

Valencia, CA

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March 20, 2021

CL-11407653-3877

Administrator, NHTSA
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Administrator, NHTSA,

I purchased a 2021 Mazda 3, 4-door 2.5 sedan with AWD on January 31, 2021. Included in the Safety features is the Smart Brake Support (SBS).

The last 4 days I have had the SBS system slam on the brakes where they momentarily locked up. This happened on 5-6 different occasions both on the freeway in stop & go traffic and at acceleration from an intersection and driving on city streets, all at different speeds of 2-45 mph.

Every one of the instances was not necessary as there were no vehicles within 10-30 feet of the front of my vehicle. Also, this is a total safety issue as I had several cars have to come to a sudden stop behind me so as not to run into my rearend.

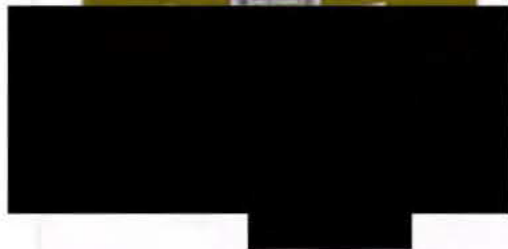
When I consulted the service department at the dealer, I was told there is NO way to disable this function. Apparently there is a safety setting in the on-board menu for collision avoidance that needs to be set to LATE to avoid this situation from happening.

I am asking Mazda Corporation and the NHTSA to put out a safety bulletin to ALL owners of Mazda vehicles that has this system and warn them about this issue, and how to rectify it.

I am also asking Mazda & NHTSA to put out a recall on this matter and for Mazda to put in a disable switch for the consumer to be able to turn off this function if this sort of situation keeps happening in ALL their Mazda cars with SBS systems. You have no idea how dangerous this situation is when you are just driving on the street and all of a sudden the car slams on the brakes and the brake Now light comes on. Please look into this matter.

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