

[REDACTED]  
Keaau HI, [REDACTED]  
[REDACTED]

JUL -9 2014

July 1, 2014

Department of Transportation, National Highway Traffic Safety Administration  
Office of Defects Investigation (NVS-210),  
1200 New Jersey Ave, SE, West Building,  
Washington, DC 20590

Re: Additional Information on NHTSA ID Number: 10576993  
2014 Mazda Miata Intermittent Brake Failure

To whom it may concern:

We took the car to Mazda dealer. Mazda dealer inspected the brake system but refuse to check internal brake fluid leak or brake fluid contamination under warranty. As there were no external symptoms, the dealer refused to repair the car. Mazda refused to provide services again even I was willing to pay the inspection/repair work myself. So, I took the car to Midas in Hilo. Midas did brake flush & found "white particles/debris, unknown what it is" – see attached invoice & photo. I contracted Mazda on this new finding. Mazda USA refused to recognize that there was anything wrong with the car brake system/brake fluid. When I ask Mazda about the safety concerns of other cars from the same production line, I was told that was proprietary information.

The fluid of this 2014 Mazda Miata was returned to me from Midas. A short video clip of it can be found in You Tube: <https://www.youtube.com/watch?v=eKCBY5AdDzI> I hope NHTSA can begin an investigation on this safety issue before anything serious happens.

Sincerely,  
[REDACTED]

AM  
72414  
SMD

**Date Complaint Filed:** 04/02/2014  
**Component(s):** SERVICE BRAKES  
**Date of Incident:** 04/01/2014  
**NHTSA ID Number:** 10576993

**0 Associated Documents**

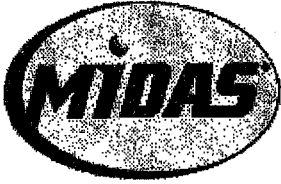
- Crash:No
- Fire:No
- Number of Injuries:0
- Number of Deaths:0

**Manufacturer:** Mazda Motor Corp.

**Vehicle Identification No. (VIN):** JM1NC2PF1E0 [REDACTED]

**SUMMARY:**

WHEN TRAVELING ABOUT 20 MPH, APPROACHING AN INTERSECTION, THE CAR BRAKE STOPPED WORKING. AS THE CAR SLOWED DOWN AND GOT OFF THE ROAD, IT WAS STOPPED BY SHIFTING TO PARK. THE BRAKE WORKED AGAIN AFTER STOPPING. THIS IS THE SECOND TIME THE BRAKE STOPPED WORKING. THE FIRST TIME WAS WITHIN A WEEK AFTER WE RECEIVED THE NEW CAR. WHEN BACKING OUT OF THE DRIVEWAY, THE CAR COULD NOT BE STOPPED - UNTIL IT WAS SHIFTED TO DRIVE. AT THAT TIME, WE DID NOT KNOW FOR SURE WHAT THE PROBLEM WAS.



HILO MIDAS  
480 KILAUEA AVE  
HILO, HI 96720  
(808)935-0045

Customer ID: 1663037424  
Name: [REDACTED]  
Address: [REDACTED]  
Address 2: [REDACTED]  
City, State, Zip/Postal Code: KEAAU, HI, [REDACTED]  
Home Phone: [REDACTED]  
Work Phone: () - [REDACTED]  
Other Phone: () - [REDACTED]  
Tax Exempt #: [REDACTED]

Year: 14  
Make: MAZDA  
Model: MX-5 MIATA  
Lic No: [REDACTED]  
VIN: JM1NC2PF1E0 [REDACTED]  
Color: [REDACTED]  
Engine: 4-1999 2.0L DO  
Mileage In: 500

Date/Time: 06/02/14 09:30:34  
Estimate #: 258335  
Invoice #: 697391  
Key Tag: False  
PO Number: [REDACTED]  
Email Address: na  
Fleet/Wholesale: N  
Unit Number: [REDACTED]

