

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Subject: FW: Vehicle owner questionnaire
Date: Wednesday, August 17, 2011 11:44:39 AM
Attachments: [igcoil.jpg](#)

Report Vehicle Safety Defects!



www.safercar.gov

From: Mattson, Ryan CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Wednesday, August 17, 2011 11:14 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Vehicle owner questionnaire

From: [REDACTED]
Sent: Wednesday, August 17, 2011 11:10 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Vehicle owner questionnaire

I have attached my revised vehicle owner questionnaire pertaining to defective ignition coils in Mazda MPVs.

Thank you,

[REDACTED]

U.S. Department
of TransportationNational 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 ☐

05-AUG-2011

Reference No.
10417654**OWNER INFORMATION (Type or Print)**

Name

Address

City

SCARBOROUGH

State

ME

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 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

JM3LW28A8303

Make

MAZDA

Model

MPV

Model Year

2003

Date Purchased

Nov 2002

Dealer's Name and Telephone Number

Prime Mazda 207-282-0300

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

Saco

State

ME

Zip Code

04072

Co extended

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Yes

Incident Date(s)

01-JUL-2008, Aug 2011

FAILED COMPONENT(S)/ PART(S) INFORMATION

Vehicle Component Code: 064000 ENGINE-AND ENGINE-COOLING

Electrical

Failure Mileage

52500 + 90,000

Failure Speed

40 VAN DYKE

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: DOTMALSABC036)

☐ 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

Fire

Number of Persons Injured

Number of Deaths

☐ Yes ☒ No☐ Yes ☒ No

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure(s), (2) failure and its consequences, and (3) what was done to correct the failure(s), parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2003 MAZDA MPV. THE CONTACT STATED THAT WHILE DRIVING 40 MPH, THE VEHICLE WOULD BEGIN TO JERK AND IT WOULD NOT RESPOND TO THE ACCELERATOR PEDAL. THE FAILURE RECURRED WHILE DRIVING AT VARIOUS SPEEDS AND THE CHECK ENGINE LIGHT WOULD ALSO ILLUMINATE ON THE INSTRUMENT PANEL DURING THE FAILURES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHERE THE IGNITION COIL FOR THE SIXTH CYLINDER WAS REPLACED. APPROXIMATELY THREE YEARS LATER THE FAILURE RECURRED. THE VEHICLE WAS TAKEN BACK TO THE AUTHORIZED DEALER WHERE THE IGNITION COIL FOR THE FIRST CYLINDER WAS REPLACED. THE FAILURE MILEAGE WAS 52,500 AND THE CURRENT MILEAGE WAS 90,000. Further 2nd occurrence.

If cost \$380 to replace each coil. A lot of labor is involved. Mazda has changed the design of these coils, because they know they are faulty and defective. So why shouldn't they be recalled? This has

Includes, 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.

Affected so many consumers of MPV from 2002-2004 models