

From: [REDACTED]  
To: [EVOQ \(NHTSA\)](mailto:EVOQ@dot.gov); [DataQuality](mailto:DataQuality@dot.gov), [DataQuality \(NHTSA\)](mailto:DataQuality@dot.gov)  
Subject: Re: Follow up to ODI Complaint ---11577954  
Date: Thursday, March 28, 2024 12:19:56 PM  
Attachments: [REDACTED]

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**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.

Good afternoon,

I would like to provide more detail to ODI Complaint NHTSA ID 11577954. The above email states that I should make any necessary edits and email to [dataquality@dot.gov](mailto:dataquality@dot.gov), but I do not understand where these edits should be made. The attached "11577954.docx" word document that was sent to me appears to be an informational document send to me, the consumer. I do not understand where it is appropriate to make my own edits. If you could please let me know.

At any rate, the Summary of Complaint that was entered is incomplete. I requested on the call that it be noted that this is "**severely accelerated subframe rot on the passenger front, which is consistent with an active recall on second generation Mazda 6 vehicles (see: MAZDA RECALL # 2818I, NHTSA CAMPAIGN # 18V631000, NHTSA CAMPAIGN # 19V323000)**"

I would like these recall campaigns references because this is a design flaw with a risk of severe subframe failure that led to recalls in later model years in two separate NHTSA campaigns. It is clear that the 2006 model year is suffering the same failure mode that led to recalls of 2009, 2010, 2011, 2012, and 2013 Mazda 6 vehicles, and should be remedied by a recall to address this same manufacturer oversight.

Could you please advise on how I can have the bolded portion above added to my Summary of Complaint for ID 11577954, **and** reviewed with this information updated. I believe Mazda should review and address this issue with the NHTSA as the same failure mode for which they have already been order to issue **MAZDA RECALL # 2818I under NHTSA CAMPAIGNS # 18V631000 and 19V323000.**

I see several other complaints for this same issue under the 2006 Mazda 6 on NHTSA website, and I do not see one instance of Mazda having replied and addressed it for this model year, although they do reply to other issues for this model year as recently as 2023.

Thank you, please feel welcome to follow up with any questions or otherwise inform me once the claim has been updated and addressed by the Mfr.

Kind regards,  
[REDACTED]

On Thu, Mar 28, 2024 at 10:18 AM EVOQ (NHTSA) <[EVOQ@dot.gov](mailto: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](mailto:dataquality@dot.gov) or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.





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 # 11577954. 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