box 19734
Irvine, CA 92623-9734

Re: 2004 Mazda Tribute
VIN#: 4F2CZ96194K [REDACTED]

Dear Sir/Madam:

My name is [REDACTED] of Wrentham, MA. On February 16, 2004, I purchased a new 2004 Mazda Tribute ESX 6 cyl from Mazda Gallery of Norwood, MA and paid \$24,739.30 for said purchase (Order [REDACTED]).

On August 20, 2014, I was on vacation on Cape Cod and noticed that my vehicle was making a lot of noise in the rear of the vehicle. When I went over the smallest bump, it sounded as though I just went over a pothole as there would be a loud "bang" noise and rattling. When I returned to the cottage, I looked under the rear of my vehicle, under both rear tires, and noticed a hole on the right rear passenger side in the area of the left side of the wheel well and I could see into the inside of my vehicle. Parts of metal were missing and there were cracks in the metal around the wheel well and the shock absorber mount/box. There was only one small section of metal holding the mount/box onto the vehicle. Needless to say, I could not drive the vehicle as it was unsafe. My brother came to the Cape the next day and took the panel off the inside right over the right rear passenger wheel well only to discover more cracks/rot/corrosion/holes around the wheel well and shock absorber mount/box. In order to get the vehicle home, my brother attached numerous metal brackets to support the cracks and dislocation of the shock absorber mount/box and covered the holes with duct tape so no water could get through.

My brother and I are bewildered that a vehicle of 10 years would have this much corrosion/cracks/holes where it was leading to the breakage of the shock absorber mount/box and wheel well from the frame of the vehicle. My brother mentioned that if I went over one more bump that could have caused the shock absorber mount/box to break loose causing it to fall onto the tire perhaps making me lose control of my vehicle which could have occurred while I was driving home on the highway from Cape Cod.

I went online to see if there was a recall on this situation only to learn that there was a "lower control arm corrosion" recall in April, 2014 for Mazda Tribute Years 2001-2004 consisting of structure, frame and members. Much to my surprise I never received notice of this recall. But I was not surprised that there was a recall on corrosion.

I contacted Mazda and was told my vehicle did have a corrosion recall and was told to contact a local dealership. I then contacted Mazda Gallery of Norwood where I purchased the vehicle and spoke with the service department. I was told that the recall was an "upfront" corrosion situation and that the recall did not pertain to the rear corrosion.

mazdacustomerassistance@mazdausa.com

Mazda North American Operations

Re: 2004 Mazda Tribute

VIN#: 4F2CZ96194K [REDACTED]

September 4, 2014

Page 2

I also learned online that there are many complaints of the same rear corrosion as my vehicle, same year. I have attached some of the complaints I found online and have attached photos of the corrosion/cracks/holes on the rear wheel well and shock absorber mount/box of my vehicle and the repair work my brother did so I could get the vehicle home.

How can there be corrosion on the front of the vehicle and it be recalled yet corrosion on the rear passenger wheel well/shock absorber mount/box, another safety hazard, not be a recall? I am so distraught over discovering this amount of corrosion on my vehicle of only ten years/158,000 miles. I have never had, nor never heard, of such a situation occur as this. This is the first Mazda I have owned and am extremely upset and disappointed.

This is my main source of transportation. I have a [REDACTED] year old daughter who does not drive due to epilepsy. I am her source of transportation. I rely on my vehicle to get us both to/from work. I am driving an unsafe vehicle because I have no other choice/means. We need to get to work. We need our jobs.

This is the first Mazda I have owned. I am extremely upset, disappointed and confused as to why this unsafe corrosion of the rear passenger wheel well and shock absorber mount/box is not part of the corrosion recall. I am asking that Mazda consider this as part of the corrosion recall of April, 2014 (NHTSA Campaign #14V174000) or be willing to consider this rear passenger wheel well and shock absorber mount/box corrosion on my unsafe vehicle a new recall and/or repair at no cost to me.

Please contact me at [REDACTED] or by email at [REDACTED] I truly hope this situation can be remedied. I am in dire need of reliable transportation of which I thought I had prior to this traumatic discovery of unsafe rear corrosion.

Thank you.

[REDACTED]
Wrentham, MA [REDACTED]

Subject: Lower Control Arm Corrosion-Regional Recall

Dear Mr. Robertson:

NVS-215KS 14V-174

This letter serves to acknowledge Mazda North American Operations's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MAZDA/TRIBUTE/2001-2004

Mfr's Report Date: April 4, 2014

NHTSA Campaign Number: 14V-174

Components:

STRUCTURE:FRAME AND MEMBERS

Potential Number of Units Affected: 109,000

Problem Description:

Mazda North American Operations (Mazda) is recalling certain model year 2001-2004 Tribute vehicles manufactured May 22, 2000, through December 19, 2003, originally sold, or currently registered in, Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin and the District of Columbia. These vehicles may experience excessive corrosion at the forward attachment of the lower control arm.

Consequence:

A separation of the lower control arm can result in a significant loss of steering control, increasing the risk of a crash.

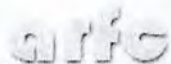
Remedy:

never got notice
Mazda will notify owners, and dealers will install a newly designed reinforcement cross-brace, free of charge. Parts are not currently available. Mazda expects to send an interim notification around May 19, 2014. When parts are available, owners will be mailed a second letter to come in to have the part installed. If customers bring their vehicles to a dealer before reinforcement crossbraces are available, dealers will inspect the subframe and either inform customers that the vehicle is safe to drive until the remedy parts are available or provide a rental vehicle until parts are available if an immediate repair is needed. Owners may contact Mazda at 1-800-222-5500. Mazda's number for this recall is 7514D.

108U

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

There are 87 complaints filed for the **2004 MAZDA TRIBUTE**

by Mazda Motor Corp.

Below is a list of complaints & problems filed against the **2004 MAZDA TRIBUTE**. These problems includes information received by [NHTSA](#) from consumers either directly or as recorded by the Vehicle Safety Hotline. This information may be used by NHTSA during the investigation process. If you like to file an official complaint for the 2004 MAZDA TRIBUTE, you can do so by calling the NHTSA Mon-Fri 8am to 8pm at 888-327-4236, TTY: 800-424-9153. You can also file your complaint online by [clicking here](#). Your complaint will be added to the NHTSA complaints database after a thorough review. If a trend is discovered, an investigation will be opened by the ODI.

[Search Complaints](#) - [Search Recalls](#)

See complaints below ↓

#1 Extended Auto Warranty

directbuywarranty.com/Free_Quote

We Pay Parts Labor & 24/7
Roadside. Why Pay Dealer Prices?
Free Quote!

Compare Ford® Escape

newenglandford.com

Get a Side-by-Side Comparison of
Ford Escape & the Competition
Now!

View other component problems for this vehicle or [view all problems](#)[Air Bags](#) (15)[Exterior Lighting](#) (1)[Seat Belts](#) (1)[Suspension](#) (11)[Vehicle Speed Control](#) (25)[Electrical System](#) (1)[Fuel System Gasoline](#) (2)[Service Brakes Hydraulic](#) (8)[Tires](#) (2)[Visibility](#) (2)[Engine](#) (2)[Fuel System Other](#) (1)[Structure](#) (9)[Unknown Or Other](#) (2)[Wheels](#) (2)[Engine And Engine Cooling](#) (15)[Power Train](#) (13)Pages: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) ... [8](#)

