

MAY 22 2014

 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 08-APR-2014	Repository ☐ Reference No. 10578218		
OWNER INFORMATION (Type or Print)				Daytime Telephone Number [REDACTED]	
Name [REDACTED]				E-mail Address	
Address [REDACTED]				Evening Telephone Number	
City PHOENIX	State AZ	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
1/ digit vehicle Identification Number Located at bottom of windshield on driver's side JM1NC2PF2E0 [REDACTED]		Make MAZDA	Model MIATA	Model Year 2014	
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 11-MAR-2014	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: BRAKES (PWS)				Failure Mileage 800	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 ☐ 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 <i>(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies).)</i>					
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 2014 MAZDA MIATA. THE CONTACT STATED WHILE DRIVING IN REVERSE AND THEN SHIFTING TO DRIVE WIRTH THE BRAKES APPLIED, AN ABNORMAL CLUNKING NOISE WAS HEARD FROM THE PASSENGER'S SIDE REAR. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHO CONFIRMED THE NOISE FROM THE ABS BUT ADVISED THAT THE COMPONENT WAS FUNCTIONING AS DESIGNED. THE MANUFACTURER WAS NOTIFIED OF THE ISSUE. NO REPAIRS WERE PERFORMED TO THE VEHICLE. THE APPROXIMATE FAILURE MILEAGE WAS 800.					
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 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.					

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

Every time you back up + pull forward the Brake goes Klunk, (Right Rear.) Dealer said this is Normal. Hard to believe Mazda would build in a 'Klunk'.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

PHOENIX

AZ 852

10 MAY '14

PM 6 L



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

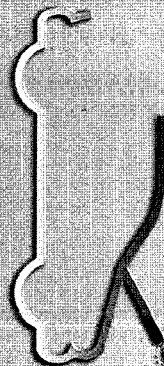
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



safecar.gov

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safecar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



© 2014 Mazda Motor of America, Inc.

Subject: CLUNK / BANG / BUZZ NOISE DURING FIRST FORWARD MOVEMENT AFTER SITTING	Bulletin No: 04-002/14
	Last Issued: 01/21/2014

BULLETIN NOTE

- This bulletin supersedes the previous bulletins 04-009/06 issued 11/16/06, 04-007/08 issued 11/17/08, 04-006/10 issued on 10/22/10 and 11/23/10, and 04-002/12 issued on 03/31/12. The APPLICABLE MODEL(S)/VINS and DESCRIPTION have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2013-2015 CX-5	2011-2014 Mazda2	2007-2014 Mazda3 (including Mazdaspeed3)
2006-2014 Mazda5	2007-2012 CX-7	2007-2014 CX-9
2004-2011 RX-8	2006-2014 Miata / MX-5	

DESCRIPTION

Some customers may report a slight clunk/bang/buzz noise or jolt from the front of the vehicle. This concern will most likely occur during the vehicles first forward movement after starting the engine. This is a normal operating noise of the Anti-Lock Brake System (ABS). Do not attempt any repairs.

If you encounter a customer complaint for this concern, explain that the noise comes from the ABS/TCS/DSC "Malfunction Detection Function" initial check and that there is no problem. This initial check is a necessary function to ensure the normal operation of the ABS/TCS/DSC system. It occurs when the vehicles first moves forward under the following conditions.

NOTE: Some customers may describe that the noise does not occur all the time. It does occur all the time, but the sound is more likely to be heard on a slow start and not on a quick start (quick acceleration) when engine noise is louder.

Condition	With DSC	Without DSC
The brake pedal is released (normal take-off)	The initial check start at 4 mph (6 km/h) or more.	The initial check start at 3 mph (4 km/h) or more.
The brake pedal is pressed (running on a downhill or creeping along on A/T vehicles)	The initial check start at 9 mph (15 km/h) or more.	The initial check start at 6 mph (10 km/h) or more.

Page 1 of 1

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical—including photocopying and recording and the use of any kind of information storage and retrieval system—without permission in writing.