



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

2007 SEP 17 11:41 AM '07

FOR AGENCY USE ONLY 100148

Date Received	Repository <input type="checkbox"/>
	Reference No. 10199537

OWNER INFORMATION (Type or Print)

Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			

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, please print your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/14/2007

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4F4YR12D5 _____		Make MAZDA	Model B-SERIES	Model Year 2006
Date Purchased 15-JUN-06	Dealer's Name and Telephone Number		Engine: No. of Cylinders <u>4</u>	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain REAR WHEEL DRIVE	Vehicle Component Code 192000 TIRES:SIDEWALL	
Multiple Failure: 1				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-APR-2007	Failure Mileage 7500	Failure Speed 0	Defective Before use.
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make UNKNOWN Maxxis	Tire Model (Name or Number) UNKNOWN SPACE	Tire Size (Example P215/65R15) T145/80D16
DOT No. (Example: DOTM19ABC036) UYMPABC2705	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: SPARE
Tire Component Code 192000 TIRES:SIDEWALL		Tire Failure Type CRACK

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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 OWNS A 2006 MAZDA B2300. THE VEHICLE HAS MAXXIS TIRES, SIZE T145/80D16 (NA). THE CONTACT NOTICED CRACKS ON THE SIDEWALL OF THE SPARE TIRE. THE DEALER STATED THAT THERE WAS IMPACT DAMAGE TO THE SPARE TIRE AND THEY WOULD NOT REPAIR OR REPLACE THE TIRE. THE CONTACT TOOK THE TIRE TO TWO DIFFERENT TIRE DEALERS AND ONE STATED THE TIRE WAS OLD AND THE OTHER STATED THAT THERE WAS A DEFECT IN THE TIRE CASING. THE MANUFACTURER STATED THAT THEY WOULD REPLACE THE TIRE, HOWEVER, THE DEALER WAS UNABLE TO FIND A REPLACEMENT TIRE. AS OF AUGUST 14, 2007, THE DEALER HAS NOT REPLACED THE TIRE. THE CURRENT AND FAILURE MILEAGES WERE 7,500.

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.

sent Certified To MAZDA

July 6, 2007

[REDACTED]

[REDACTED]
Niota, TN [REDACTED]

Mazda North American Operations
Consumer Compliance
7755 Irvine Center Drive
Irvine, CA 92618-2922

Dear Sirs:

I am writing this letter for two fold reasons. One is to alert you of , what I consider, very poor customer service and two is to alert you of an unsafe product which endangers yours customers. I would like review of both situations as I feel both are of substantial issues . I will provide all identifying marks , VIN , etc. at the end of this letter.

Awhile back I had a flat tire which made it necessary to use the spare. When I removed the " Donut " spare from under the vehicle , and before use , I noticed that the tire had what appeared to be age cracks in the sidewall. Since I had no choice I used the spare and had the normal tire repaired and returned into use. As the spare had obvious defects I knew I would return it to the dealer at some point . When I took the vehicle in for service at MAZDA of KNOXVILLE , which is where the vehicle was purchased new, I explained the exact same issue as above. The service advisor asked if I had used the tire and , again, I explained that I had had a flat. The vehicle went into the shop and I was called back to the shop area to review the tire with them. At this point I was told that the tire had " Impact damage " and they would do nothing about it. They claimed the rim was bent and that proved the tire had been impacted and that was not covered. The bent area that they claimed was actually the flange where the Rim came out of the forging or press. I told them that I had NOT hit anything but was not believed as still they refused to replace the spare. I was told that they would try and see what they could do with contacting Mazda to see if they would cover the replacement. I will quote the Advisor " We think it's impact damage and we are not going to buy the tire if Mazda won't honor the claim". Needless to say I was not happy. Basically, being told I was a liar, without using the words , and then realizing that the cost of a tire was more important to them than the safety of the customer and their family. This service visit was on MAY 29th, 2007.

I drove the vehicle home , a round trip of 80 miles , and decided to visit my normal tire folks because I knew what I was being told were not the facts. Two tire dealers in Athens looked at the tire and I preempted the inspection with only " Can you look at this tire and tell me what you think is wrong with it?". I was told it "looked like an old tire ". I then explained the above and told them that it came off a brand new vehicle and what I was being told . The return comments were that it was not impact damage , the rim was not bent and it appears they just didn't want to fool with it at the dealer. One dealer said it was a defect in the casing. Since the four tires that are the normal tires on the vehicle are Continentals I took it to a dealer that carried that brand. Then it was brought to my attention that the spare was not a Continental but carried the brand name of MAXXIS. No one will replace a tire brand that they don't carry.