Complaint	Description
SUSPENSION	7/11/2014 - MUNDELEIN, IL I NOTICED THE PROBLEM WHEN I WAS DRIVING DOWN THE ROAD AND HEARD A KNOCKING COMING FROM THE REAR OF THE VEHICLE I THOUGHT IT WAS A BAD SHOCK AT FIRST SO I PULLED OVER TO CHECK IT OUT AND THE REAR SHOCK BRACKETS ARE COMPLETELY RUSTED THROUGH AND ARE BREAKING AWAY FROM THE MAIN FRAME. I CONTACTED MAZDA ON JULY 11, 2014 AND THEY SAID THEY WILL NOT DO ANYTHING UNTIL TEH CAR IS RECALLED. THEY HAVENT PROVIDED ANY OTHER INFO ON ASSITANCE WITH REPAIRS OR A RECALL. THE CAR IS NO LONGER DRIVEABLE UNTIL IT GOES THROUGH MASSIVE RECONSTRUCTION OF THE SHEET METAL AND FRAMING IN THE REAR WHEEL WELL View Details
UNKNOWN OR OTHER	7/11/2014 - MUNDELEIN, IL I NOTICED THE PROBLEM WHEN I WAS DRIVING DOWN THE ROAD AND HEARD A KNOCKING COMING FROM THE REAR OF THE VEHICLE I THOUGHT IT WAS A BAD SHOCK AT FIRST SO I PULLED OVER TO CHECK IT OUT AND THE REAR SHOCK BRACKETS ARE COMPLETELY RUSTED THROUGH AND ARE BREAKING AWAY FROM THE MAIN FRAME. I CONTACTED MAZDA ON JULY 11, 2014 AND THEY SAID THEY WILL NOT DO ANYTHING UNTIL TEH CAR IS RECALLED. THEY HAVENT PROVIDED ANY OTHER INFO ON ASSITANCE WITH REPAIRS OR A RECALL. THE CAR IS NO LONGER DRIVEABLE UNTIL IT GOES THROUGH MASSIVE RECONSTRUCTION OF THE SHEET METAL AND FRAMING IN THE REAR WHEEL WELL View Details
STRUCTURE: BODY	6/23/2014 - COLD BROOK, NY THE CONTACT OWNS A 2004 MAZDA TRIBUTE. THE CONTACT STATED THAT THE FRAME, REAR SHOCK TOWER, AND WHEEL WELL WERE COMPLETELY CORRODED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER:

14V174000 (SUSPENSION) AND STATED THAT THE MANUFACTURER WAS NOT PROVIDING A SUFFICIENT REMEDY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 150,000.

[View Details](#)

SUSPENSION

6/23/2014 - COLD BROOK, NY

THE CONTACT OWNS A 2004 MAZDA TRIBUTE. THE CONTACT STATED THAT THE FRAME, REAR SHOCK TOWER, AND WHEEL WELL WERE COMPLETELY CORRODED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 14V174000 (SUSPENSION) AND STATED THAT THE MANUFACTURER WAS NOT PROVIDING A SUFFICIENT REMEDY. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS 150,000.

[View Details](#)

SUSPENSION

6/2/2014 - WEBSTER, NY

I HEARD A KNOCKING SOUND COMING FROM THE REAR PASSENGER OF THE VEHICLE. UPON INSPECTION, I DISCOVERED THAT THE REAR SHOCK ABSORBER MOUNT SHOWED CLEAR SIGNS OF RUST - IT APPEARS TO BE ROTTED THROUGH! THE INTERIOR WHEEL WELL HAS AN ENORMOUS CRACK RUNNING THROUGH IT, WITH THE BACK OF THE INTERIOR INSULATION VISIBLE FROM THE OUTSIDE.

[View Details](#)

SUSPENSION

4/14/2014 - BRIDGEWATER, NJ

THE CONTACT OWNS A 2004 MAZDA TRIBUTE. THE CONTACT STATED THAT THE REAR PASSENGER SIDE SHOCKS WAS SEPARATING FROM THE VEHICLE. THE VEHICLE WAS NOT TAKEN FOR INSPECTION OR REPAIRS. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE FAILURE MILEAGE AND THE CURRENT MILEAGE WAS 169,000. UPDATED 06/17/14

[View Details](#)

STRUCTURE: BODY

2/13/2014 - WHEATON, IL

INSIDE BOTH REAR WHEEL WELLS, THE BODY IS RUSTING OUT SUBSTANTIALLY AROUND THE SHOCK TOWER BRACKET. IT IS SO BAD THAT THE SHOCK TOWER CAN BREAK LOSE AND THE CAR WILL BE A DANGER TO DRIVE. THIS IS DOCUMENTED TO HAVE HAPPENED TO MANY SIMILAR 2004-2006 MAZDA TRIBUTES AND FORD ESCAPES (MADE ON SAME FACTORY LINE). IT IS A DIFFICULT AND COSTLY REPAIR.

[View Details](#)

SUSPENSION

2/13/2014 - WHEATON, IL

INSIDE BOTH REAR WHEEL WELLS, THE BODY IS RUSTING OUT SUBSTANTIALLY AROUND THE SHOCK TOWER BRACKET. IT IS SO BAD THAT THE SHOCK TOWER CAN BREAK LOSE AND THE CAR WILL BE A DANGER TO DRIVE. THIS IS DOCUMENTED TO HAVE HAPPENED TO MANY SIMILAR 2004-2006 MAZDA TRIBUTES AND FORD ESCAPES (MADE ON SAME FACTORY LINE). IT IS A DIFFICULT AND COSTLY REPAIR.

