



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
(1-888-327-4296)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

10091938

OWNER INFORMATION (Type or Print)

Name _____
Street No. _____ Apt. No. _____
City Bloomington State IL Zip _____

Daytime 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 8/27/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) <u>1YVHP80D835</u>		Make <u>Mazda</u>	Model <u>Mazda 6</u>	Year <u>2003</u>
Purchased Date <u>3/11/03</u>	Dealer's Name <u>Sam Lemar Mazda</u>		Engine Size (CID/GCC) <u>30</u>	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	Dealer's City <u>Bloomington</u>	State <u>IL</u>	Zip Code <u>61704</u>	No. Cylinders <u>6</u>
Manufacture Date (on driver's door or pillar) <u>2/2003</u>	Transmission Type ☒ Manual ☐ Automatic	Restraint System ☒ Driver's Air Bag ☐ Motorbelt ☒ Passenger's Air Bag ☐ 9-Point Belt ☐ 3-Point Belt	Cruise Control ☒ Yes ☐ No	Drive/Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Sport Utility ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other		Body Style ☐ 2-Door ☒ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s) <u>Clutch, Starter</u>	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement	Handicap Adaptive Equip ☐ Yes ☐ No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name
Complete Tire Size	DOT No.
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____
Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☐ No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer ☐ Yes ☐ No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

Hasn't caused a collision yet. However, clutch is failing and dealer tells me it will be 5 months for a new one. Worried this could be a safety related concern... unable to proceed from intersection, etc.

Continue on back

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mail postage free or fax to 202-366-7882

Bloomington, IL

James J. O'Sullivan
President and CEO
Mazda North American Operations
7755 Irvine Center Drive
Irvine, CA 92618-2922

August 17, 2004

Mr. O'Sullivan,

I am extremely frustrated with the remarkably poor workmanship of my 2003 Mazda 6.

I have owned my Mazda for a little over a year, but have just over 6500 miles on the odometer. Part of the reason my vehicle has such low miles is that it has spent weeks of this time in the service department at my local Mazda dealer.

Upon my car's most recent stay at the dealer, five days, I was told that I now need a *new clutch* and a *new starter*. However, the starter is on *backorder* until who knows when (I've been waiting for a month already) and a redesigned clutch is *at least five months away!* This pattern of problems and worse... the far off and unfulfilled promises of solutions, is **completely unacceptable!!**

I mention a pattern above, because I also have experienced the following problems with my car (some multiple times and / or recurrences), in only just over a year and in only 6500 miles:

1. Defective Clutch
2. Defective Starter
3. Defective CD Changer
4. Defective Fuse Panel Cover
5. Rust on the door sashes of all four doors. Dealer performed "repair" procedures *twice* as described in Mazda Service Bulletin # 09-020/03 in which you refer to the problem as a "surface stain"... but the "stain" (rust) has returned again for a *third* time!
6. Persistent sulfurous (rotten egg) smell from the exhaust *which also enters the cabin* (explained by the dealer as "bad gas")
7. Numerous vibrations / rattles in the driver door, which has been adjusted by the dealer several times without resolution.

As with every other Mazda 6 in North America, my car was also recalled for problems with the brake master cylinder and the *leaking* fuel sender unit in the gas tank.

I would expect better reliability from a used Trabant or a Yugo.

Is my car simply a "bad apple", or will every Mazda 6 owner also be similarly disappointed when Mazda leaves a sour taste in their mouth as well? I often share my Mazda experience with my friends, family, and associates. They are waiting to hear what will happen next.

I am also not shy about sharing my story with interested people who are allured by my car's looks: "Nice car. How do you like it?" You should see their face cringe when I tell them about the cancer eating away beneath its skin. Then, the starter grinds and the clutch shudders as I drive away.

I will continue to tell my story until it's reached a happy ending. You play a crucial role in this story Mr. O'Sullivan. You have the ability to answer my questions, and the authority to satisfactorily close this chapter of my Mazda story.

I look forward to hearing from you.

Sincerely,

Carbon Copy:

- ✓ Office of Defects Investigation, National Highway Traffic Safety Administration
- Office of the Attorney General, State of Illinois
- J.D. Power and Associates
- Consumer's Union / Consumer Reports
- Autoweek Magazine