



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

Repository ☐

03-OCT-2006: 15

Reference No.
10169885

OWNER INFORMATION (Type or Print)

Name

Address

City

MATTESON

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner _____ Date 10/3/06

VEHICLE INFORMATION

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

4F2YU09142K

Make

MAZDA

Model

TRIBUTE

Model Year

2002

Date Purchased
02-JAN-02

Dealer's Name and Telephone Number
AUTO BARN

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City
COUNTRY SIDE

State

IL

Zip Code

Transmission Type

AUTOMATIC

☒

Antilock Brakes

☒

Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-OCT-2006

Failure Mileage
107362

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: 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

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).

DT*: THE CONTACT STATED WHILE TRAVELING IN HOT WEATHER, THE CHECK ENGINE LIGHT ILLUMINATED AND THE VEHICLE STOPPED. THE VEHICLE RESTARTED AFTER THE TRANSMISSION WAS SHIFTED INTO PARK, AND THE IGNITION WAS TURNED OFF, THEN TURNED ON. THE DEALERSHIP WAS UNABLE TO DETERMINE THE PROBLEM.

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 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)

Since April 2006 my vehicle has experience a recurring problem of stopping without cause. It has stopped while I was reversing out of my driveway but normally I am in traffic and the check engine light comes on and the car stops. I have to shift from drive to park, turn off the car or turn the key to the off position and then restart it. It will start, I shift the gear from Park to drive it either turns off again or starts for about 3-5 minutes then dies again. This usually occurs when it is hot outside.

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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

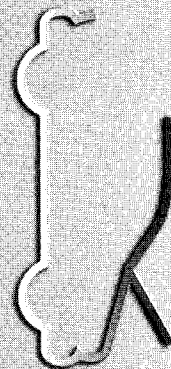
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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-210
400 7th Street, SW
Washington, DC 20590



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

nhitsa
www.nhtsa.dot.gov
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



(4b) page

Usually it would stop in my driveway as a was pulling out. I asked a mechanic they told me to bring it in, I took it to Sears. They did not find anything. They replaced the air filter and did a oil change. No problem for a couple weeks, then it stopped on the 294 Highway in late June, and everytime I ~~re~~started it and shifted gears and it would die again. I had to have it towed to a mechanic in Bolton, IL. He did not know what was wrong so he told me to take it to the dealer or to a diagnostic place. I had my father drop it off at Halsted Diagnostic because they were first come first serve and the dealership wanted me to make an appointment. They diagnostic place said it was the crank shaft and the cam shaft, I had that replaced. It was again fine for a couple weeks than it stopped on me again. I took it to Mazda on 159th in Oak Forest, IL on July 22nd. They had it for 3 weeks and could not find anything wrong. But one of their techs drove it over the weekend and it stopped on him in the same way (report enclosed). I have contacted Mazda Inc and filed a Complaint they want me to take it back to the dealership so they can look at it again. The Mazda dealership had my truck for 3wks and still did not what was wrong, they just assumed that it was fixed because the problem did not occur again. And it was fine until we had another hot day on October 3rd 2006 and I was again in traffic and shifted gears. I would like for an independant Inspector to check out my car and help me to find out what's wrong. Also, the truck will stop if I have the air conditioner on and its hot out, and while in slow traffic. That seems to insure that it will stop.

Please Note :

Fuel Pump Replaced

Late Feb 2006

Car ~~was~~ stopped would
not restart

Tune Up June 2006

Maintenance Quality Service Check



CUSTOMER INFORMATION		VEHICLE INFORMATION	
Name <u>[REDACTED]</u>	Date <u>6/5/06</u>	Year <u>02</u> Make <u>MAZDA</u> Model <u>TRIBUTE</u>	Odometer <u>104828</u>
CSA NOTES:		TECH NOTES:	

Oil Change Service

✓ LUBE CHASSIS (IF REQUIRED)

