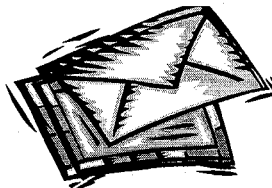


NHTSA ccmMercury Routing Slip



CL-10860775-8949

Printed: 4/15/2016

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

NHTSA #: ES16-001786

XREF #:

Delivery: EML

Rec'd Date: 4/15/2016

Doc Type: CNG

Address To: DOT/I

Referred By: NAD-200

Doc Date: 4/15/2016

Due Date: 5/20/2016

S10 #:

DOT/I #: S - 2016 74

RMP #:

**Subject: LETTER FROM SENATOR GILLIBRAND ON BEHALF OF CONSTITUENT [REDACTED]
RE 1992 MAZDA PROTEGE**

Ack Date:

**Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE KIRSTEN E GILLIBRAND
UNITED STATES SENATOR
780 THIRD AVENUE, SUITE 2601
NEWYORK, NY 10017-2024
Tel: 212-688-6262 Fax: 866-688-7444 E-mail:

APR 19 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NGA-010	SIGN	4/15/2016		
NEF-010	REPLY	4/15/2016	5/20/2016	

RR
4/19/16
SMD



UNITED STATES SENATOR KIRSTEN GILLIBRAND



780 THIRD AVENUE

NEW YORK, NEW YORK 10017

PHONE: 212-688-6262 FAX: 866-824-6340

FACSIMILE TRANSMITTAL SHEETTO:
Mr. Dana GreshamFROM:
Gloria / Melanie SinesiCOMPANY:
Department of Transportation (DOT)DATE:
4/15/2016FAX NUMBER:
202-366-3675TOTAL NO. OF PAGES INCLUDING COVER:
15PHONE NUMBER:
202-366-4573DIRECT DIAL NUMBER:
212-688-7733RE:
[REDACTED]☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY**NOTES/COMMENTS**

Dear Mr. Gresham,

Enclosed please find materials from [REDACTED] regarding his 1992 Mazda Protégé LX. [REDACTED] references a recall issued for complications with the ignition switch. The recall number is 1230875057.

Please do not hesitate to contact me with any questions or concerns.

Thank you for your time and effort.

Sincerely,

Melanie Sinesi, Constituent Liaison
Office of U.S. Senator Kirsten Gillibrand

This facsimile is intended only for use of the addressee(s) named herein and may contain privileged and/or confidential information. If you are not the intended recipient of this facsimile, you are hereby notified that any dissemination, distribution or copying of this facsimile is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone and return the original facsimile to us at the address above via the local postal service.

ES16-001786

KIRSTEN GILLIBRAND

NEW YORK

SENATOR

RUSSELL SENATE OFFICE BUILDING
SUITE 478
WASHINGTON, DC 20510-3205
202-224-4451

COMMITTEES:

ARMED SERVICES
ENVIRONMENT AND PUBLIC WORKS
AGRICULTURE
SPECIAL COMMITTEE ON AGING

United States Senate

WASHINGTON, DC 20510-3205

April 14, 2016

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Dear Mr. Gresham,

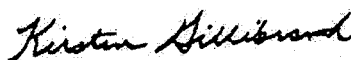
Enclosed is a letter from [REDACTED] concerning his 1992 Mazda Protégé LX. Mr. [REDACTED] references a recall issued for complications with the ignition switch. The recall number is 1230875057.

I would appreciate your reviewing the information that has been presented and providing me with your comments. Please address your reply to my state office:

United States Senator Kirsten Gillibrand
780 Third Avenue, Suite 2601
New York, New York 10017-2024
Attention: Melanie Sinesi

Your cooperation and assistance are greatly appreciated. I look forward to hearing from you soon.

Sincerely,



Kirsten Gillibrand
United States Senator

KG/MS_AL

[REDACTED] SOUTH NYACK, NY [REDACTED]

[REDACTED]
[REDACTED]
March 31, 2016

Ashley
US Senator Kirstin Gillibrand
780 Third Avenue
Suite 2601
New York, NY 10017
212/688-6262 - TEL
866/824-6340 - FAX
casework@gillibrand.senate.gov

DEPARTMENT OF TRANSPORTATION FOR FEDERAL RECALL

RE: MAZDA RECALL FOR IGNITION SWITCH
1992 MAZDA PROTÉGÉ LX

Ref #: 1 230 875 057
VIN #: JM1 BG 2265 NO [REDACTED]

RECALL REIMBURSEMENT, MAZDA NORTH AMERICAN OPERATIONS, POB 57085, IRVINE, CA 92619-7085

MAZDA OF NORTH AMERICA, 7755 IRVINE CENTER DRIVE, IRVINE, CA 92618 TEL: 949-727-1990
MASAHIRO MORO, CEO

Dear Ashley:

Pursuant to my telephone conversation with you today, I am requesting help getting reimbursed for out of pocket expenses for an ignition switch that has been recalled on my 1992 Mazda Protégé.