[View Details](#)

VEHICLE SPEED
CONTROL

2/11/2014 - KAHOKA, MO

ACCELERATOR BEGAN TO STICK AS I WAS APPROACHING DOWNHILL. I COULD NOT GET IT TO STOP AND RAN A STOP SIGN. I THEN FINALLY MANAGED TO PUT IT IN NEUTRAL AND PULL TO THE SIDE OF THE ROAD. I HAVE HAD THIS TO A LOCAL MAZDA DEALERSHIP 4 TIMES AND IT STILLS DOES THE SAME THING. THE DEALERSHIP CHANGED AN IAC VALVE AND AN INTAKE TUBE HOSE. BACK IN 2012 I HAD A SAFETY RECALL FOR THIS SAME SITUATION. I TOOK IT TO THE DEALERSHIP AS INSTRUCTED AND ALMOST EXACTLY ONE YEAR LATER I ACTUALLY STARTED HAVING THIS PROBLEM. I'VE PAID TO HAVE THIS VEHICLE WORKED ON AND THE PERFORMANCE IS NO BETTER THAN WHEN I ORIGINALLY TOOK IT IN. IN FACT, THE PERFORMANCE IS WORSE. NOT ONLY IS THIS NOT SAFE FOR ME TO BE ON THE ROAD BUT EVERYONE ELSE ON THE ROAD AS WELL. COULD SOMEONE PLEASE HELP ME GET THIS SITUATION UNDER CONTROL. IT'S BEGINNING TO BECOME VERY STRESSFUL FOR ME. I'M NOT USUALLY ONE TO COMPLAIN BUT THIS NEEDS RESOLVED. I'VE DONE MY PART AND PAID A MECHANIC. ALL I EXPECT IS THE PROBLEM TO BE FIXED. [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6).

[View Details](#)

ENGINE

1/7/2014 - TOPEKA, KS

I HAD RECEIVED TWO NOTICES OF RECALL ON MY MAZDA TRIBUTE FOR A POSSIBLE PROBLEM WITH A STUCK THROTTLE. APPROXIMATELY 4 OR 5 MONTHS AGO, I TOOK MY VEHICLE TO THE LOCAL MAZDA DEALER TO COMPLETE THE RECALL. BEFORE THIS RECALL I HAD NEVER EXPERIENCED ANY PROBLEMS WITH A STUCK THROTTLE. ON THE ABOVE DATE, I WAS RETURNING TO MY HOME ON A TURNPIKE TOLL ROAD. I WAS DRIVING APPROXIMATELY 80 MPH. AS I ATTEMPTED TO EXIT THE TOLL ROAD, MY THROTTLE STUCK AND WOULD NOT ALLOW MY VEHICLE TO SLOW DOWN. THIS EXIT INVOLVED A SHARP CURVE AND A TOLL GATE AREA. I MADE MY WAY THROUGH THE GATE BY CONSTANTLY APPLYING THE BRAKE. I FINALLY EXITED THE ROAD AND ENTERED A PARKING LOT. THE ENGINE CONTINUED TO REV AT A VERY HIGH RPM. I PLACED THE VEHICLE IN NEUTRAL AND THEN PARK. IT CONTINUED TO REV NEAR THE 5 AND 6 RPM LEVEL. I TURNED IT OFF AND RESTARTED IT SEVERAL TIMES. IT CONTINUED TO REV AND WHEN I TRIED TO PUT IT BACK IN DRIVE, IT JUMPED AND RACED FORWARD. ON DECEMBER 24, 2013, I GOT THE VEHICLE TO THE LOCAL MAZDA DEALER. AS I PULLED IT INTO THE DEALERSHIP, THE VEHICLE AGAIN STARTED TO REV UP TO 2 OR 3 RPMs. THE DEALERSHIP LOOKED AT THE VEHICLE AND TAPPED ON A VALVE IN THE TOP OF THE MOTOR. THE ENGINE THEN SLOWED DOWN. AT AN EXPENSE OF \$235 DOLLARS, THE DEALERSHIP TOLD ME IT WAS THIS VALVE THAT NEEDED REPLACED AND IT HAD NOTHING TO DO WITH THE RECALL!!!! THEN ON JANUARY 6, 2014, I WENT TO START MY VEHICLE AND IT IMMEDIATELY STARTED IDLING VERY HIGH. I ATTEMPTED TO START AND STOP IT MANY TIMES WITH NO RESULTS. I FINALLY GOT IT TO MY HOUSE BY RIDING THE BRAKE AND AT TIMES PLACING IT IN NEUTRAL. IT WAS VERY ICY AT THE TIME AND THE VEHICLE WOULD SURGE AND NEVER STOP THE HIGH REVING OF THE RPMs. BOTH OF THESE INCIDENTS WERE VERY SCARY AND OCCURRED DURING POOR WEATHER CONDITIONS. THANKFULLY I WAS ABLE TO REACT IN A CALM MATTER AND CONTROL THE VEHICLE!

