



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 1367

Date Received

2007
26-MAY-2004

Repository ☐

Reference No. 20
10074312

OWNER INFORMATION (Type or Print)

Name

Address

City

FOREST HILLS

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 1/1

VEHICLE INFORMATION

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

JM1BG2262

Make

MAZDA

Model

PROTEGE

Model Year

1990

Date Purchased

Dealer's Name and Telephone Number
PLAZA ZAZZA AUTO., 718-253-8400

Engine:

No. Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

BROOKLYN

State

NY

Zip Code

11210

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

151000 SEAT BELTS: FRONT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

128000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMA19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

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 incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes

☒ No

Fire

☐ Yes

☒ No

Number of Persons Injured

Number of Deaths

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).

THE FRONT AUTOMATIC PASSIVE RESTRAINT SEAT BELTS SYSTEM IS INOPERATIVE BECAUSE THE RAIL IS BAD. THE DEALERSHIP REFUSED TO REPLACE THE RAIL AS STATED IN THE AUTOMATIC SHOULDER BELT RAIL RECALL 97V211000. THERE IS CONFLICT BETWEEN THE DEALERSHIP AND MANUFACTURE CONCERNING WHAT PART IN THE PASSIVE RESTRAINT SYSTEM SHOULD BE REPLACED UNDER THE RECALL. PLEASE PROVIDE ANY ADDITIONAL INFORMATION. *NM

BOTH PASSENGER/DRIVER SIDE SHOULDER BELT BUCKLES DO NOT OPERATE (MOVE FORWARD/BACKWARD) WHEN THE DOORS ARE OPEN/CLOSED. THE PASSENGER SIDE SHOULDER BELT IS STUCK IN THE MIDDLE OF THE RAIL THUS MAKING THE BELT INOPERATIVE. THE DRIVER SIDE SHOULDER BELT IS STUCK IN THE REAR OF THE RAIL AND ALSO INOPERATIVE.

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)

THE PASSENGER HAS NO PROTECTION SINCE THE SHOULDER BELT DOES NOT
RETRACT TO THE NORM OF THE RAIL IN A LOCKING POSITION.

THE RETRACTING MECHANISM OF BOTH SHOULDER BELTS IS NOT WORKING.
FOR THE RECALL, THE CABLE THAT RETRACTS THE SHOULDER BELT BUCKLES
MAY BIND DUE TO EXCESSIVE WEAR OF THE AUTOMATIC SHOULDER
BELT RAIL. THE DEALER STATED THAT THE RETRACTOR MUST BE
REPLACED. THE RETRACTOR IS THE AUTOMATIC SHOULDER BELT RAIL.

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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National Highway Traffic Safety
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<http://www.nhtsa.dot.gov/dot>

LETTER TO CUSTOMER RELATION MANAGER
AT PLAZA AUTO MAU.

May 20, 2004

Dear [REDACTED]

Per our conversation here is the recall letter from Mazda Corp. The recall calls for the automatic seatbelt rail replacement.

Currently my passive restraint system is inoperative. Both passenger/driver side belt buckles do not operate (move forward/backward) when I open/close the front doors. This is a safety hazard. The Mazda Corporation insists on the dealer fixing the problem based on the recall letter.

Your prompt attention to the matter is greatly appreciated.

Thank you.

[REDACTED]

September 2000

**1990-1993 323 and 1992-1993 MX-3
Automatic Shoulder Belt
Recall #72803 and SSP#31**

IMPORTANT SAFETY RECALL RENOTIFICATION NOTICE

Dear Mazda Owner:

This notice is sent to you in accordance with the defect provisions of the National Traffic and Motor Vehicle Safety Act and to act as a follow-up to the recall letter we previously mailed (please refer to the attached letter).

According to our records, your vehicle has not had the necessary recall inspection and/or repairs completed. As Mazda is concerned about the safety of our vehicle owners, we would like to encourage you to make an appointment with your authorized Mazda dealer to have this recall work performed. **The inspection and/or repair will be done at no charge to you.** To locate your nearest Mazda dealer, visit our Internet dealer locator at www.mazdausa.com/locate.asp or consult your local yellow pages.

Mazda has determined that, under certain conditions, the cable that retracts the automatic shoulder belt buckle may bind due to excessive wear of the automatic shoulder belt rail. If binding of the cable occurs, the passive restraint system is rendered inoperative.

Should you have any questions regarding this recall, please contact our Customer Assistance toll free number, (800) 222-5500.

If your dealer or distributor does not remedy this defect without charge and/or within a reasonable amount of time, you may wish to notify the Administrator, National Highway Traffic Safety Administration, Washington, DC 20590, or call their toll-free Auto Safety Hotline, (888) 327-4236. (Residents of Washington, DC may call 366-0123)

If you are the lessor of the subject vehicle, we would like to strongly encourage you to forward this letter to the lessee, as it is critical that the current driver of the vehicle is notified of this program.

If you have moved or no longer own your 323 or MX-3, please complete the enclosed "Change of Address/Ownership" pre-paid postcard, as soon as possible. This enables us to update our records and notify the current owner.

Your satisfaction is our priority at Mazda. We actively work to improve our product and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this program may have caused you.

Sincerely,

MAZDA NORTH AMERICAN OPERATIONS

**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).**