I was told by Calvin at Mazda Customer Service on x 1175 that all I needed to do is fill out the application and to copy all receipts for parts and labor for the replacements of the ignition switch and send it in to Mazda HQ to reimburse. I sent all documents into Mazda on March 23rd, 2016.

I then tried to follow up with Mazda Customer Service and have been playing telephone ping pong with the supervisor Tom 949/727-6525 direct line. He has left me 2 messages indicating that I had to get the recall performed on the car by going to a Mazda dealer.

The car does not move the transmission is shot and I don't have the money to replace the transmission, nor is the car worth this expensive repair. My sole income right now is SSI of \$820.00 per month.

I tried reaching the CEO's office of Mazda HQ Masahiro Moro, at general HQ tel. of 949/727-1990. They would not even put the call through to his office at the switch board.

[REDACTED] SOUTH NYACK, NY [REDACTED]

[REDACTED]

CONTINUED

I also tried getting help with the referral to Palisades Mazda and spoke with the Service Mgr. there John Gentillo, 888/224-4823. He informed me that the only reimbursement that could be considered would be the repair done by Middletown Mazda. The other 2 ignition switches I purchase and installed myself would not be considered. This would be only one of the three replacements/repairs I did for the ignition switch for which I paid out of pocket.

I submitted the re-imbursement application for \$375.81 with receipts. I was told one thing at time of filing with Mazda customer service and another after the application was sent in. This is completely fraudulent and unethical. The federal recall is for all expenses for the replacement of the ignition switch, not just the ones Mazda choses.

I NEED HELP! I AM A HEART PATIENT WITH 4 HEART ATTACKS AND 2 SURGERIES I CANNOT TOLERATE THIS AGGRAVATION AND STRESS!

I eagerly await your timely response to my urgent request.

Sincerely,

[REDACTED]

KIRSTEN E. GILLIBRAND
NEW YORK
SENATOR
RUSSELL SENATE OFFICE BUILDING
SUITE 478
WASHINGTON, DC 20510-3205
202-224-3651

United States Senate

WASHINGTON, DC 20510-3205

COMMITTEES:
ARMED SERVICES
ENVIRONMENT AND PUBLIC WORKS
AGRICULTURE
SPECIAL COMMITTEE ON AGING

OFFICE OF UNITED STATES SENATOR KIRSTEN GILLIBRAND

The Privacy Act of 1974 is a federal law designed to protect you from any unauthorized use or exchange of personal information by federal agencies. Any information that a federal agency has on file regarding your dealings with the United States Government may not (with limited exceptions) be given to another agency or Member of Congress without your written permission.

I hereby request the assistance of Senator Kirsten Gillibrand. I authorize Senator Gillibrand and her staff to make inquiries into my personal records and/or files as necessary to assist me in the matter that I have presented to her office. The information I have provided is true and accurate to the best of my knowledge.

Signature: _____

Date: 4/11/16

Name (please print): _____

Date of Birth: _____

Address: _____

City: South Nyack

State: N.Y.

Zip: _____

E-mail: _____

Home Phone: _____

Mobile Phone: _____

Federal Agency Involved: Department of Transportation

maeda Ref #

Federal Recall

Case No. and/or Social Security No.: _____

SS #

Do you currently have a case pending before a local, state, or federal court pertaining to this matter?

Yes: _____ or No: ☒ (please check one)

Did you submit a description of your matter through Senator Gillibrand's website?

Yes: _____ or No: ☒ (please check one)

sent cover letter to email address
(Optional) I also authorize Senator Gillibrand to share information pertaining to this matter with the following:

Name: _____ Relationship: _____

Name: _____ Relationship: _____

Please submit this privacy release along with a detailed letter explaining your issue and relevant supporting documentation by:

Email: casework@gillibrand.senate.gov

Fax: 866-824-6340

Mail: Office of Senator Kirsten Gillibrand
780 Third Avenue, Suite 2001
New York, New York 10017
Attn: Department of Constituent Affairs

I would like to be contacted upon receipt of this letter + release before any action is taken.

Please contact Senator Gillibrand's Dept. of Constituent Affairs at (212) 688-6262 with questions or concerns.

Sen. Kirsten Gillibrand
Sen. Charles Schumer
Sen. Marco Rubio
Sen. Bill Clinton
Sen. Kirsten Gillibrand
Sen. Charles Schumer
Sen. Marco Rubio
Sen. Bill Clinton

Sen. Kirsten Gillibrand
Sen. Charles Schumer
Sen. Marco Rubio
Sen. Bill Clinton
Sen. Kirsten Gillibrand
Sen. Charles Schumer
Sen. Marco Rubio
Sen. Bill Clinton

Sen. Kirsten Gillibrand
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Sen. Marco Rubio
Sen. Bill Clinton
Sen. Kirsten Gillibrand
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Sen. Bill Clinton

Sen. Kirsten Gillibrand
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Sen. Bill Clinton

Sen. Kirsten Gillibrand
Sen. Charles Schumer
Sen. Marco Rubio
Sen. Bill Clinton
Sen. Kirsten Gillibrand
Sen. Charles Schumer
Sen. Marco Rubio
Sen. Bill Clinton



Certificate of Mailing

To any/for any station or
other post office

From

[Redacted]

Southwick, MA

To

REC-ALL RE-IMBURSEMENT DEPT
ARIZONA Airmail Certification PPT
PCB 57055
IRVINE, CA 92619-7055

PS Form 3817, April 2007 PSN 7530-02-000-9085

Mazda Recall

1140A
48 E. BROADWAY
NYACK
NY

11960996a
3560657086

04/23/2016 08:01:27-0777 7:14 PM

Product	Qty	Price
DESCRIPTION		

Product Class	1	\$0.70
---------------	---	--------

Part

Letter

Description

MAZDA 04 0210

Weight 0.10 1.00 lb

(Expected Delivery Date)

(Saturday 06/20/2016)

Unit of Measure 1 \$1.70

Estimated Sales Tax 0.00

Affixation 1 \$0.70

Postage

(Estimated Amount) \$0.00

Total \$1.35

Cash \$1.35

BRIGHTEN SOMEONE'S MAILBOX. Greeting
cards available for purchase at select
Post Offices.

Order starts at usps.com/shop or call
1-800-858-2626. Go to
usps.com/shopping to print shipping
labels with postage. For other
information call 1-800-ASK-USPS.

Get your mail when and where you want
it with a secure Post Office Box. Sign
up for a box online at
usps.com/POBoxes.

All sales final on stamps and postage
Refunds for unauthorized services only
Thank you for your business

HELP US SERVE YOU BETTER

TELL US ABOUT YOUR RECENT
POSTAL EXPERIENCE

Go to
<https://usps16.performance.usps.gov>
800-5103-0120-002 00000-0000 02

or scan this code with
your mobile device:



or call 1-800-410-7020

REIMBURSEMENT APPLICATION FORM

1989-1998 MPV, 1990-1995 323, 1990-1998 Protégé, 1992-1993 MX-3
1993-1998 626, 1993-1997 MX-6, 1993-1995 929
Ignition Switch May Overheat - Safety Recall 8715J

(Please type or print)

Name: [REDACTED]

Address: [REDACTED]
[REDACTED]
[REDACTED]

City: South Nyack State: NY Zip Code: [REDACTED]

Home: [REDACTED]
Phone Number: [REDACTED]
Work: [REDACTED]

Email: [REDACTED]

Vehicle Identification Number (VIN): JM1LBG-2265 NO
(17 digits in length)

Total Amount of Reimbursement Requested: \$375.81
Dollars Cents

INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:

- Please read thoroughly
- Fill in vehicle identification number
- Sign the General Release (below)

General Release

I am submitting to Mazda Motor Corporation ("Mazda") a claim for reimbursement for repair or replacement of the electrical ignition switch performed to date. The vehicle identification number (VIN) is:

VIN: JM1LBG-2265 NO

In exchange for Mazda's payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such inspection/repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.

Dated: 3/14/16

Signed: [REDACTED]

(SEE REVERSE SIDE FOR REIMBURSEMENT PLAN DETAILS)



IMPORTANT SAFETY RECALL

**Ignition Switch May Overheat - Safety Recall 8715J
NHTSA Campaign No. 15V-674**

December 2015

This notice applies to your vehicle: VIN JM1BG2265N0 [REDACTED]

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain vehicles listed below:

- 1990-1995 323 vehicles produced from May 30, 1989 through April 21, 1995
- 1990-1994 Protégé vehicles produced from May 9, 1989 through August 28, 1995
- 1992-1993 MX-3 vehicles produced from July 30, 1991 through August 31, 1993
- 1993-1998 626 vehicles produced from September 1, 1992 through March 31, 1998
- 1993-1997 MX-6 vehicles produced from September 1, 1992 through May 30, 1997
- 1993-1995 929 vehicles produced from September 1, 1992 through April 26, 1995

If you are a recipient of this notice, your vehicle is included in this recall.