✓	ITEM/PART	CONDITION/SPECIFICATION	RECOMMENDATION	✓																		
✓	BELTS	CRACKED FRAYED MISSING	SUGGEST REPLACEMENT																			
✓	BRAKE FLUID	LOW CONTAMINATED	BRAKE EVALUATION																			
✓	TREAD WEAR	UNEVEN CUPPING FEATHERING	STEERING/SUSP EVAL																			
✓	ANTI FREEZE	FLUID LEVEL LOW	SUGGEST TOP OFF																			
✓	% ANTI FREEZE FREEZE POINT °F BOILING POINT °F	<table><tr><td>0%</td><td>25%</td><td>33%</td><td>40%</td><td>50%</td><td>60%</td></tr><tr><td>32</td><td>10</td><td>0</td><td>-10</td><td>-34</td><td>-60</td></tr><tr><td>250</td><td>255</td><td>258</td><td>262</td><td>265</td><td>270</td></tr></table> standard	0%	25%	33%	40%	50%	60%	32	10	0	-10	-34	-60	250	255	258	262	265	270	SUGGEST COOLANT EXCHANGE SERVICE Industry standard 50/50 Mix	
0%	25%	33%	40%	50%	60%																	
32	10	0	-10	-34	-60																	
250	255	258	262	265	270																	
✓	Reserve Alkalinity	<table><tr><td>BELOW 3.0</td><td>3.2</td><td>6.6</td><td>10.1</td></tr><tr><td colspan="2">-----FAIL-----</td><td colspan="2">-----PASS-----</td></tr></table>	BELOW 3.0	3.2	6.6	10.1	-----FAIL-----		-----PASS-----		SUGGEST COOLANT EXCHANGE SERVICE											
BELOW 3.0	3.2	6.6	10.1																			
-----FAIL-----		-----PASS-----																				
	pH	<table><tr><td>5.0 BELOW</td><td>6.5</td><td>7.5</td><td>9.0</td><td>10.0+</td></tr><tr><td colspan="2">-----FAIL-----</td><td colspan="3">-----PASS-----</td></tr></table>	5.0 BELOW	6.5	7.5	9.0	10.0+	-----FAIL-----		-----PASS-----			SUGGEST COOLANT EXCHANGE SERVICE									
5.0 BELOW	6.5	7.5	9.0	10.0+																		
-----FAIL-----		-----PASS-----																				

Coolant Exchange Service

✓	ITEM/PART	CONDITION/SPECIFICATION	RECOMMENDATION	✓
	BELTS	CRACKED FRAYED MISSING	SUGGEST REPLACEMENT	
	LEAKAGE	HOSE OTHER	SUGGEST REPLACEMENT	
	PRESSURE CAP	CONDITION	SUGGEST REPLACEMENT	
	HOSES	CRACKS CLAMP OTHER	SUGGEST REPLACEMENT	
	OTHER	DESCRIPTION	SUGGEST REPLACEMENT	

Fuel System Cleaning

✓ SERVICE WILL NOT BE PERFORMED IF "SERVICE ENGINE" LIGHT IS ON

✓	ITEM/PART	CONDITION/SPECIFICATION	RECOMMENDATION	✓
	AIR FILTER	MISSING RESTRICTED MELTED	SUGGEST REPLACEMENT	
	ANTI-FREEZE	FLUID LEVEL LOW	SUGGEST TOP OFF	
	BELTS	CRACKED FRAYED MISSING	SUGGEST REPLACEMENT	
	OIL LEVEL	FLUID LEVEL LOW, >1 QT REQ	SUGGEST TOP OFF	

A/C Recharge Service

✓ INCLUDES ELECTRONIC LEAK DETECTION AND DYE INJECTION

✓	ITEM/PART	CONDITION/SPECIFICATION	RECOMMENDATION	✓
	BELTS	CRACKED FRAYED MISSING	SUGGEST REPLACEMENT	
	LEAKAGE	HOSE OTHER	A/C SPECIALIST	
	VENT TEMP °F	INITIAL FINAL		
	SERVICE PORTS	CAPS O-RINGS	SUGGEST REPLACEMENT	
	OTHER	DESCRIPTION	A/C SPECIALIST	

Both Technician and Customer Service Manager (CSM) signatures are required if additional parts/services are suggested or required. *I (we) have evaluated this vehicle per the company's evaluation repair guidelines.

*Tech (s) _____
CSM _____

Oil Change, car stopped ^{while} driving

VALUED CUSTOMER INFORMATION

VEHICLE INFORMATION

NAME [REDACTED]

YEAR: _____

LIC. PLATE: [REDACTED]

PHONE: _____

MAKE: *May 19*COLOR: *Silver*

CSA NOTES:

MODEL: *Tribute*

ENGINE SIZE: _____

ODOMETER IN: *104870*

WHEEL LOCKS: Y / N

VIN# _____

WHEEL KEY LOCATION _____

(if required for commercial customer)

CURRENT RIDE CONDITIONS

Is the steering
wheel straight?

Y / N

Is the vehicle pulling?

Y / N Left/Right

Is the vehicle vibrating?

Y / N At what speed? _____

During braking?

Y / N If Yes, refer to Current
Brake Conditions (below)

CURRENT BRAKE CONDITIONS

Is brake light on?

Y / N

Is ABS light on?

Y / N

Is there a noise when braking?

Y / N

Does vehicle pull when braking?

Y / N

Does pedal pulsate?

Y / N

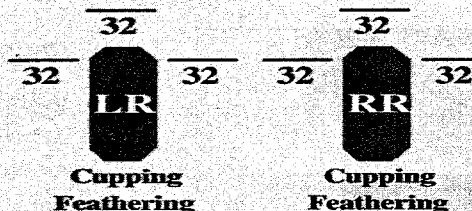
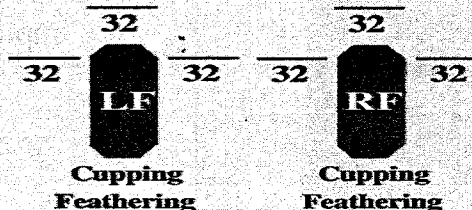
Is brake pedal low?

Y / N

TECH NOTES

TIRE TYPE & TREAD WEAR

FRONT TIRE SIZE: P/XL/LT _____ / _____ / _____

Performance
Rating _____

REAR TIRE SIZE: P/XL/LT _____ / _____ / _____

Performance
Rating _____

LF

RF

SAVE OLD TIRES Y / N

LR

RR

COMMENTS:

SP

Express Services

• DieHard® SERVICE

☐ DieHard SERVICE AND ADVISE (SABRE Printout)☒ IN-WARRANTY BATTERY AND DieHard SERVICE

• OIL CHANGE

Would you like to have your air filter replaced?

Y N

Would you like your wiper blades replaced?

Y N

Would you like your coolant exchanged?

Y N

• COOLANT EXCHANGE

• A/C RECHARGE

• OTHER _____

 Price
\$ *24.99*

\$ _____

\$ _____

\$ _____ EA.

\$ _____

\$ _____

\$ _____

Customer Authorization: I hereby authorize the repair facility to operate my vehicle and perform service(s) as described above. I acknowledge that the charge for this service, if any, is disclosed above. Additional parts and services are extra.

CUSTOMER SIGNATURE [REDACTED]

DATE _____



Illinois Vehicle Inspection Report and Certificate



V015138992

The vehicle identified below has been inspected to determine if it is emitting excessive amounts of exhaust and/or evaporative emissions. The inspection consists of an exhaust test for Hydrocarbons (HC) and Carbon Monoxide (CO), or a check of the vehicle's on-board diagnostic (OBD) computer system (1996 and newer OBD-equipped vehicles only) for indication of malfunctions causing or leading to excessive emissions. Also included is a check of the vehicle's gas cap for leaks. CO is a colorless, odorless, toxic gas. HC is unburnt fuel that, when emitted into the air, contributes to the formation of ground-level ozone (smog). Ground-level ozone is a respiratory irritant that causes eye and throat discomfort and damages breathing passages.

If your result is **PASS**, keep the certificate below in your vehicle.

Test Result

PASS

If your result is **FAIL**, please read the back of this form, the Air Team Repair Facility Performance Report, and see the customer service representative in the station office for more information.

Vehicles produce excessive levels of emissions as a result of poor maintenance, equipment malfunction, or tampering with emissions controls. **We thank you for doing your part to help clean the air we breathe!** If you need further information or assistance, please see the customer service representative in the station office or call: 708-231-2000

Exhaust Test				
HC Hydrocarbons	CO Carbon Monoxide	CO ₂ Carbon Dioxide	NOx (Advisory Only) Oxides of Nitrogen	
Standards				
Readings				
Result				

Evaporative Test Result Gas Cap Test PASS	OBD Result On-Board Diagnostic System Check PASS	Retest Code N
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Vehicle Information		
VIN: 4J2YU09142V04578 Plate #: MAZD Make: MAZD	Model: 2002 Year: 2000 Odometer: 10711 Class:	Cylinders: 3.0 Engine Displ: AUTOMATIC Trans: 3542 Weight:

Test Information		
Date: 02/20/04 Time: 7:00 Station: 1 Lane:	Operator IDs: 001197 Wait Time: 0:00 Test Type: A Dyno Settings: A Gas Cap Test Code:	Test #: 1 TFC: 3/17/2004 36.0 LID: 02/2004 Assigned Date:

Comments

CONGRATULATIONS FOR YOUR CLEAN TEST
- PREPARATION TO THE STATION

PLEASE PRINT YOUR NEW TEST DATE AS PRINTED
ON THE ABOVE COMPLIANCE CERTIFICATE

AFTER 12/31/2003 SECOND-CHANCE EXHAUST
TESTING IS NO LONGER AVAILABLE FOR
VEHICLES FAILING THE OBD TEST

Detach on perforation. Keep this certificate in the vehicle at all times.

State of Illinois



PASS

VIN: 4J2YU09142V04578
 Make: MAZD
 Certificate Number: V015138992
 Expires: 02/20/04
 MAY 2004

Vehicle Emissions Compliance Certificate

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).