



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 1375

Date Received

Repository

03 FEB 25 4 00 PM '03

Reference No.
10004469

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: CLIFTON State: VA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 2-14-03

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at the base of windshield on driver's side): JM1BJ22670235715
Make: MAZDA Model: PROTEGE Model Year: 2000
Date Purchased: 2/2000 Dealer's Name and Telephone Number: Rosenthal - 703-749-6550
Engine: No. Cylinders: 4
Original Owner: Dealer's City: Tysons Corner State: VA Zip Code: [Redacted]
Transmission Type: Antilock Brakes Cruise Control Powertrain: [Redacted]
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING
Multiple Failure: [Redacted]

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 23-JAN-2003 Failure Mileage: 49800 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: DOTM19ABC036): [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: [Redacted] Number of Deaths: [Redacted] 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).

CONSUMER STATES THAT WHILE DRIVING THE ENGINE AND OVERDRIVE WARNING LIGHTS ILLUMINATED. DEALER DIAGNOSED THAT VEHICLE REQUIRES NEW TRANSMISSION, RADIATOR AND OTHER ENGINE WORK. CONSUMER VERY CONCERNED BECAUSE VEHICLE MILEAGE IS LOW AND MAINTAINED REGULARLY. 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 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 noticed on your internet site that other similar complaints were made on this vehicle/year. This was made known to the dealer's automotive service department. The service foreman claimed "he never heard of NHTSA" & Customer Service Rep at the dealership "could care less if I filed a complaint to NHTSA"

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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