



U.S. Department
of Transportation
National 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 241

Date Received

20-DEC-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

876784

Work Number

Home Number

OWNER INFORMATION (Type or Print)

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) (located at bottom of windshield on drivers side) JM3LV5228M0331030		Vehicle Mak MAZDA TRUCK	Vehicle Mode MPV	Vehicle Year 1991	Current Odometer Reading
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Siz (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injectio	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Dr verside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Trail ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
					Body Style ☐ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up ☒ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05150021	Part Name(s) ENGINE:GASKETS:VALVE COVER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 01-DEC-1999 Mileage at Failure(s) 90000 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 Polic ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ONGOING PROBLEM WITH OIL LEAKAGE FROM VALVE COVER GASKET. TAKEN TO TWO SEPARATE INDEPENDENT REPAIR SHOPS AND TO ONE DEALER SHOP, AND PROBLEM STILL REOCCURRING. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *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 Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241 Date Received _____ 20-DEC-2000 REF ID: A65506 OFFICE OF INVESTIGATION	
OWNER INFORMATION (Type or Print) [Redacted] 662545		Od_or _____ rt_dt _____ od_rt _____ up_ltr _____ Reference No. 876784	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, NHTSA will use the name and address to the vehicle manufacturer. Signature of Owner [Redacted] Date 1-18-01			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) [Located at bottom of windshield on driver's side] JM3LV5228M0331030		Vehicle Make MAZDA TRUCK Vehicle Model MPV Vehicle Year 1991 Current Odometer Reading _____	
Purchase Date 4/26/91 ☒ New ☐ Used		Dealer's Name Meteor Motor Inc. City BKLYN State NY Zip Code 11219 Engine Size _____ CID/CC/L _____ No Cylinders _____ ☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel		Vehicle Type ☐ Car ☐ Sport Ut ☐ Van ☐ Truck ☒ Minivan ☐ Motorcycle ☐ Other	
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other Van			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 06180021	Part Name(s) ENGINE:GASKETS:VALVE COVER		Location ☐ Left ☐ Right ☒ Front ☐ Rear
Failed Part(s) ☐ Original ☒ Replacement		No of Failures _____ Date(s) of Failure(s) 01-DEC-1999 Mileage at Failure(s) 90000 Vehicle Speed at Failure(s) _____ Failed Part(s) Available? ☐ Yes ☐ No NHTSA Previously Contacted? ☐ 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 Damage _____		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ONGOING PROBLEM WITH OIL LEAKAGE FROM VALVE COVER GASKET. TAKEN TO TWO SEPARATE INDEPENDENT REPAIR SHOPS AND TO ONE DEALER SHOP, AND PROBLEM STILL REOCCURRING. FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK			

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January 18, 2001

US Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10-01
400 7th Street, SW, Washington, DC 20590

RE: 1991 BLACK MPV MAZDA, VIN #JM3LV5228MO331030

My oil leak problem with my car started back in November of 1999. I was on my way to work when I noticed that smoke was escaping from underneath the hood. I took it to my mechanic, Alba Auto Repair Ltd., and my mechanic informed me that it was an oil leak. I was relieved because I was thinking the worse. Well, he did not solve the problem, and I bought the car back to him two more times. He still didn't solve my problem. I then proceeded to take my car to Parkside Service Center Inc. on April 28, 2000, and had the mechanic inform me that it was indeed an oil leak. The mechanic said he took care of the situation, and I later realized he didn't anything to solve the problem either. My last resort was to take the car to Plaza Auto Mall that specialized in Mazda cars. Maybe Plaza Auto Mall would have special parts that could solve my oil leak. So I made an appointment and took the car in on May 26, 2000. I paid a good hefty price for it, and needless to say, I still have the same problem. On my invoice from Plaza Auto Mall, it states that I could still bring my car in until May 26, 2001, but I dare not because I'm sure that they will tell me that it is something else and I will have to shell out more money that I already did.

On my recent oil change, as the mechanic was looking at my car as it was lifted up high, he noticed my oil leak. He informed me that this is common in Mazdas. As soon as I heard that, the light bulb went on. I figured if this is true, then maybe I should write in and maybe a recall can be done. It hurts to pay so much money for this problem, without a solution. My financial situation is definitely not one where I can throw my money away as it has appeared in this situation.

With each oil change I go for, the problem is getting worse. The smoke continues to escape from under the hood, and the smell is horrible. I love my Mazda MPV, and I am a frustrated why a simple problem of this magnitude cannot be resolved. Please file my complaint and do make the manufacturer become aware of my situation. I would love to have this problem resolved and be compensated for my suffering.

Very truly yours,



271-401 Ave.
Brooklyn, NY 11216
Phone # (718) 736-0222

NAME	[REDACTED]
ADDR	[REDACTED]
CITY STATE	[REDACTED]

[illegible]

I HEREBY AUTHORIZE THE ABOVE-SIGNED YOUNG TO BE LOANED ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR TRUCK OR VEHICLE HEREIN DESCRIBED ON EITHER'S ARRIVALS OR DEPARTURES FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON AROUND OUR TRUCK OR VEHICLE TO SECURE THE AMOUNT OF FEES AND THEREIN.

YOU ARE ENTITLED TO A PRIOR ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEA ROOMS ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE RESEMBLED WITHIN
OF THE DATE SHOWING I CHARGE NOT TO AUTHORIZE THE REPAIR ESTIMATES

7. I TRUSTED THE INFORMATION IN MY OLD DIARY WAS TRUE.

2. Please respond with results, we will make them available to the public if desired.

3. 1.46.001 with 201 material

AUTO REPAIR ORDER

QTY.	NEW PARTS & ACCESSORIES	PRICE	Lic. Plate	Date In	Mileage Out	Mileage In	Name
1	engine up pipe 1972		TTPS41	4/28/02	89140	89134	NE 8959
2	gaskets	\$					
	THE HOURLY RETAIL LABOR RATE IS \$						
	ORIGINAL ESTIMATE PARTS & LABOR \$						
	REPLACED PARTS REQUESTED YES ☐ NO ☒						
	REVISED ESTIMATE PARTS & LABOR \$						
	Oil leak						
	oil change						
	Chemically clean engine oil & replace oil filter						
	Remove & replace SS engine valve & pusher						
	Remove & replace exhaust manifold						
	Change oil & filter						
	Check belts, hoses & fluid levels						
	Install new "O" rings in P.V. housing						
	SUB TOTAL	192.92					
	Tax	23.34					
	Gas						
	State Inspection						
	TOTAL	306.26					

Service Center Inc.
340 4th Avenue
Brooklyn, N.Y. 11215
Phone: (718) 855-6209
M.Y.S. REG. REPAIR SHOP NO. 7062868

I, the customer, hereby acknowledge understanding and authorize the repair work including all necessary materials appearing on this work order.

I hereby grant you and/or your employees permission to operate the vehicle described above on streets, highways or elsewhere for the purpose of testing and/or inspection.

After you are notified of repair completion a storage fee of \$_____ will be charged for each day the vehicle remains on the above named premises.

In accordance with New York laws, an express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER'S SIGNATURE: X _____

Make - Model - Year of Vehicle
91 MAZDA MPV 6cyl

Customer Address: [Redacted]
Telephone: [Redacted]

Description of Work:

- Oil leak
- oil change
- Chemically clean engine
- oil & replace oil filter
- Remove & replace SS engine valve & pusher
- Remove & replace exhaust manifold
- Change oil & filter
- Check belts, hoses & fluid levels
- Install new "O" rings in P.V. housing

CUSTOMER'S SIGNATURE: _____

2740 Nostrand Ave.
BROOKLYN, NEW YORK 11210
718-253-3400

ALFA

GMC

HYUNDAI

THESE

SAAB

Answers

H O N D A

KIA



TOYOTA

CERTIFICATE NO. 202027	NAME WAYNE GILL	TAG NO. 7660	INVOICE DATE 05/26/00	INVOICE NO. PMCS406726
LICENSE DATE 07P541	LICENSE NO. 894D1	RELEASE BLACK	COLOR DELIVERY DATE	STOCK NO. DELIVERY VES
MAKE / MAKE / MODEL 91/MAZDA/MPV VAN/CCYL/AUTC/2WD	VIN JM3LV5228M0331030	SELLING DEALER NO. 05/26/00	REGISTRATION DATE	
COMMENTS				