What is the problem?

On certain subject vehicles, due to an excessive amount of grease at the contact points inside the ignition switch, the grease may carbonize and accumulate between the contact points, reducing the electrical insulation performance inside the switch. As a result, continuous use may lead the contact points to become conductive and overheat the switch, resulting in smoke, and increasing the risk of a fire.

What will Mazda do?

Your Mazda dealer will replace the ignition switch with a modified one, free of charge.

However, replacement parts for this repair are not currently available. When the replacement parts are available, we will send you another notification to make an appointment with an authorized Mazda dealer to have the ignition switch replaced.

-Page 2-

What should you do?

Please wait until you receive another letter from Mazda informing you that the modified ignition switches for the repair are available.

If your Mazda vehicle exhibits any of the following, immediately stop driving the vehicle and contact your Mazda dealer:

- Smoke or abnormal odor from around the ignition switch when starting the engine
- Starter remains engaged after starting the engine

What if you already paid for ignition switch repair?

If you have already paid for repair or replacement of the electrical ignition switch due to a defect with the switch, prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid Information Change Card as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Experience Center at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Your safety and satisfaction are a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We sincerely apologize for any inconvenience this recall may cause you.

Sincerely,

Mazda North American Operations

JOSEPH M. SUTHERLAND		04/03/98	
LABOR RATE 55.00	LICENSE NO [REDACTED]	MILEAGE IN 63435	COLOR GREEN
YEAR/MAKE/MODEL 92/MAZDA/PROTEGEA		DELIVERY DATE 01/31/92	DELIVERY MILES 0
VEHICLE ID NO J M 1 B 6 2 2 6 5 N 0		SELLING DEALER NO	PRODUCT ON DATE
F E NO		PO NO	DATE 04/01/98
BUS PHONE		MILEAGE OUT MO: 63435	

LABOR & PARTS JOB # 1 MAZ ENGINE MINOR HOURS: 1.00 TECH(S): 188 CUSTOMER STATES WHEN CAR RUNNING HEAT AND AC INOP FAN INOP WIPERS INOP AND WASHER INOP BAD IGNITION SWITCH REPLACED IGNITION SWITCH				65.00
PARTS JOB # 1 QTY: 1 PP-NUMBER: 0455-66-151A DESCRIPTION: SWITCH UNIT PRICE: 74.96 JOB # 1 TOTAL PARTS 74.96				74.96
JOB # 1 TOTAL LABOR & PARTS 139.96				139.96
JOB # 2 MAZ ACCESSORIES HOURS: TECH(S): 149 RENTAL RENTAL				0.00
PARTS JOB # 2 QTY: 1 PP-NUMBER: DESCRIPTION: UNIT PRICE: 0.00 JOB # 2 TOTAL PARTS 0.00				0.00
JOB # 2 TOTAL LABOR & PARTS 0.00				0.00
MISC JOB # 2 CODE: CRC RENTAL CAR CONTROL NO: 14.95 JOB # 2 CODE: CRC RENTAL TAX 0.75 TOTAL - MISC 15.70				15.70
TOTALS ***** * [] CASH [] CHECK CK NO: [] * * [] VISA [] MASTERCARD [] DISCOVER * * [] AMER XPRESS [] OTHER [] CHARGE * *****				
TOTAL LABOR.. 65.00 TOTAL PARTS.. 74.96 TOTAL SUOLET.. 0.00 TOTAL G.O.G.. 0.00 TOTAL MISC... 15.70 TOTAL TAX.... 11.22 TOTAL INVOICE \$ 166.88				

THANK YOU "We want to earn your business today. And your trust for tomorrow."

