

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 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-SEP-2014 NOV 10 2014		Repository ☐ Reference No. 10637335	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
HARRISON		OH			
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			Make	Model	Model Year
4F2YU08112K			MAZDA	TRIBUTE	2002
Date Purchased	Dealer's Name and Telephone Number		Engine:		Fuel Type:
6-26-03			No: Cylinders		87 oct
Original Owner ☐	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
Auto	☒ Cruise Control	4 Wheel	Sub Frame - Control Arms - Struts		02-JUN-2014
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 162000 STRUCTURE: BODY, 020000 SUSPENSION				Failure Mileage	Failure Speed
				71000	35
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 2002 MAZDA TRIBUTE. WHILE DRIVING 35 MPH, THE CONTACT HEARD AN ABNORMAL SOUND COMING FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO STATED THAT THE ENTIRE SUBFRAME WAS FRACTURED DUE TO CORROSION. THE DEALER REPAIRED THE VEHICLE ACCORDING TO NHTSA CAMPAIGN NUMBER: 14V174000 (SUSPENSION). THE TECHNICIAN INFORMED THE CONTACT THAT THE LOWER CONTROL ARMS, BOTH FRONTAL STRUTS, AND THE TIE ROD ENDS NEEDED TO BE REPLACED DUE TO EXCESSIVE CORROSION ON THE SUBFRAME. THE TECHNICIAN ADDED THAT EVEN AFTER THE REPAIRS WERE PERFORMED, THE VEHICLE WOULD NOT BE SAFE TO DRIVE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND REFUSED TO PROVIDE ADDITIONAL ASSISTANCE. THE APPROXIMATE FAILURE MILEAGE WAS 71,000.					
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 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.					



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74721

IMPORTANT SAFETY RECALL

**2001-2004 Tribute
Subframe Corrosion - Safety Recall 7514D
NHTSA Campaign No. 14V-174**

May 2014

VIN 4F2YU08112 [REDACTED]

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in 2001-2004 Tributes operated in high corrosion areas for extended periods.

If you are a recipient of this notice, your vehicle is included in this recall.

What is the problem?

The forward attachment of the lower control arm may separate from the subframe after operating in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. Separation of the lower control arm from the subframe may result in diminished vehicle directional control, increasing the risk of a crash.

What will Mazda do?

Your Mazda dealer will install a reinforcement crossbrace on the subframe so that steering control can be maintained in the event of a separation of the forward attachment of the lower control arm.

The inspection and repair will be performed free of charge, and will take approximately 30 minutes to complete; however, it may take longer depending on the service workload at your Mazda dealership.

If your dealer determines that subframe replacement is required because the lower control arm is separated, and needs to keep your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel) while your vehicle is at the dealership for repairs.

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zoom-zoom

2301 - Ferguson Rd. Cmt. Ohio - 45288

Jake Sweeney Mazda West 513-699-4900 - opt #3

6-24-14 - 3:07 PM - Tim

7-1-14 - 12:00 PM -

1-800-222-5500

Page 2

Mazda - CORP - (1-800-222-5500) (513-423-0089 = Jake Sweeney
Tim

What should you do?

Mazda is concerned about your safety. Please contact an authorized Mazda dealer to schedule an appointment to have this recall completed as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for subframe replacement due to corrosion?

If you have already paid for subframe replacement *due to subframe breakage caused by corrosion*, prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Experience Center at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

JOSEA -

[REDACTED]
Home Address- [REDACTED]

West Harrison IN - [REDACTED]

Dear Sirs or Mrs.

When I first discovered there was a problem with the vehicle, I contacted Jake Sweeney Mazda. They are the closest dealership to where I live.

This all began on 6-24-14. I

called the dealer and told them what the problem was and that I had contacted Mazda Corp. and had also received a recall notice in the mail, copy enclosed.

On 6-24-14 I called the dealership and was told the vehicle was not fixed and they were waiting on parts. On 7-1-14 I again called the dealer and was told the parts were in but the vehicle was still not ready.

This kept going back and forth until 9-15-14. At that time I called Mazda Corp. I talked to 3 different people and was told by Jose the head of the department, that the repairs could not be made because and was told all other recalls on this vehicle were to be made. I asked why would they make the other repairs if the vehicle was not going to be drivable due to the extent of the rust and the problem was due to environmental rust. The recall states vehicles operated in high corrosion areas for extended periods caused this problem.

I again called the dealer and asked about the other problems caused by the same factor were

going to be addressed. He told me that for \$1,500 dollars the other parts could be replaced; but the vehicle would still be unsafe to drive.

10-2-14 - I went to the dealership

to pick up the vehicle and was told, no repairs had been made and the vehicle was not safe to drive.

I called AAA had the vehicle towed to my house. I asked that if Mazda Corp had, ok'd the sub frame, and if they had it why couldn't I get it and put it in myself. At that time I was told the had to call Mazda Corp. I called the next day and was told Mazda Corp had no ok'd. Any parts of the frame or subframe to be replaced because rust was due to environmental rust not metal fatigue rust (what the difference is I don't know)

At any rate I had the vehicle towed to the dealership 6-24-14. 10-2-14, I had the vehicle towed back home. The vehicle still can't be driven.

My question throughout the entire ordeal has been; If the recall was due to rust caused by environmental conditions, why couldn't the vehicle be repaired because of environmental rust.

Please ask Jose at Mazda Corp; this is the only answer he would give me.

P.S. Mazda Corp did offer me
\$1500.00 certificate on a
new vehicle

Sincerely

