



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 100148

Date Received
2007 FEB 13 PM 2:31
27-JAN-2006

Repository
Reference No.
10148845

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City BOWIE State MD Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]

E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of a signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 2/3/06 YES NO

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
JM1TA221XY1 [REDACTED] Make MAZDA Model MILLENIA Model Year 2000
Date Purchased 01-MAR-00 Dealer's Name and Telephone Number KOON'S Engine: No: Cylinders 6 Fuel Type: Gas
Original Owner Dealer's City MARLOW HTS State MD Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 26-JAN-2006 Failure Mileage 102,000 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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).

DT*: THE CONTACT STATED THE PASSENGER SIDE DOOR ACTUATOR BROKE AND THE DOOR WILL NOT OPEN FROM THE INSIDE. TO EXIT THE VEHICLE, THE PASSENGER MUST EXIT FROM THE DRIVER'S SIDE. THE LOCAL DEALERSHIP WAS CONTACTED AND OFFERED TO REPAIR THE ACTUATOR. THE PRICE WAS \$400.00 PER DOOR. I REPAIRED THE DOOR AT THE COST OF \$220.00. NOW THE REAR DOOR IS MAKING THE SAME NOISE MADE BY FRONT DOOR; INDICATING THIS DOOR IS READY TO FAIL, THIS REPAIR IS EXPENSIVE AND UNPREDICTABLE. THE ACTUATORS COULD FAIL AT ANY TIME AND LOCK ONE IN THE AUTOMOBILE. I BELIEVE THIS IS DANGEROUS AND UNSAFE.

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.

Subj: **Re: Re: Thanks for contacting Mazda (KMM599912V75340L0KM)**
Date: 1/27/2006 11:19:31 AM Eastern Standard Time
From: mazdaowners@mazdausa.com
To: [REDACTED]

Dear [REDACTED]

Thank you for your reply.

In regards to your question, please understand I'm not technically trained and therefore not in a position to diagnose or instruct on repair procedures for your Millenia. For these matters, Mazda relies on the factory-trained technicians at authorized Mazda dealerships to diagnose and repair concerns that may arise with a Mazda vehicle.

My best recommendation would be to have your door locks checked out to ensure they're diagnosed properly and fixed according to manufacturer specifications.

Each Mazda dealership has access to Mazda's Quality Assurance Department via a technical hotline. This is offered to each dealership should they need assistance from Mazda with diagnosing or repairing a Mazda vehicle.

At this time your vehicle well exceeds our 36 month/50,000 mile warranty. Our records indicate your warranty expired 3 years ago and has over 102,000 miles on it. You're welcome to check around between different dealers for the best possible pricing. Each dealership is independently owned and operated and pricing will vary from one dealership to the next.

Again, thank you for contacting Mazda. Your comments and concerns have been documented in our corporate records.

Regards,

Heather B.
Specialist, Customer Assistance E-Business

Original Message Follows:

ARE YOU GOING TO HELP CORRECT THE PROBLEM. WHAT IS MY NEXT STEP? AM I HUNG OUT TO DRY?

Subj: **Re: Thanks for contacting Mazda (KMM599692V3147L0KM)**
Date: 1/26/2006 6:37:14 PM Eastern Standard Time
From: mazdaowners@mazdausa.com
To: [REDACTED]

Hello [REDACTED]

Thanks for contacting Mazda.

I'm sorry to read about the door lock actuators malfunctioning on your 2000 Mazda Millenia. I regret these repairs have caused you frustration.

I received your other e-mail with you VIN JM1TA221XY1 [REDACTED] and according to our records your 2000 Mazda Millenia has no open Mazda Recall Campaigns or Special Service Programs at this time.

Recalls are mandated by the Federal Government, not by individual car manufacturers. Also, keep in mind that Recalls & Special Service Programs are VIN specific. As such, not all vehicles produced during a model year will be affected.

Please understand pricing will vary from dealer to dealer, as each Mazda dealership is an independently owned and operated business.

Consumer feedback is always very important to Mazda. Rest assured I have documented your comments for our corporate record. These records are continuously being reviewed by our Product Planning Department in an effort to provide only the highest quality products to our customers.

Again, thank you for contacting Mazda.

Please take a moment to give us your opinion about our e-mail service. Click or paste the link below to complete a brief, online survey.

<http://www.zoomerang.com/survey.zgi?p=WEB2248YQE39U6>

Regards,

Heather B.
Specialist, Customer Assistance E-Business

Original Message Follows:

Form Message
Email Address: [REDACTED]

First Name: [REDACTED]
Last Name: [REDACTED]
Message Address: [REDACTED]
Message City: BOWIE
Message State: MD
Message Zip: [REDACTED]
Work Phone: [REDACTED]
Home Phone: [REDACTED]
Subject1: Product Information
Subject2: Suggestions & Opinions
Current Mazda Owner: true
Model: Millenia
Year: 2000

Message Body: MY MAZDA IS TURNING INTO A DEATH TRAP. THE ELECTRONIC DOOR LOCK (ACUATOR) BROKE. THE DEALER QUOTED ME A PRICE OF \$400.00 TO REPAIR ONE DOOR. I FOUND THE PART ON THE INTERNET FOR 110.00 I HAD IT INSTALLED FOR 120.00. AFTER INSTALLING THE FRONT ACUATOR; THE BACK ONE HAS STARTED TO MAKE A NOISE INDICATING THAT IT WAS ABOUT TO DIE. IF THE ACUATOR GOES ONE CAN NOT UNLOCK THE DOOR. I PRAY THAT I AM NOT IN AN ACCIDENT AND THE DOOR WILL NOT OPEN AND I BURN UP IN THE CAR. I THINK THIS DEMANDS A RECALL ON YOUR PART AND A FREE REPAIR THANKS