

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI COMPLAINT 11439027
Date: Monday, February 7, 2022 4:11:37 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, February 07, 2022 1:18 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI COMPLAINT 11439027

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

[REDACTED] attached a document



[REDACTED] has attached the following document:



NHTSA

[REDACTED]
[REDACTED]
Enfield, CT [REDACTED]
[REDACTED] (Phone number change) ([REDACTED])
[REDACTED]

RE: Reference number: 11439027 November 2, 2021

Initial Problem (We did not take in for diagnosis)
I was not completely sure of the mileage at the time of the incident noted below in red; but, when taken in for diagnosis, as of November 5, 2021 the mileage was noted as 6,301 by Manchester Mazda.
The vehicle would start bouncing up and down and moving forwards and backwards while stopped at a stop light and this

occurred multiple times shortly after the purchase, within a month of purchase and randomly continued up to the point of the following issue.

Reason for call (This was the cause for the call)

I was at a stop light when I was making a left hand turn, I was in the lane and going straight when the brake assist engaged and stopped the vehicle. I had no one in front of me as far as the eye could see. I may have been going 10-15 miles an hour at the time. After filing the complaint, that day I contacted the manufacturer and the dealership. I scheduled an appointment with the dealership for that Friday. After the appointment the dealership informed us that the issue had been resolved and that the distance for the sensors in the front were set at the furthest possible distance and that they did not know why and they set it for the shortest distance.

Since these incidents I have shut off the brake assist every time I drive the CX-30 and there have been no more incidences of the vehicle bouncing or any issues with braking.

I had one incident of bouncing after removing the all weather tires and having the winter tires put on. After that there have been no more incidences of bouncing in the vehicle.

Thank you,

[REDACTED]

 Untitled document



NHTSA

[REDACTED]

Enfield, CT

[REDACTED] (Phone number change) ([REDACTED])
([REDACTED])

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[REDACTED]