

202-366-7882

10009557



Vehicle Owner's Questionnaire
Office of Defects Investigation

Form Approved: OMB No. 2127-0086

Please provide your name, address, and phone number, as well as specific details about your vehicle and the problems you encountered with it. We would like to have a telephone number where you can be reached or where we can leave a message. This is necessary to obtain more detailed information when required for our investigative efforts. You may want to have your owner's manual handy as you proceed through the several screens of the questionnaire. Required information is marked with .

Owner Information

First Name: [REDACTED] MI: [REDACTED]
 Last Name: [REDACTED]
 Organization: _____
 Address 1: [REDACTED]
 Address 2: _____
 City: DUNNELLON State: FL Zip: [REDACTED]

RECEIVED
 OFFICE
 DEFECTS INVESTIGATION
 04/29/12 PM 3:03

Home Phone: 352-489-5011
 Work Phone: [REDACTED] Ext: [REDACTED]
 Fax Number: [REDACTED]
 Email Address: [REDACTED]

The Privacy Act prevents release of owner information without prior authorization.

* Do you wish to request a mailed signature form, which will authorize NHTSA to provide a copy of the owner information along with the vehicle information contained in this report to the manufacturer of your vehicle? Yes No

Vehicle Information

17 digit Vehicle Identification Number (VIN): JM1TA221XX1519959
 (Located under windshield on driver's side dashboard)

12-30-00 Have not owned my car a 1 year yet.
Took my car into the Mazda dealership in Ocala, because of a problem I noticed while driving. During times of driving I noticed the car hesitates & jerks. When I am in traffic (stop & go) the car jerks when you take off, while shifting into next gear. Approximately when driving ~ 40 mph the car hesitates/sluggish (jerking back & forth). Most noticeable between 40 - 50 mph, but can feel it at other times also. Approximate mileage on car when I took it to the Ocala dealership 12,869.
Gary, the Mazda serviceman in Ocala, informed me that nothing was wrong w my car. It was just from shifting into overdrive. But we all know that overdrive does not kick in ~~in~~ until over 50 mph. I ~~was~~ insisted that something was wrong w the car, because I drive it everyday. Finally he admitted that they could not find the problem & that it might have to get worse before they could find the problem. I find this hard to believe when the mechanics are ASE certified. So I left w the same problem as when I brought the car in.

3-16-01 Called to confirm appointment I had made on 3-17-01 (To see how long it would take to do a pressurized test). Julie informed me they could not do it on a Saturday, due to the fact they would need to have contact w/ a tech. I had made the appointment over a week ago. She also informed me she would not be able to get me a rental on Saturday, due to the fact they are only open until 12 p.m. I suggested they rent the car a day ahead then. I had requested a rental when I made the appointment because I am a single parent & I could not be w/out transportation. When I requested a rental she said she would have to get approval. I don't understand why you would need approval on a rental for a car still under warranty w/ a mechanical problem. They got approval on the rental, but I still had to change my appointment. (3-19-01) I took my car to them on Monday night, approximately 5:30 p.m. THE MILEAGE ON THE CAR WAS 15,911. I told Julie to call me & let me know the problem. They (the dealership) had both my home & work numbers. On 3-20-01 Mazda never called my work to inform me of any information, so I figured they were still working on it. On 3-21-01 @ ~ 8:30 a.m. I called the Ocala dealership & spoke w/ Julie. This is when I was informed I needed a new transmission.

cont.

When I asked Julie if the one they would be ordering is new, she said, "It is a reman transmission." I asked her what a reman transmission was & she said, "All the parts inside the transmission are new & the shell is old." I informed her @ that time not to order anything until I come in that night.

3-21-01

Approximately 6:00 p.m. I returned the rental car & was dropped off at the Mazda dealership in Ocala. This time I spoke w/ George (the service manager), I informed him I would like to have a new transmission. The reason is because the one I had in my car was defective & it only had 12,869 miles on it. I also didn't feel I should lose warranty on the reman transmission. When I told George I would like a new transmission he said he doesn't get new transmissions only reman/rebuilt transmissions. His example was if you buy a new car & your engine goes you don't get a new engine - you get an engine that is rebuilt. He informed me he does not have the authority to order a new transmission. I asked him who did & he riddled a number out loud to me. I asked if he would write it down for me, so he did & when he gave it to me he said, "Good Luck." He was very rude & sarcastic to me. I also asked him for my sales (service) receipt & he said he could not give me one, because the receipt was still open. Mileage on car when picked up 15,921.

Drive from Ocala to Dunnellon - mileage 15,960 (3-19-01)

Drive from Dunnellon to Inverness - 15,985 (3-21-01)

Drive from Inverness to Crystal River - 16,002 (3-22-01)

3-22-01 .. Called the Crystal River Office (Mazda dealer)

3 Spoke w a gentleman in the service department.

At the time I spoke w this gentleman I didn't know who he was, but by the end of the conversation I found out I was speaking to Roy Brown, the owner.

He had no problem answering my questions.

3 I felt he was not trying to hide anything. He was very considerate & seemed concerned w my problems. I explained

my circumstances to him & ask him about a reman transmission. He informed me

that a reman transmission is all new parts inside, the shell is the only thing that is old. He, Roy Brown said that when the

manufacture ships (transmissions) to them sometimes they don't even know if it is

a new or reman transmission. Normally he, Roy Brown, said they don't know

until they open the crate. I asked him about my transmission & he said my

transmission will get sent to the manufacture to rebuild it. I asked Mr. Brown why I would not have 3yrs. or 50,000 mileage

on the reman transmission. I informed him that the Ocala dealership informed me

that my warranty would pick up from where it left off. Roy Brown said that

he agrees w me on the fact that I should get 3yrs. / 50,000 mileage on the reman

transmission, but that he is not really sure how Mazda warranty works because

he mostly deals w mercury. At this time Mr. Brown informed me that he has the

number 5 technician in the area for Mazda.

I asked if he could look @ my car.
He said, "yes." So I took my car to
the Crystal River Office on 3-22-01
@ 5:30 p.m. He also provided me w/ a
rental car. Approximate mileage 16,002.

3-23-01 Spoke w/ M.J. in the warranty department.
She said it would take 10 days to order
the reman transmission. She said to bring
the rental back & that my car was safe
to drive until the part gets here. Went
to get my car & dropped off rental.

3-31-01 I noticed that when I moved my car
from the front yard to the back yard
to wash it, that it was making a
grinding noise. My car was turned off
& the keys were out of the ignition.
The noise continued for about 40 minutes
until I had to ~~get~~ psychically get in
it & move it around until the noise stopped.
I called the Mazda dealership in Crystal
River & left a message for Roy Brown
@ ~ 12 p.m. Someone returned my call
around 4:20 p.m., but I was not home.

4-2-01 Called the service department in
Crystal River & informed Fred of the
problem that I had. He said O.K. that
he would note it.

4-3-01 Had a message on my machine ^{@ home} that the
transmission was in. So I called the
Crystal River dealership to make an appt. for
them to fix it. Spoke w/ service (David).
He informed me some of his men were
in class this week could we do it next week.
So I schedule an appointment for 4-9-01
@ 8 a.m. to drop my car off.

4-9-01 Dropped my car off @ 8 A.M.
Received Rental. Mileage on my car
~ 16,563. I ASKED Bobby DRESTER
When my car would be ready, *he
Said it should be ready in the morning.
I told him I would call today ~ 4:30 p.m.
to make sure.

4-9-01 Not ready

4-10-01 Not ready

4-11-01 CAR IS ready. Picked up my car ~ 5:30 p.m.
Had to request a bill slip. They (dealership)
informed me that normally work under
warranty there is no bill slip for customer.
I requested that they make me a copy
of what they had. They had ~ 6 pages -
only would give me 2 of the 6 pages.
I informed them that I would like
~~what they have~~ to have what they have for
my own records. Only gave me 2 pages.
Approximate mileage when picked up
~ 16,566. Car does not sound correct.
Makes a lot of ~~low~~ humming noise &
clicking sounds. Will drive some more
to see if continues to make sounds.
Was in rental for 3 days.

4-17-01 Called to make appointment for car.
Spoke w. David @ 1st - he said his Mazda
man is out till next week - CAN I bring
it in then - I asked if he was going to
be there this Saturday - David put me
on hold. Sabrina picked up & I explained
everything to her. I suggested that I
bring it in on Saturday - go for a test
drive w. their service guy & then we
can schedule an appointment since they

don't have enough people. O.K. Appointment made for 8:30 A.M. 4-21-01 on Saturday.

4-21-01 Took my car to Mazda Crystal River.

Dealership did a test drive says O.K.

Asked about the noises says normal.

Overall I am dissatisfied w the results.

I am afraid to drive my car^{to far} due to the fact that it might break down on me. I did not expect to buy a car worth over \$25,000.00 to have mechanical problems.

I am very dissatisfied w my car & the dealership in Ocala.

7-23-01 Called Mazda & made appt. to bring car in.

JERKING while driving, trunk release does not work, & small part on door sticking out. Appt. on 7-27-01 @ 8:30 A.M.

w 21,000 MILEAGE

7-27-01 - Ryan informed me that they are ordering

GAVE MUA RENTAL

two parts for my ~~door~~ car. Actually 3 parts. Molding for the door, a O₂ sensor & a cylinder. They want to replace the sensor first & if that does not work - they want to replace the cylinder. The trunk release was just a ~~door~~ button that was in off position.

7-30-01 Called & talked w Marty regarding

parts they want to replace. I asked him where are they located? He said he would have to ask the tech, but the O₂ sensor is in the emissions. Also informed him about my door panel - that it was not put back together. It was hang there. I had to put the door panel on - pop it back in place.

7-31-01 Called Mazda & spoke w Marty AGAIN -
I informed him that the door panel
keeps popping off. Also the section
where the trunk release & Fuel button -
is hanging out. He told me to bring
it by for them to look @. I informed
him I work 9-5 in INVERNESS.

I said if you give me a rental I can
drop it off. He said he didn't have one
till Thursday - I told him O.K.

8-2-01 Went to Mazda dealership @ 8:15 a.m.
That morning noticed on door panel that
two screws were ~~missing~~ out & they
were inside the pocket (storage area) in
door. ~~While~~ While, there they (Mazda)
put the screws back in the door &
put the covers on. They ordered a
part for the trunk release / fuel release.
Which will be fixed when all parts
come in. Waiting on dealership to call.

8-8-01 Call dealership to see if parts were in.
He said yes - didn't anyone call you -
I said no - not yet. I wanted to
schedule an appointment for Monday,
but Marty said he would not have
any rental for me to use until Tuesday.
He said he would call at the latest
Monday night. Well, I received no
call yet & today is Tuesday (8-14-01).
So I have been waiting to get car
fixed since 7-27-01. NEVER RECEIVED
A CALL.

August Traded vehicle in - No more fuss!!
2001 00

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**