

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW: Documentstion for Reference number 10503438
Date: Monday, April 08, 2013 3:11:40 PM
Attachments: [CCE04052013_0002.pdf](#)

EQ-10503438-2925

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, April 08, 2013 11:14 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Documentstion for Reference number 10503438

From: [REDACTED]
Sent: Friday, April 05, 2013 5:46 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Documentstion for Reference number 10503438

Good evening. I have attached the requested documentation from an email sent to me by the DOT re: the above reference number. Please acknowledge receipt of this email and let me know if there is anything else I need to do to update the file for this complaint.

Thank you very much for your time and consideration.

[REDACTED]
Direct: [REDACTED]
Fax: [REDACTED]
Cell: 4 [REDACTED]



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

FOR AGENCY USE ONLY 100148

Date Received

18-MAR-2013

Repository ☐

Reference No.
10503438

OWNER INFORMATION (Type or Print)

Name

Address

City ALPHARETTA

State GA

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

4F2CZ06104K

Make

MAZDA

Model

TRIBUTE

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

3.0L

Multiple Failure:

Incident Date(s)

08-MAR-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: ENGINE (PWS)

Failure Mileage

114000

Failure Speed

60

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 2004 MAZDA TRIBUTE. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 60 MPH, THE VEHICLE LOST POWER AND BEGAN TO SHAKE VIOLENTLY. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR DIAGNOSIS. THE MECHANIC STATED THAT THE CATALYTIC CONVERTER FAILED AND DAMAGED THE EGR VALVE. THE MECHANIC STATED THAT THE CATALYTIC CONVERTER SYSTEM WOULD HAVE TO BE REPLACED. THE VEHICLE WAS REPAIRED HOWEVER, THE FAILURE RECURRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE APPROXIMATELY FAILURE MILEAGE WAS 114,000.

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.

[REDACTED]
Alpharetta, GA [REDACTED]

Re: Refernece #: 10503438

April 5, 2013

The following is an accounting of the issues concerning the above referenced complaint:

On March 8, 2013 my daughter was driving home from school on the interstate. At some point in the trip she noted the car to have lost acceleration/passing capabilities, as well as making a very loud whining noise while driving. She was able to get the car home at which time I took it to our independent mechanic. The car was shown to have a hole blown in the EGR valve. No other issue was noted at that time. The EGR valve was replaced. Exactly 10 days later my daughter was returning to school on the interstate when the exact same issue occurred. I had her stop in the closest town and had the vehicle towed back to my independent mechanic. At that time extensive research and diagnostic work was done. It was determined that the catalytic converter system had most likely developed an obstruction that caused a large amount of pressure back in to the exhaust system. This caused another hole to be blown in the new EGR valve. An estimate of \$2500 was given to us for a whole new (3 parts) catalytic converter system. At that time it was also noted to me by my mechanic that when a GOOGLE search for "Mazda Tribute hole in EGR valve" was done approximately 10,000 hits were found re: this issue!!

We chose to take the car to the dealer to get an official diagnosis on record. I also called MAZDA to lodge a consumer complaint re: the issue. The dealer's mechanic noted to me that they had never seen the problem. They diagnosed the issue and confirmed what my mechanic had told me. We eventually fixed 2 banks of the converter system (the third bank was noted and assumed to be OK), had a third EGR valve put it in and the car is currently running smoothly.

The issue of note here is the apparent frequency that this issue has and is occurring. Mazda will not take responsibility due to the fact that they have not had reports of this type, so they say. My contention is that owners of vehicles that are this age typically do not take their cars to dealers. People do not want to spend that additional 30%+ for the same repairs. So the issues are not getting reported since the dealers do not see it. The independent garages just fix it.

I implore the DOT to please do your due diligence, like my mechanic did, and search GOOGLE to see that this is indeed a very prevalent and dangerous situation. It is my understanding that during the early 2000's the 3.0 L V6 engines had many issues with their catalytic converter systems. The consumers are paying for this when the manufacturers should be held accountable, in my humble opinion.