#6

APR 16
2014

Tribute

TL- the contact owns a 2004 Mazda Tribute. The contact stated that the shocks on the rear passenger side was separating from the vehicle. The vehicle was not taken to a dealership or local technician. The manufacture was not notified of the issue. The failure mileage and the current mileage was 169,000 miles.

- Bridgewater, NJ, USA

repeat

#5

APR 01
2014

Tribute

154,260 miles

I noticed a rattle in the rear end of my vehicle. I took to my work harvard Ford and had the technicians check it out. They discovered that the panels holding the shocks/struts up has rusted through. I would like to know if there is a recall on this problem.. the techs say they have had three other vehicles(Ford escapes) with this problem in the last six months.

- Capron, IL, USA

#4

FEB 04
2014

Tribute

60,162 miles

Inside both rear wheel wells, the body is rusting out substantially around the shock tower bracket. It is so bad that the shock tower can break lose and the car will be a danger to drive. This is documented to have happened to many similar 2004-2006 Mazda Tributes and Ford escapes (made on same factory line). It is a difficult and costly repair.

- Wheaton, IL, USA

repeat

#3

NOV 10
2013

Tribute 6-cyl

111,555 miles

Wife left house to run an errand and returned immediately after hearing loud clanging noise in rear of car. She brought to my attention so I rode in the rear seat to observe as she drove. After just a very short distance I heard the noise and observed that I could see through the rear speaker area to the outside. She parked the car and I looked from the outside into the right (passenger) rear wheel well and saw the entire upper shock mount was rotted out offering no support whatsoever to the shock absorber. The overall condition of the car is very good with no or very little body rust. It is my opinion that the cannot be driven until this is repaired. I am not a certified mechanic but I do restore old cars as a hobby and consider myself to be of moderate ability in auto mechanics.

- Binghamton, NY, USA

Engine Complaint Electrical Issue Heater Complaint

Transmission Complaint Paint Defect Tribute Recall

Search

#2

AUG 05,
2013

Tribute 6-cyl

131,000 miles

The right wheel well is completely rusted through including the rear shock mounts. The only thing holding the metal together was the outer undercoating spray. My year old son was driving on the interstate in this condition. I searched the internet and see that other Mazda Tribute and Ford escape owners have the same problem. It's an obvious manufacture's defect that is occurring nationally and is a serious safety issue. Department of transportation federal highway administration.

- Marietta, GA, USA

#1

JAN 25,
2013

Tribute

94,000 miles

The contact owns a 2004 Mazda Tribute. The contact stated that the tires wore excessively from the inside. The contact also stated that two four wheel alignments were performed but the failure continued. The vehicle was taken to the dealer for diagnostic testing. The technician was unable to diagnose the failure. The manufacturer was made aware of the failure. The vehicle was not repaired. The approximate failure mileage was 94,000.

- Manchester, NH, USA

About

is an online automotive complaint resource that uses graphs to show automotive defect patterns, based on complaint data submitted by visitors to the site. The complaints are organized into groups with data published by vehicle, vehicle component, and specific problem.

Add A Link

Links must be helpful to the general public & to a specific resource (like a forum thread), or they will be deleted when we review your link suggestion. Don't waste your time wasting ours! If you are interested in advertising a for-profit service, [contact us](#).

URL

Please type the entire URL including the 'http://...'

