

## Howell, Rosa (NHTSA)

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**From:** Hershman, Larry (NHTSA)  
**Sent:** Thursday, July 29, 2010 3:58 PM  
**To:** Howell, Rosa (NHTSA)  
**Subject:** FW: PE10-021; Mazda Information  
**Attachments:** Mazda Presentation for PE10-021 \_08022010.ppt; Preliminary Response 20100729.doc

Hi Rosa,

Could you please enter this email and attachments into the repository for PE10021, Mazda?

Thanks,

Larry

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**From:** David Robertson [mailto:DRobertson@mazdausa.com]  
**Sent:** Thursday, July 29, 2010 2:35 PM  
**To:** Hershman, Larry (NHTSA)  
**Subject:** PE10-021; Mazda Information

Larry,

In preparation for our meeting on Monday I am providing the following items (attached). These items are non-confidential. The items are;

- The non-confidential version of our presentation for the meeting at 2:30 on Monday, August 2 Mazda Presentation for PE10-021 08022010.ppt)
- Our preliminary IR response that includes the information we have completed gathering to date (Preliminary Response 20100729.doc)

We would also like to provide you with the information files for the IR response, but they are too large to send by e-mail. So we will send a CD to you by UPS overnight with the files we have prepared. Could you please let me know your room number (required for overnight packages)?

Also, we are planning to provide our final IR response to you when we meet on Monday.

If you have any questions, please let me know.

Thanks,  
David Robertson  
Mazda  
313-594-7778

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## **Mazda's response: NHTSA Inquiry NVS-212llh, PE10-021**

### **Request1**

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;
- 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."

### **Answer1**

Mazda's records indicate that the total number of subject vehicle(s) manufactured for sale or lease in the United States (the 50 states and the District of Columbia) and its federalized territories (Guam, Northern Mariana Islands, Puerto Rico) as following chart. The requested data for each vehicles is provided electronically in Appendix01 (filename: PE10-021\_PRODUCTION\_DATA.mdb) on the enclosed CD.

Model Year	Mazda3	Mazda5	Total
2007	114,746	16,422	131,168
2008	132,953	16,949	149,902
2009	47,449	22,207	69,656
Total	295,148	55,578	350,726

### **Request2**

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;
- 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

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- 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 items “e” through “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.

## Answer2

The number of reports which relate to, or may relate to the alleged defect in the subject vehicles are described in Appendix2 and provided electronically in Appendix02 (filename: PE10-021\_Appendix02.doc) on the enclosed CD.

Followings are explanations about the source of information/reports for each report categories.

### Consumer Complain:

Records identified in a search of Mazda’s Customer Assistance Center (CAC) files maintained by the Technical Service Department (TSD) in Mazda North America Operations (MNAO), and Legal files maintained by Legal Department (Legal) in MNAO, that relate or may relate to the alleged defect in the subject vehicles.

### Field Report:

Records identified in a search of Mazda’s Technical Hotline (HL) files and Product Quality Information (PQI) files, maintained by the TSD in MNAO, that relate or may relate to the alleged defect in the subject vehicles.

### Reports involving a crash, injury:

Records identified in a search of CAC, HL, PQI and Legal files, that relate or may relate to the alleged defect, and involving a crash and/or injury, are extracted in duplicate. There

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are no records which reports there are fatality and/or vehicle fire.

Property Damage Claims and Third-party arbitration:  
There are no records of legal files regarding this category.

Lawsuits:

Records identified in a search of Legal files, that relate or may relate to the alleged defect in the subject vehicles.

## **Request3**

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

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

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

## **Answer3**

The requested information, to the extent it is available, for the consumer complaints, field reports and legal records in response to Request 2 is provided electronically in Appendix03 (filename: PE10-021\_REQUEST\_NUMBER\_TWO\_DATA.mdb) on the enclosed CD.

## **Request4**

Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports,

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etc.) and describe the method Mazda used for organizing the documents.

## Answer4

Information responsive to this information request regarding the consumer complaints and field reports are electronically included in the database file described in Appendix03. As for the reports from legal files (file number 20090005, 20090007 and 2010008), related documents are electronically provided in Appendix04 on the enclosed CD. (filename: Legal\_2009005\_Documentns.pdf; Legal\_2009007\_Documents.pdf, Legal\_2010008\_Documents(original).pdf and Legal\_2010008\_Documents(ENG).pdf)

## Request5

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 (including TSBs 06-002/09 and 06-001/10) 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. If the claim was made in connection with the cited TSBs;
- f. Vehicle mileage at time of repair;
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- h. Labor operation number;
- i. Problem code;
- j. Any stored DTCs;
- k. Replacement part number(s) and description(s);
- l. Concern stated by customer; and
- m. 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."

## Answer5

The number of warranty claims and other claims described in Request5, which relate or

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may relate to the alleged defect, is provided in Appendix05. (filename: PE10-021\_Appendix05.doc)

Records of these warranty claims are also provided electronically in Appendix05 (filename: PE10-021\_WARRANTY\_DATA.mdb) on the enclosed CD.

Mazda notes that it is difficult to accurately determine from each warranty claims whether it relates to the alleged defect. Please note that the warranty claims are submitted to Mazda by dealers to seek payment for repairs, which they have made, and often contain insufficient 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 if they relate to the alleged defect in the subject vehicles.

## **Request6**

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 all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make, model 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) 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.

## **Answer6**

Information in response to this request is provided in Appendix05. All description of the labor operations, problem codes and part number is also electronically provided in Appendix05 (filename: PE10-021\_WARRANTY\_DATA.mdb) on the enclosed CD. For 2007-2009 model year Mazda3 and Mazda5 vehicles, Mazda provides warranty coverage of three years or 36,000miles, whichever occurs first. Especially for Powertrain components of these models, Mazda provides warranty coverage of five years or 60,000 miles, whichever occurs first.

## **Request7**

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

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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.

## **Answer7**

Mazda issued certain service bulletins related to loss of assist of power steering on July 2, 2009 (06-002/09; and its revision on July 10, 2009). This bulletin revised for the repair procedure, parts information and warranty information on April 9, 2010 (06-001/10; and its revision on April 30, 2010). Copies of relevant documents are provided electronically in Appendix07 (filename: 06-002-09.pdf, 06-002-09b.pdf, 06-001-10.pdf and 06-001-10b.pdf) on the enclosed CD.

## **Request8**

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. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action;
- f. 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.

## **Answer8**

To be provided by August 18<sup>th</sup>.

## **Request9**

Describe all modifications or changes made by, or on behalf of, Mazda in the design, material composition, manufacture, quality control, supply, or installation of the subject component(s)/assembly or components that may impinge on or affect the subject

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components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part numbers (service and engineering) of the original component;
- e. The part number (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and
- h. Whether the modified component can be interchanged with earlier production components;
- i. The supplier of each modified component;
- j. The models and model years of vehicles affected by the modification.

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.

## **Answer9**

To be provided by August 18<sup>th</sup>.

## **Request10**

State the number of each of the following that Mazda has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used, and month/year of sale (including the cut-off date for sales, if applicable):

- a. Subject component(s)/assemblies; and
- b. Any kits that have been released, or developed, by Mazda for use in service repairs to the subject component/assembly or application of the TSBs.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Mazda is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.



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## **Answer10**

To be provided by August 18<sup>th</sup>.

## **Request11**

Furnish Mazda's assessment of the alleged defect in the subject vehicles, including:

- a. The causal or contributory factor(s);
- b. The failure mechanism(s);
- c. The failure mode(s);
- d. The risk to motor vehicle safety that it poses;
- e. The reports included with this inquiry.

## **Answer11**

To be provided by August 18<sup>th</sup>.