Thanks very much for your time. I hope something can come of my complaint. I attached receipts and a photo of the blown EGR valve for this file. I also attached a copy of a letter I had my attorney draft to Mazda .

[REDACTED]

WOOD & FULLERTON STORES LLC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
1574 HOLCOMB BRIDGE ROAD
ROSWELL, GA 30076
(770)640-7337
FEDERAL TAX ID# 208105373
WFHW@BELLSOUTH.NET



INVOICE
H-204098

03/08/13 03/09/13
05:47 PM 04:00 PM
TERR: 1831
NONSIG: 901831

PAGE: 01

BILL TO: [REDACTED]
ALPHARETTA, GA [REDACTED]

PHONE 1..... [REDACTED] EXT.
PHONE 2..... [REDACTED] EXT.
DATE REQUESTED 03/08/13
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 039 / 035
PRIOR INVOICE. 202840

VEH YEAR/MAKE. 04 MAZDA
VEHICLE MODEL. TRIBUTE
VEHICLE COLOR. WHITE
LICENSE/STATE. [REDACTED] / [REDACTED]
ODOMETR IN/OUT 116945 / 116946
VEHICLE ID #.. 4F2CZ06104K [REDACTED]

ACCOUNT # COB TC CUST# TYPE/STATE PAYMENT METHOD
[REDACTED] 2 01 21963 0 GA CHECK

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
039	052	047-000	R	1	FOUND HOLE IN EGR VALVE	.00	.00	.00
039	052	047-207	R	1	ATS EGR VALVE AND GASKET	110.99	66.50	177.49
	035	093-777	R	4	BLIMP BUCKS	.00	.00	.00
039	052	047-002	R	1-	SERVICE DISCOUNTS	.00	20.00	20.00-

LIKE US ON FACEBOOK FOR GREAT DEALS & INFORMATION

PARTS TOTAL..... 110.99
LABOR TOTAL..... 46.50
MISC SHOP SUPPLIES. 12.60
SUB TOTAL..... 170.09
SALES TAX..... 8.65

CHECK AMOUNT..... 178.74
TAXABLE AMOUNT 123.59

INVOICE TOTAL

\$178.74

X-----
CUSTOMER AUTHORIZATION FOR TOTAL

TREAD L/F..... 7/32 TREAD R/F..... 7/32 TREAD R/R..... 9/32 TREAD L/R..... 9/32

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

WOOD & FULLERTON STORES LLC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
1574 HOLCOMB BRIDGE ROAD
ROSWELL, GA 30076
(770)640-7337
FEDERAL TAX ID# 208105373
WFWH@BELLSOUTH.NET



INVOICE
H-204193

03/14/13 03/15/13
04:44 PM 11:23 AM
TERR: 1831
NONSIG: 901831

PAGE: 01

BILL TO: [REDACTED]
ALPHARETTA, GA [REDACTED]

PHONE 1..... [REDACTED] EXT.
PHONE 2..... [REDACTED] EXT.
DATE REQUESTED 03/14/13
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 039 / 022
PRIOR INVOICE. 204098

VEH YEAR/MAKE. 04 MAZDA
VEHICLE MODEL. TRIBUTE
VEHICLE COLOR. WHITE
LICENSE/STATE. [REDACTED]
ODOMETR IN/CUT 117029 / 117030
VEHICLE ID #.. 4F2CZ06104K [REDACTED]

ACCOUNT # COB TC CUST# TYPE/STATE PAYMENT METHOD
[REDACTED] 2 01 21963 0 GA CASH

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
039	052	047-000	R	1	HAD STORED CODE FAULTY DPFE	.00	.00	.00
039	052	047-207	R	1	ATS DPFE	106.69	47.50	154.19
	052	047-100	R	1-	SERVICE DISCOUNT	.00	15.00	15.00-
039	052	093-777	R	3	BLIMP BUCKS	.00	.00	.00