Since I had not heard anything from MAZDA of KNOXVILLE by JUNE 4th I called MAZDA Operations and explained all of the above . I spoke with TIM at extension 1170 and explained all of the above. Of all the MAZDA folks I have talked with at all points of contact he is the ONLY one who deserves a positive comment. He tried to do what was right, was professional , etc. all the things that a customer could ask for . However , he can not fix something over the phone . Only entrust that his contacts will perform as expected and as you will further read the ball gets dropped again. He provided the authority to get a replacement for the defective spare. I told him that I would simply go to a different dealer and go through the steps , again.

I went to GRAY EPPERSON AUTOMOTIVE in Cleveland Tennessee and spoke with Scott Young the Assistant Service Manager on JUNE 5th. I asked if he could look at a tire for me. Again the same story Flat tire ,bad spare etc. He told me he could look at it but he could not do anything about it because he had no authority and his boss was in Atlanta and would not be back until the 7th and could I not come back then. A 50 mile round trip for me. I explained the whole thing to him about the other dealer etc. and the fact that it had already been authorized by MAZDA operations. He would not budge . I should come back as he had no authority. By this time I was tired of being jerked around by BOTH Dealers so I called TIM at Operations on my cell. Scott talked with Tim and was told it was all authorized. Just handle it and he was given the file number. Then everything got rosy, but it was short-lived. I told SCOTT that I realized this was a strange issue and I'd give him a few days to work it out. Did not know where to get a replacement etc.

On JUNE 15th I talked with him and found out that a replacement could not be found. He asked if I could bring the spare down to Cleveland so they could see if a regular size tire would fit the spares rim. He also said that MAZDA Operations would have to approve that. I suggested that they check a Mazda B2300 that they probably had on their lot and see if it would work. He thought that was a good idea. I called TIM on the 18th of JUNE and asked if he would call SCOTT because of where we were. TIM restated that it had been approved to resolve the issue and he didn't understand what the further problems were asking for new approvals etc. Evidently the dealer did not have a B2300 on the lot so regardless nothing got done. It was also determined, at some point, that a full size tire will not fit on the spare rim.

Hearing nothing further from Scott I called GRAY EPPERSON , I don't know the day but around the 18th?, and asked for him and he was out that day. I explained to the Service person what I was after and was told that it "All made sense now " The tire that failed to show up that day in the order. Tire was on Back order. Also at this time MAZDA of KNOXVILLE called to say that they needed the spare size as Operations had approved replacement. This was weeks after my original service encounter. Since GRAY EPPERSON supposedly had the tire on order I told Knoxville to forget about the issue as it had been resolved. Or so I thought.

On JULY 2nd I called SCOTT , as I had not heard from him, and he stated " I was a hard man to get a hold of ". He had called me and the phone just rang and rang. Since I have an answering machine I highly doubt that. He needed the regular size of the tires that were on the vehicle so he could order a replacement to match. The Tire and Rim had not been ordered ! I ,again, called TIM in Operations and explained what was going on. From the start of the ordeal was MAY 29th and today's date was July 2nd. He asked if I could find a tire and rim and Mazda would directly reimburse me. This seemed like a good idea so I have checked with my tire dealer and the rim has to come from the Mazda Dealer . So I am no better off. I still have to deal with the same folks who can't get it done to begin with . After a little thought it dawned on me that SCOTT could have

pulled up the original tire size with the VIN number. I called him back and asked if he really was going to order the replacement today and that I had figured out he could have pulled up this info himself. Now he tells me that it's on order "As we speak". When I tell him that this has gone on for a month I am told "I'm doing the best I can". Frankly, from my point of view if I were him I'd be embarrassed to admit that. When I ask when I can expect the replacement I am told that normal delivery would be the 4th of JULY so with the Holiday it should be here the 6th. The 6th has come and gone and no word. Folks this is just a TIRE. Nothing too complicated.

Here are my questions and some comments. Why ?????? Why such poor service? Why no respect for safety? Why can't the dealers handle such a simple issue? What good is a Customer Operations Department when the Dealers can't follow up? What is a customer of MAZDA supposed to do? Where do I go if I really have a problem with the vehicle itself? Why is such service even tolerated? Why would I ever go back to these Dealers? Why would I ever buy a MAZDA product again? Finally, DOES MAZDA THINK I HAVE THE ONLY DEFECTIVE TIRE WITH THE MAXXIS NAME RIDING UNDERNEATH A PICKUP TRUCK IN AMERICA. These tires are literally coming apart without even being used. Out of sight and unknown until the time of use comes? I will bet that neither dealer has thought about the much bigger issue. They can't get past jerking the customer around over a few dollars that they might not get reimbursed for. Zoom Zoom.

NO Response ON THIS ISSUE

Lastly, I have moved beyond the point of "Make an apology . Give him a tire and send him on his way. " There some real accountability issues here and I would like some confirmation that they have been addressed. The tire is available for inspection at my residence. I've taken enough time from work, driven enough and called enough . I could have bought this tire over several times myself trying to get folks to do the RIGHT things. I anxiously await your reply and maybe a spare tire before I trade for a Toyota. O.K. it's obvious I'm pretty hot but wouldn't YOU be? Quality people could have prevented all of this.

Sincerely,



Photo #1 - Photo of sidewall coming apart.

Photo #2 - Different area of tire with separation areas.

Photo #3 - Directly above the word " Taiwan " on the tire is a small-ridged area, which is where the rim came out of the press, mold or whatever in the process of being made. Please notice it has not and is not distressing the rim. The paint has not been flaked or damaged. This is what MAZDA of KNOXVILLE claims is IMPACT DAMAGE. An insult to my intelligence.

Photo #4 - Tire brand name

Vehicle VIN 4F4YR12D56 [REDACTED]

Photo copy of Service order from MAZDA of KNOXVILLE

Tire marks:

MAXXIS spare tire

T145/80D16 105M

Tubeless

Made in Taiwan

Temporary use only

Inflate to 60 PSI

Max load 92kKG (2039 lbs) @ 420 kpa

(60 psi max)

Plies sidewall 3 nylon tread 3 nylon

Max vehicle speed 50 mph 80 kph

Along and close to the rim are the marks

M-9400-6

E4 in a circle

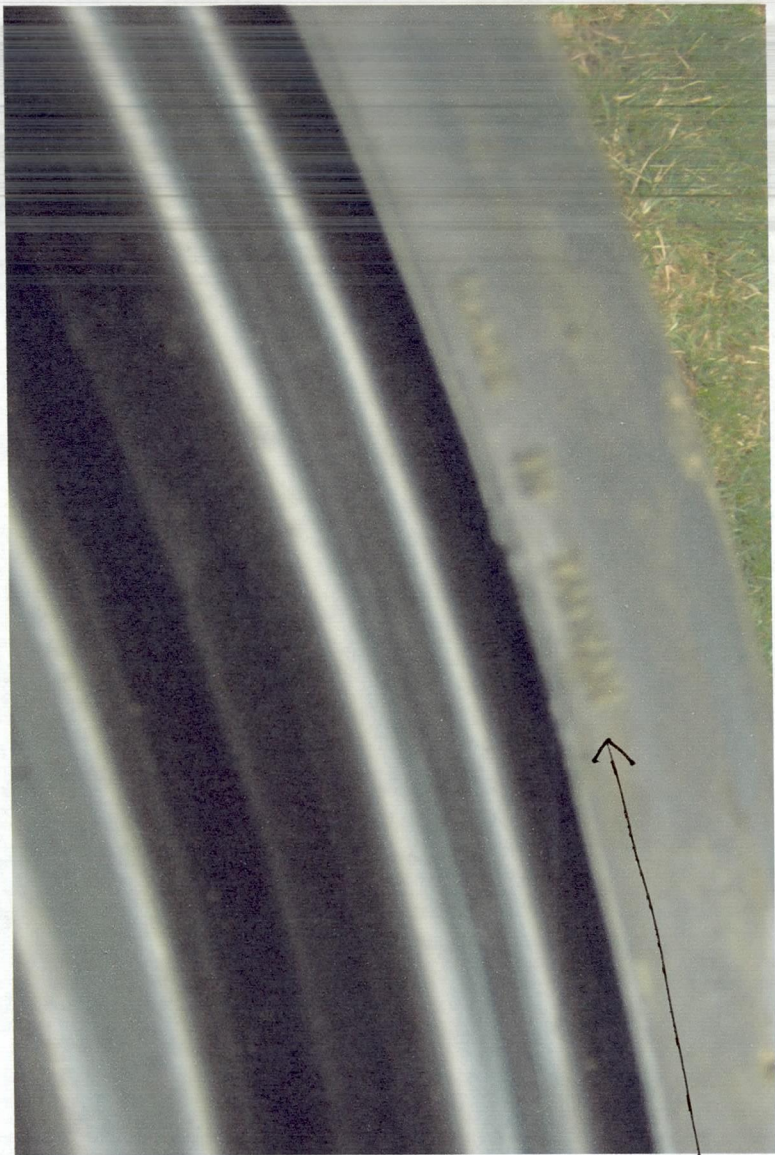
0221419

Also what appears to be a stick on tag of Mazda (Bar code ?)

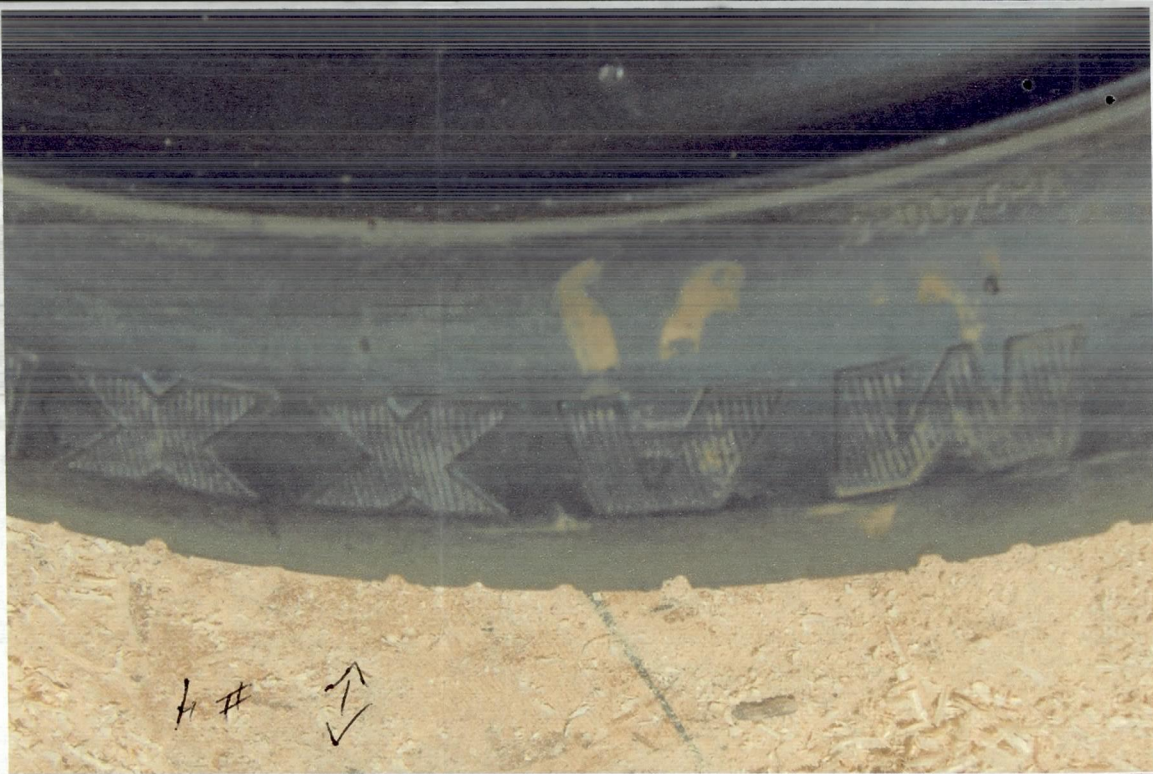
UY-001 2705H

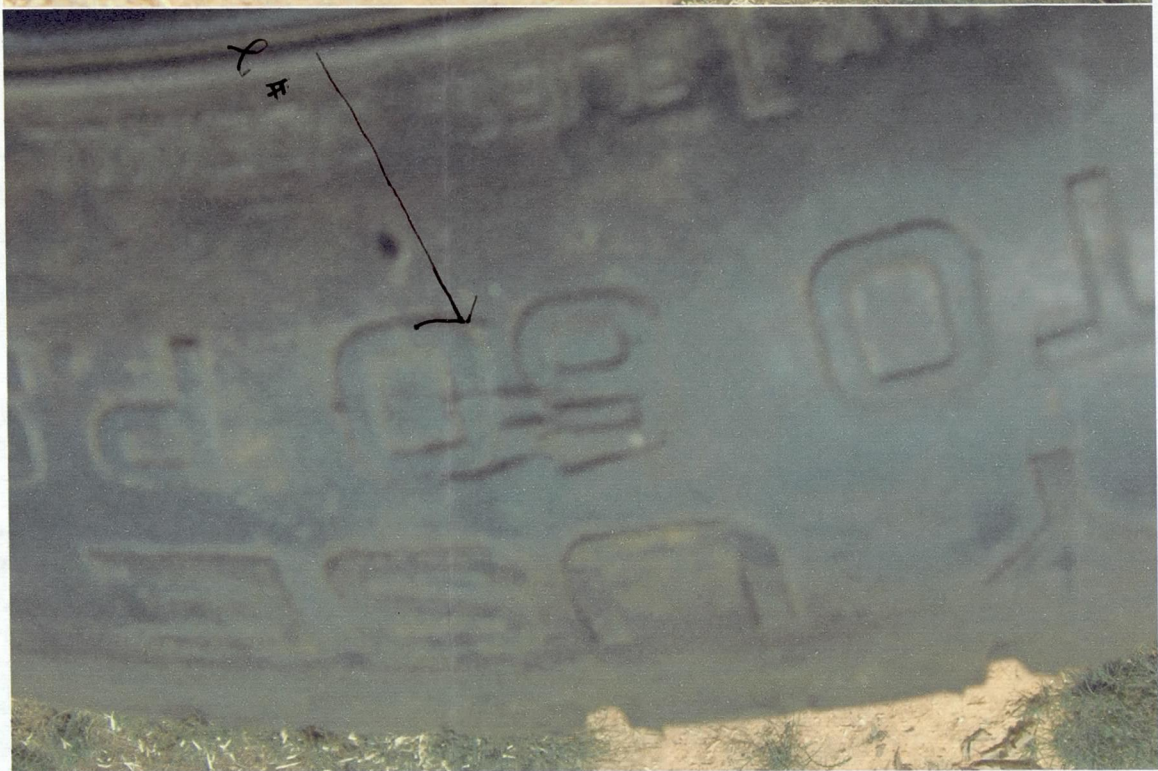
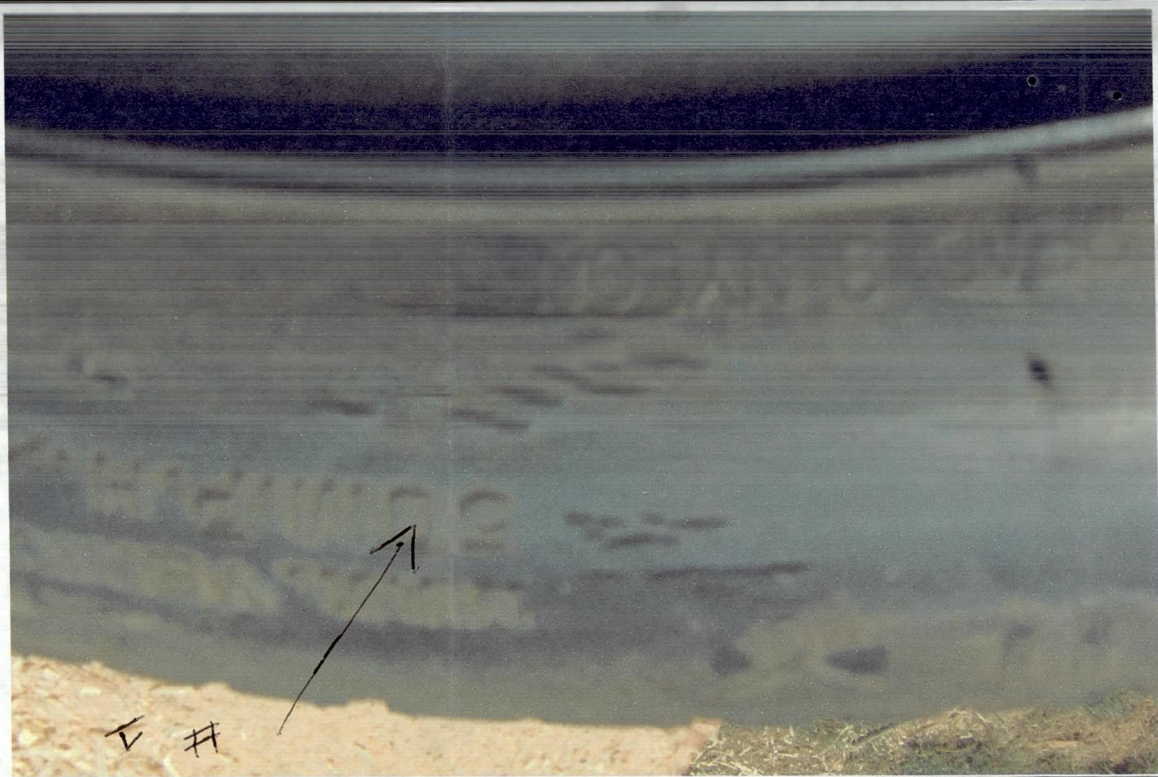
UYMP-ABC2705

MAZDA file 113-786-340 with Tim at extension 1179



#3





THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).