

From:
To:
Subject: FW: VOQ 10508051
Date: Thursday, April 18, 2013 9:11:49 AM
Attachments: [REDACTED] [Your report to NHTSA: ref 2009 Mazda6 door latch.msg](#)

From: Chan, Steve (NHTSA)
Sent: Wednesday, April 17, 2013 4:51 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: VOQ 10508051

From: [REDACTED]
Sent: Tuesday, April 16, 2013 8:54 PM
To: Chan, Steve (NHTSA)
Subject: [REDACTED]: Your report to NHTSA; ref: 2009 Mazda6 door latch
Attachments: 2012-07-09 08.54.16.jpg; Mazda 6 Replacement Screws Receipt.pdf

1. Was there any prior warning? Like the door was getting harder to open or close, or the door ajar light or chime was on sometimes?

There was no noticable prior warning. The latch made enough contact to register as closed even though it was not latching properly.

2. Were the 3 screws completely missing or just loosened up?

All 3 screws on the driver side were completely missing. I checked the other 3 doors and a few of them were starting to get loose.

3. Email me any pictures you may have taken of the door latch with the screws missing or loosened.

See attached. I only have a picture after I took 2 of the screws from the other doors to get by temporarily (leaving at least 2 in the other doors for the latch to still operate properly).

4. Email me the date and place of manufacture for the vehicle. The information is either located on the driver side door jamb or on the inside of the glove compartment door.

The car was assembled in Flat Rock, MI in September 2008. According to the sticker on the driver side door jamb and the original window sticker.

5. You had reported an Incident Date of 02-July-2012, why did you decide to report to NHTSA after 10 months? Or was the date entered incorrectly?

The date is correct. I did not have any knowledge about being able to report issues through the www.safercar.gov website until recently.

6. If you had the repair work done for you, please email me a copy of the repair invoice.

I performed the repair myself by ordering 3 more door latch screws from Jim Ellis Mazda (see attachment for the receipt). I applied Loctite Threadlocker to all 3 bolts in each of the 4 doors to prevent them from backing themselves out again. All 12 bolts came out very easily and did not appear to have any way to keep them from vibrating out.

On Tue, Apr 16, 2013 at 3:03 PM, <Steve.Chan@dot.gov> wrote:

Dear [REDACTED]

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

"THE DOOR DID NOT LATCH COMPLETELY WHEN I CLOSED IT AFTER GETTING IN THE CAR. I OPENED THE DOOR BACK UP AND REALIZED THAT ALL 3 SCREWS THAT HOLD THE LATCH IN HAD FALLEN OUT. I INSPECTED THE PASSENGER SIDE AS WELL AND 1 WAS GONE.

I WENT FURTHER AND CHECKED ALL OF THE SCREWS IN THE CAR AND REALIZED THAT ALL OF THE SCREWS WERE EASY TO REMOVE. THERE WAS NO ADHESIVE ON THE SCREWS TO PREVENT THEM FROM BACKING OUT. FORTUNATELY, I DISCOVERED THE DOOR DIDN'T LATCH IN MY GARAGE AND NOT WHILE I WAS GOING DOWN THE ROAD!"

To assist us evaluate the issue, please respond to the following:

1. Was there any prior warning? Like the door was getting harder to open or close, or the door ajar light or chime was on sometimes?
2. Were the 3 screws completely missing or just loosened up?
3. Email me any pictures you may have taken of the door latch with the screws missing or loosened.
4. Email me the date and place of manufacture for the vehicle. The information is either located on the driver side door jamb or on the inside of the glove compartment door.
5. You had reported an Incident Date of 02-July-2012, why did you decide to report to NHTSA after 10 months? Or was the date entered incorrectly?
6. If you had the repair work done for you, please email me a copy of the repair invoice.

Thank you very much.

Steve Chan

Safety Defects Engineer

Office of Defects Investigation /NHTSA