Title

Subject: Re: Regarding your email to Mazda - [REDACTED]
Date: Friday, September 5, 2014 12:06 PM
From: MazdaCustomerExperience@mazdausa.com
To: [REDACTED]

Service Request Number [REDACTED]

Dear [REDACTED]

Thank you for contacting Mazda. I attempted to contact you via phone but was unsuccessful. *(didn't leave a message. didn't know they called.)*

Thank you for providing information regarding your concern with rust on your 2004 Mazda Tribute. It is disappointing to learn of the issue with your vehicle.

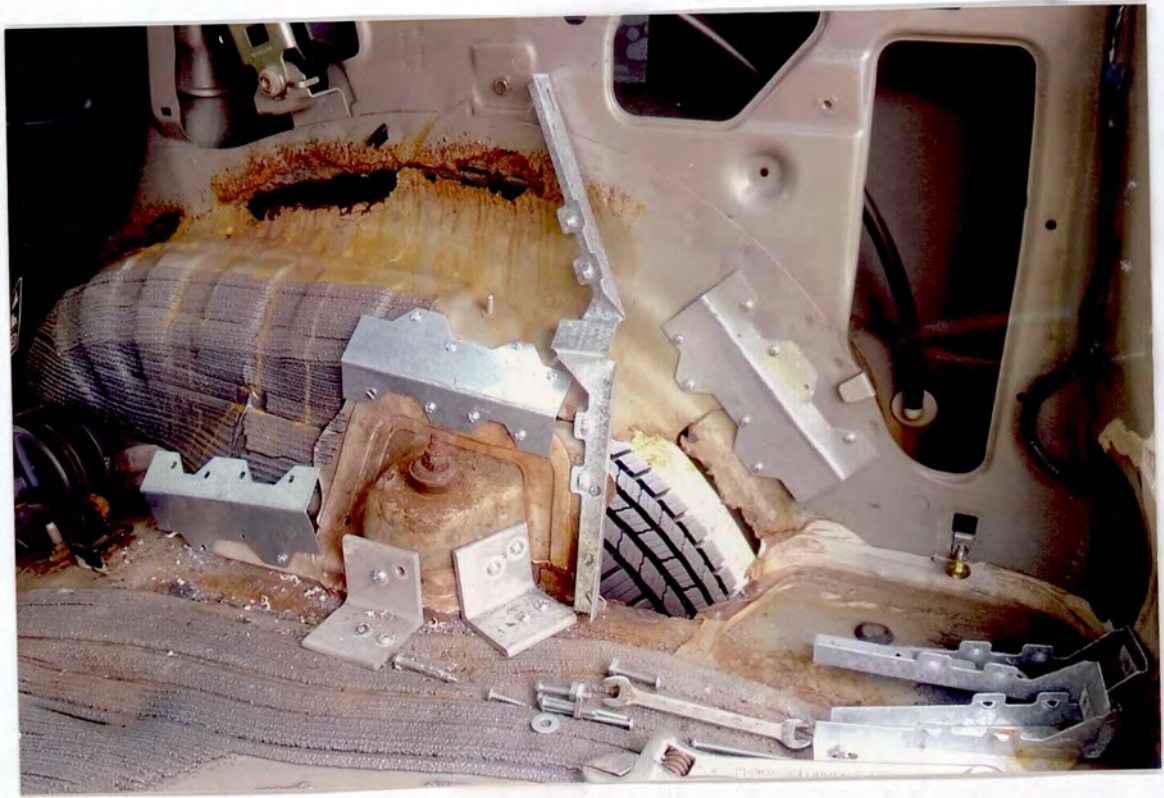
Based on the information we have available for your vehicle, VIN: 4F2CZ96194K [REDACTED], your vehicle is involved in a recall related to subframe corrosion which will address a very specific area of your vehicle. Any other affected area will not be covered under the recall; therefore, any repairs needed to address rust and corrosion outside of the recall would be the responsibility of the vehicle owner. The manufacturer warranty covering perforation was originally for 5 years. Unfortunately, your vehicle is well outside of the warranty parameters and Mazda is unable to assist with any repairs outside of the recall.

We apologize for any inconvenience that this may cause and have documented your concerns for our records. Should you have any additional questions or need further assistance, please do not hesitate to contact me.

Sincerely,

Fernando
Representative, Customer Experience
Mazda North American Operations
(800) 222-5500, X 1177
Select Prompt 6, then 2, Ext. 1177

[SR Number: [REDACTED]]







[REDACTED]
Wrentham, MA [REDACTED]



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, S.E., West Building
Washington, DC 20590