



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



April 21, 2025

[REDACTED]
[REDACTED]
Pahoa, HI [REDACTED]

NEF-109 rrr
Ref. No. 11616869

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2015 Mazda 6 vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. NHTSA's mission is to save lives, prevent injuries, and reduce economic costs due to road traffic crashes, through education, research, safety standards, and enforcement activity. I am pleased to respond.

We appreciate the report you provided. Among other enforcement activities, NHTSA continuously monitors available information to identify potential safety defect trends. As such, reports from motorists are a very important source of information for us. We recently entered your vehicle identification number (VIN) into our VIN Look-Up tool and found that NHTSA Safety Recall Campaign No. 17V393 is still incomplete on your vehicle (enclosed).

We understand that an independent repair facility (IRF) Lex Brodie's Tires, repaired the brakes on your vehicle in September 2024. Please note that Mazda does not recognize the IRF's repair as satisfying Recall 17V393, because they are not an authorized dealer. The National Traffic and Motor Vehicle Safety Act gives vehicle manufacturers the right to require that the recalls be performed at an authorized repair facility for various reasons (e.g., safe, and adequate facility, insurance, property damage liability, essential tools and equipment, technician training, productivity, etc).

We encourage you to contact Mazda and Jim Falk Mazda of Maui to explore the potential for an amicable resolution to completing Recall 17V393. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/2024-11/MVSDefectsandRecalls-Update_112124_v1a_tag.pdf.

Finally, please complete an electronic Vehicle Owner's Questionnaire on our website at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236 if you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future. You can also review complaints, safety recalls, manufacturers' service bulletins, etc. on our website. I hope you find this information helpful.

Sincerely,

A black rectangular redaction box covering the signature of Randy Reid.

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

Enclosure

2015

MAZDA MOTOR CORP M6G ISP A**VIN:** [REDACTED]

Recall data refreshed on Apr 17, 2025

1 Unrepaired Recalls

associated with this VIN

Jun 22, 2017**Manufacturer Recall Number** 1217F**NHTSA Recall Number** 17V-393**Recall Status** Recall Incomplete**Summary**

On the mechanical (cable) type parking brake, water may enter the brake caliper due to inappropriate sealing performance of the rear brake caliper protective boot, particularly under low temperature conditions, and the parking brake actuator shaft, which is the component of the brake caliper, may be rusted.

Safety Risk

If the vehicle continues to be used with such condition, the rust may progress, increasing the sliding resistance of the actuator shaft. In extreme cases, the rusted actuator shaft may get stuck in the brake caliper body, causing brake dragging while driving and decreasing the parking brake holding force, which may result in unexpected movement of vehicle if parked on a slope, increasing the risk of a collision.

Remedy

Your Mazda dealer will check the parking brake actuator shafts inside the left and right rear brake calipers. If the actuator shaft is found to be rusted, the brake caliper assembly will be replaced with a modified one. If no rust is found on the actuator shaft, the protective boot will be replaced with a modified one. The inspection and repair will be performed at no cost to you.

Manufacturer's Notes

If you have any questions regarding this program, please contact our Customer Experience Center at (800) 222-5500, option 1.

If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner,

please contact the NHTSA Vehicle Safety Hotline at: **1-888-327-4236** or TTY: **1-888-275-9171** or file an online complaint with NHTSA.

Where's my VIN?

Every vehicle has a unique **vehicle identification number**, often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from [certain manufacturers](#).
- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."

What won't the license plate and VIN search show?

- A safety recall that has already been repaired.

- Some recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage).
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications.
- Manufacturer customer service or other non-safety recall campaigns.
- A recall involving an international vehicle.

Why is the license plate search result showing a different vehicle?

License plate information is generated from state department of motor vehicles. If the search result shows a vehicle you previously owned, rather than your new vehicle with the same license plate, [contact your state DMV](#) to request your vehicle information be updated. In the meantime, you can search for recalls using your vehicle's VIN.

Other search options, including by NHTSA ID

You can also search for recalls and safety issues information by [NHTSA ID](#) and [complaints by keyword](#).