



SEP 23 2009

DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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

19-AUG-2009

Repository ☐Reference No.
10280970

OWNER INFORMATION (Type or Print)

Name

Address

City

MARION

State

OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 52971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JM1BK323581

Make

MAZDA

Model

MAZDA3

Model Year

2008

Date Purchased

Dealer's Name and Telephone Number

RICART 614-836-6551

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

GROVEPORT

State

OH

Zip Code

43125

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

09-JUL-2009

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

Failure Mileage

27514

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

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).

TL*THE CONTACT OWNS A 2008 MAZDA3 SEDAN. HE NOTICED THAT THE TIRES WERE WEARING FASTER THAN NORMAL. THE DEALER STATED THAT THE A NEGATIVE CAMBER CAUSED THE TIRES TO WEAR AND THAT THEY ARE AWARE OF THE DEFECT; HOWEVER, THEY CANNOT CORRECT THE DEFECT. THE MANUFACTURER STATED THEY WILL NOT OFFER ANY ASSISTANCE. THE CURRENT AND THE FAILURE MILEAGES WERE 27,514.

EXCESSIVE INSIDE TIRE WEAR AND CUPPING

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.

The 2008 Mazda3 has a major engineering problem in regards to the alignment of the back wheels. The camber of each rear wheel is deeply negative which prevents the tires from sitting vertically on the road. Therefore, instead of smooth rotation and normal tire wear, you get dragging action which causes intense inner tire wear and dangerous cupping that could lead to a tire explosion! There is absolutely no means to correct this negative camber issue as manufactured!! I have researched this problem on the Internet, and found several complaints from Mazda3 owners struggling with the same identical tire wear issue on Mazda forums. It is important to note that I have attempted on numerous occasions to rectify this situation with Miriam Stevens (Ext.1147) at the Mazda Customer Assistance Center (1-949-727-1990) to no avail. In closing, I respectfully request that the NHTSA conduct an investigation into the merits of my complaint, and impose that Mazda North American Operations accept full responsibility in resolving this issue accordingly. Your cooperation in this matter would be greatly appreciated.

Sincerely,

