



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 ☐

04-DEC-2017

Reference No.
11052303

JAN 22 2018

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City CHICAGO

State IL

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

4F2CZ96193K

Make

MAZDA

Model

TRIBUTE

Model Year

2004

2003

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

Powertrain

Multiple Failure:

Incident Date(s)

30-NOV-2017

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 020000 SUSPENSION, 162000 STRUCTURE: BODY

Failure Mileage

165000

Failure Speed

50

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

1

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 2004 MAZDA TRIBUTE. WHILE DRIVING 50 MPH, THE SUBFRAME FRACTURED. THE FAILURE CAUSED THE CONTACT TO MOMENTARILY LOSE CONTROL OF THE VEHICLE. THE CONTACT REGAINED CONTROL AND BROUGHT THE VEHICLE TO A STOP. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE CONTACT SUSTAINED SOME MINOR BRUISING AND SWELLING TO THE LOWER PORTION OF THE BODY, BUT DID NOT RECALL HOW THEY OCCURRED. MEDICAL ATTENTION WAS NOT REQUIRED. THE VEHICLE WAS LEFT AT THE SCENE AND RETRIEVED BY AN EYEWITNESS. THE CONTACT LATER VERIFIED THAT THE SUBFRAME WAS FRACTURED. THE VEHICLE WAS DRIVEN HOME VERY SLOWLY. THE LOCAL DEALER (OAK LAWN MAZDA, 6750 95TH ST, OAK LAWN, IL, 60453) WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS DRIVEN VERY SLOWLY TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE SUBFRAME HAD FRACTURED. A REMEDY WAS NOT PROVIDED DUE TO THE DEALER AWAITING A RESPONSE FROM THE MANUFACTURER. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED AND STATED THAT THEY WOULD NOT COVER THE REPAIR COST BECAUSE THE VEHICLE WAS REMEDIATED PER NHTSA CAMPAIGN NUMBER: 14V174000 (STRUCTURE) ON JULY 11, 2014, AND THE CROSS BRACE (BRACKET) WAS REINFORCED AT THAT TIME. THE REMEDY FAILED TO RECTIFY THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 165,000.

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 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.

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

Almost got into an accident due to Dealer
C. J. Wilson not replacing the sub-frame and
only reinforcing it with a bracket.

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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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



Idle speed may increase stopping distance and may result in a vehicle crash.

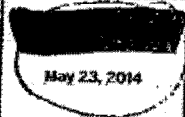
MAZDA RECALL #: 4507C
NHTSA RECALL #: 07V157000

RECALL DATE	RECALL DESCRIPTION	REPAIR DESCRIPTION	RECALL STATUS
May 09, 2007	ABS MODULE CONNECTOR Safety Risk: An electrical short might cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in a burning odor, smoke, and/or fire.	Dealers will inspect the wire harness connector to the ABS module for missing or dislodged wire seals, and repair or replace the harness connector as appropriate. Repairs will be made free of charge.	Closed

MAZDA RECALL #: 6812G
NHTSA RECALL #: 12V357000

RECALL DATE	RECALL DESCRIPTION	REPAIR DESCRIPTION	RECALL STATUS
Jul 27, 2012	ENGINE COVER MODIFICATION Safety Risk: A throttle that is stuck fully or almost fully open may result in very high vehicle speeds and make it difficult to stop or slow the vehicle, which could cause a crash, serious injury, or death. This risk exists regardless of whether or not cruise control is used.	The dealer will modify the engine cover to provide sufficient clearance for the speed control cable, free of charge.	Closed

MAZDA RECALL #: 7514D
NHTSA RECALL #: 14V174000



May 23, 2014

RECALL DESCRIPTION	REPAIR DESCRIPTION	RECALL STATUS
TRIBUTE SUBFRAME CORROSION Safety Risk: A separation of the lower control arm can result in a significant loss of steering control, increasing the risk of a crash.	Dealers will install a newly designed reinforcement cross-brace, free of charge.	Closed

For any additional questions regarding a Mazda Recall or Special Service Program, please contact your local Mazda Dealer (<https://www.mazdausa.com/MazdaWeb/mazdaDealers.action>) or contact Mazda (<https://www.mazdausa.com/MazdaWeb/contactMazda.action>).

