

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Foote, Brenda CTR \(NHTSA\)](#)
Subject: FW: Updated EVOQ Reference No. 10967478
Date: Tuesday, May 02, 2017 10:36:57 AM
Attachments: [10967478_Revised.pdf](#)

>

Subject: FW: Updated EVOQ Reference No. 10967478

Questionnaire.

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

From: [REDACTED]
Sent: Friday, April 21, 2017 11:02 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Updated EVOQ Reference No. 10967478

Greetings,

Attached is a PDF of the updated EVOQ (Ref No. 10967478) and supporting documentation from Mazda.

Thanks.

[REDACTED]

----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Thu, Apr 20, 2017 at 11:36 AM
Subject: FW: Follow up to ODI Complaint: ----10967478-----
To: [REDACTED] <[REDACTED]>

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation



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

21-MAR-2017

Repository ☐

Reference No.
10967478

OWNER INFORMATION (Type or Print)

Name
Address
City CAPITAL HEIGHTS CAPITOL HEIGHTS 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

1YVHP82A69S

Make

MAZDA

Model

MAZDA6

Model Year

2009

Date Purchased

12/12/2008

Dealer's Name and Telephone Number

OURISMAN MAZDA 1-888-260-1834

Engine:

No: Cylinders

4

Fuel Type:

Regular Unleaded
87 Octane

Original Owner

☒

Dealer's City

LAUREL

State

MD

Zip Code

20724

Transmission Type

☒

Antilock Brakes

Powertrain

☒

Cruise Control

Multiple Failure:

Incident Date(s)

30-SEP-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

88,800

Failure Speed

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: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

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

Number of Deaths

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* TAKATA RECALL. THE CONTACT OWNS A 2009 MAZDA MAZDA6. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 17V012000 (AIR BAGS) AND 16V594000 (AIR BAGS) HOWEVER, THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURE EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

ADDITIONAL INFORMATION AS OF 4/20/2017 BY OWNER:

AIR BAG LIGHT STARTED ILLUMINATING WHILE DRIVING ON 2/17/2017. VEHICLE INSPECTED BY DEALER ON 2/20/2017 AND CONFIRMED FAILURE DUE TO RECALL (16V594000). LIGHT CONTINUES TO ILLUMINATE WHILE DRIVING FOR THE LAST 60 DAY PERIOD. MAZDA RECALL NOTICE STATES CONTINUED DRIVING IN THIS CONDITION COULD PREVENT AIR BAGS FROM DEPLOYING YET NO SOLUTION PROVIDED.

PASSPORT MAZDA DEALER RECALL INSPECTION INVOICE AND RECALL NOTICES ATTACHED

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 to 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.



PASSPORT MAZDA

5050 AUTH WAY SUITLAND, MD 20746

MAIN LINE 240-492-2000

FAX 240-695-5608

SERVICE HOURS MONDAY THRU FRIDAY 7:30 A.M. - 6:00 P.M.

SATURDAY 8:00 A.M. - 5:00 P.M.

www.passportmazda.com



CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	RICHARD LEWIS	7061	TAG NO.	667	INVOICE DATE	02/20/17	INVOICE NO.	[REDACTED]
[REDACTED]		LABOR RATE	125.00	[REDACTED]	MILEAGE	88,831	COLOR	GRAY/BLACK	STOCK NO.	[REDACTED]
CAPITOL HEIGHTS, MD [REDACTED]		YEAR / MAKE / MODEL	09/MAZDA/MAZDA6/4DR SDN I GR TOUR AT			DELIVERY DATE		DELIVERY MILES		
[REDACTED]		VEHICLE I.D. NO.	1 Y V H P 8 2 A 6 9 5 [REDACTED]			SELLING DEALER NO.		PRODUCTION DATE		10/10/08
[REDACTED]		R.T.E. NO.	[REDACTED]			R.O. DATE		02/20/17		
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]			COMMENTS				
MO: 88832										

LABOR & PARTS

J# 1 00MAZ TOWING HOURS: TECH(S):7076 WARRANTY
CUSTOMER STATES PERFORM RECALL : 9816HSAS POWER SUPPLY
CODES FOR SAS MODULE
INSPECTED
BACKORDERED-CALLED HOTLINE TO RUSH-WILL CONTACT CLIENT WHEN
PARTS ARRIVE
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01MAZP99P F/C REPORT CARD HOURS: 0.00 TECH(S):7076 WARRANTY
PERFORM MAZDA FULL CIRCLE REPORT CARD.
REVIEW REPORT CARD WITH CUSTOMER.
COMPLETED.
JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS

CC Appt created 2017-02-18 09:41:00am taken by Brenda Fleming

TOTALS

I HAVE RECEIVED A PROPER EXPLANATION OF ALL REPAIRS AND
CHARGES. (YES) (NO) ANY QUESTIONS ABOUT THE SERVICES WE
PERFORMED TODAY, PLEASE SEE YOUR SERVICE ADVISOR.
ANY SPECIAL ORDER PARTS NEEDED FOR REPAIR OF YOUR VEHICLE
MUST BE PAID IN ADVANCE AND ARE NOT REFUNDABLE.
ENVIRONMENTAL CONCERNS HAVE FORCED US TO CHARGE FOR THE
EXPENSE INCURRED TO PROPERLY STORE AND ARRANGE DISPOSAL
AND/OR RECYCLING OF OIL, TIRES, COOLANT, BATTERIES, METAL
PARTS AND CLEANING SOLVENTS USED IN THE REPAIR OF YOUR
VEHICLE. YOUR INVOICE MAY ALSO INCLUDE A CHARGE FOR SHOP
MATERIALS.

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

*****CASH *****CHECK *****CHARGE *****
*****INITIALS *****DATE *****TIME *****

CUSTOMER SIGNATURE

WHILE YOUR MOTOR VEHICLE IS ON
THE PREMISES OF THE AUTOMOTIVE
REPAIR FACILITY, DEALER IS NOT RE-
SPONSIBLE FOR LOSS OF OR DAMAGE
TO ARTICLES LEFT IN VEHICLE UNDER
ANY CIRCUMSTANCES. YOU SHOULD
ASK A REPRESENTATIVE OF THE
AUTOMOTIVE REPAIR FACILITY ABOUT
THE EXTENT OF ITS RESPONSIBILITY,
INCLUDING THE EXTENT OF THE
INSURANCE COVERAGE OF THE AUTO-
MOTIVE REPAIR FACILITY.

MANUFACTURER SPECIAL POLICY
ADJUSTMENT PROGRAMS: FEDERAL
LAW REQUIRES MANUFACTURERS
TO FURNISH THE NATIONAL HIGHWAY
TRAFFIC SAFETY ADMINISTRATION
(N.H.T.S.A.) WITH BULLETINS DE-
SCRIBING ANY DEFECTS IN THEIR
VEHICLES. YOU MAY OBTAIN COPIES
OF THESE BULLETINS FROM EITHER
THE MANUFACTURER OR THE N.H.T.S.A.
IN ADDITION, CERTAIN CONSUMER
PUBLICATIONS OR ORGANIZATIONS
PUBLISH THIS INFORMATION, WHICH
MAY BE AVAILABLE FOR A FEE OR
FOR FREE.

USED REBUILT OR RECONDITIONED
PARTS HAVE BEEN SUPPLIED OR A
PART OF A COMPONENT SYSTEM
SUPPLIED IS COMPOSED OF USED,
REBUILT OR RECONDITIONED PARTS.

YES NO

PAID

456 2 6 2017

ANY WARRANTIES OF THE MANUFACTURER ON THE PRODUCTS SOLD HERETO ARE THE MANUFACTURER'S ALONE AND NOT DEALER'S. DEALER DISCLAIMS ALL EXPRESS WARRANTIES AND IMPLIED WARRANTIES INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND KNOWS THAT THE SAME DURATION AS THE MANUFACTURER'S EXPRESS WARRANTY. THE REPAIR OR REPLACEMENT OR PAYMENT FOR OR REIMBURSEMENT FOR REPAIR OR REPLACEMENT, OF COVERED PARTS ARE PURCHASER'S ONLY REMEDY AND DEALER'S ONLY LIABILITY FOR BREACH OF ANY IMPLIED WARRANTY. DEALER DISCLAIMS LIABILITY FOR CONSEQUENTIAL DAMAGES TO PERSON OR PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. DEALER FURTHER ASSUMES, NOR AUTHORIZES ANYONE TO ASSUME FOR DEALER, ADDITIONAL LIABILITY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL LOSS OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO PURCHASER.

Parts and Accessories Warranty

Genuine Mazda Parts Warranty

Mazda's genuine new or remanufactured parts (other than battery) and accessories purchased from or installed by a Mazda dealer are covered under the Replacement Parts and Accessories Warranty. This includes Mazda Accessories installed by a Mazda dealer prior to the retail delivery of a new Mazda vehicle. A Mazda dealer will repair or replace any properly installed Mazda part or accessory found to be defective in material or workmanship during the Replacement Parts and Accessories Warranty or the remainder of the warranty coverage applied by Mazda to the component.

Mazda's Replacement Parts and Accessories Warranty coverage:

Dealer-Installed Replacement Part or Accessory under the New Vehicle Limited Warranty:

1996 and newer vehicles

- * 12 months/12,000 miles, whichever comes first from the date the part was installed on the vehicle.
- * Labor for removal or replacement will also be covered.
- * Customer must provide a copy of the Mazda Dealer repair order showing installation of the part at an authorized Mazda dealer.

Mazda Brake Warranty

Our brakes stop, our warranty doesn't. All Genuine Mazda and Value Products by Mazda Brake Pads and Shoes Come with a Lifetime Limited Warranty.

- * All Mazda Genuine Parts or Value Products by Mazda Brake Pads and Shoes are under warranty, as long as the original purchaser of the replacement brake pads or shoes owns the vehicle on which they were originally installed.
- * Warranty is always valid if installation was done by an authorized Mazda dealer.
- * If the brake pads and/or shoes become damaged, defective, or worn out during the warranty period, they may be exchanged for new warranty-equivalent Mazda Genuine Parts or Value Products by Mazda brake pads or shoes.
- * Upon purchase, your authorized Mazda dealer will provide you with a service repair order, which is considered "proof of purchase" under the terms of the warranty. When requesting a warranty replacement, the service repair order must be presented, and the original components must be returned and exchanged for new replacement brake pads or shoes.
- * The customer is responsible for installation charges upon replacement. See your authorized Mazda dealer for a complete list of warranty rights and limitations.

Mazda High-Performance Replacement Battery Warranty

36/60-Month Replacement Warranty

If dealer installed, coverage is as follows:

- * 1-36 months: Free replacement and labor.
- * 37-60 months: Customer is responsible for 20% of the MSRP of battery and labor.



17795

IMPORTANT SAFETY RECALL

**2009-2010 Mazda6 Sophisticated Air Bag Sensor (SAS) Unit Concern
Voluntary Safety Recall 9816H
NHTSA Campaign No. 16V-594**

October 2016

This notice applies to your vehicle: VIN 1YVHP82A695 [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 2009-2010 Mazda6 vehicles produced from February 4, 2008 through December 3, 2009.

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

What is the problem?

On certain 2009-2010 Mazda6 vehicles, an internal component inside the sophisticated air bag sensor (SAS) unit may be susceptible to corrosion. If the unit fails, the air bag warning light will illuminate to alert the driver of the failure. Continued driving in this condition could prevent the air bags from deploying in a crash necessitating air bag deployment, increasing the risk of injury.

What will Mazda do?

Replacement parts for this recall repair are not currently available. When the replacement parts become available, Mazda will send you a second notification.

What should you do?

If the air bag warning light is not illuminated, you do not need to contact your Mazda dealer at this time. Please wait until you receive another notification from Mazda that replacement parts are available for the repair.

If the air bag warning light of your vehicle illuminates and stays on, please make an appointment with your Mazda dealer as soon as possible to have your vehicle diagnosed and repaired. If diagnosis confirms the air bag light is on as a result of SAS unit failure, the SAS unit will be replaced free of charge. However, if diagnosis confirms the air bag light is on due to a different issue, this recall will not address this condition. Your Mazda dealer will open a separate repair order to address that problem.

What if you already paid for repair or replacement of the SAS unit?

If you have already paid for repair or replacement of the SAS unit due to SAS unit failure, 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 www.MazdaRecallInfo.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 and mail the enclosed postage-paid *Information Change Card* (no envelope required) 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 toll free at (800) 222-5500, select 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>.

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



18380

IMPORTANT SAFETY RECALL PRELIMINARY NOTIFICATION



PASSENGER Air Bag Inflator Replacement – Safety Recall 0717A

NHTSA 17V012

March 2017

This notice applies to your vehicle: 2009 Mazda MAZDA6 VIN 1YVHP82A695 [REDACTED]

Dear [REDACTED]

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

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in 2009 and 2012 Mazda6, 2007-2009 and 2012 CX-7 and 2007-2009 and 2012 CX-9 vehicles.

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

What is the problem?

The defect in these recalled vehicles could result in serious injury or death. Specifically, in some vehicles, an inflator rupture could result in metal fragments striking the passenger or other vehicle occupants in the event of a crash that causes the air bag to deploy. This condition is more likely to occur if the vehicle had continued exposure to high levels of absolute humidity.

What will Mazda do?

Parts are not available at this time. When parts are available for your vehicle, we will send you another notification informing you to bring your vehicle to your Mazda dealer to have the passenger frontal air bag inflator replaced, free of charge.

Investigations conducted by the National Highway Traffic Safety Administration (NHTSA) and independent investigators have concluded that time, temperature, and humidity contribute to significant air bag propellant degradation, which can lead to high risk of inflator rupture in the event of a crash necessitating air bag deployment. Due to limited parts supply, this recall repair will be carried out in phases, with older vehicles in (or ever registered in) geographical areas with consistent high absolute humidity given first priority.

What should you do?

Please wait until you receive another letter from Mazda notifying you that replacement parts for your vehicle for this repair are available. ***Until this repair is performed, do not allow passengers to ride in the front passenger seat.*** If you have questions, or wish to discuss this situation further, contact your closest Mazda dealership.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, consult your local yellow pages, or call our Customer Experience Center (800) 222-5500, option #4.

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 recall, visit our website www.MazdaRecallInfo.com. If you still have questions, 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>.

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle.

Your safety is our first priority at Mazda. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

Para información en español, visite www.MazdaSeguridad.com o llame a nuestro Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8 para hablar con un representante en español.