

EA10-002

MAZDA

11-23-2011

Appendix 4,

A CONSUMER  
COMPLAINT

S1016M1 OPEN CUSTOMER CONTACT INQUIRY 06/30/09 20:13:04  
P444 MCJP089  
Rqst No. : 1138700 - 80 Source: 6 VIN.....: 4F2GZ94163K [REDACTED] Goodwill.: N  
Mdl/Yr.. : TRB / 03 Mileage: Dlvry Dt: 06/30/03 Trnsm: A Srv Agrmt:  
Last Nm. : [REDACTED] First Nm: [REDACTED] R/TO.....:  
Midl Nm. : M Address1: [REDACTED]  
Adr2: City....: GREENBELT  
State... : MD Zip: [REDACTED] Day Ph. : - - Ext. :  
Eve Ph. : - - Brand. : N DSA... : Assigned Rgn: NE R/A:  
Resp Dlr: Rslv Dlr:  
E-mail:  
1) Typ: 1 Rea: 1B Cat: B CC: 85 2) Typ: Rea: Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:  
ON 6/5/07, RECVD LETTER FROM NATIONWIDE INSURANCE COMPANY. STS VEH SUSTAINED F  
IRE DAMAGE AS A RESULT OF DEFECT. STS PLACING NOTICE OF CLAIM AGAINST MNAO. CU  
STOMER MEDIATION HANDLING, PAUL WINOVITCH.

Region: MA Opened by: CRPC383 Opened Dt: 06/05/07 Closed Dt: 12/14/07

SVCD00011 Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360





S1018M1

CUSTOMER CLOSING INQUIRY

06/30/09 20:14:25

P444

MCJP089

Rqst No.... : 1138700 - 80

Name..... : ██████████.

VIN..... : 4F2CZ94163K ██████████

Rslv Dir..... :

Closed By.. : CRPP185

Closed Date.... : 12/14/07

Satis Code. : Y

Re-open Date... : Re-open.... :

Dir Contact:

Cust Contact Dt:

D:

L:

R:

:

:

M: SETTLED THE CASE WITH CUSTOMER.

M:

A:

:

:

:

Ref Nbr: Lgl: Arb: R/T0 Log Nbr: Lock Contact: N

Micro-Film Cassette Number: Frame Nbr...:

SVCD00011 Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN



# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	624133713	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	field service action
Commodity	chassis-service brakes-abs/traction control—	Symptom	fire
Significant Event	Fire;	Verified	Y

### Tread Information

### Report Details

Source Claim Key	I37325960	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	111
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	22-Aug-2011
Version Series Code	AAAQK	Load Date	28 -Aug-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34607
Causal Part Name	unknown	Dealer Name	GRAY EPPERSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	CLEVELAND
Non Causal Part Numbers		Dealer State/Province	TN
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4233031333
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28 -Aug-2011		

**Customer Comment** CUSTOMER STATES THAT THE ABS CAUGHT ON FIRE THIS MORNING. STATES HAD RECALL PERFORMED IN THE PAST. DEALER ADVISED TO CONTACT MAZDA.

**Technician Comment** ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. CUSTOMER STATES VEHICLE EXPERIENCED AN ABS FIRE. PLEASE REVIEW WITH DSM. THANKS.REGARDS,JENNIFER COTA ROBLESMAZDA CUSTOMER ASSISTANCE, REPRESENTATIVE(949)727 6664 NOTICE SENT TO REGION FOR FURTHER INVESTIGATION. CUSTOMER ADVISED TO WORK WITH INSURANCE COMPANY. 0012011 08 22CRPP289 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. CUSTOMER STATES VEHICLE EXPERIENCED AN ABS FIRE. PLEASE REVIEW WITH DSM. THANKS.REGARDS,JENNIFER COTA ROBLESMAZDA CUSTOMER ASSISTANCE, REPRESENTATIVE(949)727 6664 REQ DESC ABS FIRE ADVISED CUSTOMER TO CONTACT INSURANCE COMPANY AND ALLOW THEM TO INVESTIGATE. ADVISED I WILL CONTACT MAZDA'S REGION TO REVIEW THE CONCERN FURTHER. 0022011 08 22CRPP289 EMAIL SENT TO SUPERVISORS ADVISING CUSTOMER STATES CONCERN NEEDS FURTHER INVESTIGATION. 0032011 08 23CRPP289 NOTICE SENT TO REGION FOR FURTHER INVESTIGATION. CUSTOMER ADVISED TO WORK WITH INSURANCE COMPANY. 0042011 08 24CRPP289 ALI FROM PROGRESSIVE INSURANCE STATES WOULD LIKE TO DISCUSS FIRE CONCERN FURTHER. 770 370 3446 CALLED ALI FROM INSURANCE COMPANY AND LEFT MESSAGE ADVISING RETURNING CALL.

**CQIS Recommendations**

### Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

### Vehicle Information

VIN	4F2CU08152K [REDACTED]	Engine Serial Number	348294087
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA *GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	4 WHL L/H PART TIME DRIVE
Production Date	28-Mar-2002	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	23-Jul-2002
Build Country Code		Transmission Serial Number	
Mileage	198000	Vehicle Axle Ratio	
Vehicle Restraint Code			

**Disclaimer:**

**This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.**

[Contact CDR HELP](#)

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S1016M1 OPEN CUSTOMER CONTACT INQUIRY 06/30/09 20:15:37  
P444 MCJP089

Rqst No. : 1156089 - 40 Source: 1 VIN.....: 4F2CU09171K [REDACTED] Goodwill.: N  
Mdl/Yr.. : TR2 / 01 Mileage: 67000 Dlvry Dt: 08/13/01 Trnsm: A Srv Agrmt:  
Last Nm. : [REDACTED] First Nm: [REDACTED] R/TO.....:  
Midl Nm. : Address1: [REDACTED]  
Adr2: City....: GARDEN GROVE  
State...: CA Zip: [REDACTED] Day Ph. : - - Ext. :  
Eve Ph. : - - Brand. : N DSA...: Y Assigned Rgn: PA R/A:  
Resp Dir: Rslv Dir: 42104 HUNTINGTON BEACH MAZD

E-mail:

1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: Rea: Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUST STS ABS MODULE CONNECTOR RECALL #4507C DONE 7/9/07 & POWERTRAIN CONTROL M  
ODULE RECALL #1904D DONE 7/1/04 PERFORMED @ DLR #42104. STS ABS & BRAKE LIGHT  
CAME ON, HAD INDEPENT INSPECT WHO ADVD ABS MODULE & CONNECTOR MELTED SUBSEQUEN  
T TO RECENT RECALL REPAIR. CUST STS DLR ADVD \$96 DIAG FEE, BUT CUST STS SHLD N  
OT BE CHARGED AS DLR DID THE WORK & THE CONCERN IS VISIBLE.

Region: MA Opened by: CRPP233 Opened Dt: 10/08/07 Closed Dt: 11/15/07

SVCD00011 Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



S1017M1  
P444

CUSTOMER FOLLOW-UP INQUIRY

06/30/09 20:16:05  
MCJP089

Rqst No..... : 1156089 - 40      Name..... : ██████████  
VIN..... : 4F2CU09171K ██████████      Closed date.. : 11/15/07  
Handled by..... : CRPP233      Date Modified: 11/15/07  
Notify QA..... :      District..... : 01  
Rgn F-up Dt..... :      Corp F-up Dt. :  
Action Taken:

Date    By Whom    Text

TOP

10/08/07 CRPP233    REQ DESC: ABS & BRAKE LIGHT ON  
LEFT MESSAGE IN SVC DEPT REQ A CALL.  
TT JOHN IN SVC DEPT WHO STD DIAGNOSTIC FEE THROWN OUT IF CON  
CERN IS RELATED TO PRIOR ABS MODULE RECALL.  
TOLD CUST DLR WOULD HAVE TO BE ABLE TO DETERMINE IF DAMAGE R  
ELATED TO RECALL REPAIR WHICH IS WHY THEY ARE CHARGING DIAG  
FEE. TOLD CUST I'D HAVE TO CALL DLR. & CALL HIM BACK.  
RELATED INFO FROM JOHN IN SVC DEPT TO CUST. ADVD HE TAKE VEH  
MORE...

SVCD00011 Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT



S1017M1  
P444

CUSTOMER FOLLOW-UP INQUIRY

06/30/09 20:16:55  
MCJP089

Rqst No..... : 1156089 - 40      Name..... : ██████████  
VIN..... : 4F2CU09171K ██████████      Closed date.. : 11/15/07  
Handled by..... : CRPP233      Date Modified: 11/15/07  
Notify QA..... :      District..... : 01  
Rgn F-up Dt..... :      Corp F-up Dt. :  
Action Taken:

Date    By Whom    Text

MORE...

11/14/07 CRPP233 LEFT V/M FOR CUST REQ HE RETURN MY CALL AS I WANTED TO KNOW  
WHAT HE'D DONE ABOUT REPAIR.  
11/15/07 CRPP233 CUSTOMER HAS NOT CONTACTED AGENT. NO FURTHER ACTION TAKEN  
CUSTOMER HAS NOT CONTACTED AGENT. NO FURTHER ACTION TAKEN

BOTTOM

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1018M1

CUSTOMER CLOSING INQUIRY

06/30/09 20:17:17

P444

MCJP089

Rqst No.... : 1156089 - 40

Name..... : ██████████

VIN..... : 4F2CU09171K ██████████

Rslv Dir..... : 42104 HUNTINGTON BEACH MA

Closed By.. : CRPP233

Closed Date... : 11/15/07

Satis Code. : Y

Re-open Date... : Re-open.... :

Dir Contact:

Cust Contact Dt:

D:

L:

R:

:

:

M: CUSTOMER HAS NOT CONTACTED AGENT. NO FURTHER ACTION TAKEN

M:

A:

:

:

:

Ref Nbr: Lgl: Arb: R/T0 Log Nbr: Lock Contact: N

Micro-Film Cassette Number: Frame Nbr...:

SVCD00011 Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

S1016M1

OPEN CUSTOMER CONTACT INQUIRY

06/30/09 20:53:55

P444

MCJP089

Rqst No. : 1158479 - 60 Source: 6 VIN.....: 4F2CU09102K [REDACTED] Goodwill.: N

Mdl/Yr.. : TRB / 02 Mileage: Dlvry Dt: 04/11/02 Trnsm: A Srv Agrmt:

Last Nm. : [REDACTED] First Nm: [REDACTED] R/TO.....:

Midl Nm. : J Address1: [REDACTED]

Adr2: City....: BURBANK

State... : CA Zip: [REDACTED] Day Ph. : - - Ext. :

Eve Ph. : - - Brand. : Y DSA... : Y Assigned Rgn: PA R/A: Y

Resp Dir: 42031 STAR MAZDA Rslv Dir: 41943 MAZDA OF THOUSAND OAK

E-mail:

1) Typ: 1 Rea: 1B Cat: S CC: 97 2) Typ: Rea: Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

ON 11/5/07 RCVD SUBROGATION LTR FROM UNITRIN DIRECT AUTO INSURANCE. STS VEH WA S INVOLVED IN A FIRE LOSS AS A RESULT OF A POSSIBLE ELECTRICAL FIRE. CUSTOMER MEDIATION HANDLING: MARIE MORTENSEN

Region: MA Opened by: CRPC399 Opened Dt: 11/05/07 Closed Dt: 03/27/08

SVCD00011 Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1017M1  
P444

CUSTOMER FOLLOW-UP INQUIRY

06/30/09 20:54:21  
MCJP089

Rqst No..... : 1158479 - 60      Name..... : ██████████  
VIN..... : 4F2CU09102K ████████      Closed date.. : 03/27/08  
Handled by..... : CRPP939      Date Modified: 03/27/08  
Notify QA..... :      District..... : 03  
Rgn F-up Dt..... :      Corp F-up Dt. :  
Action Taken:

Date    By Whom    Text

11/05/07 CRPP939    REQ DESC: SUBROGATION - FIRE  
03/27/08 CRPP939    HAVE NOT HEARD FROM COMPANY.

TOP

BOTTOM

SVCD00011 Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT



P442 CRPP954

Rqst No.: 1248942 - 60 Source: 1 VIN.....: 4F2CU08122K Goodwill.: N  
Mdl/Yr.: TRB / 02 Mileage: 106000 Dlvry Dt: 02/21/02 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....:  
Midl Nm.: Address1:  
Adr2: City.....: PEA RIDGE  
State....: AR Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: N DSA...: Assigned Rgn: GU R/A: N  
Resp Dlr: Rslv Dlr:

E-mail: moralesre2002@yahoo.com

1) Typ: 1 Rea: 1B Cat: T CC: 97 2) Typ: Rea: Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER STATES VEHICLE STARTED SMOKING AND CUSTOMER DISCONNECTED THE BATTERY AFTER WAITING A WHILE RECONNECTED THE BATTERY AND THE ABS LIGHT ON. CUSTOMER STATES THE RECALL WAS COMPLETED 1 YEAR AGO AND WHEN HE CONTACTED A MAZDA DEALER THEY TOLD HIM THEY WOULD CHARGE A FEE TO INSPECT VEHICLE. CUSTOMER INQUIRED WHAT SHOULD HE DO

Region: MA Opened by: CRPP235 Opened Dt: 07/27/09 Closed Dt: 07/27/09

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



Rqst No.....: 1248942 - 60 Name.....: [REDACTED]  
VIN.....: 4F2CU08122K [REDACTED] Rslv Dlr.....:  
Closed By...: CRPP235 Closed Date....: 7/27/09  
Satis Code.: Y Re-open Date...: Re-open.....:  
Dlr Contact: Cust Contact Dt:

D:  
L:  
R:  
:  
:  
M: AGENT ADVISED THE RECALL WAS COMPLETED OVER A YEAR AGO AND THE VEHICLE HAS  
M: NO WARRANTY. CUSTOMER ADVISED A DEALER CAN REQUIRE PAYMENT FOR THEIR SERVI  
A: CE TO INSPECT VEHICLE. AGENT ADVISED IF MAZDA DEALER INSPECT VEHICLE AND  
: CURRENT PROBLEM RELATED TO RECALL CUSTOMER CAN REQUEST ASSISTANCE, BUT DEAL  
: ER NEEDS TO INSPECT VEHICLE FIRST

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N  
Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

Rqst No.....: 1248942 - 60      Name.....: ██████████  
 VIN.....: 4F2CU08122K ██████████      Closed date..: 07/27/09  
 Handled by.....: CRPP235      Date Modified: 07/27/09  
 Notify QA.....:      District.....:  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:  
 Date      By Whom      Text

07/27/09 CRPP235      REQ DESC: SMOKE/RECALL  
 AGENT ADVISED THE RECALL WAS COMPLETED OVER A YEAR AGO AND T  
 HE VEHICLE HAS NO WARRANTY.      CUSTOMER ADVISED A DEALER CAN R  
 EQUIRE PAYMENT FOR THEIR SERVICE TO INSPECT VEHICLE.      AGENT  
 ADVISED IF MAZDA DEALER INSPECT VEHICLE AND CURRENT PROBLEM  
 RELATED TO RECALL CUSTOMER CAN REQUEST ASSISTANCE, BUT DEAL  
 ER NEEDS TO INSPECT VEHICLE FIRST

TOP

BOTTOM

SVCD0001I Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT

P442 CRPP954

Rqst No.: 1260691 - 80 Source: 1 VIN.....: 4F2CU08152K Goodwill.: N
Mdl/Yr.: TRB / 02 Mileage: 160000 Dlvry Dt: 05/04/02 Trnsm: A Srv Agrmt:
Last Nm.: First Nm: R/TO.....:
Midl Nm.: Address1:
Adr2: City.....: CASCADE
State....: VA Zip: Day Ph.: - - Ext.:
Eve Ph.: - - Brand.: Y DSA...: Assigned Rgn: SE R/A:
Resp Dlr: Rslv Dlr:

E-mail:
1) Typ: 1 Rea: 1B Cat: B CC: 97 2) Typ: Rea: Cat: CC:
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

INSURANCE COMPANY CONTACTED CAC ON CUSTOMER'S BEHALF. INQUIRED ABOUT RECALL PE
RFORMED ON VEHICLE. STATES CUSTOMER'S VEHICLE CAUGHT FIRE. STATES CUSTOMER IS
GOING TO TAKE VEHICLE TO MAZDA DEALER. STATES INSURANCE CANNOT BE RESPONSIBLE
FOR THIS SPECIFIC CLAIM. STATES CUSTOMER IS CLAIMING FIRE WAS DIRECTLY RELATED
TO RECALL REPAIR PERFORMED RELATED TO THE ABS. CUSTOMER IS CLAIMING MAZDA IS
RESPONSIBLE.

Region: MA Opened by: CRPC325 Opened Dt: 10/01/09 Closed Dt: 10/01/09

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



Rqst No.....:	1260691 - 80	Name.....:	[REDACTED]
VIN.....:	4F2CU08152K [REDACTED]	Closed date..:	10/01/09
Handled by.....:	CRPC325	Date Modified:	10/01/09
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:

Date	By Whom	Text
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TOP

10/01/09	CRPC325	REQ DESC: VEHICLE FIRE AGENT ADVISED THAT CUSTOMER IS WELL OVER HER WARRANTY PERIOD AT OVER 160000 MILES ON THE VEHICLE. AGENT ADVISED INSURANC E COMPANY AGENTS ARE NOT TECHNICALLY TRAINED AT CAC. AGENT R EFERRED INSURANCE COMPANY TO HAVE CUSTOMER TAKE HER VEHICLE TO LOCAL MAZDA DEALERSHIP. ADVISED THAT ANY AWA WOULD BE VER Y UNLIKELY DUE TO VERY HIGH MILEAGE ON VEHICLE.
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BOTTOM

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

P405 CRPP954

Rqst No.: 1263973 - 60 Source: 1 VIN.....: 4F2YU09162K Goodwill.: N
Mdl/Yr.: TRB / 02 Mileage: Dlvry Dt: 10/16/01 Trnsm: A Srv Agrmt:
Last Nm.: First Nm: R/TO.....:
Midl Nm.: Address1:
Adr2: City.....: MIAMI
State....: FL Zip: Day Ph.: - - Ext.:
Eve Ph.: - - Brand.: N DSA...: Assigned Rgn: SE R/A:
Resp Dlr: Rslv Dlr:
E-mail:

1) Typ: 1 Rea: 1B Cat: B CC: 05 2) Typ: 1 Rea: 1 Cat: S12 CC: 41
3) Typ: 3 Rea: 81 Cat: CC: 4) Typ: Rea: Cat: CC:
STATES SMELLS LIKE SOMETHING IS BURNING AND CAR IS STALLING. STATES LIFT GATE
IS LOCK IS BROKEN. STATES WOULD LIKE TO KNOW IF THERE IS A RECALL.

Region: MA Opened by: CRPP289 Opened Dt: 10/21/09 Closed Dt: 10/21/09

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



Rqst No.....: 1263973 - 60      Name.....: ██████████  
VIN.....: 4F2YU09162K ██████████      Closed date..: 10/21/09  
Handled by.....: CRPP289      Date Modified: 10/21/09  
Notify QA.....:      District.....:  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:  
Date      By Whom      Text

TOP

10/21/09 CRPP289      REQ DESC: RECALLS  
CUSTOMER OWNERSHIP UPDATED.      CUSTOMER ADVISED THAT THERE ARE  
NO RECALLS OPEN.      ADVISED CUSTOMER TO CONTACT LOCAL DEALER.

BOTTOM

SVCD0001I Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT



P405 CRPP954

Rqst No.: 1265294 - 80 Source: 2 VIN.....: 4F2CU09152K Goodwill.: N
Mdl/Yr.: TRB / 02 Mileage: 68000 Dlvry Dt: 11/03/01 Trnsm: A Srv Agrmt:
Last Nm.: First Nm: R/TO.....:
Midl Nm.: Address1:
Adr2: City.....: HIGHLAND
State....: CA Zip: Day Ph.: - - Ext.:
Eve Ph.: - - Brand.: Y DSA...: Assigned Rgn: PA R/A: Y
Resp Dlr: Rslv Dlr:

E-mail:
1) Typ: 1 Rea: 1B Cat: G CC: 97 2) Typ: 3 Rea: 5K Cat: CC:
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER STATES HAD VEHICLE FIRE FEELS LIKE ABS RECALL PLAYED A PART IN FIRE A
ND STATED INSURANCE COMPANY PAID FOR REPAIRS TO GARAGE AND HOME BUT HE WOULD L
IKE MAZDA TO OFFER GOODWILL FOR THE LOSS OF HIS VEHICLE STATING HE PURCHASED A
MAZDA 323 PRIOR. VEHICLE WAS A TOTAL LOSS.

Region: MA Opened by: CRPP104 Opened Dt: 10/29/09 Closed Dt: 10/30/09

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360





Rqst No.....:	1265294 - 80	Name.....:	[REDACTED]
VIN.....:	4F2CU09152K [REDACTED]	Closed date..:	10/30/09
Handled by.....:	CRPP104	Date Modified:	10/30/09
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

10/30/09 CRPP104 OUGH SHE COULD NOT COMMENT ON IT SHE WOULD LIKE TO DISCUSS H  
IS REQUEST FOR GOODWILL. AGENT ADVISED SHE WOULD LIKE TO PR  
OVIDE THE CUSTOMER WITH A S-PLAN PIN WHICH HE CAN USE TO PUR  
CHASE A MAZDA VEHICLE. AGENT EXPLAINED WHAT S-PLAN IS AND CU  
STOMER ASKED IF THAT WAS ALL SHE COULD DO AND SHE STATED YES  
, CUSTOMER DECLINED S-PLAN ASSISTANCE.

MORE...

BOTTOM

P405 CRPP954

Rqst No.: 1272523 - 0 Source: 1 VIN.....: 4F2YU08122K Goodwill.: N
Mdl/Yr.: TRB / 02 Mileage: 100000 Dlvry Dt: 03/30/02 Trnsm: A Srv Agrmt:
Last Nm.: First Nm: R/TO.....:
Midl Nm.: Address1:
Adr2: City....: SPRINGFIELD
State....: NJ Zip: Day Ph.: - - Ext.:
Eve Ph.: - - Brand.: N DSA...: Assigned Rgn: NE R/A:
Resp Dlr: Rslv Dlr:
E-mail:

1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: Rea: Cat: CC:
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

STATES ABS LIGHTS HAVE GONE ON. STATES OUTSIDE SHOP RECOMMENDED TO CONTACT MAZDA ABOUT RECALLS. STATES HAS A SMELL LIKE SOMETHING IS BURNING. STATES WANTS TO KNOW IF MAZDA WILL PAY FOR REPAIR.

Region: MA Opened by: CRPP289 Opened Dt: 12/18/09 Closed Dt: 12/18/09

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

Rqst No.....: 1272523 - 0 Name.....: [REDACTED]  
VIN.....: 4F2YU08122K [REDACTED] Rslv Dlr.....:  
Closed By...: CRPP289 Closed Date....: 12/18/09  
Satis Code.: Y Re-open Date...: Re-open.....:  
Dlr Contact: Cust Contact Dt:

D:  
L:  
R:  
:  
:

M: ADVISED CUSTOMER THAT THE RECALL WAS PERFORMED FOR THE ABS CONTROL MODULE I  
M: N 2007. ADVISED CUSTOMER THAT MAZDA ONLY HAS TO PERFORM A RECALL ONE TIME P  
A: ER THE FEDERAL GOVERNMENT. ADVISED CUSTOMER THAT NO ASSISTANCE IS AVAILABL  
: E. ADVISED CUSTOMER THAT REPAIRS ARE ONLY COVERED FOR 1 YEAR OR 12,000 MILE  
: S AND SHE IS OUTSIDE THIS TIME PERIOD BY BOTH TIME AND MILES.

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N  
Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN



P405 CRPP954

Rqst No.: 1275342 - 0 Source: 1 VIN.....: 4F2CU08172K Goodwill.: N  
Mdl/Yr.: TRB / 02 Mileage: 93000 Dlvry Dt: 04/13/02 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....  
Midl Nm.: Address1:  
Adr2: City.....: HURLEY  
State....: WI Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: N DSA...: Assigned Rgn: MW R/A:  
Resp Dlr: Rslv Dlr:

E-mail:  
1) Typ: 1 Rea: 1B Cat: B CC: 85 2) Typ: Rea: Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER STATES HIS ABS SYSTEM CAUSED A VEHICLE FIRE, JUST LIKE THE RECALL THAT WAS ADDRESSED ON HIS VEHICLE AT A PRIOR DATE. WOULD LIKE TO KNOW IF THERE IS ANYTHING MAZDA CAN DO.

Region: MA Opened by: CRPC325 Opened Dt: 01/14/10 Closed Dt: 01/14/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



Rqst No.....: 1275342 - 0 Name.....: ██████████  
VIN.....: 4F2CU08172K ██████████ Rslv Dlr.....:  
Closed By...: CRPC325 Closed Date....: 1/14/10  
Satis Code.: Y Re-open Date...: Re-open.....:  
Dlr Contact: Cust Contact Dt:

D:  
L:  
R:  
:  
:

M: ADVISED THE CUSTOMER THAT HIS VEHICLE IS 5 YEARS OUTSIDE OF WARRANTY, AND T  
M: HAT SAID RECALL HAD ALREADY BEEN ADDRESSED IN 2007. ADVISED THE CUSTOMER TH  
A: AT I WOULD DOCUMENT HIS CONCERNS BUT THAT THERE WOULD BE NO ADDITIONAL ASSI  
: STANCE FROM MAZDA FOR THIS REPAIR. CUSTOMER THANKED AGENT FOR TIME AND DISC  
: ONNECTED THE CALL.

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N  
Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

Rqst No.....:	1275342 - 0	Name.....:	[REDACTED]
VIN.....:	4F2CU08172K [REDACTED]	Closed date..:	01/14/10
Handled by.....:	CRPC325	Date Modified:	01/28/10
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

TOP

01/14/10 CRPC325 REQ DESC: RECALL INQUIRY / VEHICLE FIRE  
ADVISED THE CUSTOMER THAT HIS VEHICLE IS 5 YEARS OUTSIDE OF  
WARRANTY, AND THAT SAID RECALL HAD ALREADY BEEN ADDRESSED IN  
2007. ADVISED THE CUSTOMER THAT I WOULD DOCUMENT HIS CONCER  
NS BUT THAT THERE WOULD BE NO ADDITIONAL ASSISTANCE FROM MAZ  
DA FOR THIS REPAIR. CUSTOMER THANKED AGENT FOR TIME AND DISC  
ONNECTED THE CALL.

01/28/10 CRPP104 CUSTOMER SENT LETTER STATING THEY BELIEVE MAZDA SHOULD AT LE  
MORE...

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

Rqst No.....:	1275342 - 0	Name.....:	[REDACTED]
VIN.....:	4F2CU08172K [REDACTED]	Closed date..:	01/14/10
Handled by.....:	CRPC325	Date Modified:	01/28/10
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

MORE...

01/28/10 CRPP104 AST REIMBURSE THEM FOR THE PARTS NEEDED TO REPAIR VEHICLE.  
AGENT SENT FOLLOWING LETTER TO CUSTOMER:JANUARY 28, 2010MR.  
& MRS. [REDACTED], WI [REDACTED] DEAR MR  
. & MRS. [REDACTED]:THANK YOU FOR YOUR LETTER REGARDING YOUR 2002  
MAZDA TRIBUTE.FIRST, LET ME SAY THAT IT IS NEVER OUR INTENTI  
ON TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH ANY AS  
PECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE  
FOR ANY INCONVENIENCE THE SITUATION MAY HAVE CAUSED YOU.I AM  
MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

Rqst No.....:	1275342 - 0	Name.....:	[REDACTED]
VIN.....:	4F2CU08172K [REDACTED]	Closed date...:	01/14/10
Handled by.....:	CRPC325	Date Modified:	01/28/10
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

MORE...

01/28/10 CRPP104 SORRY TO READ ABOUT YOUR VEHICLE FIRE AND RELIEVED TO LEARN NO ONE WAS INJURED. AS DANIEL HAS ADVISED YOU WHEN YOU CALLED OUR OFFICE, THE RECALL PERTAINING TO THE ABS MODULE CONNECTOR WAS ADDRESSED ON YOUR VEHICLE ON 6/1/2007. I RECOMMEND WORKING WITH YOUR INSURANCE COMPANY AS THEY SHOULD INVESTIGATE THE FIRE TO DETERMINE IF IT WAS A DEFECT THAT CAUSED THE VEHICLES OPERATION CONCERN. IF YOUR INSURANCE COMPANY HAS DETERMINED THERE WAS A DEFECT IN THE OPERATION OF THE VEHICLE

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

Rqst No.....:	1275342 - 0	Name.....:	[REDACTED]
VIN.....:	4F2CU08172K [REDACTED]	Closed date..:	01/14/10
Handled by.....:	CRPC325	Date Modified:	01/28/10
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

MORE...

01/28/10 CRPP104 CLE, THEY WILL NEED TO CONTACT MAZDA DIRECTLY TO RESOLVE THE  
ISSUE. SINCERELY, MIRIAM STEVENS REPRESENTATIVE, CUSTOMER ASS  
ISTANCE FILE# 127534200

BOTTOM

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

P405 CRPP954

Rqst No.: 1285725 - 20 Source: 1 VIN.....: 4F2CU08152K Goodwill.: N  
Mdl/Yr.: TRB / 02 Mileage: 100000 Dlvry Dt: 05/17/03 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....:  
Midl Nm.: A Address1:  
Adr2: City.....: WAILUKU  
State....: HI Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: N DSA...: Assigned Rgn: PA R/A:  
Resp Dlr: Rslv Dlr:

E-mail:  
1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: 3 Rea: 81 Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

ANN, AN INSURANCE CLAIMS ADJUSTER CALLED. STATES HER CLIENT'S VEHICLE ABS MODU  
LE CAUGHT ON FIRE. WANTED TO KNOW IF THE ABS MODULE RECALL WAS COMPLETED ON TH  
IS VEHICLE.

Region: MA Opened by: CRPP172 Opened Dt: 03/23/10 Closed Dt: 03/23/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

Rqst No.....: 1285725 - 20 Name.....: [REDACTED]  
VIN.....: 4F2CU08152K [REDACTED] Rslv Dlr.....:  
Closed By...: CRPP172 Closed Date....: 3/23/10  
Satis Code.: Y Re-open Date...: Re-open.....:  
Dlr Contact: Cust Contact Dt:

D:  
L:  
R:  
:  
:  
M: AGENT ADVISED THAT RECALL 4507C WAS PERFORMED ON 5/22/2007. ADVISED THAT IF  
M: THEY WOULD LIKE TO MAKE A CLAIM WITH MAZDA THEY WILL NEED TO DO SO IN WRIT  
A: ING. ANN UNDERSTOOD.

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N  
Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

Rqst No.....: 1285725 - 20      Name.....: ██████████  
VIN.....: 4F2CU08152K ██████████      Closed date..: 03/23/10  
Handled by.....: CRPP172      Date Modified: 03/23/10  
Notify QA.....:      District.....:  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:  
Date      By Whom      Text

TOP

03/23/10 CRPP172      REQ DESC: ABS MODULE FIRE  
AGENT ADVISED THAT RECALL 4507C WAS PERFORMED ON 5/22/2007.  
ADVISED THAT IF THEY WOULD LIKE TO MAKE A CLAIM WITH MAZDA T  
HEY WILL NEED TO DO SO IN WRITING. ANN UNDERSTOOD.

BOTTOM

SVCD0001I Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT



P405 CRPP954  
Rqst No.: 1286973 - 60 Source: F VIN.....: 4F2CU081X2K Goodwill.: N  
Mdl/Yr.: TRB / 02 Mileage: 82000 Dlvry Dt: 04/29/02 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....:  
Midl Nm.: J. Address1:  
Adr2: City....: BETHLEHEM  
State....: PA Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: Y DSA...: Assigned Rgn: NE R/A:  
Resp Dlr: Rslv Dlr:  
E-mail:

1) Typ: 1 Rea: 1B Cat: S CC: 97 2) Typ: Rea: Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:  
CUSTOMER STATES THAT HIS TRIBUTE BURNED TO THE GROUND SUNDAY. CUSTOMER WANTS T  
O KNOW WHAT MAZDA CAN DO FOR THIS SITUATION.

Region: MA Opened by: CRPP172 Opened Dt: 03/30/10 Closed Dt: 03/30/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

Rqst No.....: 1286973 - 60 Name.....: [REDACTED]  
VIN.....: 4F2CU081X2K [REDACTED] Rslv Dlr.....:  
Closed By...: CRPP172 Closed Date....: 3/30/10  
Satis Code.: Y Re-open Date...: Re-open.....:  
Dlr Contact: Cust Contact Dt:

D:  
L:  
R:  
:  
:  
M: AGENT ADVISED THAT HE WILL NEED TO WORK WITH HIS INSURANCE COMPANY TO DETER  
M: MINE THE CAUSE OF THE FIRE. ADVISED THAT IF IT WAS A FAULT OF MAZDA THEN TH  
A: E INSURANCE COMPANY WILL MAKE A CLAIM WITH MAZDA. AGENT ADVISED THAT ALL RE  
: CALLS HAVE BEEN PERFORMED ON HIS VEHICLE.

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N  
Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

Rqst No.....:	1286973 - 60	Name.....:	[REDACTED]
VIN.....:	4F2CU081X2K [REDACTED]	Closed date..:	03/30/10
Handled by.....:	CRPP172	Date Modified:	03/30/10
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

TOP

03/30/10 CRPP172 REQ DESC: VEHICLE FIRE  
AGENT ADVISED THAT HE WILL NEED TO WORK WITH HIS INSURANCE C  
OMPANY TO DETERMINE THE CAUSE OF THE FIRE. ADVISED THAT IF I  
T WAS A FAULT OF MAZDA THEN THE INSURANCE COMPANY WILL MAKE  
A CLAIM WITH MAZDA. AGENT ADVISED THAT ALL RECALLS HAVE BEEN  
PERFORMED ON HIS VEHICLE.

BOTTOM

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1016M1 OPEN CUSTOMER CONTACT INQUIRY 01/21/11 15:56:39  
P405 CRPP954  
Rqst No.: 1290804 - 80 Source: 1 VIN.....: 4F2YU09142K Goodwill.: N  
Mdl/Yr.: TRB / 02 Mileage: 114755 Dlvry Dt: 09/05/02 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....:  
Midl Nm.: Address1:  
Adr2: City.....: ROCK HILL  
State....: SC Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: N DSA....: N Assigned Rgn: NE R/A:  
Resp Dlr: Rslv Dlr: 23891 KEITH HAWTHORNE MAZDA  
E-mail:

1) Typ: 1 Rea: 1B Cat: P10 CC: 97 2) Typ: Rea: Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:  
CUSTOMER STATES THAT HE HAD 4507C RECALL DONE ON THE CAR, HE WAS TOLD THIS WAS  
FIXED, HE HAD A WINDOW REGULATOR INSTALLED ON THE CAR, THIS WAS ABOUT ONE YEA  
R AGO. CUSTOMER STATES THIS IS A GREAT VEHICLE, LAST FRIDAY THE ABS INDICATOR  
LIGHT CAME ON THE CAR, AN HOUR LATER THE CUSTOMER STATES THAT THERE WAS SMOKE  
COMING FROM THE ENGINE, THE CUSTOMER CLAIMS IT WAS ELECTRICAL SMOKE.

Region: MA Opened by: crpc330 Opened Dt: 04/21/10 Closed Dt: 04/22/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1018M1

CUSTOMER CLOSING INQUIRY

01/21/11 15:56:46

P405

CRPP954

Rqst No.....: 1290804 - 80

Name.....: [REDACTED]

VIN.....: 4F2YU09142K [REDACTED]

Rslv Dlr.....: 23891 KEITH HAWTHORNE MAZ

Closed By...: crpc330

Closed Date....: 4/22/10

Satis Code.: Y

Re-open Date...: Re-open.....:

Dlr Contact:

Cust Contact Dt:

D:

L:

R:

:

:

M: AGENT INFORMED CUSTOMER THAT HE WOULD BE FINANCIALLY RESPONSIBLE FOR THE RE  
M: PAIR SINCE HIS VEHICLE IS OUT OF WARRANTY.

A:

:

:

:

Ref Nbr: Lgl: Arb:

R/TO Log Nbr:

Lock Contact: N

Micro-Film Cassette Number:

Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

Rqst No.....:	1290804 - 80	Name.....:	[REDACTED]
VIN.....:	4F2YU09142K [REDACTED]	Closed date..:	04/22/10
Handled by.....:	crpc330	Date Modified:	04/22/10
Notify QA.....:		District.....:	07
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:

Date	By Whom	Text
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04/21/10	crpc330	REQ DESC: ABS RECALL (CONTINUED NOTES) THE CUSTOMER LOOKED AT THE VEHICLE IN AN HOUR AND SAW NOTHING HAD BEEN BURNT, HE DROVE THE VEHICLE AND THE GAGES WERE NOT WORKING PROPERLY EITHER. CUSTOMER TOOK THE VEHICLE TO 23891 AND WAS TOLD THAT THERE IS NOTHING THEY CAN DO. THE CUSTOMER HAS BEEN DEALING WITH RICK FARMER AT DEALER 23891 AND FEELS THAT THE RECALL WAS NOT PERFORMED PROPERLY. CUSTOMER CONTACT NUMBER: [REDACTED]
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TOP

MORE...

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

Rqst No.....:	1290804 - 80	Name.....:	[REDACTED]
VIN.....:	4F2YU09142K [REDACTED]	Closed date..:	04/22/10
Handled by.....:	crpc330	Date Modified:	04/22/10
Notify QA.....:		District.....:	07
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:

Date	By Whom	Text
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04/22/10	crpc330	CONTACTED SAM, AT DEALER 23891 (WHO IS A MECHANIC) THE ABS M ODULE HAS FAILED, IT HAS HAD AN ELECTRICAL FALILURE INTERNALL Y AND MELTED, THE PREVIOUS RECALL WAS FOR THE CONNECTOR, BUT THIS WAS NOT FOR THE CONNECTOR, IT IS ON THE SAME PART BUT NOWHERE NEAR THE COMPONENT. CONTACTED CUSTOMER AND INFOMRED HIM THAT THE RECALL AND THE COMPONENT THAT FAILED ARE TWO SEPARATE THINGS, THEREFORE MAZ DA WOULD BE UNABLE TO ASSIST IN THE REPAIR SINCE THE VEHICLE
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MORE...

MORE...

Rqst No.....: 1290804 - 80      Name.....: ██████████  
VIN.....: 4F2YU09142K ██████████      Closed date..: 04/22/10  
Handled by.....: crpc330      Date Modified: 04/22/10  
Notify QA.....:      District.....: 07  
Rgn F-up Dt.....:      Corp F-up Dt.:  
Action Taken:

Date      By Whom      Text

MORE...

04/22/10 crpc330      IS OUT OF WARRANTY.  
AGENT INFORMED CUSTOMER THAT HE WOULD BE FINANCIALLY RESPONS  
IBLE FOR THE REPAIR SINCE HIS VEHICLE IS OUT OF WARRANTY.

BOTTOM



P405 CRPP954

Rqst No.: 1300266 - 80 Source: 1 VIN.....: 4F2CU09192K Goodwill.: N  
Mdl/Yr.: TRB / 02 Mileage: 140000 Dlvry Dt: 07/13/02 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm:

Adr2: City.....: QUITMAN

State....: GA Zip: Day Ph.: - - Ext.:

Eve Ph.: - - Brand.: N DSA....: Y Assigned Rgn: SE R/A: N

Resp Dlr: Rslv Dlr: 23807 PRINCE MAZDA

E-mail:

1) Typ: 1 Rea: 1B Cat: G CC: 97 2) Typ: 3 Rea: 81 Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER STATES VEHICLE WAS SMOKING UNDER HOOD AND HE WAS ABLE TO DISCONNECT THE BATTERY BUT WHEN TRIED TO RE-CONNECT THE SMOKE STARTED AGAIN. CUSTOMER CONTACTED DEALERSHIP AND THEY ADVISED TO CONTACT CAC. CUSTOMER FEELS IT MAY BE DUE TO A RECALL ON VEHICLE.

Region: MA Opened by: CRPP104 Opened Dt: 06/16/10 Closed Dt: 07/01/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



Rqst No.....: 1300266 - 80      Name.....: ██████████  
 VIN.....: 4F2CU09192K ██████████      Closed date...: 07/01/10  
 Handled by.....: CRPP279      Date Modified: 07/01/10  
 Notify QA.....:      District.....: 09  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:  
 Date      By Whom      Text

06/16/10 CRPP104      REQ DESC: VEHICLE SMOKING UNDER HOOD  
 AGENT ADVISED CUSTOMER THAT HE SHOULD CONTACT HIS INSURANCE  
 COMPANY, CUSTOMER STATED HE ONLY HAS BASIC INSURANCE. AGENT  
 ADVISED THERE ARE NO OPEN RECALLS ON VEHICLE. CUSTOMER BELIE  
 VES THE SMOKE/FIRE IS RELATED TO A RECALL HE HAD ADDRESSED A  
 LREADY, 4507C. AGENT ADVISED THAT ONCE A RECALL IS ADDRESSED  
 WHETHER INSPECTED OR AN ACTUAL REPAIR IT IS CLOSED OUT AND  
 RESOLVED. AGENT ADVISED SHE WILL DOCUMENT CUSTOMERS CONCERNS  
 MORE...

TOP

SVCD0001I Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT

Rqst No.....:	1300266 - 80	Name.....:	[REDACTED]
VIN.....:	4F2CU09192K [REDACTED]	Closed date..:	07/01/10
Handled by.....:	CRPP279	Date Modified:	07/01/10
Notify QA.....:		District.....:	09
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

MORE...

06/16/10 CRPP104 AND COMMENTS BUT HE SHOULD HAVE VEHICLE DIAGNOSED AT DEALER SHIP. CUSTOMER WANTED TO KNOW IF IT WOULD BE AT A CHARGE TO HIM. AGENT ADVISED MOST LIKELY WOULD AS THE RECALL WAS ALREADY TAKEN CARE OF IN 5/2007 MORE THAN 3 YEARS AGO.

07/01/10 CRPP279 FILE TO BE UPDATED.  
FILE HAS BEEN UPDATED. SITUATION IS CURRENTLY UNDER REVIEW BY REGION. PLEASE CONTACT DSM AND DEALER FOR ADDITIONAL INFORMATION.

BOTTOM

S1016M1 OPEN CUSTOMER CONTACT INQUIRY 01/21/11 15:53:51  
P405 CRPP954  
Rqst No.: 1303990 - 80 Source: 1 VIN.....: 4F2YU08122K [REDACTED] Goodwill.: N  
Mdl/Yr.: TRB / 02 Mileage: 100300 Dlvry Dt: 01/04/02 Trnsm: A Srv Agrmt:  
Last Nm.: [REDACTED] First Nm: [REDACTED] R/TO.....:  
Midl Nm.: [REDACTED] Address1: [REDACTED]  
Adr2: [REDACTED] City....: BOWIE  
State....: MD Zip: [REDACTED] Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: Y DSA...: Assigned Rgn: NE R/A:  
Resp Dlr: Rslv Dlr:  
E-mail:  
1) Typ: 1 Rea: 1B Cat: G CC: 97 2) Typ: 3 Rea: 81 Cat: CC:  
3) Typ: 3 Rea: 1Q Cat: CC: 4) Typ: Rea: Cat: CC:  
VEHICLE HAD CAUGHT ON FIRE. CUSTOMER WAS INQUIRING IF ALL THE RECALLS HAD BEE  
N COMPLETED.

Region: MA Opened by: crpc802 Opened Dt: 07/06/10 Closed Dt: 07/06/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



Rqst No.....: 1303990 - 80      Name.....: ██████████  
VIN.....: 4F2YU08122K ██████████      Closed date..: 07/06/10  
Handled by.....: crpc802      Date Modified: 07/06/10  
Notify QA.....:      District.....:  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:  
Date      By Whom      Text

07/06/10 crpc802      REQ DESC: VEHICLE FIRE  
ADVISED THAT ALL RECALLS HAD BEEN COMPLETED ON THE VEHICLE.  
INSURANCE WOULD INVESTIGATE AND ADVISE MAZDA OF ANY INFORMA  
TION.      UPDATED OWNERSHIP.

TOP

BOTTOM

SVCD0001I Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT

P405 CRPP954

Rqst No.: 1311596 - 20 Source: F VIN.....: 4F2CU08191K Goodwill.: N  
Mdl/Yr.: TRX / 01 Mileage: 120000 Dlvry Dt: 07/21/01 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....:  
Midl Nm.: Address1:  
Adr2: City....: SHELBY  
State....: NC Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: Y DSA...: Assigned Rgn: SE R/A:  
Resp Dlr: Rslv Dlr:

E-mail:  
1) Typ: 1 Rea: 1B Cat: S CC: 97 2) Typ: Rea: Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:  
CUSTOMER STATES ON SAT HER VEHICLE CAUGHT ON FIRE IN HER YARD.

Region: MA Opened by: CRPP206 Opened Dt: 08/16/10 Closed Dt: 08/16/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



S1018M1

CUSTOMER CLOSING INQUIRY

01/21/11 15:52:56

P405

CRPP954

Rqst No.....: 1311596 - 20

Name.....: [REDACTED]

VIN.....: 4F2CU08191K [REDACTED]

Rslv Dlr.....:

Closed By...: CRPP206

Closed Date....: 8/16/10

Satis Code.: Y

Re-open Date...:

Re-open.....:

Dlr Contact:

Cust Contact Dt:

D:

L:

R:

:

:

M: ADVISED CUSTOMER I WILL DOCUMENT THIS SITUATION. ADVISED CUSTOMER TO WORK

M: WITH HER INSURANCE COMPANY REGARDING THE FIRE.

A:

:

:

:

Ref Nbr: Lgl: Arb:

R/TO Log Nbr:

Lock Contact: N

Micro-Film Cassette Number:

Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

Rqst No.....: 1311596 - 20      Name.....: ██████████  
VIN.....: 4F2CU08191K ██████████      Closed date..: 08/16/10  
Handled by.....: CRPP206      Date Modified: 08/16/10  
Notify QA.....:      District.....:  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:  
Date      By Whom      Text

TOP

08/16/10 CRPP206      REQ DESC: FIRE IN VEHICLE  
ADVISED CUSTOMER I WILL DOCUMENT THIS SITUATION. ADVISED C  
USTOMER TO WORK WITH HER INSURANCE COMPANY REGARDING THE FIR  
E.

BOTTOM

SVCD0001I Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT

P405 CRPP954

Rqst No.: 1313335 - 40 Source: N VIN.....: 4F2YU09132K Goodwill.: N  
Mdl/Yr.: TRB / 02 Mileage: 82000 Dlvry Dt: 09/17/01 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....:  
Midl Nm.: Address1:  
Adr2: City.....: SIMPSONVILLE  
State....: SC Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: N DSA...: Assigned Rgn: SE R/A:  
Resp Dlr: Rslv Dlr:

E-mail:  
1) Typ: 1 Rea: 1B Cat: P10 CC: 97 2) Typ: 3 Rea: 80 Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER WANTED TO KNOW IF THERE IS ANY OPEN RECALLS ON VEHICLE REGARDING ABS  
MODULE. STATED THAT VEHICLE WAS BROUGHT TO INDEPENDENT SHOP FOR NOISE AND ABS  
MODULE HAD BURNED AND MELTED ON RACK/PINION.

Region: MA Opened by: CRPP305 Opened Dt: 08/24/10 Closed Dt: 08/24/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

Rqst No.....: 1313335 - 40 Name.....: [REDACTED]  
VIN.....: 4F2YU09132K [REDACTED] Rslv Dlr.....:  
Closed By...: CRPP305 Closed Date....: 8/24/10  
Satis Code.: Y Re-open Date...: Re-open.....:  
Dlr Contact: Cust Contact Dt:

D:  
L:  
R:  
:  
:  
M: AGENT ADVISED THAT NO OPEN RECALL ON ABS MODULE BUT OPEN RECALL ON THROTTLE  
M: CABLE. RECOMMENDED TAKING VEHICLE TO LOCAL MAZDA DEALERSHIP TO HAVE PROPER  
A: LY DIAGNOSED. CUSTOMER AGREED AND THANKED.

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N  
Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

Rqst No.....:	1313335 - 40	Name.....:	[REDACTED]
VIN.....:	4F2YU09132K [REDACTED]	Closed date..:	08/24/10
Handled by.....:	CRPP305	Date Modified:	08/24/10
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

TOP

08/24/10 CRPP305 REQ DESC: RECALL INQUIRY  
AGENT ADVISED THAT NO OPEN RECALL ON ABS MODULE BUT OPEN REC  
ALL ON THROTTLE CABLE. RECOMMENDED TAKING VEHICLE TO LOCAL M  
AZDA DEALERSHIP TO HAVE PROPERLY DIAGNOSED. CUSTOMER AGREED  
AND THANKED.

BOTTOM

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

P405 CRPP954  
Rqst No.: 1315326 - 20 Source: F VIN.....: 4F2CU09161K Goodwill.: N  
Mdl/Yr.: TR2 / 01 Mileage: Dlvry Dt: 09/23/01 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....:  
Midl Nm.: Address1:  
Adr2: City....: AUBURN  
State....: WA Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: N DSA...: Assigned Rgn: PA R/A:  
Resp Dlr: Rslv Dlr:  
E-mail:

1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: Rea: Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:  
CUSTOMER STATES THAT HER VEHICLE CAUGHT ON FIRE. STATES THAT SHE WAS INFORMED  
THAT SHE WILL NEED TO CONTACT MAZDA TO MAKE A CLAIM.

Region: MA Opened by: CRPP172 Opened Dt: 09/03/10 Closed Dt: 09/03/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



Rqst No.....:	1315326 - 20	Name.....:	[REDACTED]
VIN.....:	4F2CU09161K [REDACTED]	Closed date..:	09/03/10
Handled by.....:	CRPP172	Date Modified:	09/03/10
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

TOP

09/03/10 CRPP172 REQ DESC: VEHICLE FIRE  
AGENT ADVISED CUSTOMER THAT MAZDA DOES NOT INVESTIGATE ACCID  
ENTS. ADVISED THAT SHE WILL NEED TO CONTACT HER INSURANCE CO  
MPANY WHO WILL REVIEW HER CLAIM. CUSTOMER REQUESTED TO SPEAK  
WITH SUPERVISOR. AGENT ADVISED AGAIN THAT MAZDA CANNOT INVE  
STIGATE HER CLAIM. CUSTOMER REQUESTED AGENT AND SUPERVISORS  
NAME. REQUESTED FOR AGENT TO EMAIL IN WRITING THAT SHE NEEDS  
TO CONTACT HER INSURANCE COMPANY.

MORE...

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT



Rqst No.....: 1315326 - 20      Name.....: ██████████  
VIN.....: 4F2CU09161K ██████████      Closed date...: 09/03/10  
Handled by.....: CRPP172      Date Modified: 09/03/10  
Notify QA.....:      District.....:  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:  
Date      By Whom      Text

09/03/10 CRPP172      EMAIL SENT TO CUSTOMER: HELLO JENNIFER, THANK YOU FOR CONTACT  
ING MAZDA CUSTOMER ASSISTANCE. MAZDA DOES NOT HAVE ACCIDENT I  
NVESTIGATORS WHICH CAN PROCESS AND INVESTIGATE THE VEHICLE F  
IRE THAT OCCURRED TO YOUR 2001 TRIBUTE. PLEASE CONTACT YOUR  
INSURANCE COMPANY WHO CAN PROPERLY INVESTIGATE YOUR CONCERN  
AND CAN CONTACT MAZDA IF IT IS DETERMINED THAT THE FIRE WAS  
CAUSED BY A MANUFACTURES DEFECT. AGAIN, THANK YOU FOR CONTAC  
TING MAZDA CUSTOMER ASSISTANCE. IF YOU REQUIRE ANY FURTHER A  
MORE...  
MORE...

Rqst No.....:	1315326 - 20	Name.....:	[REDACTED]
VIN.....:	4F2CU09161K [REDACTED]	Closed date..:	09/03/10
Handled by.....:	CRPP172	Date Modified:	09/03/10
Notify QA.....:		District.....:	
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:  
Date By Whom Text

MORE...

09/03/10 CRPP172 SSISTANCE SIMPLY RESPOND TO THIS EMAIL OR CONTACT OUR OFFICE  
AT (800) 222-5500. REGARDS, PAUL S.CUSTOMER ASSISTANCE RE  
PRESENTATIVE MAZDA NORTH AMERICAN OPERATIONS

BOTTOM

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

P405 CRPP954  
Rqst No.: 1318653 - 20 Source: 1 VIN.....: 4F2YU09192K Goodwill.: N  
Mdl/Yr.: TRB / 02 Mileage: 100000 Dlvry Dt: 02/01/02 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....:  
Midl Nm.: Address1:  
Adr2: APT 4 City....: HURRICANE  
State....: WV Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: N DSA....: Y Assigned Rgn: NE R/A: N  
Resp Dlr: Rslv Dlr: 51401 RAINES MAZDA

- E-mail:  
1) Typ: 3 Rea: 81 Cat: CC: 2) Typ: 1 Rea: 1B Cat: B CC: 85  
3) Typ: 3 Rea: 5K Cat: CC: 4) Typ: 3 Rea: 1R Cat: CC:

CUSTOMER CALLED ABOUT THE VEHICLE HAVING AN ENGINE FIRE, CONFIRMED HIS FATHER CALLED ABOUT THIS CONCERN BACK IN 07/2010. CUSTOMER CONFIRMED ABS WAS THE CAUSE AND CUSTOMER IS SEEKING GUIDANCE ON ANY ASSISTANCE SINCE RECALL WAS DONE IN 01/2008. CUSTOMER ALSO REQUESTED PART #'S FOR AFFECTED PARTS.

Region: MA Opened by: CRPP251 Opened Dt: 09/23/10 Closed Dt: 09/23/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



Rqst No.....:	1318653 - 20	Name.....:	[REDACTED]
VIN.....:	4F2YU09192K [REDACTED]	Closed date..:	09/23/10
Handled by.....:	CRPP251	Date Modified:	09/23/10
Notify QA.....:		District.....:	11
Rgn F-up Dt.....:		Corp F-up Dt.:	

Action Taken:

Date	By Whom	Text
------	---------	------

TOP

09/23/10	CRPP251	REQ DESC: RECALL INQUIRY CONFIRMED CLOSURE DATE OF RECALL AND THAT VEHICLE IS WELL OUT OF WARRANTY BY TIME & MILES. CONFIRMED WE WOULD NOT BE ABLE TO PROVIDE ANY AWA AND THAT WITH AN ENGINE FIRE WE DIRECT CUSTOMER'S TO THEIR INSURANCE COMPANY. PROVIDED PART # FOR AFFECTED PARTS.
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BOTTOM

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

P405 CRPP954

Rqst No.: 1319347 - 0 Source: F VIN.....: 4F2CU08171K Goodwill.: N
Mdl/Yr.: TRX / 01 Mileage: 94000 Dlvry Dt: 06/22/01 Trnsm: A Srv Agrmt:
Last Nm.: First Nm: R/TO.....:
Midl Nm.: Address1:
Adr2: City....: HIDDEN VALLEY LAKE
State....: CA Zip: Day Ph.: - - Ext.:
Eve Ph.: - - Brand.: Y DSA...: Assigned Rgn: PA R/A: N
Resp Dlr: Rslv Dlr:

E-mail:
1) Typ: 1 Rea: 1B Cat: S CC: 97 2) Typ: 3 Rea: 81 Cat: CC:
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER STATES DAUGHTER HAS VEHICLE THAT CAUGHT FIRE WHILE IN THE GARAGE CAUSING DAMAGE TO THE HOUSE AND VEHICLE A TOTAL LOSS. CUSTOMER STATES DOESN'T HAVE INSURANCE AND WANTS TO KNOW WHAT TO DO AS FEELS IT'S RELATED TO RECALL ON VEHICLE THAT WASNT PERFORMED CORRECTLY OR ANOTHER RECALL RELATED TO THE RECALL COMPLETED THAT HE DIDN'T GET NOTIFICATION ON.

Region: MA Opened by: CRPP104 Opened Dt: 09/27/10 Closed Dt: 09/27/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360



Rqst No.....: 1319347 - 0      Name.....: ██████████  
VIN.....: 4F2CU08171K ██████████      Closed date..: 09/27/10  
Handled by.....: CRPP104      Date Modified: 09/27/10  
Notify QA.....:      District.....:  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

Date      By Whom      Text

09/27/10 CRPP104 REQ DESC: VEHICLE ON FIRE-RECALL INQUIRY

TOP

BOTTOM

SVCD0001I Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT



S1016M1 OPEN CUSTOMER CONTACT INQUIRY 01/26/11 16:48:02

P432 MCJP089

Rqst No. : 1321109 - 40 Source: N VIN.....: 4F2CU08182K [REDACTED] Goodwill.: N

Mdl/Yr.. : TRB / 02 Mileage: Dlvry Dt: 11/08/01 Trnsm: A Srv Agrmt:

Last Nm. : [REDACTED] First Nm: [REDACTED] R/TO.....:

Midl Nm. : Address1: [REDACTED]

Adr2: City....: KAILUA

State...: HI Zip: [REDACTED] Day Ph. : - - Ext. :

Eve Ph. : - - Brand. : N DSA...: Assigned Rgn: PA R/A: N

Resp Dlr: Rslv Dlr:

E-mail:

1) Typ: 3 Rea: 81 Cat: CC: 2) Typ: 1 Rea: 1B Cat: T CC: 97

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

JOLEEN FROM GYCO INSURANCE INQUIRING ABOUT WHERE TO SEND IN INFORMATION/REQUES  
T AS THEY BELIEVE A FIRE IN THE VEHICLE WAS CAUSED BY A PROBLEM RELATED TO A R  
ECALL ASSOCIATED WITH ABS SYSTEM.

Region: MA Opened by: CRPP104 Opened Dt: 10/05/10 Closed Dt: 10/05/10

SVCD00011 Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1017M1  
P432

CUSTOMER FOLLOW-UP INQUIRY

01/26/11 16:50:03  
MCJP089

Rqst No..... : 1321109 - 40      Name..... : ██████████  
VIN..... : 4F2CU08182K ████████      Closed date.. : 10/05/10  
Handled by..... : CRPP104      Date Modified: 10/05/10  
Notify QA..... :      District..... :  
Rgn F-up Dt..... :      Corp F-up Dt. :  
Action Taken:

Date    By Whom    Text

TOP

10/05/10 CRPP104    REQ DESC: INSURANCE COMPANY INQUIRY  
AGENT ADVISED INSURANCE AGENT TO SEND ANY LETTER TO MNAO , G  
AVE ADDRESS AND ATTN: MEDIATION DEPT.

BOTTOM

SVCD00011 Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT

S1018M1

CUSTOMER CLOSING INQUIRY

01/26/11 16:50:43

P432

MCJP089

Rqst No.... : 1321109 - 40

Name..... : ██████████

VIN..... : 4F2CU08182K ██████████

Rslv Dir..... :

Closed By.. : CRPP104

Closed Date... : 10/05/10

Satis Code. : Y

Re-open Date... : Re-open.... :

Dir Contact:

Cust Contact Dt:

D:

L:

R:

:

:

M: AGENT ADVISED INSURANCE AGENT TO SEND ANY LETTER TO MNAO , GAVE ADDRESS AND

M: ATTN: MEDIATION DEPT.

A:

:

:

:

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N

Micro-Film Cassette Number: Frame Nbr... :

SVCD00011 Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

P405 CRPP954

Rqst No.: 1323257 - 80 Source: F VIN.....: 4F2CU08162K Goodwill.: N
Mdl/Yr.: TRB / 02 Mileage: 84000 Dlvry Dt: 07/14/02 Trnsm: A Srv Agrmt:
Last Nm.: First Nm: R/TO.....:
Midl Nm.: Address1:
Adr2: City.....: GIG HARBOR
State....: WA Zip: Day Ph.: - - Ext.:
Eve Ph.: - - Brand.: Y DSA....: Assigned Rgn: PA R/A: N
Resp Dlr: Rslv Dlr:

E-mail:
1) Typ: 1 Rea: 1B Cat: B CC: 85 2) Typ: Rea: Cat: CC:
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER STATES VEHICLE WAS PARKED IN THE GARAGE AND HAD NOT BEEN DRIVEN FOR A
BOUT 5 HOURS. CUSTOMER STATES HE NOTICED SMOKE AND FOUND THERE WAS A FIRE IN
THE ENGINE COMPARTMENT OF THE VEHICLE. CUSTOMER STATES PUSHED VEHICLE OUT OF
GARAGE AND VEHICLE BURNED TO THE GROUND. CUSTOMER STATES FIRE DEPARTMENT DOES
NT DO REPORTS FOR NON ACCIDENT RELATED FIRES. CUSTOMER STATES JUST WANTS MAZD
A TO KNOW OF THE FIRE.
Region: MA Opened by: CRPP206 Opened Dt: 10/18/10 Closed Dt: 10/18/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

Rqst No.....: 1323257 - 80 Name.....: [REDACTED]  
VIN.....: 4F2CU08162K [REDACTED] Rslv Dlr.....:  
Closed By...: CRPP206 Closed Date....: 10/18/10  
Satis Code.: Y Re-open Date...: Re-open.....:  
Dlr Contact: Cust Contact Dt:

D:  
L:  
R:  
:  
:

M: ADVISED CUSTOMER I WILL DOCUMENT THE INCIDENT. ADVISED CUSTOMER IT WOULD B  
M: E HIS INSURANCE COMPANY WHO WOULD INVESTIGATE THE FIRE.

A:  
:  
:  
:

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N  
Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN



P405 CRPP954

Rqst No.: 1325577 - 0 Source: 1 VIN.....: 4F2CU081X1K Goodwill.: N  
Mdl/Yr.: TRX / 01 Mileage: 120000 Dlvry Dt: 06/28/01 Trnsm: A Srv Agrmt:  
Last Nm.: First Nm: R/TO.....:  
Midl Nm.: Address1:  
Adr2: City.....: GIG HARBOR  
State....: WA Zip: Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: N DSA....: Y Assigned Rgn: PA R/A:  
Resp Dlr: Rslv Dlr: 10169 PARR MAZDA

E-mail:

- 1) Typ: 1 Rea: 1B Cat: G CC: 20 2) Typ: Rea: Cat: CC:
- 3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER STATES ABS MODULE BLEW UP AND WIRING HARNESS CAUGHT ON FIRE. BROUGHT TO DEALER WHO ADVISED PARTS NOT AVAILABLE AND IS NOT WORTH REPAIRING. STATES D EALT WITH SERVICE MANAGER JOHN.

Region: MA Opened by: crpc037 Opened Dt: 10/28/10 Closed Dt: 11/09/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1018M1

CUSTOMER CLOSING INQUIRY

01/21/11 14:58:45

P405

CRPP954

Rqst No.....: 1325577 - 0

Name.....: [REDACTED]

VIN.....: 4F2CU081X1K [REDACTED]

Rslv Dlr.....: 10169 PARR MAZDA

Closed By...: crpc037

Closed Date....: 11/09/10

Satis Code.: Y

Re-open Date...:

Re-open.....:

Dlr Contact:

Cust Contact Dt:

D:

L:

R:

:

:

M: AGENT ADVISED DEALER WILL NEED TO REPLACE HARNESS THAT IS CURRENTLY NOT AVAILABLE AND WOULD KNOW EXTENT OF DAMAGE UNTIL IT WAS REPLACED.

A:

:

:

:

Ref Nbr: Lgl: Arb:

R/TO Log Nbr:

Lock Contact: N

Micro-Film Cassette Number:

Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN



Rqst No.....: 1325577 - 0      Name.....: ██████████  
 VIN.....: 4F2CU081X1K ██████████      Closed date...: 11/09/10  
 Handled by.....: crpc037      Date Modified: 11/09/10  
 Notify QA.....:      District.....: 08  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:  
 Date      By Whom      Text

10/28/10 crpc037      REQ DESC: ABS MODULE  
 AGENT ADVISED WILL FOLLOW UP WITH DEALER REGARDING PARTS AND  
 WILL CALL BACK CUSTOMER.  
 AGENT LEFT MESSAGE FOR SERVICE MANAGER TO CALL BACK AGENT.  
 AGENT SPOKE WITH SERVICE ADVISOR JOHN STATES ABS MODULE FAIL  
 ED AND FRIED THE WIRE HARNESS PART# EC5467010P. STATES WIRI  
 NG HARNESS IS NOT AVAILABLE TO ORDER. MAY HAVE ALSO IMPACTED  
 PCM BUT WILL NOT KNOW UNTIL THE HARNESS AND THE ABS MODULE  
 MORE...

SVCD0001I Function Completed

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT

EA10-002

MAZDA

11-23-2011

Appendix 4

**B FIELD REPORT**

S20CRM1 HOTLINE RECORD (INQUIRY1) 01/21/11 13:17:26  
P405 CRPP954  
Hotline Ref No.: 0618399 Status: CF CLSD FIXED Region.: GU District: 01  
Assign Code....: GU GULF Action: CC.: 2 Recall...: Y  
Caller.....: ROGER CAVAZOS ID: RCAVAZO2 MRA: Branded.: N  
Job Code.....: D311 SERVICE CONSULTANT CPV:  
Location.....: 40336 BORMAN MAZDA Phone: 575 525 - 4500 Ext:  
VIN.....: 4F2CU08142K [REDACTED] MDL/YR: TRB ES XA /02 Prod Dt: 10/05/01  
Repair Mileage.: 99999 Cust: [REDACTED] In Srvc: 11/05/01  
Hotline Subject: LD 05/27/09 UNDER HOOD THERMAL EVENT  
Category Code...: P20 SERVICE BRAKE PQI:  
Symptom Codes...: 620 Does Not Turn-Off/Wa  
Condition Codes: XXX DOES NOT DEPEND ON C

DTC:  
Symptom Freq...: C CONSTANT  
Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1  
Symptoms/Conditions: CUSTOMER HAS BROUGHT THE VEHICLE TO THE DEALER WITH A  
BRAKE AND THE ABS LIGHTS ON, THE TECH SMELLED SOMETHING AND DEALER TOLD THE  
CUSTOMER THAT THE VEHICLE NEEDED MORE DIAG BUT HE TOOK THE CAR OUT ELSEWHER  
E TO HAVE IT DIAG. VEHICLE HAS ~150,000 MILES

PF1=HELP PF3=EXIT PF4=TRNG PF10=NEXT PF11=360 PF12=CNCL  
PF14=RCLL PF16=CC PF17=RI PF19=PQI PF20=CM

S20CSM1 HOTLINE RECORD (INQUIRY2) 01/21/11 13:17:41  
P405 CRPP954  
Hotline Ref No.: 0618399 Status: CF CLSD FIXED MDL/YR: TRB ES XA /02  
Assign Code.....: GU GULF Action: Caller: ROGER CAVAZOS  
Location.....: 40336 BORMAN MAZDA Phone: 575 525 - 4500 Ext:  
Hotline Subject: LD 05/27/09 UNDER HOOD THERMAL EVENT

RI No for prior repair attempts:  
Describe attempted repairs.....:  
WELL THE VEHICLE COUGHT ON FIRE (RECALL), THERE IS BURT WIRES AN DAMAGE TO  
THE ABS MODULE

RI Ref No	Suggested Repair	Try	Eff
-----------	------------------	-----	-----

F01=HELP	F03=EXIT	F09=PREV	F10=NEXT	F11=360	F12=CNCL
F16=CC	F17=RI	F19=PQI	F20=CMPI		

P405 CRPP954

Hotline Ref No.: 0618399 Status: CF CLSD FIXED MDL/YR: TRB ES XA /02  
Assign Code.....: GU GULF Action: Caller: ROGER CAVAZOS  
Location.....: 40336 BORMAN MAZDA Phone: 575 525 - 4500 Ext:  
Hotline Subject: LD 05/27/09 UNDER HOOD THERMAL EVENT

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:
			4
			TOP
05/27/09	CRPP153	DEALER TO CONTACT THE DCSM.	
06/16/09	CRPP209	* 16:25 PDT: AS PER F.H. SENT FILE TO REGION	
07/15/09	GUFP176	T.O.M. WAS VISITING DEALER WHILE THIS VEHICLE WAS THERE.. DETERMINED DAMAGE WAS MINIMAL..ADV TECHNICIAN REPLACE CONN PIGTAIL AND ABS CONTROL UNIT.	
07/15/09	GUFP176	CLOSED	

===== BOTTOM

Callback Date.....:  
Entered By: DANGOND 05/27/09 Last Rev By: TROTTER 07/15/09

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

S20CUM1 HOTLINE RECORD (INQUIRY4) 01/21/11 13:17:51  
P405 CRPP954  
Hotline Ref No.: 0618399 Status: CF CLSD FIXED MDL/YR: TRB ES XA /02  
PQI Ref No.....: Caller: ROGER CAVAZOS  
Location.....: 40336 BORMAN MAZDA Phone: 575 525 - 4500 Ext:  
Hotline Subject: LD 05/27/09 UNDER HOOD THERMAL EVENT  
Effectiveness Comments.:

Was the problem solved?: Y (Y or N)  
Additional Suggestions.:

Closing Date.....: 07/15/09 Previous Status: NF NO FIX

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI

Account/Interaction Summary

Current Vehicles(1) Request(2) Open Requests(0) Pending Dealer Requests(0)

Created: 9/1/09 3:54 PM By: Heather Berger Status: Closed

Updated: 9/10/09 3:10 PM Date Closed: 9/10/09 3:10 PM Satisfied: Satisfied

Assigned Region: 40336 Resolving Dealer: BORMAN MAZDA Responsible Dealer Name: BORMAN MAZDA

Resolving Dealer Name: BORMAN MAZDA Resolving Dealer Phone: 575-5254500 DSA: No

Notes: On 9/1/09 rec'd fir from Wity Admin from Borman Autoplex mazda attn to Paul W. S/S ven caught fire, confirmed abs connector & module burnt due to high resistance in connector. also found right rear abs speed sensor shorted out possibly due to overfload from the shorter module. installed new connector and module and new right rear speed sensor per mazda rep. Mark Hansen authorized repairs & send claims to Paul. \$687 Customer Mediation handling: Paul Winowich

Agent Notes: 4P2C408142K [Redacted] Type: Consumer Compliance Closing Request Note

Created Date: 9/10/09 3:10 PM Created By: Paul Winowich

9/10/09 3:09 PM Paul Winowich Text: Sent settlement check to dealer

9/10/09 3:10 PM Paul Winowich Text: Sent settlement check to Borman Mazda. The ups tracking number is 1Z 6A9 4A9 029937 3324



**UPS CampusShip: View/Print Label**

1. **Print the label(s):** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.
2. **Fold the printed label at the solid line below.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
3. **GETTING YOUR SHIPMENT TO UPS**  
**Customers without a Daily Pickup**
  - o Schedule a same day or future day Pickup to have a UPS driver pickup all your CampusShip packages.
  - o Hand the package to any UPS driver in your area.
  - o Take your package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS Return Services<sup>SM</sup> (including via Ground) are also accepted at Drop Boxes.
  - o To find the location nearest you, please visit the Resources area of CampusShip and select UPS Locations.

**Customers with a Daily Pickup**

- o Your driver will pickup your shipment(s) as usual.

FOLD HERE

<p>WILLIAM ZDAN                  MAZDA CORPORATE                  7755 IRVINE CENTER DRIVE                  IRVINE CA 92618</p> <p><b>SHIP TO:</b>                  SADIE HUGHES                  540-989-8950                  ERJE INSURANCE GROUP                  2820 ELECTRIC ROAD, SUITE 100  <b>ROANOKE VA 24018-3550</b></p>	<p>1.0 LBS LTR</p> <p>1 OF 1</p>	<p><b>VA 240 9-10</b></p> 	<p><b>UPS 2ND DAY AIR</b></p> <p>TRACKING #: 1Z 6A9 4A9 02 9383 8155</p> <p><b>2</b></p>		<p>BILLING: P/P</p> <p>SAP Cost Center: 9546</p> <p>CS 12.0.23L WXPBZ70 99.0A 01/2010</p>  <p>TM</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------	---------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



Mazda North American Operations



March 11, 2010

Sent via UPS

Erie Insurance Company  
ATTN: Sadie Hughes  
2820 Electric Road, Suite 100  
Roanoke, VA 24018

Re: [REDACTED]  
2002 Tribute  
VIN: 4F2CU08152K [REDACTED]

Dear Ms. Hughes:

Enclosed is check number 220496 in the amount of \$2,727.50 settle the claim regarding the above-captioned insured.

Mazda North American Operations is pleased that we were able to resolve this matter with you.

Should you have any additional questions, please contact me at (949) 727-6824.

