

 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 14-FEB-2018 APR 10 2018		Repository <input type="checkbox"/> Reference No. 11072955	
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	State	Zip Code		
Boulder	CO			
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
		MAZDA	CX-3	2016
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
			No: Cylinders	
Original Owner	Dealer's City	State	Zip Code	
<input type="checkbox"/>				
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)
	<input type="checkbox"/> Cruise Control			01-JUN-2016
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 121000 EXTERIOR LIGHTING: HEADLIGHTS			Failure Mileage	Failure Speed
			10000	
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)	<input type="checkbox"/> Original Equipment	Failure Location:		
	<input type="checkbox"/> Prior Repair			
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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 2016 MAZDA CX-3. WHILE DRIVING UNKNOWN SPEEDS, THE HEADLIGHTS FAILED TO PRODUCE ADEQUATE ILLUMINATION WHEN TURNING THE VEHICLE. THE CONTACT CALLED A LOCAL DEALER (SIL TERHAR MOTORS, 1551 US HIGHWAY 287, BROOMFIELD, CO 80020), BUT THEY WERE UNABLE TO ADJUST THE HEADLIGHTS. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND DID NOT ASSIST. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 10,000.				
What needs to be said is - I called Mazda and also dealt with Jack Terhar owner of Sil Terhar. All we could do the head lights could not be adjusted - Jack was to the point of being rude. I took to my local (over)				
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.				

No need to give further car info. Have since heard many complaints of Sil Terhar.

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

Mechanic who said all headlights could be adjusted and it was very simple. It is deep visible screw - They used an 8mm wrench & they were adjusted. I then called Shortline Mazda in Denver to see what they would say. He said - its easy you can do it yourself. They spoke again to Jack who insisted NO. I'm 47 yrs old & had to deal with it myself. It is unconscionable that Mazda Mfg or dealer could not help with this. Digitizing Service is unacceptable.

ATTACH ADDITIONAL SHEETS IF NECESSARY

ENCLOSURE
00 002
19 MAR '16
PM 5 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



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



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 Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration