



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received: 12-16-2002 5:06 PM
OFFICE OF DEFECTS INVESTIGATION
Daytime Telephone Number
Evening Telephone Number

Repository
Reference No. 10001101

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: SALISBURY State: MD Zip Code: [Redacted]

E-mail Address
Daytime Telephone Number
Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of [Redacted] or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 1/13/03

VEHICLE INFORMATION

Make: MAZDA Model Year: 1999
Model: PROTEGE
Date Purchased: 7/1999 Dealer's Name and Telephone Number: PO HAWKA MAZDA
Engine: 4 No. Cylinders: 4 Fuel Type: Reg.
Original Owner: Dealer's City: SALISBURY State: MD Zip Code: 21804
Transmission Type: Automatic Antilock Brakes: Powertrain: [Redacted]
Cruise Control: Vehicle Component Code: 062100 ENGINE AND ENGINE COOLING:COOLING SYSTEM:RADIATOR
Multiple Failure: [Redacted]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 16-DEC-2002 Failure Mileage: 29000 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM15ABC036): [Redacted] Original Equipment: Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING THE VEHICLE THE RADIATOR FAN RELAY WAS INOPERABLE. CRASH TO PULL OUT OF THE ROAD. DEALER WILL REPLACE BUT IT WILL COST \$350.00. PLEASE PROVIDE FURTHER INFORMATION. TS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with an administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I came out of a store + noticed a puddle of Anti freeze on the ground. While driving home steam (a small amount) came from under hood. The following morning I took the car to a repair shop + was informed that the radiator had cracked. AT 29,000 mi., this should NOT have happened. The dealer finally replaced the radiator (under warranty) but only if I agreed to have the 30,000 mi. maintenance performed at this time. I had just had an oil change + lube done 11/9/02 along with the cooling system being flushed at EXPERT Tire (Firestone). I basically had no recourse but to say YES - to a cost of \$287.00

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**



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COMPLETE THIS FORM
ON

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and dial toll free at

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1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



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