MO: 89402

LABOR & PARTS-----
1 3442 AUDIO SYSTEM HOURS: TECH(S):123 0.00
DS SPEAKER NOT WORKING PROPERLY
NEEDS DS. SPEAKER EST\$95.00
SVCE WAS DECLINED

PARTS	QTY	P-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

J#	25	MZ	ENGINE MECHANICAL	HOURS	4.30	TECH(S)	123	280.00
CS CHECK FOR OIL LEAK OR CONSUMPTION								
NEEDS REAR CAP SEALS								
R/R REAR CAP SEALS								

PARTS	QTY	SP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	2	JF01-12-603A	CRP	14.76	29.52
				JOB # 2 TOTAL PARTS	29.52
				JOB # 2 TOTAL LABOR & PARTS	309.52

J# 3 31#Z MISC MAINTENANCE HOURS TECH(S) 123 0.00
CS REAR LENSE IS MISSING AND CHECK LTS
NEEDS LENSE FTS162 DO
SVCE WAS DECLINED

PARTS	QTY	FP NUMBER	DESCRIPTION	JOB #	3 TOTAL	UNIT PRICE	PARTS	0.00
				JOB #	3 TOTAL	LABOR	PARTS	0.00

J# 4 22Z	ENGINE ELECTRICAL HOURS 3:00 TECH(S)-123	210.00
	CS CHECK CHARGING SYSTEM SOMETIMES SHE GETS NOTHING BUT CLIC KING	
	NEEDS NEUTRAL SAFETY SWITCH	
	R/R NEUTRAL SAFETY SWITCH	

PARTS	QTY	PN NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	BV1-19-444	SWITCH	45.75	45.75
				JOB # 4 TOTAL PARTS	45.75
				JOB # 4 TOTAL LABOR & PARTS	255.75

J# 5. 1.42 AIR CONDITIONER HOURS: TECH(S): 123 0.00
CS AC WONT WORK ?
NEEDS DYE AND FREON TO CHECK EST \$325.00
SVCE WAS DECLINED

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

PLAZA AUTO MALL

2740 Nostrand Ave.
BROOKLYN, NEW YORK 11210
718-253-8400

ACURA

GMC

HYUNDAI

LEXUS

SAAB

Dodge

HONDA

KIA



TOYOTA

DATE RECEIVED 202927	ADVISOR WAYNE GILL 18291	APR NO 7660	INVOICE DATE 05/26/00	WVOCENO PMCS406726
	FACTOR RATE 7TP541	BY TAG 89401	EXCISE BLACKI	STOCK NO.
	YEAR/MAKE/MODEL 91/MAZDA/MPV VAN/6CYL/AUTO/2WD		DRIVE TYPE	DE. VARY M. ES
	VIN JM3LV6228M0 331030		PRODUCTION DATE	
	EFFECT DATE 05/26/00			
COMMENTS				
MO: 89402				

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$615.00 (+TAX)

TOTALS
PLAZA HONDA - MAZDA - DODGE SERVICE DEPT.
2686 NOSTRAND AVENUE
BROOKLYN, NEW YORK 11210
(718) 377-4555

****ALL REPAIRS GUARANTEED 12 MONTHS, 12,000 MILES****
THANK YOU FOR CHOOSING PLAZA AUTOMALL FOR ALL YOUR SERVICE
NEEDS. YOUR NEXT SERVICE IS DUE IN 3 MONTHS OR 3750 MILES
WHICH EVER COMES FIRST.

TOTAL LABOR..... 490.00
TOTAL PARTS..... 75.27
TOTAL SUBLET..... 0.00
TOTAL G.O.G..... 0.00
TOTAL MISC CHG..... 0.00
TOTAL MISC DISC..... 0.00
TOTAL TAX..... 16.64
TOTAL INVOICE \$ 611.91

IMPORTANT: YOU MAY BE RECEIVING A SURVEY DIRECT FROM
THE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GRADE
US "COMPLETELY SATISFIED" PLEASE CONTACT OUR CUSTOMER
RELATIONS MANAGER (718) 253-8400 EXT 480.
TEL. EVERYONE YOU WERE COMPLETELY SATISFIED AT PLAZA AUTOMALL
** WE ARE NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN CAR **

CUSTOMER SIGNATURE