Sincerely,

William Zdan  
Senior Specialist, Customer Mediation



**Mazda**  
Mazda North American Operations

COMERICA BANK & TRUST N.A.  
500 Woodward Ave  
Detroit, MI 48226

220496  
74-478  
724

PO Box 54130 Irvine, CA 92619-4130

VENDOR NO. ONETIME1

DATE 03 10 2010  
MM DD YYYY

AMOUNT

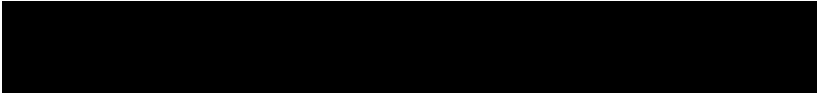
\$\*\*\*\*\*2,727.53

PAY EXACTLY Two thousand seven hundred twenty-seven US Dollars and Fifty-three Cents

USD

TO THE ORDER OF  
ERIE INSURANCE GROUP  
2020 Electric Road, Suite 100  
Roanoke VA 24018

**mazda** Mazda North American Operations



**mazda** Mazda North American Operations

DATE	REFERENCE	DESCRIPTION	AMOUNT
03/02/2010	[REDACTED]	SUBROGATION - 4F2CU08152K [REDACTED]	2,727.53
<b>REMITTANCE STATEMENT</b> PLEASE DETACH BEFORE DEPOSITING CHECK			<b>TOTAL</b> 2727.53

010430214260

**GENERAL RELEASE AND SETTLEMENT AGREEMENT**

This General Release and Settlement Agreement, is made and entered into by and between Erie Insurance and MAZDA MOTOR OF AMERICA, INC. d/b/a MAZDA NORTH AMERICAN OPERATIONS.

The undersigned, Sadie O. Hughes, on behalf of Erie Insurance and, for the sole consideration of \$ 2,727.53 to settle the Erie Insurance a/a/c [REDACTED] case, the sufficiency of which is hereby acknowledged, do hereby and for their agents, principals, representatives, executors, administrators, successors, assigns, subrogees, subrogors and any and all other persons, firms, corporations, associations and other legal entities ("Releasers"), forever, fully and unconditionally release, remise, acquit and discharge Mazda Motor Corporation, Mazda Motor of America, Inc. d.b.a. Mazda North American Operations, Mazda (North America), Inc., Auto Alliance International, Inc., all successor, predecessor and related entities, their directors, officers, employees, servants, agents, representatives, successors in interest, predecessors in interest, subsidiaries, heirs, assigns, principals, attorneys, insurers, dealerships and suppliers, all sellers, distributors, suppliers and repairers of the vehicle in issue, a 2002 Mazda Tribute, VIN: 4F2CU08152K [REDACTED] ("the vehicle"), and all Mazda dealers, distributors and suppliers wheresoever situated, both known and unknown ("Releasees"), from any and all lawsuits, causes of action, demands, rights and claims for damages, losses, injuries, costs, interest, attorneys fees, compensation, lost wages, claims for economic loss, expenses and other relief of any nature whatsoever, which the Releasers now have or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen injuries, losses, damages and expenses, and the consequences thereof resulting, or to result from or in any way involve the vehicle and matters alleged in the claim or that could be alleged in any potential claim with respect to the vehicle (hereinafter referred to collectively as "the matters").

ERIE INSURANCE GROUP  
2820 ELECTRIC ROAD, SUITE 100  
ROANOKE, VA 24018  
\$2,727.<sup>53</sup>

SUBMITTED  
3/2/10

The undersigned specifically waives the provisions of Section 1542 of the Civil Code of California, and any similar provisions of applicable law of any other jurisdiction. The provisions of Section 1542 of the Civil Code of California reads as follows:

A general release does not extend to claims which the creditor does not know or suspect to exist in his favor at the time of executing the release which, if known by him must have materially affected his settlement with the debtor.

*Sadie O. Hughes*  
Sadie O. Hughes

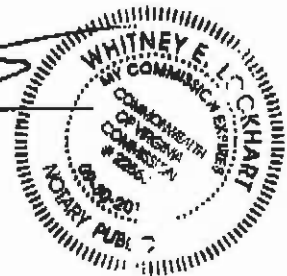
STATE OF Virginia )  
 ) SS  
COUNTY OF Roanoke )

On March 2, 2010, before me [REDACTED], a Notary Public, personally appeared Sadie O. Hughes, who proved to me on the basis of satisfactory evidence, to be the person(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

Witness my hand and official seal.

*[Handwritten Signature]*

Notary Public



The Releasors understand and agree that this General Release and Settlement Agreement constitutes a full and complete settlement of all claims, demands, damages and causes of action that Releasors asserted and/or could have asserted against the Releasees arising from the matters.

It is understood and agreed that this Release is intended to cover, and does cover, not only all known damages arising out of the matters, but also damages not known or anticipated but which may later develop or be discovered, including all the effects and consequences thereof. It is the intention of the parties that this Release will forever and for all time bar any action or claim whatsoever which arose or which might arise out of the matters and that no lawsuit will ever be instituted, nor will any claim ever be asserted against any Releasee for any damages, whether known or unknown, sustained or to be sustained, as a result of the matters.

It is understood and agreed that this settlement is a full accord and satisfaction and the compromise of doubtful and disputed claims, and that it is not to be construed as an admission of liability on the part of the Releasees, and that the Releasees deny liability and intend merely to avoid litigation and buy Releasors' peace.

The Releasors further understand and agree that the consideration set forth above constitutes the whole consideration for this General Release, and that this General Release and Settlement Agreement constitutes the entire agreement between the Releasors and the Releasees.

It is understood and agreed that in exchange for the above consideration, the Releasors will indemnify, hold harmless and defend the Releasees against any liability and all lawsuits, causes of action, demands, rights and claims for damages, costs, expenses, compensation and other relief, of any nature whatsoever, brought by anyone for the purpose of enforcing a claim for damages with respect to the matters, including but not limited to any claims, actions or lawsuits for contribution or indemnity, enforcement of any liens, and any other claims, actions or lawsuits that may be brought against the Releasees arising out of the matters. It is further understood and agreed that in the event of any future claims or litigation involving

the matters and the Releasees, the Releasors shall hold the Releasees harmless and, in the event any Releasee is made a party to any proceedings regarding these matters or required to participate in any manner, the Releasors shall be liable to the Releasees for the Releasees' defense of such litigation, including all costs, attorneys fees and expenses arising therefrom and shall indemnify the Releasees for any and all losses, damages, attorneys fees, costs and interest arising therefrom.

The Releasors further represent, agree and warrant that both the fact and the terms of any settlement, release or waiver referred to herein, shall be kept STRICTLY CONFIDENTIAL and Erie Insurance agrees not to disclose to any other party, person or entity any of the terms of this agreement or of the fact or terms of settlement. In response to any and all inquiries, other than inquiries ordered, directed or sanctioned by a court, about any matter that the Releasors and the Releasees and their respective attorneys have agreed in this Agreement to keep confidential, the Releasors and their employees, experts, witnesses, subrogors, affiliated parties, persons, attorneys, or entities and persons with knowledge of the agreement or settlement shall state only: "The parties have agreed that it is in their mutual best interest to make no comment on the status or disposition of the matter."

The Releasors further represent, warrant and covenant that neither they nor any person acting for or on their behalf has sold, assigned, conveyed or transferred in any manner, including by way of subrogation or operation of law, any portion of any claim, right, action or cause of action against the Releasees that the Releasors have or may have arising out of the matters. The Releasors also represent, warrant and covenant to indemnify and hold harmless the Releasees against any and all loss or expense incurred by any Releasee as a result of any claim, demand or action for subrogation or indemnity that may hereafter at any time be asserted against it by or on behalf of the Releasors, or by anyone subrogated to the rights of the Releasors, or by anyone seeking contribution or indemnification for any sum paid to, or for the benefit of the Releasors, in settlement of, or to satisfy a judgment in, any actual or threatened proceeding by or on behalf of the Releasors as a result of the matters.

The Releasors represent, warrant and covenant that no other person or entity has or has had any legal, financial or other issues, interest in the vehicle, claims, demands, obligations, causes of action or matters referred to in this General Release and Settlement Agreement, that the Releasors have the sole right and exclusive authority to execute this General Release and Settlement Agreement and receive the consideration specified herein; and the Releasors have not sold, assigned, transferred, conveyed or otherwise disposed of any interest in the vehicle, claims, demands, obligations, causes of action or matters referred to in this General Release and Settlement Agreement.

The Releasors further represent that they have carefully read this General Release and Settlement Agreement, that they have consulted with an attorney of their choice or decided of their own free will not to consult an attorney, that they know and understand its contents and meaning, and that they signed this Agreement of their own free will.

This General Release and Settlement Agreement shall be construed and interpreted in accordance with the laws of the State of California.



ERIE INSURANCE GROUP

F A X T R A N S M I T T A L

TO:

Name



DATE: 2/2/10

Organization

Mazda

FAX Number

949-272-4982

FROM:

Name

Sarah Hughes

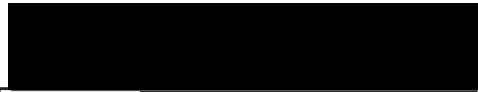
Erie Insurance Group - Roanoke Branch Office  
Phone: (540) 989-8950

We are transmitting a 6 page document including this cover sheet from our facsimile machine.

The telephone number of our machine is (540) 776-1234.

COMMENTS:

clm #



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Branch Office - 2820 Electric Road, Suite 100 - P O Box 20769 - Roanoke, VA 24018-0524  
(540) 989-8950 - 1-800-533-3743 - www.erieinsurance.com



**William Zdan**

---

**From:** William Zdan  
**Sent:** Thursday, February 25, 2010 10:14 AM  
**To:** 'sadie.hughes@erieinsurance.com'  
**Subject:** [REDACTED]

Hello Sadie –

Per our conversation this morning, I've reviewed the one additional information that your offices were able to supply regarding the part availability for the above-captioned claim. I have confirmed that the part availability was limited, but that suitable aftermarket or used parts could have been used in lieu of totaling the vehicle. However, I have decided that it would be fair to offer a cash settlement of \$0.50 on the dollar of the total asking price to promptly resolve this matter. As such, Mazda will agree to provide Erie Insurance \$2,727.53 to resolve this case. If this is agreeable, I can order provide a general release immediately.

Many thanks,

**William Zdan | Senior Specialist,  
Customer Mediation  
Mazda North American Operations | Irvine, CA 92618 | (949)727-6824**

2/25/2010



F A X T R A N S M I T T A L

DATE: 12-23-09

TO: Name [Redacted]  
Organization Mazda  
FAX Number 949-272-4982  
FROM: Name Karen Miller

Erie Insurance Group - Roanoke Branch Office  
Phone: (800) 533-3743

We are transmitting a 4 page document including this cover sheet from our facsimile machine.

The telephone number of our machine is (540) 776-1310.

COMMENTS: Paperwork for [Redacted]  
Have a Merry Christmas !!

CONFIDENTIALITY NOTICE: The information and documents accompanying this facsimile message contain privileged and confidential material intended for the sole use of the recipient(s) or entity named above. If you are not the designated recipient, you are notified that any disclosure, copying distribution, the taking of any action in reliance on the contents of this transmission, or any other use is STRICTLY PROHIBITED. If you have received this transmission in error, you must notify us immediately by telephone, COLLECT at the telephone number listed above regarding Transmission Errors, so that we can arrange for the immediate return of the original documents to us at no cost to you.

je: | Document Name: untitled

2/21/2009  
7:08

Claims Management System  
File Notes - FN

CNTM0094  
CNTP009U

Pol: [REDACTED] Ins: [REDACTED] Clm: [REDACTED]  
D/I: 09/23/2009 Day: Wednesday Time: 16:00 Cat: [REDACTED]

Adj: A948 Opr: RYB To: A948 Date: 11 / 24 / 2009  
Type: PD Clmt: 001 Status: Not Pending Remove NP:  
Summary: NEED TO KNOW WHY VEHICLE WAS TOTALLED. Time: 18:50

Details: I TOTALED THE VEHICLE BECAUSE PER WOODALL MAZDA THE WIRING HARNESS  
WAS NOT AVAILABLE FROM MAZDA AND IT WAS NOT AVAILABLE FROM ANY  
DEALER IN THE USA . WE DID NOT WANT TO USE A USED WIRING HARNESS  
BECAUSE IT WAS A BRAKE WIRE THAT MAZDA HAD PROBLEM WITH FAILURE

Note 1 of 2 Selected Suppress: N Page 1 of 1

Command:

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---  
Help Prev L/R Bck1 More Diary New Print Menu

12/21/2009  
15:21

Claims Management System  
File Note Detail Print

CNTP009U

Page: 1

Req: MILLER ,K

Pol: [REDACTED]

Ins: [REDACTED]

Clm: [REDACTED]

Adj: A475

Opr: RYB

Clmt: PD 001

Date: 11/04/2009

Refer to:

Summary: Total Loss Breakdown

Time: 18:19

Details: Vehicle: 2002 MAZD TRBTXLX/ Vin: 4F2CU08152K [REDACTED]

CCC T/L Eval:	6175.00	Average Dealer Quote:	5500.00
Market Value :	5500.00	Deductible :	500.00
Prior Damage -	500.00	Gross Less Ded. =	4662.00
Other Adj. +	0.00	Owner Ret. Salvage -	0.00
Act. Cash Value =	5000.00	Net Settlement =	4662.00
3.000% TAX +	150.00	Title Holdback -	0.00
State Fees +	12.00	Check Amount =	4662.00
Gross Settle. =	5162.00		
Dealer: ROBERT WOODALL	Date: 10/14/2009	Quote:	5500.00
Dealer: SALEM SELECT AUTO	Date: 10/14/2009	Quote:	5500.00

12/21/2009  
15:22

Claims Management System  
File Note Detail Print

CNTP009U  
Page: 1  
Req: MILLER ,K

Pol: [REDACTED]

Clm: [REDACTED]

Adj: A475  
Refer to:

Opr: RYB

Clmt: PD 001

Date: 11/04/2009

Summary: TOTAL LOSS SETTLEMENT

Time: 18:23

Details: COMPLETED TOTAL LOSS EVALUATION ON: 10/19/09  
OBTAINED VEHICLE VALUE THRU DEALER QUOTES  
OFFERED SETTLEMENT TO VEHICLE OWNER ON: 10/19/09  
OBTAINED AGREED SETTLEMENT WITH OWNER ON: 10/19/09  
PROVIDED OWNER WITH TOTAL LOSS EVALUATION  
ISSUED CHECK TO OWNER PER TOTAL LOSS SCREEN  
VEHICLE OWNER NOT INTERESTED IN SALVAGE  
NOTIFIED AGENT REGARDING TOTAL LOSS  
I WILL MEET 001 AND GIVE CHECK AND PICK UP TITLE

```

SELECT COUNT(*),
SUM(B.CLM_PART_USD_AM + B.CLM_LBR_USD_AM + B.CLM_SUBLET_USD_AM)
FROM MMAP.BTS09160 A, MMAP.BTS09010 B
WHERE A.DLR_CD = B.DLR_CD
AND A.CLM_SEQ_NO = B.CLM_SEQ_NO
AND A.CLM_PRCS_TYPE_CD = 'R'
AND A.CLM_PRCS_CD IN ('60','80')
--AND A.CLM_PRCS_CD = '60'
--AND A.CLM_PRCS_CD = '80'
AND B.CLM_PROB_CD = 'X'
AND B.CLM_DEBIT_DT BETWEEN '2009-10-01' AND '2009-10-31'

```

\*\*\* END \*\*\*

1=Help 2=Run 3=End 4=Print 5=Chart 6=Draw  
7=Backward 8=Forward 9=Form 10=Insert 11=Delete 12=Report  
OK, CRFP166.R60R80\_A is displayed.  
COMMAND ==>> SCROLL ==>> PAGE



Jim Weaver, AIC, AIS  
Branch Claims Manager

Branch Office • Colonnade Corporate Center • 2820 Electric Road • Suite 100 • Roanoke, Virginia 24018-0524 • 540.989.8950  
Mail Address: P.O. Box 20769 • Roanoke, Virginia 24018-0524 • Toll free 1.800.533.3743 • Fax 540.776.1234 • www.erieinsurance.com

February 9, 2010

Mazda  
Attn: William Zdan Cust Mediation  
7755 Irvine Center Dr.  
Irvine, CA 92618 -2906

RECEIVED  
FEB 22 2010  
CUSTOMER MEDIATION

William  
I/U

Re: ERIE Claim [REDACTED]  
ERIE Insured: [REDACTED]  
Loss Date: 09/23/09  
Your Insured: Mazda  
Your Claim # Unk  
Your Policy # Unk

Dear Mr. Zdan:

We have already written to you about this subrogation claim. To date we have had no response from you.

Would you please bring us up to date on the status of this claim, explaining any reasons which may cause you to delay or deny payment.

Sincerely,

Sadie O. Hughes A.I.C. A.I.S.  
Subrogation Specialist  
540-776-1206

/SBW SCC4

cc: File

WIRING HARNESS  
EC 546 70102  
WAS IT AVAILABLE



Erie Insurance®

Branch Office • Colonnade Corporate Center • 2820 Elec  
Mail Address: P.O. Box 20769 • Roanoke, Virginia 24018-0

John R. Roberson, AIC  
Vice President & Branch Claims Manager

William  
Subrogation  
se IVA  
126716420


24018-0524 • 540.989.8950  
776.1234 • www.erieinsurance.com

Mazda  
Attention: Customer Mediation  
7755 Irvine Center Drive  
Irvine, CA 92618


RECEIVED

NOV 10 2009

CUSTOMER MEDIATION

Re: ERIE Claim  
ERIE Insured:   
Date of Loss: 9/23/09

To Whom It May Concern:

Our investigation reveals that you are responsible for the damages to our insured's 2002 Mazda Tribute, VIN 4F2CU08152K. The vehicle in question caught on fire on September 23, 2009 and is a total loss. Our appraiser has inspected the vehicle and advised that the fire originated in the ABS area. There was a recall that was issued on May 9, 2007 that applies to this same issue. Our insured had the recall checked and taken care of on August 29, 2008 at Nelson Ford Mazda in Martinsville, Virginia.

We have the vehicle currently stored at Woodall Mazda in Danville, Virginia. Please advise if you would like to inspect the vehicle before the salvage is sold. The amount of our claim is \$5,455.06 and I have enclosed with this letter information to support our claim.

I look forward to hearing from you within the next 30 days.

Sincerely,

*Karen K. Miller*

Karen K. Miller, AIC, AIS  
Liability Adjuster II  
Roanoke Branch Claims  
1-800-533-3743

KKM:cm

Enclosures:  
Subrogation Proofs

1848344\_1.DOC



010430214260

**RECALLS SUMMARY****Vehicle Make / Model:**

MAZDA / TRIBUTE

**Model Year(s):**

2001-2004

**NHTSA CAMPAIGN ID Number:**

07V157000

**Summary:**

ON CERTAIN SPORT UTILITY VEHICLES EQUIPPED WITH ANTILOCK BRAKES (ABS), THE ABS MODULE CONNECTOR MAY HAVE MISSING OR DISLODGED WIRE SEALS. THIS CONDITION COULD ALLOW CONTAMINATION TO ENTER THE MODULE CONNECTOR, CREATING A POTENTIAL FOR AN ELECTRICAL SHORT.

**Consequence:**

AN ELECTRICAL SHORT MIGHT CAUSE AN ABS MALFUNCTION THAT WOULD ILLUMINATE THE ABS WARNING LIGHT, AND IN SOME CASES, THE MODULE MAY OVERHEAT RESULTING IN BURNING ODOR, SMOKE, AND/OR FIRE. THIS CONDITION COULD OCCUR EITHER WHEN THE VEHICLE IGNITION SWITCH IS IN THE OFF POSITION OR WHILE THE VEHICLE IS BEING OPERATED.

**Remedy:**

DEALERS WILL INSPECT THE WIRE HARNESS CONNECTOR TO THE ABS MODULE FOR MISSING OR DISLODGED WIRE SEALS, AND REPAIR OR REPLACE THE HARNESS CONNECTOR AS APPROPRIATE. THE DEALER WILL ALSO INSPECT THE CONNECTOR ON THE ABS MODULE AND REPLACE IT IF IT IS FOUND TO BE CORRODED OR DAMAGED. THE RECALL BEGAN ON MAY 9, 2007. OWNERS MAY CONTACT MAZDA AT 1-800-222-5500.

**Notes:**

MAZDA RECALL NO. 4507C. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Close Window

Nelson Ford Mazda - 276-627-3623  
slw Brad - 8/29/08 - completed

11/03/2009  
09:44

Claims Management System  
File Note Detail Print

CNTP009U  
Page: 1  
Req: MILLER ,K

Pol: [REDACTED]

Clm: [REDACTED]

Adj: A475  
Refer to: A948

Opr: RYB

Clmt: PD 001

Date: 09/25/2009

Summary: VEHICLE INSPECTION

Time: 12:17

Details: INSPECTED VEHICLE ON: 9/25/09  
VEHICLE INSPECTED AT: BARKHOUSER  
VEHICLE IS REPAIRABLE  
FIRE ANTI LOCK BRAKE AREA

11/03/2009  
09:44

Claims Management System  
File Note Detail Print

CNTP009U

Page: 1  
Req: MILLER ,K

Pol: [REDACTED]

Clm: [REDACTED]

Adj: A948      Opr: KOM  
Refer to: A475 E5B5

Clmt: PD 001

Date: 09/28/2009

Summary: S/W BRAD AT NELSON FORD MAZDA...

Time: 09:28

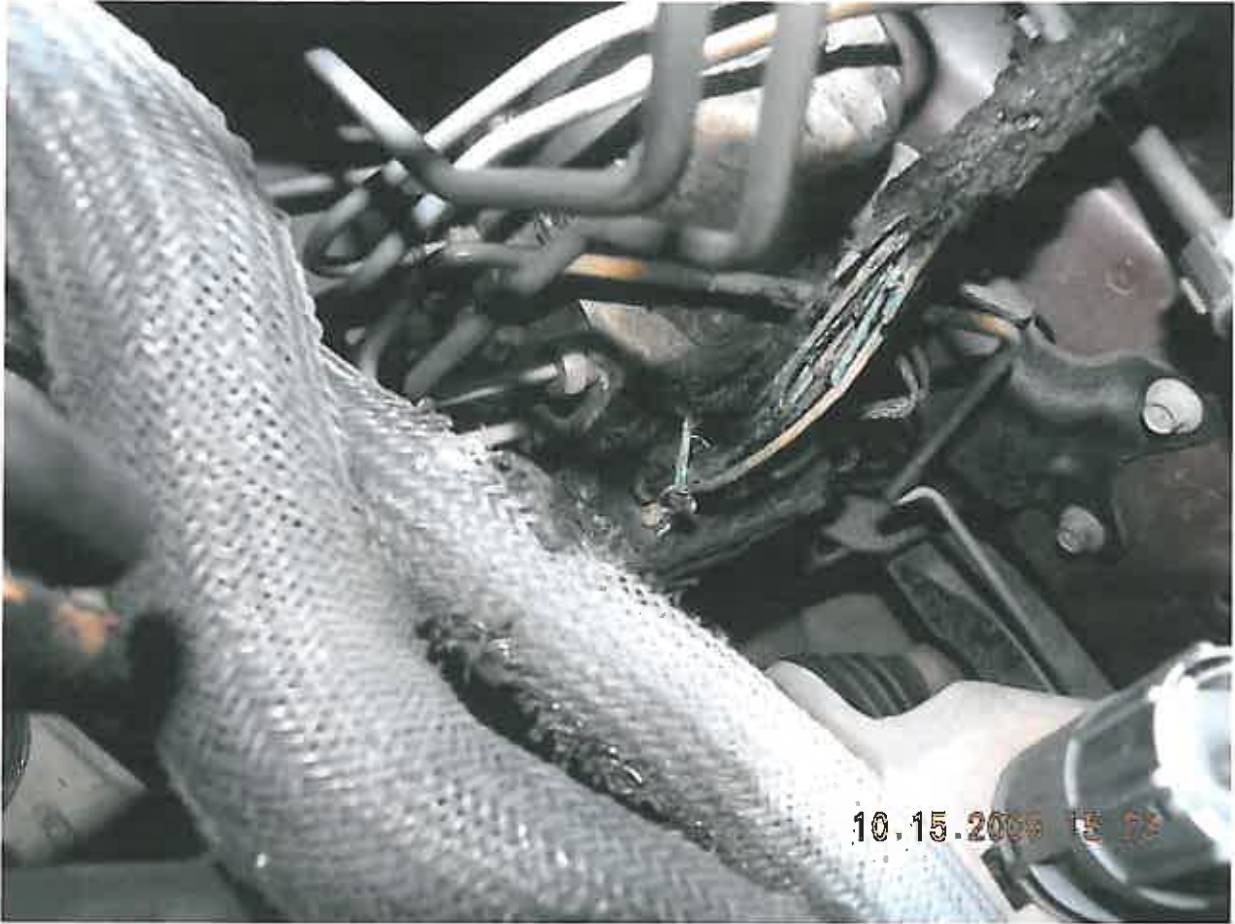
Details: HE ADVISED THAT HILLARY DID BRING THE VEH IN ON 8-29-08 FOR A RECALL ON THE ABS MODULE. HE SAID THAT IT DOES NOT SHOW WHAT WORK HAD TO BE DONE TO IT AT THE TIME. HE SAID THAT IF THERE WAS NO DAMAGE OR CORROSION, THEN THEY PROBABLY USED A LOT OF DIABOLIC? GREASE. IF SHE WAS IN AND OUT PRETTY FAST, THAT IS PROBABLY WHAT THE CASE WAS ON HER VEHICLE.  
ALL HE SHOWS IS THAT THE RECALL WAS COMPLETED

front wires

Claim Reference ID: 010430214290001



© 2003 2005 CCC Information Services Inc. All Rights Reserved



wires to fuse box

Claim Reference ID: 010430214260001



© 2003-2005 CCC Information Services, Inc. All Rights Reserved

wires to abs

Claim Reference ID: 010430214280001



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right front

Claim Reference ID: 010430214260001



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left rear

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left front

Claim Reference ID: 010430214260001



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damaged wires

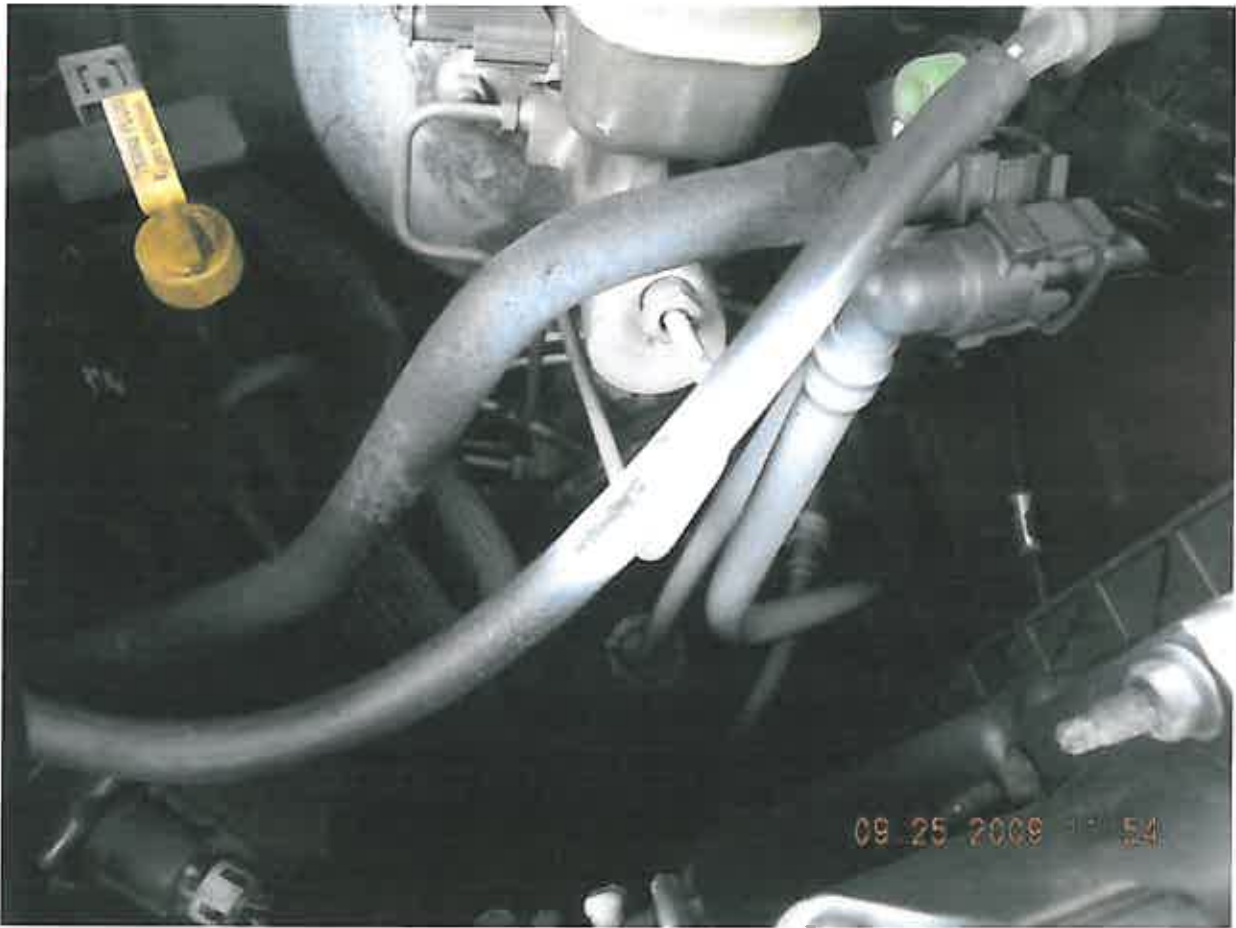
Claim Reference ID: 010430214260001



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under hood

Claim Reference ID: 010430214280001



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10/20/2009 AT 08:11 PM  
17130

010430214260001  
0D7U0G8R

ERIE INSURANCE GROUP  
ROANOKE CLAIM OFFICE  
P.O.BOX. 71  
GRETNA, VA 24557  
(800)533-3743

ESTIMATE OF RECORD

WRITTEN BY: RAWLEY BENNETT 10/20/2009 08:10 PM  
ADJUSTER: RAWLEY BENNETT

INSURED: [REDACTED] CLAIM # [REDACTED]  
OWNER: [REDACTED] POLICY # [REDACTED]  
ADDRESS: [REDACTED] DATE OF LOSS: 09/23/2009 AT 04:00 PM  
PATRICK SPRINGS, VA [REDACTED] TYPE OF LOSS: UNKNOWN  
EVENING: [REDACTED] POINT OF IMPACT: 16. NON-COLLISION  
CELLULAR: [REDACTED]

INSPECT LOCATION: [REDACTED] EVENING: [REDACTED]  
WORK  
REPAIR BARKHOUSER MOTORS INC BUSINESS: (434)793-1112  
FACILITY: 3604 RIVERSIDE DR DAYS TO REPAIR  
DANVILLE, VA 24543 LICENSE #

2002 MAZD TRIBUTE 4X4 ES 6-3.0L-FI 4D UTV BURGUNDY INT:  
VIN: 4F2CU08152K [REDACTED] LIC: [REDACTED] VA PROD DATE: 03/2002 ODOMETER: 163497

CONDITION: GOOD  
AIR CONDITIONING REAR DEFOGGER TILT WHEEL  
CRUISE CONTROL INTERMITTENT WIPERS KEYLESS ENTRY  
REAR WINDOW WIPER BODY SIDE MOLDINGS DUAL MIRRORS  
PRIVACY GLASS CONSOLE/STORAGE OVERHEAD CONSOLE  
LUGGAGE/ROOF RACK FOG LAMPS CLEAR COAT PAINT  
TWO TONE PAINT POWER STEERING POWER BRAKES  
POWER WINDOWS POWER LOCKS POWER DRIVER SEAT  
POWER MIRRORS AM RADIO FM RADIO  
STEREO CASSETTE SEARCH/SEEK  
CD PLAYER ANTI-LOCK BRAKES (4) DRIVER AIR BAG  
PASSENGER AIR BAG 4 WHEEL DISC BRAKES LEATHER SEATS  
BUCKET SEATS AUTOMATIC TRANSMISSION 4 WHEEL DRIVE  
OVERDRIVE ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		ELECTRICAL					
2	REPL	ABS CONTROL UNIT	1	373.94	M	1.7	M
3#	REPL	FRONT WIRING HARNESS	1			10.0	M
SUBTOTALS ==>				373.94		11.7	0.0

10/20/2009 AT 08:11 PM  
17130



ESTIMATE OF RECORD  
2002 MAZD TRIBUTE 4X4 ES 6-3.0L-FI 4D UTV BURGUNDY INT:

PARTS			373.94
MECHANICAL LABOR	11.7 HRS	@ \$ 65.00/HR	760.50
-----			
SUBTOTAL			\$ 1134.44
SALES TAX	\$ 373.94	@ 5.0000%	18.70
-----			
TOTAL COST OF REPAIRS			\$ 1153.14
ADJUSTMENTS:			
DEDUCTIBLE			500.00
-----			
TOTAL ADJUSTMENTS			\$ 500.00
NET COST OF REPAIRS			\$ 653.14

THIS IS NOT AN AUTHORIZATION TO REPAIR. THE VEHICLE OWNER MUST AUTHORIZE ALL REPAIRS. ERIE INSURANCE RESERVES THE RIGHT TO REINSPECT ALL SUPPLEMENTS BEFORE PAYMENT IS MADE COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER . THERE IS NO REQUIREMENT TO USE ANY SPECIFIED REPAIR SHOP . INFORMATION REGARDING REPAIR FACILITIES WHICH WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT MAY BE AVAILABLE FROM ERIE INSURANCE ON REQUEST

ABBREVIATIONS WHICH MAY HAVE BEEN USED IN THIS APPRAISAL ARE DEFINED AS FOLLOWS : D= DISCONTINUED PART, A= APPROXIMATE PRICE , B = BODY LABOR , D= DIAGNOSTIC, E= ELECTRICAL , F= FRAME , G= GLASS ,M= MECHANICAL, P=PAINT LABOR, S = STRUCTUAL ,T= TAXED MISCELLANEOUS, X= NON TAXED MISCELLANEOUS, ADJ= ADJACENT , ALGN= ALIGN , A/M = AFTERMARKET , BLND = BLEND , CAPA= CERTIFIED AUTO PARTS ASSOCIATION , D&R= DISCONNECT AND RECONNECT , EST. = ESTIMATE , EXT. PRICE = UNIT PRICE MUTIPLIED BY THE QUANTITY , INCL= INCLUDED MISC= MISCELLANEOUS , NON-ADJ =NON -ADJACENT, O/H OVERHAUL , OP.= OPERATION , NO.= LINE NUMBER , QTY= QUANTITY, QUAL RECY = QUALITY RECYCLED PART , RECOND= RECONDITION , REFN = REFINISH, REPL= REPLACE , R&I= REMOVE AND INSTALL , R&R= REMOVE AND REPLACE , RPR.= REPAIR , RT= RIGHT, SECT= SECTION , SUBL,= SUBLET , USED = RECYCLED PARTS OF LIKE KIND AND QUALITY OR BETTER, E.P.C.= ENVIRONMENTAL PROTECTION CHARGE , LT = LEFT , W/O =WITHOUT, W/ = WITH , # = MANUAL LINE ENTRY , \* = OTHER [ I.E. , MOTORS DATABASE INFORMATION WAS CHANGED ] , \*\* = DATABASE LINE WITH AFTERMARKET PART INCLUDED, , N NOTES ATTACHED TO LINE

ALL SUPPLEMENTS MUST HAVE PRIOR APPROVAL OF MATERIAL DAMAGE ADJUSTER  
!!!!!!!

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

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ESTIMATE OF RECORD  
2002 MAZD TRIBUTE 4X4 ES 6-3.0L-FI 4D UTV BURGUNDY INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ARH5325, CCC DATA DATE 09/01/2009, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (\*) OR DOUBLE ASTERISK (\*\*) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2010 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

10/20/2009 AT 08:11 PM  
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ESTIMATE OF RECORD  
2002 MAZD TRIBUTE 4X4 ES 6-3.0L-FI 4D UTV BURGUNDY INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD:       AUTOMATICALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE:       0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE:       0

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD:       MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE:       0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE:       0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD:       MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE:       0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE:       0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE:       0

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE:       0





CCC VALUESCOPE™

Claim Services

Report Reference Number: 42358622

Claim reference: [REDACTED]

Loss Incident Date: 09/23/2009

Appraiser : BENNETT, RAWLEY

Insured: [REDACTED]

Policy Number: [REDACTED]

## Erie Insurance Group

### Market Report

Adjuster : Bennett, Rawley

Adjuster ID : A475

Claim Submitted Date: 10/15/2009

Owner: [REDACTED]

## Introduction

Erie Insurance Group has conducted an inspection of your **2002 Mazda Tribute 4X4 Es 4 Door Sport Utility Vehicle** located in Patrick Springs, VA. The inspection information was then used to conduct research in your local market to determine the local market value of your vehicle.

