INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

January 20, 2025

INFOR[redacted]UANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6

[redacted]
Virginia Beach, VA [redacted]
(757) 499-2494

National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, D.C. 20590

RE: Windshield Distortion ICO Mazda 2025 CX-5 Signature, VIN: JM3KFBXY1S0[redacted]

To Whom It May Concern,

We have a problem with our new 2025 Mazda CX-5 (VIN: JM3KFBXY1S0[redacted]) purchased from Hall Mazda of Virginia Beach. The windshield is defective. Objects viewed through the windshield are distorted, to include the Active Driver's Display (colloquially known as the HUD). Drivers and passengers are impeded from clearly seeing and focusing on objects visible throughout the front of the vehicle. Objects to include road signs are distorted, lose clarity which result in unnecessary and dangerous distractions. This problem significantly degrades the vehicle's usability, safety and ultimate enjoyment.

Hall Mazda of Virginia Beach has refused to replace the windshield. They have resisted the obvious problem that two independent windshield replacement businesses (see attached) have seen, noted and provided estimates to replace with an OEM windshield. Understandably, the windshield would be replaced as dictated by the Mazda warranty, but experts at these facilities have validated and attested that the windshield is defective.

Purchase Information

- Purchase and Take Possession Date: Jan 4, 2025
- Dealership: Hall Mazda, Virginia Beach, VA

Description of Issues

1. On the night (Sat, Jan 4) of purchase while driving the vehicle home, the Active Driver's Display (Head-Up Display "HUD") was seen to change in focus and size with slight eye movements.
2. On Monday, Jan 6, the dealership was notified about the display, and an appointment with service was scheduled to review the problem.

92

3. On Wednesday, Jan 8, the first time the vehicle was driven from home, it was noted that our vision was impaired looking through the windshield. Initially, the problem was thought to be relegated to the right side of the windshield. Road signs would go in and out of focus. Then after more time elapsed driving, the problem could be seen elsewhere, manifesting in several areas, to include in the field of view directly in front of the driver. The vehicle was taken to the dealership where discussions about replacing the vehicle with another like model. Unfortunately, no models like ours were available.
4. On Thursday, Jan 9, the vehicle was brought back to Hall Mazda, where the problem was reviewed by the service manager. While looking at the windshield from the entrance at the driver's side door the service manager recognized the problem and checked other 2025 vehicles on the lot, which incredibly had the same distortion problem. This is obviously a problem that cannot be corrected or simply solved by replacing the windshield with the same lot of (OEM) windshields. Hall Mazda's service manager contacted the Mazda representative, who said that engineers would be contacted to review the matter.
5. After a week of no word about the windshield from Hall Mazda, a meeting was scheduled for Saturday Jan 18, at the dealership to review the matter. Incredibly, at this meeting, it was initially stated by the general manager that a Mazda representative determined (without inspecting the vehicle) that the windshield was not distorted. After additional discussions with both the general manager and the service manager they said that they would contact the Mazda representative to arrange a visit to look at the vehicle. As of Jan 23, no additional information or course of action has been provided by Hall Mazda.
6. On the same Saturday, Jan 18 after the meeting at the dealership, the vehicle was driven to two reputable autoglass repair and replacement businesses. Both facilities corroborated that the windshield is defective. The manager at Low Price Autoglass was planning on using a light to detect the distortion, but immediately noticed the windshield was distorted with his naked eye, so the light was unnecessary. Safelite Autoglass also attested to the windshield distortion.
7. A BBB Auto Line claim has been submitted and deemed eligible to proceed as of Tuesday, Jan 21, 2025. In addition, an NHTSA safety complaint regarding the windshield was filed (#11637207), dated Jan 20, 2025.

Repair Attempts

1. No repair attempts have been made to fix or replace the windshield. Note: Hall Mazda has refused to admit that the windshield is distorted despite evidence to the contrary.

Resolution

1. Replace defective windshield with new OEM, distortion-free windshield.

Summary

1. The primary owner, [redacted] refuses to drive her CX-5. She is afraid that the problem could affect her ability to drive safely. Her worry is that any distortion in her field of view could be a dangerous distraction.
2. To contact, please confer with [redacted] at home [redacted] or mobile [redacted] or email @ [redacted] With advance notice we are available most weekdays to discuss this matter further and arrange for any necessary inspections and/or repairs. Our fax number is [redacted]

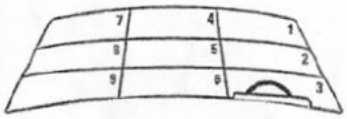
Sincerely,

[redacted]

Enclosures: Windshield Replacement Estimates - Safelite AutoGlass and Low Price AutoGlass

cc: Mazda North America Operations
Virginia Office of Attorney General
Hall Mazda, General Manager
Mile One Auto Group
Congresswoman, the Honorable Jen Kiggans

Safelite. AutoGlass



Location Information

Safelite
1545 CROSSWAYS BLVD.STE.M
CHESAPEAKE, VA 23320
757-363-0294

Service Information

WO# [redacted]

Service Location: InShop
Available Time: 7:30 AM
Address: [redacted] Va Bch, VA [redacted]

Date/Time 1/24/2025 7:30 AM
Needed By: 5:00 PM

Account Information

[redacted]

Primary: [redacted]
Alternate:
PO#/Ref:
Loss Loc:
Loss Date/Cause:

Policy #:
Claim #:
Ath/Ver:

Year	Make	Model	Body Style	Mileage	License	State	Stock #
2025	MAZDA	CX-5	[redacted]	275			

Vehicle ID J M 3 K F B X Y 1 S 0 [redacted]

Technician ID:
Verified By:

Qty	Part #	List	Selling	Labor	Kit	Material	Extension
1	FW05172 GTYOEM		$1,323.00	$60.00	$40.00	$0.00	$1,423.00
Replace with new - SOLAR~HEADS UP DISP~3RD VISOR FRIT~RAIN/				PO#: 430868			
INSTALLED PART DOT# _____		URETHANE LOT# _____					
1	DISPOSAL FEE		$39.99	$0.00	$0.00	$0.00	$39.99
Replace with new - DISPOSAL FEE							
INSTALLED PART DOT# _____		URETHANE LOT# _____					
1	RS 103 PAD		$25.08	$0.00	$0.00	$0.00	$25.08
Replace with new - RAIN SENSOR KIT		PO#: 429989					
INSTALLED PART DOT# _____		URETHANE LOT# _____					
1	CES 4735 17		$23.00	$0.00	$0.00	$0.00	$23.00
Replace with new - COWL END~KIT		PO#: 430869					
1	RECAL STATIC		$0.00	$330.00	$0.00	$0.00	$330.00
Replace with new - Adas Static Recal Serv							
INSTALLED PART DOT# _____		URETHANE LOT# _____					

Work Order

Org Date: 1/18/2025 CT[redacted]
1/21/2025 5:09 PM 095-UNROUTED-829200-W
[redacted]

Initial here if replaced parts should be saved for inspection or returned: _____

Part Sub Total:	$1,451.07
Labor Sub Total:	$390.00
Sub Total:	$1,841.07
Sales Tax:	$87.07
Total	**$1,928.14**

Windshield Repair Yes _____ No _____
Cust. Initials: Accepted _____ Declined _____

Comment: Glass has distortion. Distortion seen on windshield display. Part may require recalibration by dealer.

Tender Information

Type	Card Type	Account	Auth Code	Amount

ENCLOSURES

Low Price Auto GLASS #71
108 Sykes Ave.
Virginia Beach, VA 23454
(757) 437-2700 / Fax (757) 437-2584

Fed. ID# 201698301

WO #	[redacted]	Date	01/20/2025
Cust. #		Billcode	LP#71
PO #		Sold By	R
Fed Tax #		Inst'l By	

[redacted]
Va Bch, VA [redacted]

Cell: [redacted]

Year	2025	Make	MAZDA	Policy #			
Model	CX-5	Body Style	4 DOOR UTILITY	Author-ized By			
Lic #		VIN	JM3KFBXY1S[redacted]	Claim #		Loss Date	01/20/2025
Home Phone	[redacted]	Bus Phone	() -	Damage/ Cause			

Qty	Part	Description	Block Size	List	Price	Total
1	KN3M-63-900C	Windshield (hud) (slr contr) (3rd Visor Frit) (Rai	40.2 x 60.7	1072.46	1072.46	1072.46
1	LABOR	Labor 3.20 hours		224.00	180.00	
1	HAH000448	2.0 Fast-Cure Urethane, Dam, Primer		0.00	0.00	0.00
1	RECAL	LANE DEPARTURE WARNING SYSTEM CALIBRATION		350.00	350.00	350.00
1	RSK-2685	Pad (None) (Rain Sensor Kit)		29.12	29.12	29.12

WINDSHIELD IS DISTORTED, INSPECTED AND VERY NOTICABLE WITHOUT USE OF UV LIGHT. TO INCLUDE LOOKING FROM ANGLES. ALSO HUD IS BLURRY. SOME MINOR DISTORTION IS NORMAL BUT NOT IN THE DRIVERS VIEW AS IN THIS CASE.

SPECIAL INSTRUCTIONS

KEEP BLUE TAPE ON FOR 24 HOURS | NO CARWASH FOR 2 DAYS
LIFETIME GUARANTEE ON LABOR ONLY
1 YEAR WARRANTY ON STRESS CRACK WINDSHIELD ONLY
NOT RESPONSIBLE FOR AFTERMARKET PAINT ON A VEHICLE OR VEHICLES OLDER THAN 7 YEARS
NO WARRANTY ON TEMPERED GLASS
1 YEAR LABOR GUARANTEE ON VEHICLES WITH OBVIOUS RUST, CORROSION OR STRUCTURAL DAMAGE

Subtotal	1101 58
Labor	530.00
Tax	66 09
Total	1697.67
Balance	1697.67

RECEIVED BY

1/20/25 2:43pm by ADMIN Updated 1/20/25 2:43pm by ADMIN

The glass listed has been replaced / repaired with like kind and quality to my entire satisfaction, and I authorize my Insurance Company to pay Low Price Auto GLASS #71 directly for the glass and installation charges, or repairs.

ENCLOSURES

[redacted] Virginia Beach, VA [redacted]

[redacted]

Va Bch, VA [redacted]

CERTIFIED MAIL®

[redacted]

Retail

U.S. POSTAGE PAID
FCM LETTER
VIRGINIA BEACH, VA 23464

Department of Transportation

o: W48- 226

uilding: DOT

Mailstop: 4 West

Rtg Symbol: NVS-200,210,300,010

External Carrier: Registered

Sender:

DOT 2/3/2025 11:58:40 AM

National Highway Tra

1200 New Jersey Ave

Washinton, D.C. 205

Attn: Safety-Related

[redacted]