LIKE US ON FACEBOOK FOR GREAT DEALS & INFORMATION

X-----
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL

CASH AMOUNT..... 146.66
TAXABLE AMOUNT 106.69

PARTS TOTAL..... 106.69
LABOR TOTAL..... 32.50
SUB TOTAL..... 139.19
SALES TAX..... 7.47

\$146.66

WAD L/F..... 7/32 TREAD R/F..... 7/32 TREAD R/R..... 10/32 TREAD L/R..... 10/32

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

Tuesday

119111

CU MAZDA OF ROSWELL
11185 ALPHARETTA HWY
ROSWELL, GA 30076
770-993-6999

144364

INVOICE



11185 Alpharetta Highway
ROSWELL, GEORGIA 30076
770-993-6999

TC
AL
HC
BI
WI
2
1
LA
TERMINAL ID.: 1128

PAGE 1

SERVICE ADVISOR: 11917 JONATHAN HANDMAN

DEBIT
*****XP:W/W**
DEBIT SALE
BATCH: 000100 INU: 000001
Mar 26, 13 07:50
AUTH: 657814
AUTH/TKY 657814
TOTAL \$75.00

SEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
UTE	4F2CZ06104R		117162/117162	T3256
PROMISED	PO NO	RATE	PAYMENT	INV DATE
07 17:00 25MAR13		110.00	CASH	25MAR13
OPTIONS: DLR:23879 ENG:3.0 Liter				

SIGNATURE NOT REQUIRED

THANK YOU

CUSTOMER COPY

R13	LIST	NET	TOTAL
IRS			
ICE INSPECTION			
ELLOW"		0.00	0.00
		0.00	0.00
3 - GREEN		0.00	0.00

B RECALL 6812G ENGINE COVER MODIFICATION, 1F01 J1205A 0.4 YY743XRX 1F02
J1205B 0.3 YY744XRX
YY743XRX R6812G MODIFY ENGINE COVER AND INSTALL
KIT

4381 W94
1 1F01-10-218 STUD, LONG SPACER

(N/C)
(N/C)

C CUSTOMER OFFERED AND CUSTOMER DECLINED OIL AND OIL FILTER REPLACEMENT
AT THIS TIME
LOFD CUSTOMER OFFERED AND CUSTOMER DECLINED OIL
AND OIL FILTER REPLACEMENT AT THIS TIME

4381 CPM

0.00 0.00

D CUSTOMER OFFERED AND CUSTOMER DECLINED TIRE ROTATION AT THIS TIME
ROTD CUSTOMER OFFERED AND CUSTOMER DECLINED TIRE
ROTATION AT THIS TIME

4381 CPM

0.00 0.00

E CUSTOMER STATES ENGINE LT WAS ON ROUGH RUNNING AND HAS BLOWN A HOLE
IN 2 EGR VALVES

DIAG NEEDS BANK 2 CAT. CONVERTER 2.4 \$1679.14

+TAX

4381 CPM

75.00 75.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISC. / INSUR.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

WOOD & FULLERTON STORES LLC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
1574 HOLCOMB BRIDGE ROAD
ROSWELL, GA 30076
(770) 640-7337
FEDERAL TAX ID# 208105373
WFHW@BELLSOUTH.NET



INVOICE
H-204419

03/27/13 03/27/13
12:06 PM 05:39 PM
TERR: 1831
NONSIG: 901831

PAGE: 01

BILL TO: [REDACTED]
ALPHARETTA, GA [REDACTED]

PHONE 1..... [REDACTED] EXT.
PHONE 2..... [REDACTED] EXT.
DATE REQUESTED 03/27/13
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 039 / 039
PRIOR INVOICE. 204208

VEH YEAR/MAKE. 04 MAZDA
VEHICLE MODEL. TRIBUTE
VEHICLE COLOR. WHITE
LICENSE/STATE. [REDACTED]
ODOMETR IN/OUT 117171 / 117174
VEHICLE ID #.. 4F2CZ06104K [REDACTED]

