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On May 21, 2015, at 10:00 AM, the vehicle was found at the location of the accident. The vehicle was found with the hood open and the engine compartment exposed. The vehicle was found with the hood open and the engine compartment exposed. The vehicle was found with the hood open and the engine compartment exposed.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

Dear Consumer:

NEF-109

Thank you for contacting the National Highway Traffic Safety Administration's (NHTSA) Vehicle Safety Hotline (VSH). The information from your report was entered into our complaint database with NHTSA ID #11532135 . Any information you provide in the future should include this ID number. Your complaint will be reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236. You can review a copy of your report on our website at <https://www.nhtsa.gov/recalls> by entering your eight-digit Reference Number into the NHTSA Safety Issue ID field.

Thank you for your cooperation.

Sincerely,

Randy Reid
Chief, Consumer Engagement Division
Office of Defects Investigation Enforcement
Enforcement



From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint -----11532135-----
Date: Thursday, September 28, 2023 1:37:18 PM

From: [REDACTED]
Sent: Thursday, September 28, 2023 11:45 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>; Lyles, Derrell (NHTSA) <Derrell.Lyles@dot.gov>
Subject: Re: Follow up to ODI Complaint -----11532135-----

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.

Hi All,

As an additional point, upon further review of the information available via the NHTSA website, the crash date is indicated as February 1 2023; however, as I indicated to Derrell Lyles, the actual incident occurred in May 2021.

Thanks,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

On Sep 26, 2023, at 7:20 PM, [REDACTED] wrote:

To whom it may concern:

I'm reaching out regarding NHTSA ODI case 11532135. Upon review of the information available via the NHTSA website, I have the following edits and/or additional information:

- While the vehicle mileage at the time of initially contacting VSH was approximately 110,000 miles (which is the incident mileage indicated on the NHTSA website), the incident in May 2021 occurred when the vehicle had approximately 75,000 miles on it;
- As expressed to VSH and others, both myself and my child daughter hit our heads during this incident, resulting in two injuries (although no immediate medical attention was sought as 911 never dispatched); however, the NHTSA website indicates 0 injuries occurred;
- I have also recently taken additional photos of the vehicle, including under the hood of the vehicle, wherein it clearly indicates no recall completion sticker was ever placed/no recall ever occurred, further corroborating the incident itself and the documentation provided by

Mazda indicating no parts were ever installed (no installation date on documentation, only visual triage/repair) occurred, as also further corroborated by the faulty structural cage bolt noted (but, again, never installed/replaced) on both Mazda and Geico documentation;

- In addition to the initial damage from the LCA failing due to the fraudelently falsified recall completion, the vehicle has suffered from additional damage, such as: axle failure due to LCA play/movement, multiple brake failures due to axle failure and grease sprayed on brakes from axles, differential wear, premature engine and transmission wear/failure/issues;
- As indicated to VSH and Derrell Lyles, an NHTSA rep reaching out via email, multiple Mazda representatives have also corroborated a campaign of recall falsification (certifying this recall upon passing of a visual inspection, without installing parts, due to supply chain issues at the time of the recall) including dealership service manager(s) and technician(s), which can also be corroborated via open source tooling (or, more easily, searching openly for folks whom have shared, such as via forums, copies of their recall invoices, wherein dealerships claimed to install and complete the recall in 20 minutes or less);

Thanks,

[REDACTED]

[REDACTED]

On Sep 21, 2023, at 4:58 PM, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

<1 [REDACTED]>