

# 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**

DOT Auto Safety Hotline

### Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received  
JAN 12 2016

Repository ☐

28-SEP-2015

Reference No.  
10778144

#### OWNER INFORMATION (Type or Print)

Name

Address

City

WESTMINSTER

State

MD

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

#### VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1YVHZ8CH0B5

Make

MAZDA

Model

MAZDA6

Model Year

2011

Date Purchased

July 2011

Dealer's Name and Telephone Number

Heritage Mazda

888-414-3892

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Reisterstown

State

MD

Zip Code

21136

Transmission Type

Auto

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

28-SEP-2014

#### FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: VISIBILITY/WIPER (PWS), 110000 ELECTRICAL SYSTEM, 121000 EXTERIOR LIGHTING: HEADLIGHTS

Failure Mileage

55000

Failure Speed

55

#### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM9ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

#### ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Seat Type:

Date Manufactured:

Model No./Name:

Child Seat Component Code:

Failed Part:

#### APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2011 MAZDA 6. WHILE DRIVING APPROXIMATELY 55 MPH, THE HEADLIGHTS BECAME INOPERABLE. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 55,000.

Both driver + passenger low beam lights continue to go out often. Approximately 6 times in the last year. We have purchased bulbs ourselves + replaced them all except for the last time when the hardware was melted so bad it had to be replaced. These bulbs are extremely hard to replace yourself!

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

I believe there is a short of some sort that keeps blowing out the bulbs. There is no visible water getting in, vehicle has never been in an accident. I am concerned that if it continues there will be a fire. I have been pulled over by the police 3 times and numerous bystanders just to tell me I have a head light out. Luck for me, I got in to the habit of carrying around an extra bulb & the police let me off without a repair order. The head lights on the Mazda 6 are not very bright so when ever you have a headlight go out, you know immediately. Your area of vision drops drastically!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE,  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

BAITMONG

NO 212

15 DEC '15

PM 9 L



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NECESSARY  
IF MAILED  
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UNITED STATES**

**BUSINESS REPLY MAIL**

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle  
has a safety defect?**



**If so:**

**Use the enclosed  
form to file a report.**

**or visit:**

**[www.safercar.gov](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

**[safercar.gov](http://safercar.gov)**