

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

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11474277
Date: Wednesday, September 21, 2022 4:22:51 PM

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]

Subject: Fwd: RE: Mazda Customer Experience Center - File Number [REDACTED]
To: nhtsa.webmaster@dot.gov

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.

To whom it may concern,
May tracking number is 11474277. Does this not warrant some safety concerns? This should be on a recall.
Sincerely,

[REDACTED]

----- Original Message -----

From: Mazda Customer Experience <customerexperience@mazdausa.com>
To: [REDACTED]
Date: September 19, 2022 at 12:41 PM
Subject: RE: Mazda Customer Experience Center - File Number [REDACTED]

Service Request Number [REDACTED]

Dear [REDACTED],

Thank you for contacting Mazda Customer Experience Center.

My name is Gretchen from Mazda of North America and I'm happy to assist you with your inquiry. Please set up an appointment with service for a technician to inspect/diagnose struts issue. I found a Technical Service Bulletin, TSB NUMBER: 02-004/22. But I won't know if the case is applicable until you have your vehicle inspected/diagnosed by a Mazda technician.

Please note that, you are currently out of basic warranty for your vehicle. If you are seeking additional coverage, you must work with Mazda dealership's service manager to have your diagnosis submitted to warranty for potential after warranty repair coverage review. This is not a guarantee of coverage and any offers made by warranty if you are deemed eligible is final. Please note this is not deemed eligible and you will be responsible for the diagnostic and potential repair cost. If you have any questions, you can reach me directly using the number and extension below.

Thank you for being a part of the Mazda family.

Sincerely,
Gretchen
Representative, Customer Experience
800.222.5500
Select Prompt 2, then Ext. 1240234
(SR Number [REDACTED])

----- Original Message -----

From: [REDACTED]

Sent: 9/14/2022 3:14 PM

To: mazdacustomerexperience@mazdausa.com

Subject: Front left strut

A new submission has come in from the Email Us page, Below are the details

First Name : [REDACTED]

Last Name : [REDACTED]

Email ID : [REDACTED]

Topic : Other

Phone Number : [REDACTED]

Detail : I am very nervous driving my CX9. April 2022 took vehicle in for an oil change at local Mazda dealership and when driving home I kept hearing a noise. I called the local Mazda dealership and asked if anything else had been done to the vehicle, was told no. I took Mazda to local mechanic, and he definitely said the front left strut was spent. I only have put 18,000 miles on this vehicle, and it had 19,000 prior to me purchasing it. I have contacted NHTSA. I am very scared driving my car now. Struts should not have to be replaced at 37K miles. Mazda should make me whole and step up to the plate. Thank you.

Address : [REDACTED]

Address 2 :

City : Newington

State : CT

Zip : [REDACTED]

Is Current Mazda Owner? : YES

VIN : JM3TCBEY5H[REDACTED]

Model Year : 2017

Model Name : CX-9

Mileage : 37132

Thank you,

[REDACTED]

ASRC Federal Holding Company

[REDACTED]

7000 Muirkirk Meadows Drive, Beltsville, MD 20705

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