

U.S. Department  
of TransportationNational Highway  
Traffic Safety  
Administration

DOT Auto Safety Hotline

# Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 156

Date Received

08-MAY-2000

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rt\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

861599

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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1YVGF22C5X5879D03	MAZDA	626	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inert Inert <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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## FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03701000	Part Name(s) BRAKES:VACUUM BRAKE SYSTEM:RESERVOIR	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) 04-MAY-2000 Mileage at Failure(s) 75 Vehicle Speed at Failure(s) _____	Failed Part(s) Available?   Yes   No	NHTSA Previously Contacted?   Yes   No
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## APPLICATION INCIDENT INFORMATION

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


Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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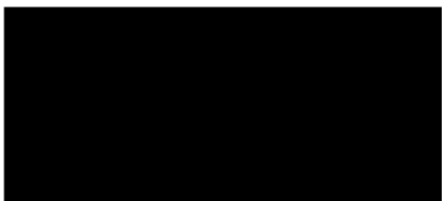
## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

RECALL 00V074000 CONCERNING MASTER CYLINDER RESERVOIR. TOOK THE VEHICLE IN FOR THE RECALL REPAIRS, BUT DEALER SAID THEY DID NOT NEED TO REPLACE THE BRAKE CAP. HOWEVER, THE BRAKING SYSTEM HAS MALFUNCTIONED, CAUSING EXTENDED STOPPING DISTANCE WHICH MAY CAUSE A CRASH. PLEASE PROVIDE FURTHER INFORMATION. \*AK

CONTINUE ON BACK IF NEEDED

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.

 DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire (VOQ)</b> NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		<b>FOR AGENCY USE ONLY</b> 156 Date Received: <u>00 JUN -5 PM</u> <u>08-MAY-2000</u> <b>OFFICE</b> <b>DEFECTS INVESTIGATION</b> Date: <u>5-32</u> Office No. <u>861599</u> Work Number _____ Home Number _____	
<b>OWNER INFORMATION (Type or Print)</b> [Redacted]			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. Signature of Owner _____ Date <u>1/1</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (located at bottom of windshield on driver's side) <b>1YVGF22C5X5879003</b>	Vehicle Make <b>MAZDA</b>	Vehicle Model <b>626</b>	Vehicle Year <b>1999</b>
Purchase Date <b>9-99</b> <input type="checkbox"/> New <input checked="" type="checkbox"/> Used		Dealer's Name <b>ROSWELL MAZDA</b> City <b>ROSWELL</b> State <b>GA</b> Zip Code _____	Current Odometer Reading <b>1500</b> Engine Size (CID/CC/L) _____ No. Cylinders <b>4</b> <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport UT <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <b>03701900</b>	Part Name(s) <b>BRAKES:VACUUM BRAKE SYSTEM:RESERVOIR</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures	Date(s) of Failure(s) <b>04-MAY-2000</b> Mileage at Failure(s) <b>75</b> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities
Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
<b>RECALL 00V074000 CONCERNING MASTER CYLINDER RESERVOIR. TOOK THE VEHICLE IN FOR THE RECALL REPAIRS, BUT DEALER SAID THEY DID NOT NEED TO REPLACE THE BRAKE CAP. HOWEVER, THE BRAKING SYSTEM HAS MALFUNCTIONED, CAUSING EXTENDED STOPPING DISTANCE WHICH MAY CAUSE A CRASH. PLEASE PROVIDE FURTHER INFORMATION. *AK</b>			
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April 11, 2000

Mazda North America Operations  
P.O. Box 19734  
Irvine, CA 92623-9734  
Attn: Customer Assistance Center

Re: VIN 1YVGF22C5X5879003

To Whom It May Concern:

I am writing this letter because I am totally dissatisfied with the service from the dealer level all the way up to the corporate level of your company, or should I say the lack of service being offered by Mazda. In addition I am completely unsatisfied with the quality of your vehicle. I recently took my vehicle in for service to Roswell Mazda, which by the way is the dealer I purchased the vehicle from. My daughter drives this vehicle and has been having a problem where the brakes keep locking up and has been experiencing poor braking efficiency. On March 26, my daughter had a situation where the brakes had locked up causing the vehicle to hit a curb, blow out a tire, which ruined the tire along with wheel and hubcap. The following day I took the vehicle to the dealer to be serviced for this problem. I asked if this problem and the resulting damage to the tire and wheel would be covered under warranty. The service advisor told me only if I could replicate the problem with a test drive with one of his mechanics.

I proceeded to go on a test drive with a mechanic but was unable to truly replicate the problem because of the donut spare on the vehicle. I went back to the dealer to talk to the service advisor and was just handed a card with your toll free customer care number and was told to call this number. That turned out to be a mistake because your customer care advisor had a really bad attitude. I proceeded to tell the advisor of my problem after which I was put on hold so she could call the dealer. When she came back on the line she proceeded to tell me that there was not a problem with the vehicle, at this time I asked to speak to a supervisor or her superior. I was told the following that she made all decisions, why was I calling at 7:15 in the morning, and she did not have a boss and she was the only person in the building. I found that odd, so I asked once again to speak to a supervisor which at this time I was that her supervisor was in a meeting and could not be interrupted. At this time I asked to speak to the supervisors superior and then I was told that she did not have a boss and that the decision was made no one at Mazda could help me. Your customer care advisor then proceeded to tell me that if I was so concerned about the vehicle brakes that I should have purchased a vehicle with ABS brakes. I was then advised to talk to the service manager at the dealership because my problem was not a Mazda Corporate problem, leave us alone or if you want call your insurance company.

I then requested to speak to the General Manager of the dealership, which he was not in at the time. I decided to leave the vehicle at the dealership and asked to have the GM call me back after he checked the vehicle out. The general manager did call me back later that day, at which time nothing was resolved. The general manager proceeded to tell me that he had checked out the vehicle and unless he could replicate the brake problem, it was my problem and not the dealership or Mazda's problem. The general manager also told me he could not repair the vehicle because if any parts were replaced and if Mazda came

back and said to him he could not receive credit for the parts, it would effect his bottom line, and he was not about to risk that. I was told to continue to drive the vehicle and if the problem happened again the dealer may try and fix it then.

I proceeded to tell the general manger that I do not drive that vehicle but my daughter drives the vehicle and that I was concerned about her safety. The general manger proceed to tell me that brakes are a flability concern and that he looked up his Mazda repair records and his records show that a 626 has never been brought in for service anywhere in the country.

After going around in circles with both the dealer and your Customer Assistance Center I decided to research vehicle recalls with the National Highway Traffic Safety Administration. Guess what, there is a recall on my vehicle for brake inefficiency. I then called the dealer back to inform the general manager of this recall. The general manager agreed to replace the tire, wheel and hubcap. When I asked about fixing the brake problem he told me that he had to wait until Mazda sent the part to fix the problem and continue to drive the vehicle until he received the part from Mazda and indicated he did not know how long that would take.

Well, where I stand right now is I am the owner of new Mazda 626, which has a manufactures defect in the braking system. We are afraid to drive the vehicle because according to recall notice, the brake condition could cause reduced bake efficiency, increasing the risk of a crash. My question to you is are you not at all concerned about your customer's safety and all you are worried about is your bottom line.

Please let me know what needs to be done about getting this vehicle repaired or replaced, because I do not want to be the proud owner of a new Mazda 626 that is not safe to drive.

Sincerely,

  
cc: National Highway Safety Administration