



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 1368

Date Received

Repository ☐

07-APR-2005

Reference No.
10117604

OWNER INFORMATION (Type or Print)

Name

Address

City

OSHKOSH

State WI

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 4/18/05

VEHICLE INFORMATION

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

4F2CU08112K

Make

MAZDA

Model

TRIBUTE ES

Model Year

2002

Date Purchased

12/28/2001

Dealer's Name and Telephone Number

Holiday Automot. of Mazda 1-800-236-4123

Engine:

No. Cylinders 6

Fuel Type:

Regular

Original Owner

☒

Dealer's City

Fond Du Lac, Wis

State

Wis

Zip Code

54937

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

3.0 V-6

4x4

Vehicle Component Code

141000 AIR BAGS: FRONTAL 1 and Side Impact

Multiple Failure: * Infor Repair 5 Times

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

41000

Failure Speed

See attached sheets

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: DOTM19ABC036)

☐ 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

N/A

Number of Deaths

N/A

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).

AFTER STARTING THE VEHICLE AIR BAG WARNING LIGHT ILLUMINATED WHILE THE VEHICLE WAS BEING OPERATED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

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)

9/9/2002 9405 miles Air bag Life is on

2/2/04 26685 miles Air bag Life is on multiple repairs

6/7/04 31914 miles Air bag Life is on

11/1/2004 38181 miles Air bag Life is on multiple repairs

4/6/2005 41318 miles Air bag Life is on multiple repairs

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**

OR

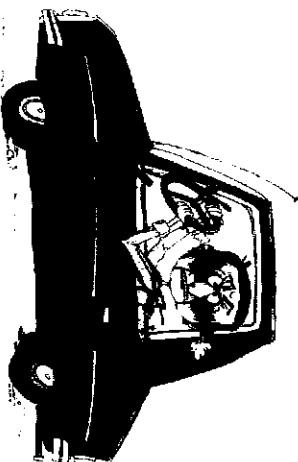
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

Motor Vehicle Lemon Law Notice

Demand for relief under s. 218.0171, Wisconsin Statutes

(Print clearly in ink)

Pursuant to the Wisconsin Lemon Law, I am notifying Mazda
(check one) North American Operations of the following:
manufacturer

- ☒ My vehicle has been made available for repair at least 4 times for the same defect during its first year of warranty.
- ☐ My vehicle has been out of service at least 30 days because of one or more defects during its first year of warranty.

Vehicle make Mazda Model Tribute ES Year 2002 VIN (17 digits) 4FACV0811AK

Name and city/state of selling or leasing dealer or leasing company Holaday Automotive Fond Du Lac, WI

Date of vehicle delivery December 28, 2001 Today's date April 15, 2005

Name of financial institution that financed/leased vehicle Harris Bank Loan account # 000000990910259
By providing this information, I authorize the manufacturer to contact this financial institution for financing information needed to calculate a refund. Authorization expires 35 days after the date of this form.

→ See back for vehicle defect and repair information ←

My vehicle has a defect(s) that substantially impairs its use, value or safety. I demand that the manufacturer give me one of the following within 30 days:

(check one)

- ☐ A comparable new vehicle in accordance with the Lemon Law, plus collateral costs
- ☒ A refund calculated in accordance with the Lemon Law, plus collateral costs

Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative transportation, towing costs.) N/A

Description of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle purchase price. (Examples include sunroof, rustproofing, roof rack, pinstriping, etc.) N/A

Description of missing equipment or serious unrepaired vehicle damage. (Do not include normal wear and tear such as minor dents, scratches, pitted glass, soiled carpets, minor stains or tears.) N/A

I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.

Owner name [REDACTED] Co-owner (if any) [REDACTED]

Address [REDACTED] Oshkosh Wisconsin [REDACTED]

Home phone (optional) [REDACTED] Work phone (optional) NA

Fax (optional) N/A Owner signature [REDACTED]

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Vehicle make Mazda Model Tribute ES Year 2002 VIN (17 digits) 4FACV08112K

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Date of vehicle delivery December 28, 2001 Today's date April 15, 2005

Name of financial institution that financed/leased vehicle Harris Bank Loan account # 000000990910259
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I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.

