



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

Repository ☐

17-AUG-2017

Reference No.
11015950

NOV 15 2017

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

KEY WEST

State FL

Zip Code

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

JM1FE17344

Make

MAZDA

Model

RX-8

Model Year

2004

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

ROTARY

GAS

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-SEP-2016

STANDARD

☒ Cruise Control

REAR WHEEL DRIVE

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

23000

Failure Speed

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

Number of Deaths

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 2004 MAZDA RX-8. WHILE DRIVING 35 MPH, THE VEHICLE LOST POWER AND WOULD NOT ACCELERATE. THE VEHICLE WAS TAKEN TO A LOCAL DEALER (SOUTH MOTORS MAZDA, LOCATED AT 18010 S DIXIE HWY MIAMI, FL 33157 305-234-5500) WHERE IT WAS DIAGNOSED THAT THE ENGINE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE, BUT DID NOT OFFER ANY FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 23,000.

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.

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

THIS VEHICLE WAS LOSING ACCELERATION POWER & BECAME DIFFICULT TO START. OWNER CONSULTED LOCAL MAZDA DEALER FOR ADVICE/ RECOMMENDATIONS ABOUT THE CAUSE AND POSSIBLE REPAIR. DEALER'S SERVICE DEPARTMENT ADVISED NOT TO DRIVE THE VEHICLE AS TOTAL ENGINE FAILURE WAS LIKELY. THE VEHICLE WAS TOWED TO THE DEALERSHIP, WHERE IT WAS DETERMINED THE ENGINE NEEDED REPLACEMENT DUE TO A FAULTY ROTOR. THE ENGINE WAS REPLACED AT OWNER'S EXPENSE, DESPITE THE HISTORY OF THE ENGINE MODEL HAS HAD AN EXCESSIVE NUMBER OF SIMILAR FAILURES.

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



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, NEF-100
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

Invoice No: [REDACTED]



18010 SOUTH DIXIE HIGHWAY · MIAMI, FL 33157
 SERVICE DIRECT: (305) 234-5525 · FAX: (305) 234-5540
 www.southmazda.com

INVOICE

DUPLICATE 1

Page 2 of 2

7:30 AM TO 7:00 PM Monday - Friday

7:30 AM TO 3:00 PM Saturday

MV-90852
MVR-27109778

CASTINE, FL

Home: [REDACTED] Bus:

Cell:

Email: [REDACTED] home

SERVICE ADVISOR: 222 ANGEL PELAEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	04	MAZDA RX8	JM1FE173440		23348 / 23349	T8252	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29AUG03		29AUG2006	17:00 30SEP16		100.00	CASH	24SEP16
R.O. OPENED		READY	OPTIONS: DLR ENG:1.3_Liter				
11:31 06SEP16		13:05 24SEP16	E-MAIL				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	N3H3-02-200R-V0	ENGINE, SHORT M/T			4167.50	3650.00	3650.00
1	N3Z3-10-S50C	GASKET SET, ENGINE			110.74	110.74	110.74
5	5W20	OIL			2.65	2.65	13.25
1	9956-41-400	GASKET			8.05	8.05	8.05
1	B6Y1-14-302A	FILTER, OIL			9.49	9.49	9.49
2	0000-77-501E-02	MAZDA COOLANT (GREEN)			26.95	26.95	53.90
1	N3G1-14-850A	CONNECTOR, OIL COOLER			40.72	40.72	40.72
1	N3Y3-18-S30A-9U	SPARK PLUG SET			167.05	167.05	167.05
PARTS:	4053.20	LABOR:	2029.29	OTHER:	0.00	TOTAL LINE G:	6082.49

CUSTOMER PAY HAZ. WASTE DISP. FOR REPAIR ORDER

10.00

THANK YOU FOR YOUR BUSINESS AND PLEASE
 REMEMBER "YOUR SATISFACTION IS OUR #1 GOAL".
 FOR YOUR CONVENIENCE CALL (305) 234-5525 TO
 SCHEDULE AN APPOINTMENT OR VISIT US AT OUR
 WEB SITE <http://www.southmazda.com>

PAID

SEP 26 2016

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice, that you received (or had the opportunity to inspect) any replaced parts as requested by you and that you read the Section 501.98 Notice, the Disclosures and the Disclaimers printed on the back of this page.

DATE CUSTOMER SIGNATURE

BEFORE YOU SIGN, PLEASE BE SURE TO REVIEW THE BACK OF THIS PAGE, WHICH
 INCLUDES IMPORTANT NOTICES, DISCLOSURES AND WARRANTY DISCLAIMERS.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 2179.28
PARTS AMOUNT	\$ 4053.20
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES *	\$ 10.00
TOTAL CHARGES	\$ 6242.48
ADJUSTMENTS	\$ 0.00
SALES TAX	\$ 424.55
PLEASE PAY THIS AMOUNT	\$ 6667.03

CUSTOMER COPY

Invoice No

INVOICE

DUPLICATE 1

Page 1 of 2



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 7:30 AM TO 3:00 PM Saturday

MV- 90652
 MVR - 27109778

CASTINE, FL

Home: [REDACTED] Bus:

Cell:

Email: [REDACTED] home

SERVICE ADVISOR: 222 ANGEL PELAEZ

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT		TAG
RED	04	MAZDA RX8	JM1FE173440 [REDACTED]			23348 / 23349		T8252
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
29AUG03		29AUG2006	17:00 30SEP16		100.00	CASH	24SEP16	
R.O. OPENED		READY		OPTIONS: DLR: [REDACTED] ENG:1.3_Liter				
11:31 06SEP16		13:05 24SEP16		E-MAIL				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES VEHICLE HAS LONG CRANKS

DESC SEE LINE G

10053 CPM 0.00 0.00 0.00 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

C C/S PERFORM COMPRESSION TEST VEHICLE

DESC COMPLETE

10053 CPM 0.00 149.99 0.00 0.00 0.00 149.99
 PARTS: 0.00 LABOR: 149.99 OTHER: 0.00 TOTAL LINE C: 149.99

D 8215F DRIVER FRONT AIR BAG INFLATOR

CAUSE:

XXL83ARX R8215F AIR BAG INFLATOR (DRIVER'S SIDE),
 R&R

10053 WM

1 FLY2-57-K80 INFLATOR, AIR BAG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E 9416E PASSENGER AIR BAG INFLATOR

CAUSE: .R F

XXM5FCRX R9416E PASSENGER'S SIDE AIR BAG INFLATOR
 (PSP)

10053 WM

1 FIZ1-57-K80 INFLATOR, AIR BAG

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F MAZDA FULL CIRCLE SERVICE INSPECTION

99P MAZDA FULL CIRCLE SERVICE INSPECTION

10053 CPM

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G** C/S INSTALL NEW ENGINE - REMAN HAS 1YR WARRANTY PARTS & LABOR

DESC INSTALL NEW ENGINE

10053 CPM

2029.29 2029.29

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice, that you received (or had the opportunity to inspect) any replaced parts as requested by you and that you read the Section 501.98 Notice, the Disclosures and the Disclaimers printed on the back of this page.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY