



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

08-JUL-2009

Repository ☐

Reference No.  
10276136

### OWNER INFORMATION (Type or Print)

Name

Address

City

FAIRBORN

State OH

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 7/1/09

### VEHICLE INFORMATION

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

4F2CU08132K

Make

MAZDA

Model

TRIBUTE

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s) 4 May 09

☐ Cruise Control

10 JUN 2009  
13 JUL 09

### FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage  
95000

Failure Speed  
15  
15-35

### 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

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 OWNS A 2002 MAZDA TRIBUTE. THE CONTACT STATED THAT THE FRONT BRAKES PULSATED WHEN THE BRAKE PEDAL WAS DEPRESSED. THE FAILURE OCCURRED INTERMITTENTLY WHEN DRIVING ABOVE 15 MPH. IN ADDITION, THE BRAKES MADE A LOUD CLUNKING SOUND WHEN APPLIED. THE DEALER PERFORMED A DIAGNOSTIC, WHICH DID NOT PRODUCE ANY ERROR CODES. THE CONTROL MODULE AND ALL THE SENSORS WERE CHECKED, BUT NO FAILURES WERE FOUND. THE ROTORS WERE REPLACED AND A THOROUGH INSPECTION WAS PERFORMED ON THE VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE LESS THAN 95,000.

This is apparently a rare - but hazardous condition!  
Braking distance increases, cornering destabilizes, causing  
near crashes.

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)**

Pulsating incidents occurred very intermittently: sometimes not for days, then daily. No auto technician experienced it. Pulsating occurred when braking - even lightly - from speeds in range of 15-35 mph, with 30 mph typical.

After submitting complaint on 8 Jul, saw ODI ID Numbers 10196815 & 10151730 having similar failures involving Mazda 2002 Tributes. However, traded-in Mazda (at huge loss because of the ABS) before dealer could re-check for possible half-line gear-ring defects (with estimated \$500/defective axle to repair).

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

20 JUL 2000 PM 3 L

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NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**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**



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

**safercar.gov**