



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 100145

Date Received

Repository ☐

2003 NOV 25 12:40
12-OCT-2003

Reference No.
10044472

OWNER INFORMATION (Type or Print)

Name

Address

City

APOLKA

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?

In the absence of an authorized signature, please print name or address to the vehicle manufacturer.

☒ YES

☒ NO

Signature of Owner

Date 12/3/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JM3LWZ8AX30343348

Make
MAZDA

Model
MPV

Model Year
2003

Date Purchased
10/24/02

Dealer's Name and Telephone Number
Fairbanks Mazda

Engine:
No. of Cylinders
6

Fuel Type:
GAS
INJECTION

Original Owner
☒

Dealer's City
LONGWOOD

State
FL

Zip Code

Transmission Type
Automatic

☒ Antilock Brakes
☒ Cruise Control

Powertrain
Normal
ISSUE for this car

Vehicle Component Code
034520 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
22-OCT-2003

Failure Mileage
25000
2000

Failure Speed
0-10 mph

Failure started after 2000+ miles

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
Dunlop

Tire Model (Name or Number)
SP Sport 4000

Tire Size (Example P215/85R15)
215/60 R16

DOT No. (Example: DOTM19ABC036)

☒ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

no tire failure

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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0

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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).

REAR BRAKES SQUEAKED VERY LOUDLY. CONSUMER REPAIRED THE BRAKE PADS THREE TIMES, BUT PROBLEM STILL EXISTED. DEALER STATED THERE WAS NO SOLUTION AT THIS TIME. *AK had brakes inspected by the dealer

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)

Brakes would squeak each time (Came to a stop). Majority of time they squeaked up to the 25,000 mi marker. Timing of this complaint the dealer said he could not find the squeak. I was never told he could not find it until after I reported it to your office. The maintenance dept. phoned told me they cleaned & serviced the brakes and they would be better. Later I discovered they wrote after the lack of decrease on the 3rd repair report (printer handwritten fine of service they denied the report I did not read it. They cannot find the problem according to them. Service does acknowledge that squeaking makes them occur.

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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 75173 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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OWNER'S
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