

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	
OWNER INFORMATION (Type or Print)		Date Received 24-AUG-2015 OCT 26 2015		Repository ☐ Reference No. 10758764	
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address	
Address [REDACTED]		Evening Telephone Number Same			
City ROCHESTER		State NY		Zip Code [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 4F2CZ961X3K [REDACTED]		Make MAZDA		Model TRIBUTE	
Date Purchased 9-15-07		Dealer's Name and Telephone Number DICK IDE MAZDA		Model Year 2003	
Original Owner ☐		Dealer's City Rochester		Engine: No: Cylinders 6	
State NY Zip Code 14625		Fuel Type: GAS			
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Incident Date(s) 03-AUG-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 162000 STRUCTURE: BODY				Failure Mileage 91800	
				Failure Speed 40	
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: No Tire Failure	
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 2003 MAZDA TRIBUTE. WHILE DRIVING AT APPROXIMATELY 40 MPH, THE STEERING WHEEL VEERED TO THE RIGHT CAUSING THE VEHICLE TO CRASH INTO A CURB. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES REPORTED. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE FRONT PASSENGER SIDE SUBFRAME FRACTURED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS PREVIOUSLY REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 14V174000 (STRUCTURE) BUT THE REMEDY FAILED TO PREVENT THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 91,800.					
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 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.					

This letter is about the problem I am having with the Mazda Corporation about a recall that they sent to me in June 2014 for my 2003 Tribute SUV, which has only 92,000 miles on it.

I took the car to Dick Ide Mazda in Penfield NY. They took my car for three days and gave me a loaner. They said that they took preventative measures so that my car would be safe on the highways to drive. However, nine months later, the sub-frame broke while I was driving down the road at 40 MPH.

I had to have it towed to the garage to see what was the matter with the right front wheel, for I could not steer the car at all. My garage told me that the lower sub-frame was broken and needed to be replaced. This was the same part that the recall was for. So why now is it broken?

So I went back to Dick Ide Mazda and told them about the trouble I was having with their recall repair job. They sent an employee over to my garage to take pictures of the broken sub-frame. The pictures were sent into the Mazda Corporation for review. The dealer (Dick Ide) said that it was out of their hands.

Note: when the work on the car was being recalled, all they did was put a brace near the sub-frame, which did nothing to prevent the frame from breaking. They had over 109,000 of this type of SUV recalled in 2002 and 2003 models.

After the manufacturer looked at these pictures, they said that the company would send out a representative to look at my car. However, I would need to have my car towed to their garage to have it looked at (Dick Ide). More time wasted! The whole summer of 2015 my car was being looked at and sat behind their garage. Now in the middle of August they tell me "we will not fix it. It's your problem." So what in the world was the recall ever for?

Later I found out the brace they put on the frame was \$28.00. That they covered. (The first Band Aid!) Now that the sub-frame broke, it's not covered. The price they gave me for repairing it right away was \$2,200. They knew very well that it was going to break sooner or later. So they sent the car down the road knowing it could break at any time and that's what they call a safe fixed re-call!

So I towed the car for the third time back to my garage for a sub-frame to be put on. (I have the broken sub-frame in my possession, if you need to see it.) I am enclosing the bill I paid for the repair with this letter to you.

It seems that no one is listening to me or is on my side. I'm looking for some help from you to look into this matter.

Thank you,

Rochester, NY

Date: 7/17/75	Time Received		OPERATION	LAB. CHG.
PROMISED A.M. P.M. Written By Cust. Order No. Phone when ready Yes ☐ No ☐ Bus. Res.	A.M.	P.M.	Lubrication ☐	
	A.M.	P.M.	Change Oil ☐	
			Change Oil Filter Cart. ☐	
			Service Air Cleaner ☐	
			Change Trans. Oil ☐	
			Adjust Transmission ☐	
			Hazardous Waste ☐	
			Pack Front Wheel Brgs. ☐	
			Rotate Tires ☐	
			Adjust Brakes ☐	
		Retain Parts ☐		
		Destroy Parts ☐		
The necessary material, and hereby truck or vehicle herein described on or inspection. An express mechanic's secure the amount of repairs thereto, or articles left in vehicle in case of			SIGNATURE OR INITIALS	

Name	[REDACTED]		
Address	[REDACTED] City		
Vin. No.	[REDACTED]		
Year-Make-Model	03-1992-4 TRUCK	License	[REDACTED]
		Odometer	12

ESTIMATE AMT			
ADD'L AUTH AMT			
REVISED ESTIMATE			
DATE	APPROVED BY		
TIME	☐ IN PERSON ☐ PHONE		

I hereby authorize the repair work below to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Authorized By _____

ACKNOWLEDGE NOTICE AND ORAL ADJUSTMENT OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. _____ (SIGNATURE OR INITIALS)

[illegible]

Additional Materials
from reverse side

TOTAL PARTS

Unless otherwise provided by law, the seller (above named dealership) 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.

SPECIAL REPAIRS

RECOMMENDED SERVICE:

QTY.		SALE		BILLING	INTERNAL SUMMARY				Environmental Charges
					ACCT	CHARGE	COST		
	GALS. GAS			☐ CASH					Total Labor
	QTS. OIL			☐ CHARGE					Labor-Body Shop
	LBS. GREASE			☐ INTERNAL					Special Repairs
TOTAL GAS OIL GREASE				OK'D BY					Parts
RECOMMENDED SERVICE:									Tires
									Gas, Oil & Grease
									Paint & Body Shop Materials
									Materials
									Sales Tax
									TOTAL

TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

INVOICE COPY