HOW TO UNDERSTAND RECALL SEARCH RESULTS

Incomplete means your vehicle has not yet completed the repair. Please schedule an appointment with a Mazda dealer to have the repair completed free of charge.

Incomplete-Remedy Not Yet Available means parts are not yet available for the repair. Please wait until you receive a notification from Mazda to bring your vehicle to a dealer for the repair free of charge.

Closed means your vehicle has completed the repair.

What is the difference between a Recall and Special Service Program (SSP)?

CUSTOMER #:

GHABEN AUTO GROUP, LLC
DBA OAK LAWN MAZDA

6750 W. 95th Street · Oak Lawn, IL 60453

(708) 233-7700

Fax: (708) 233-7701

INVOICE

DUPLICATE 1

PAGE 1



OAKLA

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 43 Faustino Castaneda

SERVICE ADVISOR: 45 Faustino Castañeda							
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
	03	MAZDA TRIBUTE		4F2CZ96193K		163377/163377	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16MAY03 DD			18:00 30NOV17		130.00	CASH	06DEC17

17:39 15:18 06DEC17

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A C/S - RIGHT HAND SIDE

1200 DIAGNOSIS

64 CM1

0.00

0.00

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

CUSTOMER ADVISED VEHICLE IS UNSAFE TO DRIVE! VEHICLE SUBFRAME
 ROTTED OUT COMPLETELY- RF LOWER CONTROL ARM IS BENT - CUSTOMER ADVISED-
 TOTAL COST OF REPAIRS \$3965.47 - CUSTOMER DECLINED ALL REPAIRS -
 CUSTOMER DECLINED ALL WORK- CUSTOMER ADVISED VEHICLE IS UNSAFE TO DRIVE
 CUSTOMER SIGNATURE X

ADVISOR SIGNATURE X

B MAZDAFULL CIRCLE

99P MAZDAFULL CIRCLE

64 CM1

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.	Date & Time
\$	\$		
Revised Estimate			
\$	\$		

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS:
 We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$49.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
 UNLESS OTHERWISE
 INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

CJ WILSON MAZDA

210 W. 159th STREET
ORLAND PARK, ILLINOIS 60462
(708) 444-3200
www.zoomzoomnation.com

ACCOUNTING*

PAGE 1

HOMER GLEN. II.

HOME:

CONT:

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 577 EDYTA VALFRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	03	MAZDA TRIBUTE	4F2CZ96193K		134021/134022	T5025
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
01JAN03 DD			17:00 11JUL14			CASH
R.O. OPENED	READY	OPTIONS:	ENG:3.0 LITER	TRN:A		

07:38 11JUL14 08:57 11JUL14

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
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A C/S PERFORM RECALL 7415D

