



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

October 22, 2012

[REDACTED]
Lake Arrowhead, CA [REDACTED]

Dear [REDACTED]

NVS-216 nam
Ref. No. 10463767

Thank you for your correspondence concerning your model year (MY) 2002 Mazda -Tribute. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may trend exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

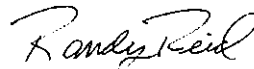
You indicated that back in February 2012, you received a recall notification letter from Mazda for NHTSA Safety Recall Campaign No. 12V-016. The recall addresses a problem with brake master cylinder reservoir caps that could leak brake fluid in MY 2001 and MY 2002 Mazda Tribute vehicles. The brake fluid can leak onto the ABS module wire harness and cause a fire. You contacted Mazda several times to inquire about the progress of the recall. You state that Mazda advised that they were unable to replace the defective parts at this time. In addition, Mazda recommended that you park your vehicle outside and away from structures to prevent a potential fire. You request that NHTSA assist you in having the recall completed by Mazda.

We are pleased to inform you that the recall remedy parts are now available. Mazda started informing vehicle owners the week of June 18, 2012. If you have not done so, we recommend you schedule an appointment with your local dealer to have the remedy completed. It is not unusual for a vehicle manufacturer to run short of necessary parts to address a recall, especially when the recall involves a large number of vehicles. In those cases, the manufacturer often issues interim instructions to the affected owners to help ensure their safety until the defect cited in the recall can be fixed. NHTSA defers to the vehicle manufacturer as the authority best suited to instruct consumers about how to manage a particular defect. NHTSA reviews these instructions and will intervene if warranted. NHTSA was aware of the parts delay for this recall

and will be monitoring Mazda's recall completion rate. The information provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement