

Mazda North American Operations



Mr. Thomas Cooper, Chief  
Vehicle Integrity Division  
Office of Defects Investigation  
Room 5326  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

February 21, 2006

Re: NVS-212cag, PE05-066

Dear Mr. Cooper:

Enclosed are responses from Mazda to the information request for PE05-066. The information is provided in duplicate, as you requested. The attachments are provided in electronic form on the enclosed CD-ROMs

If you have any questions or need further information please let me know. My telephone number is (313) 594-7778.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Robertson', written over a white background.

David Robertson, Manager,  
Environmental & Safety Engineering  
Mazda North American Operations

enclosures

## **Mazda's response: NHTSA Inquiry NVS-212cag, PE05-066**

### **Request 1**

State, by model and model year, the number of subject vehicles Mazda has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Mazda, state the following:

- a. Vehicle Identification number (VIN);
- b. Make;
- c. Model;
- d. Model Year;
- e. Date of manufacture;
- f. Date warranty coverage commenced; and
- g. The State in the United States Where the vehicle was originally sold or leased (or delivered for sale or lease);

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA."

### **Answer 1**

Mazda records indicate that the approximate total number of subject vehicles sold in the United States (the 50 states and the District of Columbia) and its protectorates and territories (American Samoa, Guam, Marshall Islands, Micronesia, Northern Mariana Islands, Palau, Puerto Rico, US Minor Outlying Islands, and Virgin Islands) is 34,915. The totals by make, model year, model, build month, and location of final vehicle assembly are provided electronically in Appendix A on the enclosed CD.

2. State the number of each of the following, received by Mazda, or of which Mazda is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
  - a. Consumer complaints, including those from fleet operators;
  - b. Field reports, including dealer field reports;
  - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
  - d. Property damage claims;
  - e. Third-party arbitration proceedings where Mazda is or was a party to the arbitration; and,
  - f. Lawsuits, both pending and closed, in which Mazda is or was a defendant or codefendant.

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Mazda's assessment of the problem, with a summary of the significant underlying facts and evidence. For item "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

**Answer 2**

Mazda has not received any reports, which relate to, or may relate to, the alleged defect in the subject vehicles.

	Number of Reports	Appendix No.
a. Consumer complaints, including those from fleet operators;	None	NA
b. Field reports, including dealer field reports;	None	NA
c. Repots involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;	None	NA
d. Property damage claims	None	NA
e. Third-party arbitration proceedings where Mazda is or was a party to the arbitration; and,	None	NA
f. Lawsuits, both pending and closed, in which Mazda is or was a defendant or codefendant.	None	NA

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- Mazda's file number or other identifier used;
- The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- Vehicle's VIN;
- Vehicle's make, model and model year;
- Vehicle's mileage at time of incident;
- Incident date;
- Report or claim date;
- Whether a crash is alleged;
- Whether a fire is alleged;
- Whether property damage is alleged;
- Number of alleged injuries, if any; and,
- Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPLAINT DATA."

**Answer 3**

Not applicable

4. Produce copies of all documents related to each item within the scope of Request No. 2 and 3. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Mazda used for organizing the documents.

**Answer 4**

Not applicable

5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Mazda to date that relate to, or may relate to, the alleged defect in the subject vehicles; warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Mazda's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and,
- k. Comment if any, by dealer/technician relating to claim and or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA."

#### Answer 5

Because the subject of this inquiry is related to a TSB issued to address wiring chafing at the center high mount stoplamp, Mazda's search for warranty claims was conducted for those claims related to wiring and connector issues. It did not include searches for warranty claims related to non-wiring types of issue, e.g., as bulb outages for unrelated reasons, such as water ingress. We have identified a total of 69 warranty claims ( 23 for Regular Cab, 28 for 2-Door Super Cab, 20 for 4-Door Super Cab ) that may relate to this alleged defect.

It is difficult to accurately identify the warranty claims that relate to the alleged defect.

Please note that the warranty claims are submitted to Mazda by dealers seeking payment for repairs they have made and often do not contain sufficient information to accurately determine why a repair was made, if the repair was appropriate, or even if the repair was necessary. In our opinion, the information provided in these warranty claims is insufficient to support a determination that relate to the alleged defect in the subject vehicles.

Please see the Appendix B on the enclosed CD for a data of warranty claims categorized by "a - i" and "k" as above. "j" concerns stated by customer and are not available from Mazda's warranty claim data base.

6. Describe in detail the search criteria used by Mazda to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of an labor operations, labor operation, descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Mazda on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that Mazda offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Answer 6

Appendix B contains a description of the search criteria used to identify those claims that may be considered responsive to Request 5. For 03MY to 05MY Mazda provide warranty coverage of up to 4 years or 50 kilo mile which ever comes first, except that fuse is covered by warranty only up to 1 year or 12 kilo mile which ever comes first.

7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Mazda has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins; advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Mazda is planning to issue within the next 120 days.

Answer 7

At the request of Ford, Mazda have issued a relevant service bulletin on April 15, 2005. Please see the Appendix C.

8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Mazda. Include all actions that led to the issuance of TSB #09-005/B. For each such action, provide the following information:
- Action title or identifier;
  - The actual or planned start date;
  - The actual or expected end date;
  - Brief summary of the subject and objective of the action;
  - Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and,
  - A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

Answer 8

Mazda has not conducted any study, survey, or investigation pertaining to the alleged defect since Mazda has neither design nor manufacturing responsibility for the subject vehicles.

Please see Ford's response to Request 8 for PE05-066.

9. Describe all modifications or changes made by, or on behalf of, Mazda in the design, material composition, manufacture, quality control, supply, installation or location in the subject vehicles of the subject components, from the start of production to date, which relate, or may relate, to the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
- The date or approximate date on which the modification or change was incorporated into vehicle production;
  - A detailed description of the modification or change;
  - The reason(s) for the modification or change;
  - The part numbers (service and engineering) of the original component;
  - The part number (service and engineering) of the modified component;
  - Whether the original unmodified component was withdrawn from production and/or sale, and if so, When;
  - When the modified component was made available as a service component; and,
  - Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Mazda is aware of which may be incorporated into vehicle production within the next 120 days.

Answer 9

As the agency is aware, Ford Motor Company has design, testing, and manufacturing responsibility for the Mazda B-series vehicle. We understand that Ford will be providing information related to design, manufacturing, quality control, and assembly of the subject components in response to this request. The information provided in that response will be applicable to the Mazda B-series as well and we refer you to the Ford response for the answer to this request.

10. Identify by make, model and model year, any other vehicles of which Mazda is aware that contain the subject component, whether installed in production or in service. Indicate whether Mazda has received any complaints for the alleged defect in these vehicles.

Answer 10

Mazda is not aware that contain the subject component, whether installed in production or in service since Mazda has neither design responsibility of the subject components for the subject vehicles.

11. Furnish Mazda's assessment of the alleged defect in the subject vehicle, including:
- The causal or contributory factor(s);
  - The failure mechanism(s);
  - The failure mode(s);
  - The effect(s) of the failure on the subject components and/or systems in the vehicle;
  - The risk to motor vehicle safety that it poses;
  - What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning;
  - A description of the analysis process used to assess "a" through "f", and;
  - The reports included with this inquiry.

Answer 11

Because Ford has the design and manufacturing responsibility for Mazda B-series vehicles, Mazda has not conducted any study, survey, or investigation pertaining to the alleged defect. We understand Ford will provide an analysis of the alleged defect in its response. That analysis will be equally relevant to Mazda B-series vehicles, and accordingly we refer you to the Ford response.