CAUSE: INSPECTED FRONT SUBFRAME, INSTALLED CROSSBRACE KIT PER RECALL

YY765XRX

YY765XRX R7514D INSPECT AND INSTALL CROSSBRACE

530 WMZ 0.30 0.30 1005 3510 35.10 35.10

1 ZZCT-34-088 KIT,

CROSSBRACE 2819 4699 0 46.99 46.99 46.99

FC: 99/99

PART#: ZZCT-34-088

COUNT: 1

2819 4699 TPARTS

CLAIM TYPE: R

AUTH CODE: J1402A

1005

3510 TLABOR

B PERFORM MAZDA FULL CIRCLE INSPECTION...SEE ATTACHED FORM

99P PERFORM MAZDA FULL CIRCLE INSPECTION...SEE ATTACHED FORM

530 CMZ 0.00 0.00 0 0 0.00 0.00

TIRY TIRE INDICATOR YELLOW(BETWEEN 50% AND 20%

TIRE TREAD REMAINING)TREAD IS BETWEEN 4/32

AND 6/32

530 CMZ 0.00 0.00 0 0 0.00 0.00

BRKG BRAKE STATUS GREEN 50% OR MORE BRAKE SURFACE REMAINING

530 CMZ 0.00 0.00 0 0 0.00 0.00

BATTG BATTERY INSPECTION GREEN

530 CMZ 0.00 0.00 0 0 0.00 0.00

C COMPLIMENTARY EXTERIOR CAR WASH COURTESY OF CJ WILSON MAZDA SERVICE

TEAM

WASH COMPLIMENTARY EXTERIOR CAR WASH COURTESY OF

CJ WILSON MAZDA SERVICE TEAM

100 CMZ 0.00 0.00 0 0 0.00 0.00

**WHAT "YOU" MEAN TO US**

G.C.

Our customers are the lifeblood of this dealership. Without you, we cannot exist. All of our awards and high survey scores are meaningless unless you personally are satisfied with your service experience...

Unless every customer that visits us for sales, service or parts feels good about doing business here, then we have failed in our mission of attaining 100% customer satisfaction.

If you are not satisfied with any aspect of this Dealership's operations, please let us know. We will strive to make you happy.

Please call our customer service dept. for any help you may need.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

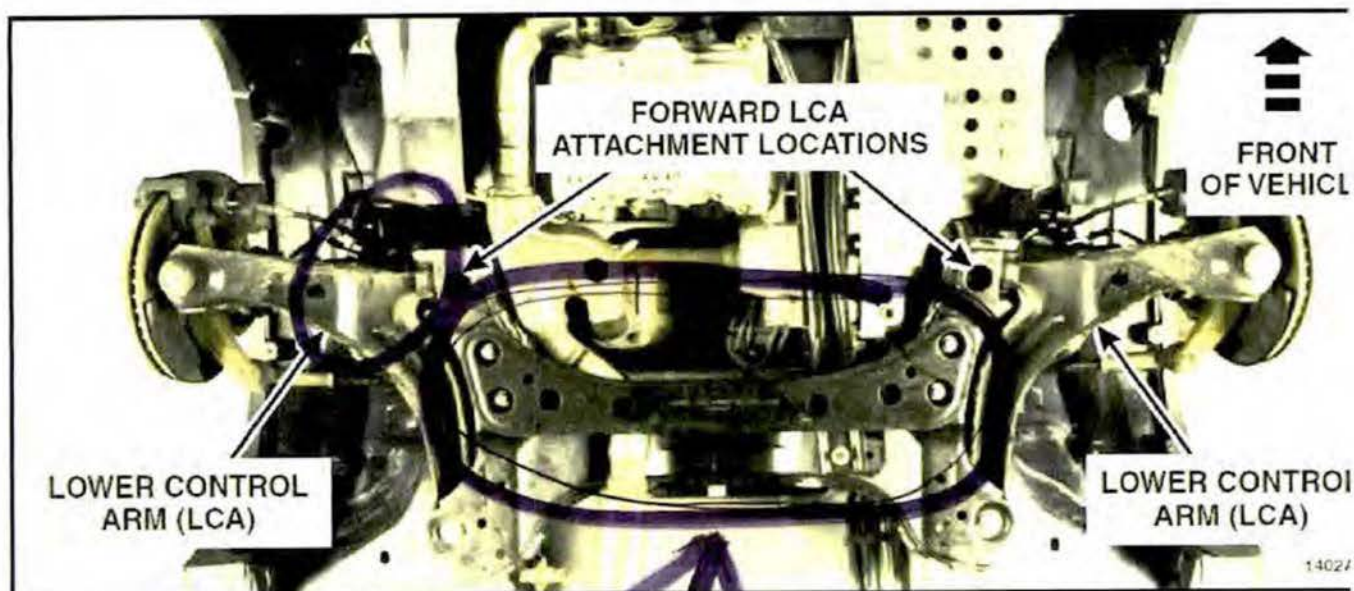
TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

ACCOUNTING COPY



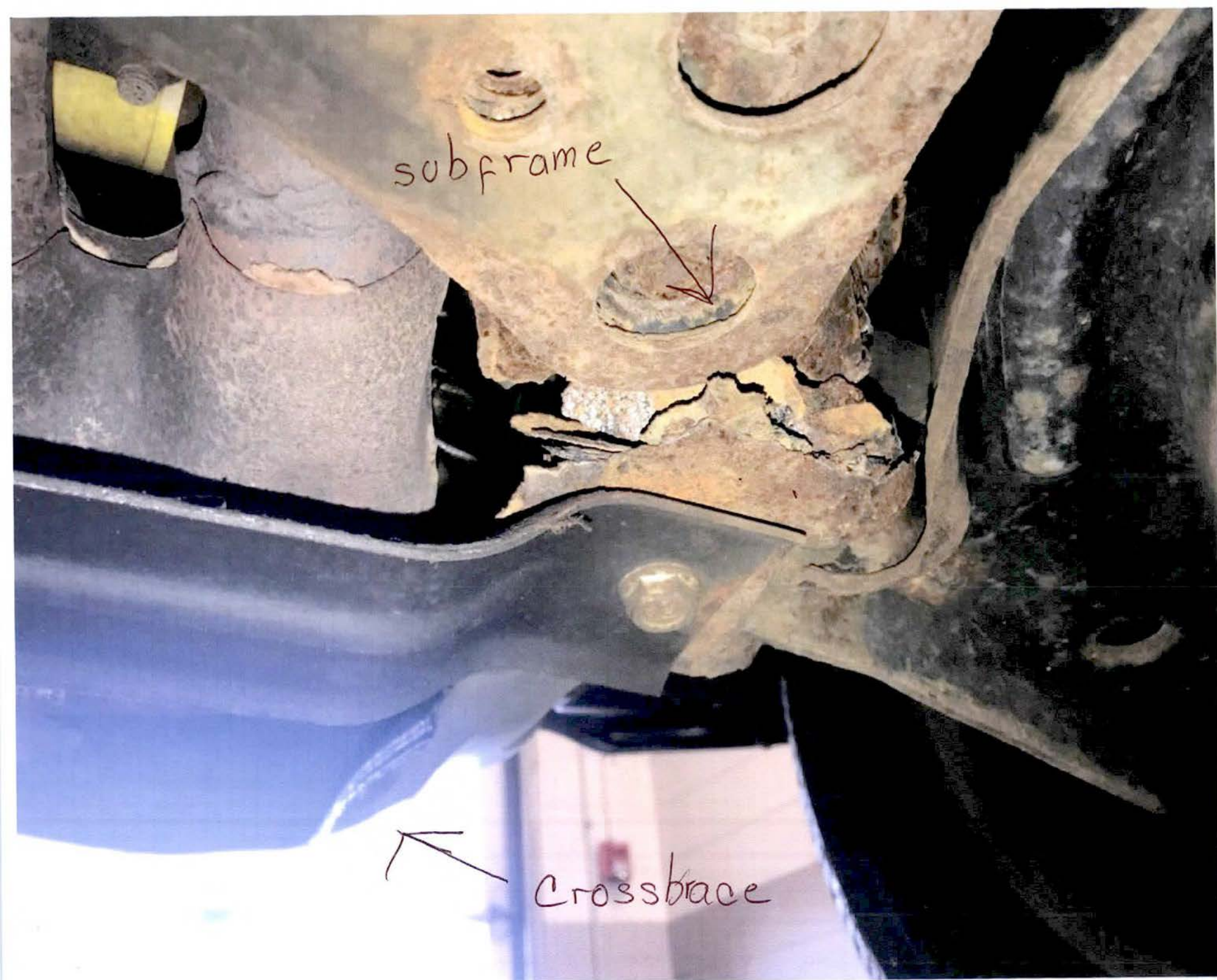
This is the reinforcement cross brace repair on the sub frame. It does not help to prevent from braking or getting rust, or rotted.

And it's impossible that from 2014 up to this time the sub-frame which is metal was going to get this rotted.

subframe



crossbrace





Sub frame

crossbracer



Sub frame

Crossbrace