The local market value for your vehicle was defined by the ZIP code 24133 -- Patrick Springs, VA.

The recommended settlement amount based on the loss vehicle description provided by Erie Insurance Group is \$ 6,175.00.

#### Vehicle Valuation Summary

Provides the market valuation summary

#### Vehicle Valuation Allowances

Describes factors affecting the value of the vehicle

#### Vehicle Description

Describes the components of the vehicle

#### Vehicle Condition

Details the vehicle's pre-accident condition and Appraiser inspection recap

#### Local Market Comparable Vehicles Detail

Presents the comparable vehicles located in your market

#### VINguard™ Vehicle Identification

Details the vehicle configuration information

#### VINguard™ Vehicle History Information

Provides the results of vehicle history research

#### Experian AutoCheck™ Vehicle History

Provides the results of an Experian AutoCheck database search

#### Report

#### Valuation Methodology

Describes the method used to evaluate the loss vehicle

#### Local Market Definition

Details the local market basis for this valuation

#### NHTSA Vehicle Recall

Lists National Highway Traffic Safety Administration recall notices

#### Vehicle Appraisal and Valuation Notes

Lists detailed log notes for this file

## Vehicle Valuation Summary

2002 Mazda Tribute 4X4 Es 4 Door Sport Utility Vehicle - Patrick Springs, VA

VIN: 4F2CU08152H

Local Market Value		\$ 6,175.00
Actual Cash Value		\$ 6,175.00
Pre Tax Amount		\$ 6,175.00
Vehicular Sales Tax	___ %	\$ _____
License/fees (if applicable)		\$ _____
<b>Adjusted Vehicle Value</b>		<b>\$ 6,175.00</b>

The **Local Market Value** is derived from comparable vehicle(s) available or recently sold in the marketplace at the time of valuation.

## Vehicle Valuation Allowances

Compared to the typical vehicle in this local market, your vehicle's value was affected by these factors:

Odometer		163,497	- 712.00
Options			
Cassette	CA	Reported	+ 53.00
Luggage/Roof Rack	RR	Reported	+ 26.00

These allowances illustrate factors that influence the settlement amount when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment.

In cases where a standard or predominant option is superceded by a replacement or upgrade, a corresponding addition will appear for the option to reflect this.

The vehicle valuation allowances also reflect proper deductions for all standard or predominant equipment not present on the loss vehicle.

These allowances are illustrative only. The actual Local Market Value is calculated entirely from the comparable vehicles contained in this report with adjustments to reflect the loss vehicle configuration.

## Vehicle Description

### 2002 Mazda Tribute 4X4 Es 4 Door Sport Utility Vehicle - Patrick Springs, VA

Below are the components for your vehicle, provided to CCC by Erie Insurance Group , included in this local market valuation:

Component		Loss Vehicle Information
Odometer		163,497
<b>Equipment</b>		
<u>Transmission</u>		
Automatic Transmission	AT	Standard
Overdrive	OD	Standard
4 Wheel Drive	4W	Standard
<u>Power</u>		
Power Steering	PS	Standard
Power Brakes	PB	Reported
Power Windows	PW	Standard
Power Locks	PL	Standard
Power Driver Seat	SP	Standard
Power Mirrors	PM	Standard
<u>Decor/Convenience</u>		
Air Conditioning	AC	Standard
Rear Defogger	RD	Standard
Intermittent Wipers	IW	Standard
Tilt Wheel	TW	Standard
Cruise Control	CC	Standard
Keyless Entry	KE	Standard
Console/Storage	CN	Standard
Overhead Console	CO	Standard
<u>Seating</u>		
Leather Seats	LS	Standard
Bucket Seats	BS	Standard
<u>Radio</u>		
AM Radio	AM	Standard
FM Radio	FM	Standard
Stereo	ST	Standard
Cassette	CA	Reported
Search/Seek	SE	Standard
CD Player	CD	Standard
<u>Wheels</u>		
Aluminum/Alloy Wheels	AW	Standard
<u>Safety/Brakes</u>		
Drivers Side Air Bag	AG	Standard
Passenger Air Bag	RG	Standard
Anti-Lock Brakes (4)	AB	Standard
4-Wheel Disc Brakes	DB	Standard
<u>Exterior/Paint/Glass</u>		
Luggage/Roof Rack	RR	Reported
Rear Window Wiper	WP	Standard
Two Tone Paint	2T	Reported
Clearcoat Paint	IP	Reported

Fog Lamps  
Privacy Glass  
Body Side Moldings  
Dual Mirrors

FL  
DT  
BN  
DM

Standard  
Standard  
Reported  
Standard

## VINGuard™ Vehicle Identification

VIN: 4F2CU08152K

Every vehicle sold in the United States is required to have a manufacturer assigned Vehicle Identification Number (VIN). This number provides the exact specifications of the vehicle. Decoding the VIN identifies the exact vehicle for which the local market value will be determined.

	Insurer Description	VINGuard Analysis
Year	2002	2002
Make	Mazda	Mazda
Model	Tribute 4X4 Es	Tribute 4X4 LX/Es
Model Number	U08	U08
Body Style	4 Door Sport Utility Vehicle	
Engine	6-3.0L-FI	6-3.0I-FI
Transmission	Automatic Transmission Overdrive 4 Wheel Drive	
Restraints	Air Bags (Driver+Pass.)	Air Bags(Dr.+Pass.+Side)
Curb Weight		3,245
Odometer	163,497	

This vehicle was assembled in U.S.A.

VINGuard™ is a database used to decode completely and accurately all manufacturer assigned Vehicle Identification Numbers

## VINGuard™ Vehicle History Information

Using the VIN for this vehicle, VINGuard™ detected discrepancies or prior history requiring additional research. Please review the information detailed below.

VINGuard has decoded this VIN without any errors.

### ISO Vehicle History:

Number of times reported to ISO: 1

ISO's file number: H0160090260

Activity Reported: Collision Estimate

Loss date: 04/22/2008

Insurance company: Erie Insurance Company

Phone: Unavailable

Claim ref

Coverage: Liability

Point of Impact: Right Center

Mileage: 129910

ISO notified: 05/06/2008

Collision History Information:

Collision incident reported by Erie Insurance Group on 05/06/2008.

Claim # [REDACTED] in Patrick Springs, VA

Repair estimate: \$1,033 Miles: 129910

Damage Location:Rear.

# AutoCheck Vehicle History Report



Report Run Date: 10/15/2009

Key:	= No Problem Found	= Problem Found	= Information Found
------	--------------------	-----------------	---------------------

## Title Check



**This Vehicle Checks Out.** AutoCheck's results for this 2002 Mazda Tribute 4X4 Es (4F2CU08152K[REDACTED]) show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

### Problems Checked

Abandoned

Damaged

Fire Damage

Grey Market

Hail Damage

Insurance Loss

Junk

Rebuilt

Salvage

### Results Found



No Abandoned Record Found



No Damaged Record Found



No Fire Damage Record Found



No Grey Market Record Found



No Hail Damage Record Found



No Insurance Loss Record Found



No Junk Record Found



No Rebuilt Record Found



No Salvage Record Found

## Problem Check



**This Vehicle Checks Out.** AutoCheck's database for this 2002 Mazda Tribute 4X4 Es (4F2CU08152KM43847) show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

### Problems Checked

NHTSA Crash Test Vehicle

Frame Damage

Major Damage Incident

Manufacturer Buyback/Lemon

### Results Found



No NHTSA Crash Test Vehicle Record Found



No Frame Damage Record Found



No Major Damage Incident Record Found



No Manufacturer Buyback/Lemon Record Found

Odometer Problem	<input checked="" type="checkbox"/>	No Odometer Problem Record Found
Recycled	<input checked="" type="checkbox"/>	No Recycled Record Found
Salvage Auction	<input checked="" type="checkbox"/>	No Salvage Auction Record Found
Water Damage	<input checked="" type="checkbox"/>	No Water Damage Record Found

## Odometer Check



**This Vehicle Checks Out.** For this 2002 Mazda Tribute 4X4 Es (4F2CU08152K[REDACTED]) no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

Date Reported  
2002-05-14  
2007-09-18

Odometer Reading  
7  
114944

## Vehicle Information



**This Vehicle Checks Out.** AutoCheck shows a clean record for this 2002 Mazda Tribute 4X4 Es (4F2CU08152K[REDACTED]). For some cars, past vehicle information may give an indication of excessive wear and tear, such as police cars or taxi use.

Problems Checked	Results Found
Accident	<input checked="" type="checkbox"/> No Accident Record Found
Corrected Title	<input checked="" type="checkbox"/> No Corrected Title Record Found
Driver Education	<input checked="" type="checkbox"/> No Driver Education Record Found
Duplicate Title	<input checked="" type="checkbox"/> No Duplicate Title Record Found
Emissions Safety Inspection	<input checked="" type="checkbox"/> No Emissions Safety Inspection Record Found
Fire Damage Incident	<input checked="" type="checkbox"/> No Fire Damage Incident Record Found
Lease	<input checked="" type="checkbox"/> No Lease Record Found
Lien	<input checked="" type="checkbox"/> No Lien Record Found
Livery Use	<input checked="" type="checkbox"/> No Livery Use Record Found
Government Use	<input checked="" type="checkbox"/> No Government Use Record Found
Police Use	<input checked="" type="checkbox"/> No Police Use Record Found
Fleet	<input checked="" type="checkbox"/> No Fleet Record Found
Rental	<input checked="" type="checkbox"/> No Rental Record Found
Fleet and/or Lease	<input checked="" type="checkbox"/> No Fleet and/or Lease Record Found



- Fleet and/or Rental No Fleet and/or Rental Record Found
- Repossessed No Repossessed Record Found
- Taxi use No Taxi use Record Found
- Theft No Theft Record Found

## Full History

Below are the historical events for this vehicle listed in chronological order.

Report Run Date: 10/15/2009

Event Date	Event Location	Odometer Reading	Data Source	Event Detail
2002-03-27			Independent Source	VEHICLE MANUFACTURED AND SHIPPED TO DEALER
2002-05-04	CASCADE, VA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2002-05-14	CASCADE, VA	7	Motor Vehicle Dept.	TITLE
2003-05-25	CASCADE, VA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2004-05-26	CASCADE, VA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2005-05-23	CASCADE, VA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2006-04-20	CASCADE, VA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2007-04-17	CASCADE, VA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2007-09-18	PATRICK SPRINGS, VA	114944	Motor Vehicle Dept.	TITLE
2007-09-18	PATRICK SPRINGS, VA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2008-09-02	PATRICK SPRINGS, VA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2009-09-22	PATRICK SPRINGS, VA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL

### AUTOCHECK TERMS AND CONDITIONS:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

## Local Market Definition

The local market value for your **2002 Mazda Tribute 4X4 Es 4 Door Sport Utility Vehicle** was defined by the ZIP code 24133 – Patrick Springs, VA. If required, the search area may have been expanded for additional information. Details of the specific markets searched follow.

The state of Virginia is composed of 7 distinct local markets. The following 6 local markets were used in the preparation of this vehicle market report.

### Danville/Martinsville VA - Primary local market vehicle database

In this market, CCC maintains a database of 508 inspected dealer vehicles located at 6 dealerships, and 2,715 dealer advertised, and 235 privately advertised vehicles taken from 6 local papers or magazines.

### Roanoke VA - Secondary local market vehicle database

In this market, CCC maintains a database of 3,744 inspected dealer vehicles located at 15 dealerships, and 9,307 dealer advertised, and 1,435 privately advertised vehicles taken from 9 local papers or magazines.

### Lynchburg VA - Third local market vehicle database

In this market, CCC maintains a database of 968 inspected dealer vehicles located at 11 dealerships, and 4,274 dealer advertised, and 396 privately advertised vehicles taken from 3 local papers or magazines.

### Other markets searched - Norfolk, Raleigh/Durham and Winston/Salem

In these markets, CCC maintains a database of 15,382 inspected dealer vehicles located at 82 dealerships and 88,210 vehicles taken from 32 local newspapers or magazines.

From these 6 local markets, comparable vehicles were selected based on the year, make, model, body style and engine configuration of your vehicle. Adjustments were made to the value of each comparable vehicle to compensate for differences in year, model, body style, engine configuration, packages, options, and mileage.

For your vehicle's CCC Valuescope Market Report, CCC identified 2 inspected dealer vehicles and 8 advertised vehicles as comparable to your vehicle, and used their values to determine the Local Market Value.

Vehicles are determined to be comparable to the loss vehicle based on.

- Nearness to the loss vehicle's primary garage location
- Similarity of model, equipment, and odometer
- Precision of the data (inspected versus advertised)



Danville/Martinsville



Roanoke



Lynchburg



## Valuation Methodology

This CCC Valuescope Market Report was prepared for Erie Insurance Group by CCC Information Services Inc. CCC has been preparing market value reports for the insurance industry since 1981. CCC physically inspects vehicles for sale at vehicle dealerships in the local markets, and subscribes to local newspapers and automotive publications in these markets. CCC maintains vehicle databases containing these inspected dealership vehicles along with the dealer and private party advertised vehicle information.

When Erie Insurance Group requests a CCC Valuescope Market Report from CCC, they provide CCC the VIN (Vehicle Identification Number) of the loss vehicle. Decoding this VIN identifies the exact vehicle for which the local market value will be done. See the [VINguard™ Vehicle Identification](#) section.

Erie Insurance Group also provides CCC the vehicle owner's ZIP code. This identifies the local market that will be used to determine the market value. See the [Local Market Definition](#) section.

Finally, Erie Insurance Group provides CCC with the configuration of the loss vehicle including equipment, odometer, condition, maintenance, etc. This information is the starting point for determining the local market value.

Using this information, CCC searches its databases to find comparable vehicles in the local market. Vehicles located are compared to the loss vehicle, and adjustments are made for differences such as model, equipment, and odometer. The comparable vehicles are used to determine the local market value. See the [Local Market Definition](#) section.

After the **Adjusted Value** for the comparable vehicles are calculated (see the [Local Market Comparable Vehicles](#) section), CCC calculates the **Local Market Value**. This calculation is a weighted average. Using a weighted average allows those vehicles most similar to the loss vehicle to contribute a greater percentage to the Local Market Value than less similar vehicles.

Factors that determine similarity are:

- Precision of the data (inspected versus advertised)
- Equivalency of model, equipment, and odometer
- Nearness to the loss vehicle's primary garage location

Using a weighted average results in a more accurate **Local Market Value** as the vehicles most similar and closest to the loss vehicle contribute more to the value than less similar, more distant vehicles.

Comparable vehicles used in the determination of the vehicle value are not intended to be replacement vehicles, but are reflective of the local market value.

## Vehicle Condition

Erie Insurance Group uses Condition Inspection Guidelines to determine the condition of key components of the loss vehicle. These guidelines are specific to geographic location, year, and vehicle type. The guidelines describe physical characteristics for each of the vehicle components. Based on these guidelines, Erie Insurance Group has determined the condition of the vehicle prior to the loss.

Component	Condition	Value Impact	Inspection Notes
<b><u>Mechanical</u></b>			
Engine	Average private	\$0	OK
Transmission	Average private	\$0	OK
Paint	Average private	\$0	OK
<b><u>Tires</u></b>			
Front Tires	Average private	\$0	OK
Rear Tires	Average private	\$0	OK
Body/Glass	Average private	\$0	OK
Interior	Average private	\$0	OK
<b>Total Adjustments:</b>		<b>\$0</b>	

- The Condition Inspection Guidelines provide information based on vehicle age, vehicle type, and geographic location. Your vehicle has been identified as being located in the Southeast region as a newer truck.
- The Condition Inspection Guidelines, and all dollar adjustments, are determined by surveys, inspections, and interviews with dealerships across the United States.

## Local Market Comparable Vehicles Detail

The local market comparable vehicles are compared to the loss vehicle, and adjustments are made for differences in equipment, odometer, model, etc. The Price, Asking Price, Take Price or List Price displayed below (as applicable) may differ from the advertised price where CCC obtains different price information from the seller. The **Adjusted Value** represents the price of the comparable configured exactly as the loss vehicle.

Loss Vehicle	Inspected Dealer Comparable 1	Inspected Dealer Comparable 2	Dealer Vehicle Comparable 3
2002 Mazda Tribute 4X4 Es 4 Door Sport Utility Vehicle Automatic Transmission Overdrive 4 Wheel Drive 6-3.0L-FI Radio:AM/FM Stereo Seek Cassette CD Player* Anti-Lock Brakes (4) Air Conditioning Drivers Side Air Bag Aluminum/Alloy Wheels Cruise Control Privacy Glass Fog Lamps Keyless Entry Leather Seats Power Locks Power Mirrors Power Windows Rear Defogger Passenger Air Bag Power Driver Seat Tilt Wheel Luggage/Roof Rack *	2003 Mazda Tribute 4X4 LX 4 Door UTV Automatic Transmission Overdrive 4 Wheel Drive 6-3.0L AM/FM Stereo Seek CD Player Cassette Air Conditioning Drivers Side Air Bag Aluminum/Alloy Wheels Cruise Control Privacy Glass Fog Lamps Keyless Entry Power Locks Power Mirrors Power Windows Rear Defogger Passenger Air Bag Luggage/Roof Rack Tilt Wheel Power Driver Seat* Power Passenger Seat* Alarm* Trailer Package*	2003 Mazda Tribute 4X4 Es 4 Door UTV Automatic Transmission Overdrive 4 Wheel Drive 6-3.0L AM/FM Stereo Seek CD Player Anti-Lock Brakes (4) Air Conditioning Drivers Side Air Bag Aluminum/Alloy Wheels Cruise Control Privacy Glass Fog Lamps Keyless Entry Leather Seats Power Locks Power Mirrors Power Windows Rear Defogger Passenger Air Bag Luggage/Roof Rack Power Driver Seat Tilt Wheel Trailer Package*	2002 Mazda Tribute 4X4 Es 4 Door UTV Automatic Transmission Overdrive 4 Wheel Drive 6-3.0L AM/FM Stereo Seek CD Player Cassette Anti-Lock Brakes (4) Air Conditioning Drivers Side Air Bag Aluminum/Alloy Wheels Cruise Control Privacy Glass Fog Lamps Keyless Entry Leather Seats Power Locks Power Mirrors Power Windows Rear Defogger Passenger Air Bag Power Driver Seal Tilt Wheel Luggage/Roof Rack*
163,497 miles	81,138 miles	48,693 miles	78,124 miles
	List Price \$9,999 Take Price \$9,499	Recently Available for \$12,990	Price \$7,900
<b>Adjustments</b>			
Model/Year	-875	-1,425	
Options	-238		
Mileage	-1,444	-2,232	-1,927
Baseline Adjustment	-586	-586	-586
<b>Adjusted Value</b>	<b>\$6,356</b>	<b>\$8,747</b>	<b>\$5,387</b>
<b>Location</b>	Pioneer Chevrolet	Saturn of Lynchburg	Silver Slate Imports
<b>Contact</b>	Steve Pope .	Mike Benke	
<b>Telephone</b>	276-628-2101	434-239-1800	919-828-0300
<b>Stock ID</b>	Stock: VIN6162	Stock: LP31949	Stock: RM28384
<b>VIN</b>	4F2YZ94113KM56162	4F2CZ96103KM41949	4F2YU08172KM28384
<b>Distance from Patrick Springs</b>	Inspected 10/09/2009 104 Miles- Abingdon	68 Miles- Lynchburg	Pub Date 9/17/2009 104 Miles- Raleigh

• List Price is the sticker price of the vehicle

• Take Price is the amount for which the vehicle can be purchased as defined by the contact at each dealership

• The baseline is defined as the condition of the typical vehicle on the road Baseline Adjustments are made when a comparable vehicle's

condition varies from that of a typical vehicle

- All dollar adjustments are determined by surveys, inspections, and interviews with dealerships across the United States
- Note that some comparable vehicles that were recently available in the local market may no longer be available.
- Option adjustments are made in comparison to the typical vehicle. Typical options that are not present are enclosed in parentheses. Items followed by an asterisk (\*) indicate non-typical options that add value to the vehicle
- The Price, Asking Price, Take Price or List Price displayed above (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.

