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May 27, 2015

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

Mazda North American Operations
Technical Services Division
1444 McGaw Ave.
Irvine, CA 92614-5570

Sirs:

JUN - 5 2015

I am the original owner of a 2004 Mazda 6, and I have been very happy with it. I recently received Safety Recall 7914J (NHTSA Campaign No. 14V-344) to address the well known Takata airbag problem. When I contacted my local service shop (Laird Noller) to make an appointment for the repair I was told the following:

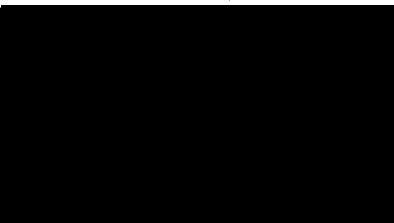
I must bring my vehicle to their shop so that they can verify its Vehicle Identification Number (VIN), and THEN they will order the parts necessary to address this safety recall. Once the parts arrive I will then need to return to the shop for the actual work to be done. I am informed that this is Mazda's requirement, not theirs.

This process makes no sense considering that your letter to me includes my VIN, and clearly states that "If you are a recipient of this notice, your vehicle is included in this Safety Recall". Nowhere in your letter does it state that my VIN must be verified by the service shop PRIOR to the parts being ordered.

Given all of this what purpose is served by requiring the VIN to be verified PRIOR to having the parts available? Your requirements force me to make two visits to the service shop when only one should be necessary.

Your requirements are putting my safety at additional and unnecessary risk! This is NOT the kind of car company I want to do business with, and this experience will certainly influence my future car buying recommendations and decisions. Now factor the cost of this into your recall process decisions.

Respectfully disappointed,



Lawrence, KS



cc: Laird Noller
Administrator of the NHTSA

NH
6/10/15
SMD



Lawrence, KS

KANSAS CITY 640

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Admin of the NHTSA
1200 New Jersey Ave, SE
Washington, DC

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