Owner name [redacted] Co-owner (if any) [redacted]

Address [redacted] Oshkosh Wisconsin [redacted]

Home phone (optional) [redacted] Work phone (optional) NA

Fax (optional) N/A Owner signature [redacted]

Vehicle repair information

I have made my vehicle available to an authorized dealership for repair because of the defect(s) on these dates:

Date in/out	Mileage	Dealership name	Problems you reported
Sept 9, 2002	9405	Holiday Automotive	Air bag lite is on
Feb. 2 2004	26685	Holiday Automotive	Air bag lite is on
June 7 2004 June 10, 2004	31914	Holiday Automotive	Air bag lite is on.
Nov. 1 2004 Nov. 5 2004	38181	Holiday Automotive	Air bag lite is on 4th time in !!.
Nov. 14 2005 Nov. 11, 2005	41318	Holiday Automotive	Air bag lite is on Flashes at first. Then stays on steady.

**We recommend you send this notice to the manufacturer by certified mail.
Keep a copy for your records.**


Oshkosh, WI

Mazda North American Operations
7755 Irvine Center Drive
Irvine, CA 92618

Dear Mazda Consumer Compliance Department:

We are writing you this letter to inform you of our dissatisfaction with your product and service! We purchased our 2002 Mazda Tribute in December of 2001. One of the major reasons that we went with the new year was because it offered a passenger side air bag as well as the drivers side air bag. We did our homework and compared other vehicles for safety and the Tribute had an excellent rating. We were excited about this purchase and purchased the top of line ES model. We must inform you that we have had several instances of our air bag light going on and returned the vehicle to Holiday Mazda in Fond du lac, WI where it was purchased. Four different times we were told that we did not have to worry about the safety of this vehicle and it was repaired to "factory standards". We brought the vehicle back a fifth time in this period because the air bag light had come on, but was not on at the time of our arrival at the service center. Last June after the third instance we called Sid Berk at Mazda Customer Assistance Center, he attempted to return the call once when we weren't home and then never returned our calls (another lie by Mazda was the 24 hour call back time). We called after the fourth time and the office person said we have a 24 hour call back, we said we no longer believe in this as we haven't had our calls answered and would like to talk with someone now. Needless to say no one returned this call either, IMPRESSIVE CUSTOMER SERVICE!! The first time we had a call returned from Sid was after Holiday contacted him. On this occasion we were sent home and told they couldn't do anything about it unless it went on again (without checking it). The Service staff at Holiday have been accomodating and friendly, however, we are sure that as an educated person, you can understand we have had many doubts about the safety of this vehicle! We are no longer sure, air bag light on or off, if it would work when our lives depend on it. In case there is any question, this is why we bought a new vehicle with the front and side air bags (for an extra cost). We have been very patient and tried to follow your procedure on getting this fixed, however, four times the same thing has happened. We are very frustrated and told the staff at Holiday how we are feeling. They said they would put us in touch with the Regional Representative, but could not give us her number (Toni Dressil). She did return a call to us, to tell us we are not eligible for a vehicle repurchase or trade assistance because our vehicle is now technically 3 years old. So much for being patient and trying to do it your way. This Representative would not even give out her business telephone number or apologize at all. We assume that this confirms our suspicion that we are not the only ones having trouble with your vehicles. For a company that prides themselves on there customer service, you leave A LOT to be desired. I feel that a reputable company would give out a number where they could be reached 24 hours a day when they have produced a faulty product. We were offered \$300 in service at Holiday by the Regional Rep. If this vehicle was a quality product, we would not expect to need anymore service, as we have already been back more than in the ten years we have owned our other car (a Ford). It is very disappointing to us that you do not back what you say about QUALITY AND CUSTOMER SERVICE. We just thought you should be aware that a \$26,000 car that does not last until is even paid for, IS A LEMON!. We are very dissatisfied, and will NEVER purchase a MAZDA again, not because of the vehicle being defective (as this can happen with any product), but because of they way it was handled by the big shots in your company. We wonder what your front line staff thinks when they see how customers are treated

by a company that insists they provide excellent customer service. We are certain that you do not care about your customers or this would have been resolved to our satisfaction.

DISAPPOINTED,

SINCERELY

[REDACTED]

[REDACTED]

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).