

NEF-010

CL-10838352-8795

[Redacted]
Sacramento, CA [Redacted]

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

January 07, 2016

Administrator of the National Highway
Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

JAN 23 2016

Subject: Mazda 6, 2003, VIN 1YVHP8OD135 [Redacted]

Dear Sir/Madam:

This letter relates to the above subject, my motor vehicle, Mazda 6, 2003, VIN 1YVHP8OD135 [Redacted] which I purchased in 2006.

Last October 28, 2015, I drove the car to a Mazda dealer at 8588 Laguna Grove Drive, Elk Grove, CA 95757 for repair. The problem is that the car would not start after it has been parked for 10-15 hours. Mazda accepted the car for a diagnostic for an hour to find out what was causing the problem. Mazda didn't find out what was wrong, so they spent another hour to do the test. For 7 days, they haven't found anything wrong. I was advised that they needed another hour for more diagnostic tests. On the 8th day, they found out that the PCM part was not working and being that was what was causing the problem.

Unfortunately, we were told that Mazda had stopped manufacturing the PCM for these types of cars built in 2003 and had to special order it from the manufacture to replace it. I was told that it took around 4 to 6 weeks to have it specially manufactured. My wife and I agreed for them to go ahead and order the PCM part on November 6, 2015. The manufacturer took almost 8 weeks to deliver the part and was received by the Mazda dealer on December 29, 2015. Mazda promptly contacted us upon their receipt of the new PCM, and were informed that it would take them a few days to replace the PCM; they also asked us to deliver our car keys to the dealership so that they could re-program them.

It is now more than a week (January 7, 2016) and the information we received was that the auto technicians are still in the process of working on it. We have been patiently following up and waiting to hear from them, whether or not they are able to complete the repairs.

We would just like to get our car back in good driving condition; it's been so long without having our own transportation and we are almost at our wits end. Would there be any possible way that you could assist us for providing any suggestions on how to get the matter effectively resolved?

We greatly appreciate your assistance and ask for your kind consideration regarding this request.

[Redacted]

Cc: Mazda Motor Corporation

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Sacramento, CA

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