Mileage Out: 500

Service comments:  
BRAKES FLUSH AND WANTS TO CHECK TO SEE IF THERE IS ANY VISUAL BRAKE PROBLEMS

Salesperson: J. MILLER

| Qty.                                      | Part #        | RFR           | Loc        | Description | List  | Labor | Total |
|---|---------------|---------------|------------|-------------|-------|-------|-------|
| <b>REVISED ESTIMATE AUTHORIZATION(S):</b> |               |               |            |             |       |       |       |
| AUTH. BY:                                 | [REDACTED]    | CONTACT:      | [REDACTED] | ADD. AMT:   | 72.91 |       |       |
| DATE: 06-02-14                            | TIME: 9:04 AM | PREVIOUS EST: | 0.00       | REV EST:    | 72.91 |       |       |
| Work Authorized:                          |               |               |            |             |       |       |       |

**WARRANTY INFORMATION**  
Midas International Corporation issues written warranties on mufflers, catalytic converters, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, and variable rate springs. The warranty terms for these products are stated on separate printed warranty certificates issued to you, together with the invoice, upon the purchase of the appropriate warranted product. The terms of all warranties are in the Midas Warranty Binder on display in each Midas location.  
All other products and workmanship are warranted for ninety (90) days from the date of installation. There are no other warranties issued by Midas International Corporation. This warranty gives you specific legal rights; you may also have other rights which vary from state to state.  
Warranty work will be performed at any Midas location in the USA or Canada offering the warranted product or service. For the address of your nearest Midas location, see the Yellow pages of the local telephone directory or write Midas Consumer Relations, 1300 Arlington Heights Road, Itasca, IL 60143  
**MAHALO FOR YOUR PATRONAGE!**

|  |        |    |  |                       |      |      |      |
|--|--------|----|--|-----------------------|------|------|------|
| <b>BRAKE</b>   |        |    |  |                       |      |      |      |
| 1  | DIAG02 | RA |  | BRAKE SYSTEM EVALUATI | 0.00 | 0.00 | 0.00 |
| NO VISUAL LEAKS OR ISSUES UPON INSPECTION. FLUSHED SYSTEM AND FOUND WHITE PARTICLES/DEBRIS. UNKNOWN WHAT IT IS |        |    |  |                       |      |      |      |
|  |        |    |  | OVERALL               | 0.00 |      |      |
|  |        |    |  | TOTAL BRAKE:          | 0.00 |      |      |

|                    |          |      |  |                    |       |       |       |
|--------------------|----------|------|--|--------------------|-------|-------|-------|
| <b>BRAKE FLUSH</b> |          |      |  |                    |       |       |       |
| 1                  | NBF101   | RA * |  | BRAKE FLUSH        | 19.99 | 50.00 | 69.99 |
| <b>BRAKE FLUSH</b> |          |      |  |                    |       |       |       |
| 1                  | BR FLUID | RA   |  | BRAKE FLUID        | 0.00  | 0.00  | 0.00  |
|                    |          |      |  | TOTAL BRAKE FLUSH: | 69.99 |       |       |

\*\*\* Customer Wishes To Discard Old Parts \*\*\*

RA NECESSARY COMPONENT OF WORK  
RA NECESSARY COMPONENT OF WORK

|                               |        |             |       |
|-------------------------------|--------|-------------|-------|
| PAY                           | AMOUNT | SUB TOTAL   | 69.99 |
| MCA/VIS                       | 72.91  | SALES TAX   | 2.92  |
|                               |        | GRAND TOTAL | 72.91 |
| TECH: 004001-0.40 E. TOWNSEND |        |             |       |

REMEMBER,  
NOBODY BEATS MIDAS!!  
NOBODY.

THANK YOU FOR YOUR  
BUSINESS.





Keaau, HI

MAIL ROOM  
111 510  
02 JUL '14  
PM 11

POST CLASS

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Office of Defects Investigation (NVS-210),  
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Washington, DC 20590