

April 1, 2005

NVS-216 mjj
Reference No. 10117243

[REDACTED]
Matthews, NC
[REDACTED]

Dear Ms. [REDACTED]

Thank you for your e-mail correspondence dated January 19, 2005, concerning a problem you encountered with your model year (MY) 1999 Mazda Miata vehicle. The National Highway Traffic Safety Administration's (NHTSA) Technical Information Services forwarded your correspondence to NHTSA's Office of Defects Investigation (ODI) for a response. It was received on April 1, 2005.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

With respect to your question asking about the status of a previous report (ODI Reference No. 10093484) filed with the agency concerning an ignition coil problem encountered with a MY 1999 Mazda Miata vehicle, there is no individual status for reports received by the agency. Complaint information received by the agency is compiled into a database system and ODI continually reviews that information to determine whether a safety defect trend exists to warrant opening a safety defect investigation. Also, when an owner reaches an agreement with a manufacturer regarding resolution to a problem, the owner may or may not provide the agency with documentation or details of the resolution. When an owner provides the agency with any supplemental documentation (e.g., copies of service invoices, fire department reports, police department reports, written or electronic communication with a dealership or manufacturer, etc.), it is scanned into our database and that documentation is then made available to the public via NHTSA's Internet Web site, minus personal identification information (e.g., name, address, telephone number, complete vehicle identification number, etc.).

ODI has reviewed its database relative to problems associated with the electrical and engine systems, specifically the ignition coils, in MY 1999 Mazda Miata vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the North Carolina State Office of the Attorney General regarding your problem. Also, you may ask your local dealership for a meeting with Mazda Motor Corporation's district manager regarding your problem.

Further, NHTSA is aware that owners post information concerning problems encountered with motor vehicles and items of motor vehicle equipment on various Internet Web sites. However, in order for us to record specific information concerning problems that are encountered with a motor vehicle or item of motor vehicle equipment, owners should report the occurrence of a safety-related problem directly to the agency by contacting the U.S. Department of Transportation's (DOT) Auto Safety Hotline (Hotline) by toll-free telephone at 1-888-327-4236. If our telephones are busy, or a call is placed during non-working hours, owners can leave a name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return the owner's call.

Additionally, as you are already aware, we have an Internet Web site at <http://www.nhtsa.dot.gov> that consumers may want to visit. An electronic Vehicle Owner's Questionnaire is also available on this Web site at <http://www.nhtsa.dot.gov/ivog>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "A. Jimenez", with a horizontal line extending to the right. Below the signature, the word "for" is written in a smaller, cursive script.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

cc: NHTSA's Technical Information Services

Jordan, Michael

From: Jordan, Michael
Sent: Friday, April 01, 2005 1:06 PM
To: [REDACTED]
Subject: RE: Complaint/ODI ID #10093484 - Status Update

April 1, 2005

NVS-216 mjj
Reference No. 10117243

[REDACTED]
Matthews, NC [REDACTED]
[REDACTED]

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If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

ORIGINAL SIGNED BY
MICHAEL J. JORDAN (FOR)

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

cc: NHTSA's Technical Information Services

-----Original Message-----
From: [REDACTED]
Sent: Wednesday, January 19, 2005 10:57 AM
To: TIS
Subject: Re: Complaint/ODI ID #10093404 - Status Update
Importance: High

Hi,

I also have the same problem as a complaint filed with your organization last year (as does a friend of mine as well as several others according to the forum.miata.net referenced in the complaint).

I searched through each of the following sections on your NHTSA website:

- Complaints
- Defect Investigations
- Safety Recalls
- Service Bulletins

and did not see any follow-up references to the complaint copied from your system and pasted at the bottom of this email.

Can you provide an updated status as to where the investigation stands on this complaint? Is it still being investigated? If not, was a conclusion made and if so, what was the conclusion? Thank you.

My vehicle information is as follows:

Make: Mazda
Model: Miata
Year: 1999

Mileage: 44K

My contact information is:

Name: [REDACTED]

Address: [REDACTED]

Matthews, NC [REDACTED]

Phone: [REDACTED]

email: [REDACTED]

(from your NHTSA website - <http://www-odi.nhtsa.dot.gov/cars/problems/complain/results.cfm>)

Complaints Summary

Make: MAZDA

Model: MIATA

Type: ANY

Year: 1999

Complaint Number: 10093484

Summary:

THIS IS A PROBLEM THAT READ IN THE THE MIATA'S FORUM. MY 19'99 MIATA IS HAVING A PROBLEM WITH THE IGNITION COIL, AND THE SENSORS WILL SAY ABOUT A PROBLEM IN THE CATALYTIC CONVERTER. I RECENTLY GOT MY CAR, AND IS ONLY 35K, BUT THE LIMITED WARRANTY FROM THE DEALER JUST EXPIRED A WHILE AGO. FROM THE LARGE AMOUNT OF PEOPLE DESCRIBING THE PROBLEM ALONG THE INTERNET (YOU CAN READ IT HERE: [HTTP://WWW.MIATAFORUM.COM/CGI-BIN/ULTIMATEBB.CGI?UBB-GET_TOPIC&F=27&T=000103](http://www.miataforum.com/cgi-bin/ultimatebb.cgi?ubb=get_topic&f=27&t=000103)), I DON'T UNDERSTAND WHY MAZDA IS NOT DOING A RECALL ABOUT THIS PROBLEM.*AK