CUSTOMER SIGNATURE

Middletown Mazda Volkswagen

200 DOLSON AVE., MIDDLETOWN, NEW YORK 10940
 (914) 344-3440, FAX: (914) 344-2556
 N.Y.S. M.V. R/S REG. NO. 7049177

DATE: 04/03/98 TIME: 16:29

MIDDLETOWN MAZDA
200 DOLSON AVE
MIDDLETOWN NY 10940
914-344-4448

TRAN 8 RUTH

SALE 15

ACT NUMBER EXP
8999

DESC

TOTAL \$ 166.88

SIGNATURE

THANK YOU

TOP COPY-MERCHANT
BOTTOM COPY-CUSTOMER

OPEN SUNDAYS
9:00 - 3:00

MONROE



DECLASSIFIED BY: [redacted] DATE: [redacted]

Discover

VISA

SHIP • TO

TYPE	NUMBER
100-100000	100-100000

[illegible]

AutoZone 5137

43 ROCKLAND CER
HAHUET, NY
(845) 627-2031

#202883	LS840	67.99-P
LS840 Duralast		
Ignition Switch, EA		
VOID ITEM	1 @ 1/67.99	
#202883	LS840	67.99-P
LS840 Duralast		
Ignition Switch, EA		
PRICE OVERRIDE	1 @ 1/59.99	
#202883	LS840	59.99-P
LS840 Duralast		
Ignition Switch, EA		
SUBTOTAL		59.99
TOTAL TAX @ 8.375%		5.02
TOTAL		65.01
CASH		65.01

REG 002 CSR HAS RECEIPT
STR. TRANS # [REDACTED]
STORE #5137
DATE 03/15/2016 19:02
OF ITEMS SOLD 1

Make all your projects rewarding!
Get a \$20 Reward when you make 5
qualifying purchases of \$20 or more.
Join AutoZone Rewards for free in-store
or online at AutoZone.com/azrewards
*See terms and conditions at
AutoZone.com/azrewards for details.

PERSONAL WARRANTY INFORMATION

1992 Mazda Protege
Item: 202883 LS840 IGNITION SWITCH
LIMITED LIFETIME WARRANTY PERIOD

Limited Warranty

If a part fails during the warranty
period shown on this receipt, bring the
part to any AutoZone store and you will
receive a replacement or refund.

Warranty excludes damage caused by
misuse, abuse, other faulty parts,
improper installation or off-road,
commercial or marine use. Warranties on
replacement parts cover the unused
portion of the original warranty or
90 days, whichever is longer.
Warranties expire when you sell your
vehicle.

THIS LIMITED WARRANTY REPRESENTS THE
TOTAL LIABILITY OF AUTOZONE, FOR ANY
PART OR PRODUCT. AUTOZONE MAKES NO
OTHER WARRANTIES, EXPRESS OR IMPLIED,
INCLUDING THE IMPLIED WARRANTIES OF
MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE.

AUTOZONE SHALL NOT BE LIABLE FOR
ANY INDIRECT, SPECIAL, INCIDENTAL, OR
CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on
how long an implied warranty lasts, or
exclusion or limitation on incidental or
consequential damages, so the above
limitations may not apply to you. This
warranty gives you specific legal
rights, and you may also have other
rights which vary from state to state.

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chance to win \$10000

at www.autozonacores.com
or by calling 1-800-598-8943.
No purchase necessary. Ends 05/31/16.
Subject to full official rules
at www.autozonacores.com

Ref No: [REDACTED]

Customer History Report

*** AutoZone 5137 ***

03/15/2016

18:46:54

Page 1

Customer History Report

	DATE	TRANS#	SKU#	PART#	DESCRIPTION	RETAIL	WARR	RTN
<001>	09/13/2012			VS50569R	VS50569R VALVE	19.99	012	N
<002>	11/14/2011			M210	FUEL TANK	139.99	036	N
<003>	07/21/2011			H5798	H5798 DISC H	7.99	003	N
<004>	07/21/2011			H5802	H5802 PAD IN	7.99	003	N
<005>	07/21/2011			D458	D458 DURALAST	19.99	LIF	N
<006>	07/16/2011			MKD473	MKD473 DURALAS	17.99	LIF	N
<007>	04/29/2011			LS840	LS840 IGNITION	59.99	LIF	N



2014 Senate Input Form for Governmental Affairs Correspondence
Control Sheet (I-10), W85-328



Control Number S - 2016 74

General

Date DOT Received 4/15/2016
Date DOT Entered 4/15/2016
Member's Date 4/15/2016
Member Last Name Gillibrand
Member First Name Kirsten
Member Organization United States Senator
Address1 780 Third Ave
Address2 Suite 2601
City New York
State NY
Zip 10017

Constituents

File Name [REDACTED]
Date
Subject 1992 Mazda Protégé
Action Office NHTSA
Action Code
Due Date 5/20/2016

Contacts

MemberContact Melanie Sinesi
Phone (212) 688-7733
Pending
Closed Date
Remarks melanie_sinesi@gillibrand.senate.gov
DOT Contact Maria Harrison at (202) 366-4573

Notes:

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2016 APR 15 P 1:43