

785883

From: feedback@cartalk.com
To: Alberto <NHTSA> Jimenez
Date: 2/11/02 11:42AM
Subject: Car Talk VOQ submission

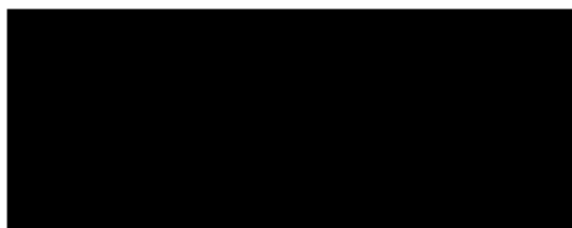
* This data was submitted via a fill-in form at the Cartalk web site
* (<http://www.cartalk.cars.com/Tools/nhtsa.pl>) If you have any problems
* or suggestions regarding the format of this submission, send email
* to webmaster@cartalk.com

SUBMISSION DATE: Monday, February 11th 2002 at 11:30:28 AM

VEHICLE OWNER'S QUESTIONNAIRE

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OWNER INFORMATION



NHTSA authorized to send a copy of this report to the manufacturer: No

VEHICLE INFORMATION

VIN: JM1BZC1412W0203991
MAKE: Mazda
MODEL: Protege
YEAR: 1998

ODOMETER: 44800
PURCHASE DATE: 08/23/00
NEW OR USED: Used

DEALER NAME: Brown's Mazda
ADDRESS: Alexandria, VA 22306

ENGINE SIZE:
CYLINDERS:

FUEL INJECTION: Yes
TURBO: No
FUEL TYPE:
ANTILOCK BRAKES: Yes
CRUISE CONTROL: Yes

DRIVETRAIN: Front
DRIVER AIRBAG: Yes
PASSENGER AIRBAG: No
3-POINT BELT: No
MOTOR BELT: No
2-POINT BELT: No
BODY STYLE: 4-Door

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT: Transmission

PART NAME(S): Hydraulic Clutch in Torque
Converter; electronics; steel
plates; bands

LOCATION:

NUMBER OF FAILURES:

DATE(S) OF FAILURES: 01/02

MILEAGE AT FAILURE(S): 44700

SPEED AT FAILURE(S):

MANUFATURER CONTACTED: No

NHTSA CONTACTED: No

APPLICABLE ACCIDENT INFORMATION

ACCIDENT: No
FIRE: No

NUMBER OF PERSONS INJURED:
NUMBER OF FATALITIES:
ESTIMATED PROPERTY DAMAGE: \$

DRIVER AIRBAG DEPLOYED:
PASSENGER AIRBAG DEPLOYED:

REPORTED TO POLICE:

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

DOT NUMBER: DOT
TIRE MANUFACTURER:
TIRE NAME:
TIRE SIZE:

ADDITIONAL COMMENTS

I bought a used 98 Protege in August 2000. I noticed some hesitation but didn't think something was wrong. In June 2001 I took the car in for a 37,500 miles checkup and mentioned it was hesitating. The dealer recommended a transmission flush which I had done in July. Then around December/January 2002 I noticed it was not shifting right. It would rev high and not shift back down when I stepped on the gas. I'd have to take my foot off the gas to get it to come back down - scary when you drive in Northern VA. Took it back to dealer who said I needed a new transmission and that the warranty had expired. Then took it to a nationally known service shop for a second opinion and was told the hydraulic clutch had come apart. I wound up letting them do the repairs because I was not satisfied with initial service from dealer. I am drafting a letter to the manufacturer and expect to send it this week. Rhetorical question - With such low mileage in a relatively young car, how can a transmission fall apart in such a respected car?

END OF FORM



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 1058

Date Received

11-FEB-2002

Ord. or
rt. dt
pd. rt
rp. ltr

Reference No.

785883

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of windshield and driver's side)	Vehicle Make MAZDA	Vehicle Model PROTEGE	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 23-AUG-2000	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07100000	Part Name(s) POWER TRAIN:CLUTCH ASSEMBLY	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part's ☐ Original ☐ Replacement
No of Failure 2	Date(s) of Failure(s) 01-JAN-2002 Mileage at Failure(s) 44800 Vehicle Speed at Failure(s)	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER NOTICED THAT THE TRANSMISSION WAS NOT SHIFTING RIGHT, IT WOULD REV HIGH AND NOT SHIFT BACK DOWN WHEN SHE STEPPED ON THE GAS, CONSUMER HAD TO TAKE HER FOOT OFF THE GAS TO GET IT TO COME BACK DOWN. TOOK IT BACK TO THE DEALER, DEALER SAID A NEW TRANSMISSION WAS NEEDED AND THAT THE WARRANTY HAD EXPIRED. VEHICLE WAS THEN TAKEN TO A NATIONALLY KNOWN SERVICE SHOP FOR A SECOND OPINION AND WAS TOLD THE HYDRAULIC CLUTCH HAD COME APART, CONSUMER LETTING THEM DO THE REPAIRS BECAUSE SHE WAS NOT SATISFIED WITH INITIAL SERVICE FROM DEALER. *YD

CONTINUE ON REVERSE

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.