ACCOUNT # COB TC CUST# TYPE/STATE AUTHORIZATION CREDIT CARD NO. 6MO NO INTEREST
[REDACTED] P 01 21963 0 GA 027087 HDC [REDACTED] 75360

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
039	052	047-000	R	1	REPLACE CATALYTIC CONVERTER BANK 2 AS PER	.00	.00	.00
039	052	047-000	R	1	DEALER DIAGNOSIS	.00	.00	.00
	052	053-601	R	1	WP BANK 2 CATALYTIC CONVERTER	770.99	171.00	941.99
039	052	053-601	R	1	WP REAR CATALYTIC CONVERTER	560.99	85.50	646.49
039	052	053-100	R	1-	COUPON	.00	25.00	25.00-
039	052	093-777	R	32	BLIMP BUCKS	.00	.00	.00

LIKE US ON FACEBOOK FOR GREAT DEALS & INFORMATION

No Interest If Paid In Full in 6 Months. \$250 Minimum Purchase Required.
Minimum Payments Required. 28.99% APR

If the balance is not paid in full by the expiration of the promotional period or, to the extent permitted by law, if you make a late payment, interest charges will be imposed from the date of purchase at the APR above. This APR is as of 03/27/13. Your card agreement, the terms of the offer and applicable law govern this transaction including increasing APRs and fees and terminating the promotional period.

PARTS TOTAL..... 1331.98
LABOR TOTAL..... 231.50
MISC SHOP SUPPLIES. 39.73
SUB TOTAL..... 1603.21
SALES TAX..... 96.02

CHARGED AMOUNT 1699.23
TAXABLE AMOUNT 1371.71

X-----
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL \$1,699.23

TREAD L/F..... 6/32 TREAD R/F..... 6/32 TREAD R/R..... 12/32 TREAD L/R..... 12/32

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

RONALD E. DOBELSTEIN

ATTORNEY AT LAW
ARBITRATOR - MEDIATOR
Licensed in Florida and Georgia

3780 MANSELL ROAD, SUITE 450 ALPHARETTA, GEORGIA 30022

TEL: (770) 408-7020
FAX: (770) 408-7019
E-MAIL: dobelaw@aol.com

TOLL FREE
TEL: (866) 408-7020
FAX: (866) 408-7019

March 28, 2013

Sent via US Certified and Regular Mail

Mazda North America Operations
P.O. Box 19734
Irvine, CA 92623-9734
Attn: Customer Assistance Center

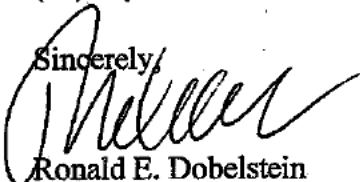
RE: Bennett 2004 Mazda Tribute

To whom it may concern:

Please be advised that I represent [REDACTED] and [REDACTED] with regard to the 2004 Mazda Tribute VIN #4F2CZ06 [REDACTED] that was purchased June, 2011. My client has repaired, on 2 separate occasions, the EGR valve which is a part of the catalytic converter system. Both the original and replaced EGR valves have had holes blown in them within a 2 week timeframe. The faulty catalytic converter prevents acceleration in traffic and, if on the interstate when this occurs, is potentially a major safety issue. There is an increased likelihood for this issue to reoccur. Currently, the vehicle is at a local Mazda dealer and has been diagnosed by their professionals. We challenge you to research the issue of holes blown in EGR Valves of Mazda Tributes and you will see that this is anything but an isolated situation with this owner.

It is my client's hopes that you will do the right thing by your customers and cover their expenses in replacing the catalytic converter. They have an estimate of \$2,500.00 to correct the catalytic converter problem. This is in addition to the \$450.00 they have spent previously for repairs and towing. Please address this issue forthwith. I expect to hear from you within thirty (30) days of the date of this letter regarding this issue.

Sincerely,



Ronald E. Dobelstein

RED/mk

Cc: [REDACTED]

