

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p> <p>DOT Auto Safety Hotline</p> <p><b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>AGENCY USE ONLY 100148</p>	
<p><b>OWNER INFORMATION (Type or Print)</b></p>			<p>Date Received 15-AUG-2016</p>	<p>Repository <input type="checkbox"/></p> <p>Reference No. 10896029</p>	
<p>Name [REDACTED]</p>			<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address [REDACTED]</p>	
<p>Address [REDACTED]</p>			<p>Evening Telephone Number [REDACTED]</p>		
<p>City CHARLESTON</p>	<p>State SC</p>	<p>Zip Code [REDACTED]</p>			
<p><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></p>					
<p align="center"><b>VEHICLE INFORMATION</b></p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JM1BL1VF1B [REDACTED]</p>		<p>Make MAZDA</p>	<p>Model MAZDASPEED3</p>	<p>Model Year 2011</p>	
<p>Date Purchased April 2011</p>	<p>Dealer's Name and Telephone Number Paducah Ford</p>		<p>Engine: No: Cylinders 4</p>	<p>Fuel Type: Reg Unld</p>	
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City Paducah</p>	<p>State KY</p>	<p>Zip Code 42001</p>		
<p>Transmission Type Auto</p>	<p><input type="checkbox"/> Antilock Brakes</p>	<p>Powertrain</p>	<p>Multiple Failure: Yes</p>	<p>Incident Date(s) 01-FEB-2014</p>	
<p><input type="checkbox"/> Cruise Control</p>					
<p align="center"><b>FAILED COMPONENT(S)/PART(S) INFORMATION</b></p>					
<p>Vehicle Component Code: 010000 STEERING</p>			<p>Failure Mileage 15000</p>	<p>Failure Speed 30</p>	
<p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b></p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>		
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p align="center"><b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b></p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p align="center"><b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i></p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p>	<p>Number of Deaths</p>	<p>Reported to Police N</p>	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).</p>					
<p>TL* THE CONTACT OWNS A 2011 MAZDA M3S. WHILE DRIVING 30 MPH, THE POWER STEERING WARNING LIGHT ILLUMINATED AND THE STEERING WHEEL BECAME DIFFICULT TO MANUEVER. THE FAILURE RECCURED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ELECTRIC POWER STEERING PUMP FAILED AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 15,000.</p> <p><i>The incident has occurred intermittently for past 3 years I learned from my daughter who is a [REDACTED] year old college student. Most recently happened while driving to airport during rush hour in Nashville, TN. Almost resulted in accident when she was not</i></p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>				<p align="right">ATTACH ADDITIONAL SHEETS IF NECESSARY</p>	
<p>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.</p>					

*able to safely maneuver her vehicle unexpectedly.*

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Message from [REDACTED]  
**Date:** Friday, September 09, 2016 11:01:48 AM  
**Attachments:** [20160908132418514.pdf](#)

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**Sent:** Friday, September 09, 2016 10:12 AM

**Subject:** FW: Message from [REDACTED]

Questionnaire.

**From:** [REDACTED]  
**Sent:** Thursday, September 08, 2016 1:30 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** Fwd: Message from [REDACTED]

----- Forwarded message -----

**From:** [REDACTED]  
**Date:** Thu, Sep 8, 2016 at 1:24 PM  
**Subject:** Message from [REDACTED]  
**To:** [REDACTED]

This E-mail was sent from [REDACTED] " (Aficio MP C2051).

Scan Date: 09.08.2016 13:24:18 (-0400)  
Queries to: [REDACTED]

[REDACTED]  
Director, Human Resources  
[REDACTED] (T) [REDACTED] (M)

[REDACTED]  
North Charleston, SC [REDACTED]  
[REDACTED]

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