

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	
OWNER INFORMATION (Type or Print)		Date Received 31-JUL-2017 OCT 24 2017		Repository ☐ Reference No. 11011752	
Name [REDACTED] Address [REDACTED] City CARMEL State CA Zip Code [REDACTED]		Daytime Telephone Number [REDACTED] Evening Telephone Number [REDACTED]		E-mail Address [REDACTED]	
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 1YVHZ8DH2C5 [REDACTED]		Make MAZDA		Model MAZDA6	
Model Year 2012		Date Purchased 7-6-2016		Dealer's Name and Telephone Number (831) 394-6666 SEASIDE CHRYSLER	
Engine: No: Cylinders		Fuel Type: GAS		Original Owner ☐ Dealer's City SEASIDE State CA Zip Code 93953	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control		Powertrain		Multiple Failure: Incident Date(s) 31-JAN-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 140000 AIR BAGS				Failure Mileage Failure Speed 41/a	
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 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* TAKATA RECALL. THE CONTACT OWNS A 2012 MAZDA 6. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 17V012000 (AIR BAGS); HOWEVER, THE PARTS TO DO THE REPAIR WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT CALLED A LOCAL DEALER (PERRY MAZDA LOCATED AT 440 HITCHCOCK WAY SANTA BARBARA, CA 93105) WHERE IT WAS CONFIRMED THAT THE RECALL PARTS WERE ON BACKORDER. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.					
BY NHTSA LETTER DATED MARCH 2017					
IF WE MADE AN APPOINTMENT, THE DEALERSHIP COULD ORDER THE PARTS. AN APPOINTMENT WAS SCHEDULED FOR 5/15/2017. CONTACT NEVER HEARD BACK FROM DEALER.					
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.					

ON 4-25-2017



81185

IMPORTANT SAFETY RECALL PRELIMINARY NOTIFICATION



PASSENGER Air Bag Inflator Replacement – Safety Recall 0717A NHTSA 17V012

March 2017

This notice applies to your vehicle: 2012 Mazda MAZDA6 VIN 1YVHZ8DH2C5 [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.

my text
message to
my son
on 4/25/2017
re: my phone
call with the
Perry
Mazda
service
department
in Santa
Barbara, CA,
where my
son was in
college at
the time.

Service fellow at the Mazda
dealer in Santa Barbara. His
name is Edward and his
direct # is 805-456-3419. With the
Mazda's VIN (which I gave
him), he was able to order
the airbag. He's told that it
takes 2 weeks for it to arrive,
but he also needed to get
you on the service calendar
so the part being ordered
(new passenger side airbag)
matches a service
appointment. Currently, the
appointment is for the
morning of Monday, 5/15, but
that's only to get you into the
system. Edward says you
should call him the week of
May 8th to (i) see if the part
has actually arrived, and (ii)