



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

April 19, 2018

[REDACTED]
West Chicago, IL [REDACTED]

NEF-109 nam
Ref. No. 11005668

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Mazda Mazda5. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond and regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We reviewed our database in an effort to identify whether a safety defect trend exists with regard to the transmission and ignition switch in MY 2008 Mazda Mazda5 vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or to initiate a recall. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, an explanation of NHTA's investigation and recall process is on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recall through a direct link to the manufacturers database. Our search confirmed that there are no open recalls on your vehicle. Since there are no recalls for the vehicle problems you experienced, you are not entitled to recover your repair expenses from Mazda.

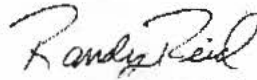
You may consider contacting your local Consumer Protection Agency or the Illinois Office of the Attorney General regarding your problem and rights under state law. You may also ask your dealership for a meeting with a Mazda district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair

trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement