



U.S. Department
of Transportation

National 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
NOV 13 2013

19-SEP-2013

Repository ☐

Reference No.
10544383

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MEMPHIS State TN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

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
JM1BL1VF481-[REDACTED] Make MAZDA Model MAZDA3 Model Year 2011
Date Purchased MAY, 2011 Dealer's Name and Telephone Number MAZDA OF GERMAN TOWN 901-751-7300 Engine: No: Cylinders Fuel Type:
Original Owner ☒ Dealer's City MEMPHIS State TN Zip Code 38119
Transmission Type ☐ Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 21-MAR-2013
☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 150000 SEAT BELTS Failure Mileage 17000 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: DOTM19ABC036) ☐ Original Equipment Failure Location:
☐ Prior Repair
Tire Component Code Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: 2011 MAZDA 3 Date Manufactured: 2011 Model No./Name: MAZDA 3
Seat Type: Installation System:
Child Seat Component Code: Failed Part: PASSENGER SEAT BELT

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 2011 MAZDA3. THE CONTACT STATED THAT THE PASSENGER'S SIDE SEAT BELT BUCKLE FAILED TO HOLD THE SEAT BELT CLIP IN PLACE. THE VEHICLE WAS TAKEN TO THE DEALER, WHO CLEANED THE SEAT BELT BUCKLE, HOWEVER FAILURE WAS NOT CORRECTED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 17,000 AND THE CURRENT MILEAGE WAS 19,000.

- MARCH 2013 STOPPED AT SERVICE DEPT SINCE PASSENGER SEAT BELT NOT CONSISTANTLY WORKING PROPERLY OR CLICKING TO PLACE. JUST RETURNED FROM TRIP TO ALABAMA & STATED GRANDSON MAY SPILLED DRINK. NO RECORD OR REPORT MADE BUT TECHNICIAN LOOKED AT IT STATED ONLY WOULD REPLACE THE SEAT BELT SINCE UNDER WARRANTY
- FRI SEPT 13, 2013 MIKE IN SERV. CALLED, STATED COULD NOT REPLACE UNDER WARRANTY DUE TO STICKINESS (SEE ATTACHED NOTES)

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.

From: [REDACTED]
Date: September 18, 2013, 7:11:22 PM CDT
To: Mazda Of Gtown 2011 Mazda 3 VIN # <MazdaCustomerExperience@mazdausa.com>, Nationwide Customer Service <reply-fe5a12707c670c7f7c14-30619368_HTML-1811111041-63536-0@billing-nationwide.com>, "vanwerc@nationwide.com" <vanwerc@nationwide.com>
Cc: "mfair@mazdaofgermantown.com" <mfair@mazdaofgermantown.com>, justin.t.reed@erac.com
Subject: [REDACTED] RQID:149434648]

To Nationwide and Mazda,
I am sending this statement advising that the issues that developed are all due to the mismanagement and unprofessional conduct of Doug with The Service Dept of Mazda of Germantown! Megan and Paul, with the body shop of Mazda of Germantown, provided my experience, with their department, with professional and friendly service. Then, I received a call from Mikie with the service dept Around 3pm on Friday, Sept. 13th. He inquired about the service needed after receiving my car fixed from the body shop. Mikie proceeded to call me back around 4:00pm advising that the seatbelt was not working due to 'a sticky substance'. Service dept., nor I, could clean it, it had to be replaced, and that Doug stated it was not covered under warranty. Now, most managers would have handled this better considering this customer, since Saturn of Germantown opened, be satisfied.

No, I had to call the corporate office.

I was told when I dropped by serv dept in March, that the problem with the passenger seatbelt was due only to a sticky substance. They cleaned it, stated to advise, and they would replace it since it was still under warranty. Some of what transpired is followed by the below communication with Lisa with Mazda Corporate Office Warranty Customer Service.

I talked to the TN DMV Safety department concerning Mazda's refusal for the safety of a passenger in one their cars. This is especially an issue with my handicapped Mom. An officer is to call me. They referred to me to:

Seat Belt Laws

55-9-603. Use of safety belts in passenger vehicles - Violations - Penalties - Arrest - Applicability.

I found the below website online.

http://www.ehow.com/list_6950143_car-passenger-laws.html#page=1

Look at the advertisement from Mazda of Germantown's to the left side under the baby. How can they do that when they do not advocate the law and safety? This long, drawn out waste of time, and saga that has involved too many people's time is still not resolved. Doug, you still have a problem that you have not rectified or resolved.

My request is that after reading this, that Nationwide Ins and Claims Dept. will put the **Body Shop with Mazda of Germantown**, back on their 'Great' list, especially Megan and Paul.

Please advise if you have any questions, comments, or concerns,

From: [REDACTED]

Date: September 17, 2013, 7:05:21 PM CDT
To: Mazda Of Gtown 2011 Mazda 3 VIN # <MazdaCustomerExperience@mazdausa.com>
Subject: [REDACTED] [RQID:149434648]

Lisa,
Will you please contact Mr Biggerstaff if he has not already called you? His contact info is listed below. I received the below email today and called you. After our conversation today, you were fully aware that I still had the rental car and serv dept would take care of the extra days needed to replace the seatbelt. I am not responsible for the delay of returning the rental. Service is to cover the rental expenses until the seatbelt is replaced. You stated that Doug had ordered the part and he would contact me, hopefully the day before, that I can get my car, leave them the rental and leave without owing anything.

SINCE THEN THAT
ADVERTISE
MENT
HAS
BEEN
REMOVED.

Please advise.

From: <MazdaCustomerExperience@mazdausa.com>
Date: September 17, 2013, 11:31:10 AM CDT
To: <[REDACTED]>
Subject: A message regarding your request. [RQID:149434648]

Dear [REDACTED]

Thank you for contacting Mazda.

I did receive your voicemail requesting that I email you the information I obtained, I do appreciate your patience during the review process. I did speak with the service manager Doug at Mazda of Germantown and he advised that the seat buckle was not diagnosed as a defect which is why he had advised you that it would not be covered under warranty. However, as a one-time goodwill gesture for being a loyal Mazda customer, I went ahead and authorized to cover the entire cost of the repair, including parts and labor. I have already set up the appointment with Doug and all you need to do is schedule an appointment to have the repair completed.

If you have any further comments or questions please either call me or send an email and I would be glad to assist you further.

Sincerely,

Lisa
Representative, Customer Experience
800.222.5500
Ext. 1144

From: <MazdaCustomerExperience@mazdausa.com>
Date: September 13, 2013, 4:31:25 PM CDT
To: <[REDACTED]>
Subject: A message regarding your request. [RQID:149434648]

Dear [REDACTED]

Thank you for contacting Mazda.

I regretted to hear of the concern you are experiencing with the seat belt in your 2011 Mazda3. I will need to obtain more information from Mazda of Germantown and verify whether any further assistance could be possible. The process normally takes about two business days, but if you need to get back in contact with me I can be reached at the number listed below.

The file number that references the call you made today is 149434648.

Sincerely,

Lisa
Representative, Customer Experience
800.222.5500
Ext. 1144

80 YRS OLD.

MY MOM IS HANDICAPPED, IN A WHEELCHAIR, DOES NOT HAVE USE OF HER LEFT SIDE, WEARS A BRACE ON HER LEFT LEG, AND CANNOT GET INTO THE BACK SEAT OF MY 4 DOOR 2011 MAZDA 3.

I STATED THE IMPORTANCE OF THE PASSENGER SEAT BELT CONSISTANTLY WORKING PROPERLY WAS NECESSARY ESPECIALLY FOR MY MOM. MY DAD, 79 YRS OLD USES A WALKER, OR ANYONE ELSE COULD + WOULD SIT IN THE BACK SEAT USING WORKING SEAT BELTS IF THE PASSENGER SEAT BELT HAD ITS OCCASIONAL FAILURE.



September 19, 2013

[REDACTED]
[REDACTED]
Memphis, TN [REDACTED]

RE: File: 149434648
VIN: JM1BL1VF4B1 [REDACTED]
Vehicle: 2011 Mazda3

Dear [REDACTED]

Thank you for contacting Mazda about your recent experience with Mazda of Germantown.

As a goodwill gesture, enclosed are two gift cards, each in the amount of \$60.00 totaling \$120.00 in lieu of any reimbursement of rental car costs per our conversation today. These gift cards may be used at any authorized Mazda dealership for future service, parts or accessories. Mazda Gift Cards are one time use and when redeemed, must be used in full. Each card is also good for 12 months from the issued date on the card. We truly appreciate having you as our customer and thank you for the opportunity to further assist you in this matter.

Should you have any additional questions or need assistance in the future, please do not hesitate to contact me.

Best Regards,

Travis
Supervisor, Customer Experience
Mazda North American Operations
(800) 222-5500 -Ext. 11711

Mazda North American Operations
7755 Irvine Center Drive
Irvine, CA 92618-2922
Telephone 949.727.1990
Facsimile 949.727.6101

zoom
zoom-

CUSTOMER #: 6954

124505

INVOICE



GWATNEY MAZDA OF GERMANTOWN

7300 Winchester • Memphis, TN 38125 • (901) 751-7300

MEMPHIS, TN

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 145 MIKEY LOVELAND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	11	MAZDA MAZDA 3	JM1BL1VF4B1		19810/19811		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13MAY11 IS			17:00 21SEP13			CASH	20SEP13
13MAY11 DD							
R.O. OPENED:		READY	OPTIONS:	STK:	TRN:Automatic		

11:16 17SEP13 12:00 20SEP13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THE RIGHT FRONT SEAT BELT WILL NOT LATCH IN BUCKLE

CAUSE: FC

S0944ARX FRONT SEAT BELT (BUCKLE), R&R - ONE SIDE

119 W

(N/C)

1 BBY5-57-620-02 BELT 'A' (R), FRT SEAT

(N/C)

FC: 00640098

PART#: BBY55762002

COUNT: 1

CLAIM TYPE: A

AUTH CODE:

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

B** ENTERPRISE RENTAL VEHICLE

CAUSE:

RENTAL ENTERPRISE RENTAL VEHICLE

119 W

(N/C)

FC: 00990099

PART#: 5555RENTAL

COUNT: 0

CLAIM TYPE: A

AUTH CODE:

SUBL RENTAL

PO#124505

W

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

THANK YOU FOR CHOOSING GWATNEY MAZDA OF
GERMANTOWN FOR YOUR VEHICLE NEEDS !

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

10/23/13

Enterprise Rental called me on 10/23/13 stating that Mazda of F-Town, Doug Service Mgr, had not paid the \$57.00 owed over a month ago. Doug had already agreed to pay the days of rental when Sov Dept had the car. I called Doug, left a message for him, and told Enterprise that Doug was completing invoice of pmt.

Thank you for working with
me for the safety for my car as well as
otherwise I apologize for
the delay of returning
this claim info. My mom
has been in the hospital
and I was assisting her
as well as spending time
with her. Hopefully you
understand the importance
of time with your parents
is precious & sometimes
other things have to wait
Truly yours

[REDACTED]

[REDACTED]

MEMPHIS TN



Equality
FOREVER



Liberty
FOREVER



Justice
FOREVER

U.S. Dept of Transportation
National Highway Traffic Safety Admin
Attn: Randy Reid Chief
Correspondence Research Division
1200 New Jersey Ave SE
Washington, DC 20590