



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

007 1587 158 12 7:41
02-MAR-2007

Repository ☐

7:41

Reference No.

10184043

OWNER INFORMATION (Type or Print)

Name

Address

City

CLOVIS

State

CA

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 authorized signature, NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 3/30/07

VEHICLE INFORMATION

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

JM1NA3518

Make

MAZDA

Model

MIATA

Model Year

1993

Date Purchased
01-JUN-93

Dealer's Name and Telephone Number

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Fresno

State

CA

Zip Code

93710

Transmission Type

MANUAL

☐ Antilock Brakes

☐ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

141100 AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Multiple Failure: 20

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-NOV-2006

Failure Mileage
78100

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: DOTM9ABC036)

☐ 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

0

Number of Deaths

0

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).

TL*- THE CONTACT STATED THE AIRBAG WARNING LIGHT FOR THE 1993 MAZDA MIATA FLASHES CONTINUOUSLY. THE VEHICLE WAS TAKEN TO THE DEALERSHIP, AND THEY REPLACED THE MAIN CRASH SENSOR. THE CONTACT STATED THE AIRBAG WARNING LIGHTS CONTINUED TO FLASH. THE DEALERSHIP THEN RECOMMENDED REPLACING THE AIRBAG WIRING HARNESS. THIS HAS YET TO BE REPLACED. THE DEALERSHIP ADVISED THE CONTACT THAT SINCE THE CRASH SENSORS WERE NOT FUNCTIONING CORRECTLY, THE AIRBAGS COULD DEPLOY AT ANY TIME WITHOUT WARNING. THE VEHICLE CURRENTLY HAD 78100 MILES. *AK ... 79524 miles on 3/31/07

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)

This Miata's standard equipment Air Bag's Warning Light was flashing, and taken to Lithia Mazda - Fresno's only Mazda Dealership - who replaced the Main Crash Sensor. The Warning Light continued to flash. Lithia insisted that I leave the Miata for diagnostic testing and drive their rental car because my Air Bag could self-deploy with the flashing Warning Light. The next diagnosis called for a ~\$3,500.00, Air Bag Wiring Harness replacement - Which I declined. Continued maintenance (~\$3500.00 next) on the Air Bag is unnecessary to have the car for transportation. But there is the concern that an Air Bag self-deployment could cause a loss of control of the car and a safety problem.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS

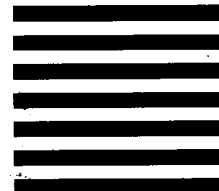


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**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**

NHTSA
www.nhtsa.gov

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



Maintenance & Repair Survey



LITHIA MAZDA OF FRESNO

Please rate your Service Consultant (the person who wrote your service order) in terms of:

- | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|---|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 1. Promptness in greeting you and writing your service order. | ☐ | ☒ | ☐ | ☐ | ☐ |
| 2. Treating you with courtesy and respect. | ☐ | ☒ | ☐ | ☐ | ☐ |
| 3. Understanding the specific problem(s) with your vehicle. | ☐ | ☐ | ☒ | ☐ | ☐ |
| 4. Providing you with an estimate of completion time. | ☐ | ☐ | ☐ | ☒ | ☐ |
| 5. Explaining the cost estimate. | ☐ | ☐ | ☒ | ☐ | ☐ |
| 6. Advising you of needed service or scheduled maintenance. | ☐ | ☐ | ☒ | ☐ | ☐ |
| 7. Providing an explanation of work performed. | ☐ | ☐ | ☒ | ☐ | ☐ |
| 8. Fulfilling all commitments made to you | ☐ | ☐ | ☒ | ☐ | ☐ |
| 9. Promptness and courtesy in answering and returning phone calls and email messages. (If not applicable, go to 10.) | ☐ | ☐ | ☐ | ☒ | ☐ |
| 10. Is there anything else you would like to tell Mazda about the Service Consultant? | | | | | |

Please rate the Dealership's Service Department in terms of:

11. Did the dealership perform a thorough inspection of your Mazda? ☐ Yes ☒ No
12. Was your Mazda ready when promised? ☐ Yes ☒ No

- | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|--------------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 13. Length of time to complete work. | ☐ | ☐ | ☐ | ☒ | ☐ |
| 14. Pick-up of your vehicle being quick and easy. | ☐ | ☐ | ☐ | ☐ | ☒ |
| 15. Quality of work performed. | ☐ | ☐ | ☐ | ☒ | ☐ |
| 16. Standing behind their work. | ☐ | ☐ | ☐ | ☒ | ☐ |
| 17. Valuing your business. | ☐ | ☐ | ☒ | ☐ | ☐ |
| 18. The process of paying for the service | ☐ | ☐ | ☒ | ☐ | ☐ |

About your service experience:

19. Was your vehicle fixed right the first time? ☐ Yes (If Yes, skip to 21.) ☒ No
20. If the problem was not fixed, was it because the: (MARK ONE)
- ☐ Necessary parts were not in stock. ☒ Service department was not able to identify problem.
- ☐ Problem was fixed, but symptom occurred again. ☐ Some other reason.
21. Did the dealership attempt to contact you after service to ensure your satisfaction? ☐ Yes ☒ No (If No, skip to 23.)
22. Did the dealer resolve any issue you may have had, if any? ☐ Yes ☒ No ☐ No issue to resolve

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Please continue →

C

- | | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|--------------------------------------|---------------------------------|----------------------------------|--|--|
| 23. Overall, how satisfied are you with this service experience? | ☐ | ☐ | ☐ | ☐ | ☒ |
| 24. How satisfied are you with the prices for services at this dealership? ... | ☐ | ☐ | ☐ | ☒ | ☐ |
| 25. Overall, how satisfied are you with your Mazda vehicle quality? | ☐ | ☐ | ☐ | ☒ | ☐ |
| 26. How likely are you to recommend this dealership to a friend or relative? | | | | | |
| | ☐ Very Likely | ☐ Likely | ☐ Neutral | ☒ Unlikely | ☐ Very Unlikely |

27. Please use this space to tell us anything else about your service experience at this dealership and/or your Mazda vehicle.

The Miata standard equipment Air Bag seemed like a good idea, but 13 years and 77,188 miles later, with Air Bag Warning Light flashing, my opinion has changed. The problem was diagnosed as a bad Crash Zone Sensor, and fixed, but the Warning Light continued to flash. The problem is diagnosed, with a new Air Bag Wiring Harness recommended, the cost of this \$3,500 fix could exceed the value of the car so I refused to do this fix. Finding that your Dealership cannot fix a thirteen year old Air Bag's problem on the first attempt, destroys my confidence in your cars and their serviceability. The Service Advisor warns that with the Air Bag Warning Light flashing, the Air Bag will not deploy when needed. And with the Sensor malfunctioning, the Bag is subject to self-deployment. The Service Advisor says they cannot disconnect the flashing Warning Light, so it continues to flash, reminding me how much I enjoy owning this car. And wondering if the Air Bag is about to self-deploy and cause me to lose control of the car.

On 11/17/06, after the Service Department's fix not solving the Warning Light's problem, the Service Advisor said that a check would be issued. After my phonecalls on 12/1/06, 12/13/06 and 12/18/06, that check was postmarked on 12/21/06 (one month and four days later).

28. Your email address: _____

By providing your email address, you are opting in to receiving email promotions/marketing messages from Mazda North American Operations and the dealership that performed the service for which you received this survey.



Thank you for taking the time to provide us with your feedback.
For more information about your vehicle or Mazda's new products, please visit us at www.mazdausa.com

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).