



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 OFFICIAL USE ONLY 100083

RECEIVED  
Date Received: 03 FEB 25 AM 5:55  
27-JAN-2003  
OFFICE OF DEFECTS INVESTIGATION  
Repository   
Reference No. 10004765  
Daytime Telephone Number [REDACTED]  
Evening Telephone Number [REDACTED]  
E-mail Address [REDACTED]

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: MISSISSAUGA State: ON Zip Code: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an explicit authorization, your name or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: 1/1  
 YES  NO

**VEHICLE INFORMATION**

27 Digit Vehicle Identification Number (VIN) (located on the corner of the dashboard or driver's side): IYV6F2205X5866521  
Make: MAZDA Model: 626 Model Year: 1999  
Date Purchased: 01-MAY-99 Dealer's Name and Telephone Number: WESTONE MAZDA (416) 232 2011 Engine: No. Cylinders: 6 Fuel Type: Gas  
Original Owner:  Dealer's City: TORONTO State: ONT. Zip Code: M9B 1B8  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: [REDACTED]  
Vehicle Component Code: D12000 STEERING: COLUMN  
Multiple Failure: [REDACTED]

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 24-JAN-2003 Failure Mileage: 17000 KLS (28000 MLS) Failure Speed: 25 MPH POWER STEERING (RACK & PINION)

**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

Briefly describe (1) event(s) 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 COMPLAINED ABOUT HAVING PROBLEMS WITH POWER STEERING. ALSO, WHILE DRIVING VEHICLE HE LOST POWER STEERING COMPLETELY. DEALER WAS CONTACTED, AND STATED THAT RACK AND PINION STEERING WAS BROKEN. \*AK

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) has 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)

AFTER DRIVING FOR ABOUT 100 MILES SAFELY ON  
A GOOD HWYWAY WITH SAFE SPEEDS, THE CAR WAS  
PARKED. WHEN I RESUMED DRIVING AT ABOUT 24 M.P.H. THE  
POWER STEERING FAILED AND WITH GREAT DIFFICULTY MANAGED  
TO GET IT TO THE DEALER - THE DEALER SAID THE RACK &  
PINION WAS BROKEN AND BECAUSE IT WAS 8 MONTHS OUT OF  
WARRANTY (WARRANTY IS 3 YEARS OR 80,000 KLS (50,000 MILES)) THEN I  
SHOULD PAY FOR THIS. - I ARGUE THAT THIS CAR HAS ONLY 28,000 MILE  
ON IT, ONLY HALF THE WARRANTY MILES - AND THAT MOVING PARTS DO NOT  
WEAR OUT IN TIME BUT WITH USEAGE, THEY FINALLY AGREED TO REPLACE  
THE PART FREE BUT I HAD TO PAY \$490 PER INSTALLATION. - FAILURE  
OF THIS PART IS A SERIOUS SAFETY PROBLEM AND SHOULD  
BE ADDRESSED & ABSORBED BY THE MANUFACTURER. ATTACH ADDITIONAL SHEETS IF NECESSARY  
BEFORE THEY ARE SUED. A SERIOUS ACCIDENT RESULTS FROM  
THIS

US 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.

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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and dial toll free at

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