## Additional Local Market Comparable Vehicles

The following **Local Advertisements** also support the local market value of the loss vehicle, but are displayed in less detail. CCC compares the complete configuration of the comparable vehicle to the loss vehicle to determine the **Adjusted Value**. The **Adjusted Value** represents the price of the comparable configured exactly as the loss vehicle. The Price, Asking Price, Take Price or List Price displayed below (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.

### Local Advertisements

Source	Vehicle	Take Price	Adjusted Value
Autotrader.Com Ad Date: 09/26/2009 (919) 832-1088 Raleigh, NC 104 Miles From Patrick Springs	2003 Mazda Tribute 4X4 LX Odometer: 93,061 VIN: 4F2YZ94123K [REDACTED]	\$ 8,450	\$ 5,919
Autotrader.Com Ad Date: 09/16/2009 (919) 782-7871 Raleigh, NC 92 Miles From Patrick Springs	2002 Mazda Tribute 4X4 LX Odometer: 84,330 VIN: 4F2CU08142K [REDACTED]	\$ 5,988	\$ 3,378
Autotrader.Com Ad Date: 08/24/2009 (866) 378-8197 Lynchburg, VA 72 Miles From Patrick Springs	2003 Mazda Tribute 4X4 LX Odometer: 65,445 VIN: 4F2YZ94143K [REDACTED]	\$ 11,900	\$ 8,693
Autotrader.Com Ad Date: 09/29/2009 (757) 874-6000 Newport News, VA 202 Miles From Patrick Springs	2003 Mazda Tribute 4X4 LX Odometer: 85,710 VIN: 4F2YZ94103K [REDACTED]	\$ 9,140	\$ 6,426
Autotrader.Com Ad Date: 09/13/2009 (919) 828-6366 Raleigh, NC 106 Miles From Patrick Springs	2003 Mazda Tribute 4X4 Es Odometer: 97,000 VIN: 4F2CZ96143K [REDACTED]	\$ 7,200	\$ 3,648
Autotrader.Com Ad Date: 08/11/2009 (888) 591-6123 Hampton, VA 209 Miles From Patrick Springs	2003 Mazda Tribute 4X4 LX Odometer: 141,744 VIN: 4F2YZ94153K [REDACTED]	\$ 5,995	\$ 4,574
Autotrader.Com Ad Date: 09/15/2009 (336) 786-4299 Mount Airy, NC 30 Miles From Patrick Springs	2003 Mazda Tribute 4X4 Es Odometer: Unlisted VIN: 4F2CZ96133K [REDACTED]	\$ 9,450	\$ 6,383



## NHTSA Vehicle Recall

The National Highway Traffic Safety Administration has issued 4 safety related recall notices that may apply to the above valued vehicle. For additional information or assistance, call CCC customer service at 1-800-621-8070 and follow the automated operator's instructions. Please use your valuation request number for reference.

NHTSA ID: 07V157000 Issued: 04/30/2007 No of vehicles: 95,300

Service brakes, hydraulic:Antilock:Control unit/module on certain sport utility Vehicles equipped with antilock brakes (ABS), the ABS module connector may have missing or dislodged wire seals. This condition could allow contamination to enter the module connector, creating a potential for an electrical short. An electrical short might cause an ABS malfunction that would illuminate the ABS warning light, and in some cases, the module may overheat resulting in burning odor, smoke, and/or Fire. This condition could occur either when the Vehicle ignition switch is in the off position or while the Vehicle is being operated. Dealers will inspect the wire harness connector to the ABS module for missing or dislodged wire seals, and repair or replace the harness connector as appropriate. The Dealer will also inspect the connector on the ABS module and replace it if it is found to be corroded or damaged. The recall began on April 30, 2007. Owners may contact Mazda at 1-800-222-5500.

NHTSA ID: 04V605000 Issued: / /20 No of vehicles: 49,800

Latches/locks/linkages:Hatchback/liftgate:Lock certain 2004-2005 sport utility Vehicles and certain 2001-2003 sport utility Vehicle having rear liftgate components serviced with 2004 equivalent components fail to comply with the requirements of Federal motor Vehicle safety standard no. 206, 'door locks and door retention components.' the rear liftgate latching system does not meet the inertia load requirement in one direction. If the liftgate is left unlocked, there is the potential that it may open during a crash. Dealers will replace the rear liftgate latch release rod, the release rod attachment clip and the door handle return Spring. The recall is expected to begin during January 2005. Owners should contact Mazda at 1-800-222-5500.

NHTSA ID: 04V583000 Issued: / /20 No of vehicles: 121,000

Vehicle speed control:Cables on certain sport utility Vehicles, the accelerator cable may prevent the throttle from returning to the idle position. An unexpected increase in Engine idle speed may increase stopping distance and may result in a Vehicle crash. Dealers will replace the accelerator cable. The recall is expected to begin during January 2005. Owners should contact Mazda at 1-800-222-5500, option #4.

NHTSA ID: 04V175000 Issued: 05/03/2004 No of vehicles: 106,000

Power train:Automatic Transmission:Control module (tcm,

pcm) on certain sport utility Vehicles equipped with 3.0L V6 Duratec Engines , during deceleration, the Engine can stall. Should the Engine stall, a Vehicle crash could occur. Dealers will reprogram the power control module (pcm) with the appropriate calibration. Owner notification began on may 3, 2004. Owners should contact Mazda at 1-800-222-5500.

## Vehicle Appraisal and Valuation Notes

Adjustment amounts are based on a combination of factors including the region of the country, the age of the vehicle, and the type of vehicle. The loss vehicle has been valued in the Southeast region as a newer truck with 32% greater than average mileage of 124,000

Backup vehicles may be one year newer than the loss vehicle. Proper adjustments were made to reflect model, year and mileage differences for this valuation.

Included in our backup are similar models to the loss vehicle. Proper adjustments were made for this valuation.

Your primary valuation market selected for comparable vehicles is DANVILLE/MARTINSVILLE, VA

We extended the search into surrounding markets for additional comparable vehicles.

Your valuation has been prepared in compliance with all local rules and regulations.

(C) Copyright 2009 CCC Information Services Inc. All Rights Reserved.

Various aspects of our Market Report are covered by one or more pending patent applications.

The trade names and/or trademarks used herein are owned by their respective trademark owners.

Ck: [REDACTED] Date 10-21-2009

FOUR THOUSAND SIX HUNDRED SIXTY-TWO AND 00/100

y

\$\$\$\$\$\$4,662.00

[REDACTED]	ENCL OPERATOR	LOSS DATE
AND	475WADE	09-23-2009
[REDACTED]	CLAIM NO	TAX ID NO
	043- [REDACTED]	
_____		
_____		
_____		

)

[REDACTED] COMPREHENSIVE COVERAGE FOR TOTAL  
 LOSS OF 2002 MAZDA S/A 9-23-09  
 500.00 DEDUCTABLE

x

CASHED  
10-28-2009

Ck: JJ90520 Date 10-08-2009

TWO HUNDRED NINETY-THREE AND 06/100

ly

\$\$\$\$\$\$\$\$293.06



ENCL OPERATOR

LOSS DATE

475BANE

09-23-2009

CLAIM NO

TAX ID NO

NEWPORT NEWS, VA

043-

\*\*\*\*\*

PAYMENT OF TRANSPORTATION EXPENSE

or

INVOICE D990497-2126

11 DAYS @ \$23.99 A DAY

CASHED

10-14-2009



# NATIONAL FORENSIC CONSULTANTS, INC.™

RECEIVED

NOV 09 2010

CUSTOMER MEDIATION

November 2, 2010

### CORPORATE OFFICE

8500 REMINGTON AVENUE  
SUITE D  
PENNSAUKEN, NJ 08110  
PHONE: (856) 662-8500  
FAX: (856) 662-8590

NFC OF NORTH CAROLINA, INC.™  
NFC OF CENTRAL FLORIDA, INC.™

NATIONAL PHONE NUMBER  
800-738-7620

NATIONAL FAX NUMBER  
800-391-6275

INTERNET ADDRESS  
www.nfcexperts.com

### SERVICES PROVIDED

- Accident Reconstruction
- Blasting & Vibration
- Construction Defect
- Economic Loss
- Environmental
- Evidence Management & Storage
- Fire Origin & Cause
- Geotechnical
- Litigation Support
- Product & General Liability
- Property

"And many more services."

Over 400 Consultants available  
Nationwide for all of your  
Forensic needs

Mr. William Zdan  
**Mazda Customer Mediation**  
7755 Irvine Center Drive  
Irvine CA 92618

Subject:	Insured:	[REDACTED]
	Vehicle:	2002 Mazda Tribute
	VIN:	4F2CU081X2K [REDACTED]
	D/O/L:	3/28/2010
	NFC File:	[REDACTED]

Dear Mr. Zdan:

I have been retained by Erie Insurance Company to perform an inspection of the subject vehicle to make a determination as to the origin and cause of a fire involving the subject vehicle, which occurred on March 28, 2010

An inspection of the involved automotive components will be held on Wednesday, December 1, 2010 at 10 AM at the NFC evidence storage facility at 8500 Remington Ave, Suite D, Pennsauken NJ 08110.

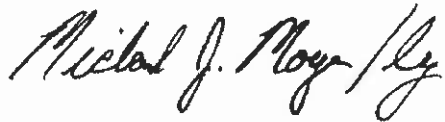
At that time, the components will be available for photographs and physical observations. Following the observations by all parties, the components will be available for closer examination which, if all parties agree, may be destructive and non-reversible in nature. The facility currently has only basic hand tools available.

Please make arrangements for your representatives to be present on December 1, 2010 for this inspection. I would suggest that any representatives planning to be present contact me at their earliest convenience at [REDACTED] or [REDACTED]

The vehicle is still on hold at the salvage yard of IAA, 103 Thompson St, Pittston, PA 18640, but will be released on December 2, 2010.

Thank you for your consideration.

Sincerely Yours,

A handwritten signature in black ink that reads "Michael J. Moyer". The signature is written in a cursive, flowing style.

Michael J. Moyer CFI, CFEI, CVFI  
Consultant

cc: Darlene Perry  
Erie File: 010180950947

/beg



# NATIONAL FORENSIC CONSULTANTS, INC.™

William  
RE:  
129424900

September 10, 2010

RECEIVED

SEP 21 2010

CUSTOMER MEDIATION

### CORPORATE OFFICE

8500 REMINGTON AVENUE  
SUITE D  
PENNSAUKEN, NJ 08110  
PHONE: (856) 662-6500  
FAX: (856) 662-6590

Mr. William Zdan  
**Mazda Customer Mediation**  
7755 Irvine Center Drive  
Irvine, CA 92618

NFC OF NORTH CAROLINA, INC.™  
NFC OF CENTRAL FLORIDA, INC.™

Subject: Insured: [REDACTED]  
Vehicle: 2002 Mazda Tribute  
VIN: 4F2CU081X2K [REDACTED]  
D/O/L: 3/28/2010  
NFC File: PA-30183-OC

NATIONAL PHONE NUMBER  
800-738-7620

NATIONAL FAX NUMBER  
800-391-6275

Dear Mr. Zdan:

INTERNET ADDRESS  
[www.nfcexperts.com](http://www.nfcexperts.com)

I have been retained by Erie Insurance Company to perform an inspection of the subject vehicle in order to make a determination as to the origin and cause of a fire which occurred on March 28, 2010.

### SERVICES PROVIDED

- Accident Reconstruction
- Blasting & Vibration
- Construction Defect
- Economic Loss
- Environmental
- Evidence Management & Storage
- Fire Origin & Cause
- Geotechnical
- Litigation Support
- Product & General Liability
- Property

My initial inspection indicates that the fire originated at and around the ABS braking control module.

A final inspection of the vehicle is scheduled for Monday, September 27, 2010 at 10:30 AM. The vehicle is located at IAA Salvage at 103 Thompson Street, Pittston, PA 18640.

The vehicle will be available for observations and photographs on September 27, 2010, after which the module and other components will be removed for examination or inspection at a later date. Please make arrangements for you or your representatives to be present at this inspection as the vehicle will be released after that date.

"And many more services."

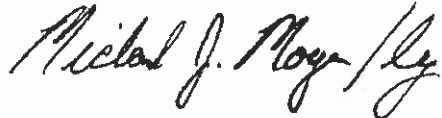
Should you have any questions, please do not hesitate to contact me at [REDACTED]. I would suggest getting me your representatives' contact information should any emergency arise that would require changing time or location.

Over 400 Consultants available  
Nationwide for all of your  
Forensic needs



Thank you for your consideration.

Sincerely Yours,

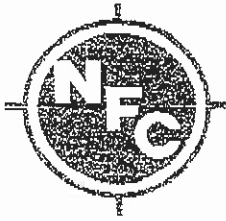
A handwritten signature in black ink that reads "Michael J. Moyer". The signature is written in a cursive style with a large, stylized initial "M".

Michael J. Moyer CFI, CFEI, CVFI  
Consultant

cc: Darlene Perry

Erie File: 010180950947

/beg

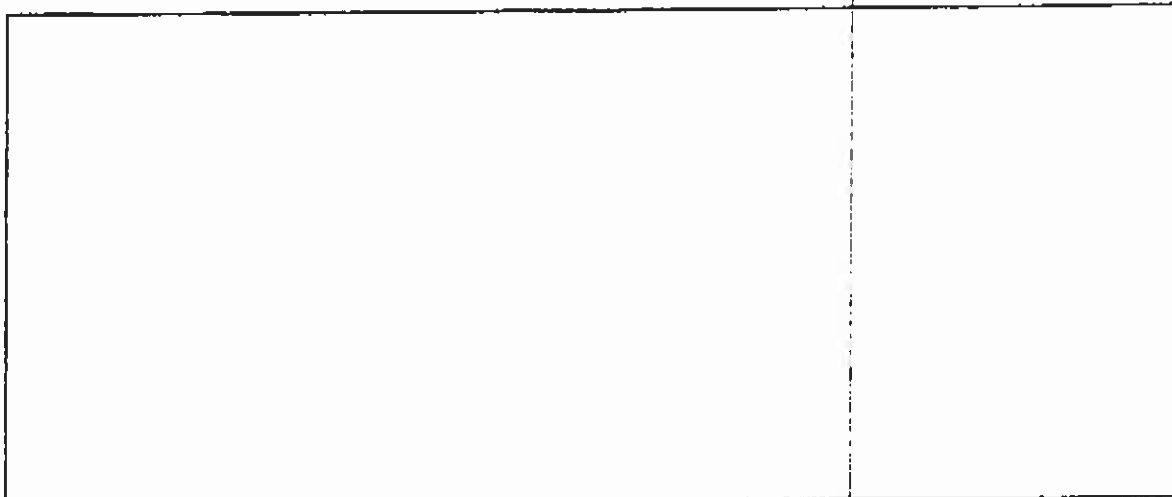


NATIONAL FORENSIC CONSULTANTS, INC.  
190 WEST GERMANTOWN PIKE  
SUITE 160  
NORRISTOWN, PA 19401  
PHONE: 610-278-7620  
FAX: 610-278-7625

### FACSIMILE COVER SHEET

Date: 6/15/10 NFC File: PA 30183  
To: WILLIAM ZDAN  
Company: MAZDA NA  
Fax No.: 949-272-4982  
From: MIKE MOYER  
No. of pages to follow: 3 Your File: [REDACTED] / 2009 MAZDA

Message: - FIRE REPORT  
- I WILL TRY TO SEND SOME PHOTOS  
BY E-MAIL  
Mike Moyer  
610-587-3376



If you do not receive this entire transmission, please contact our office.

**A** FDID  State  Incident Date  Station  Incident Number  Exposure   Delete  Change  No Activity **MPRES -1** Basic

**B Location\***  Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section 2 "Alternative Location Notification". Use only for Wildland fires. Census tract

Street address

Intersection  In front of  Rear of  Adjacent to  Directions

Number/Highpost Prefix Street or Highway Street type Suffix

City State Zip Code

Cross street or directions, as applicable

**C Incident Type \***  Passenger vehicle fire

**E1 Date & Times** Midnight is 0000

Check boxes if dates are the same as Alarm Date. Alarm     Month Day Year Hr Min Sec

ALARM always required

ARRIVAL required, unless canceled or did not arrive

Arrival     Month Day Year Hr Min Sec

CONTROLLED Optional, except for wildland fires

Controlled     Month Day Year Hr Min Sec

LAST UNIT CLEARED, required except for wildland fires

Cleared     Month Day Year Hr Min Sec

**E2 Shift & Alarms** Local Option

Shift or Alarm District

**E3 Special Studies** Local Option

Special Study Ids   Special Study Value

**D Aid Given or Received\***

1  Mutual aid received

2  Automatic aid sev.

3  Mutual aid given

4  Automatic aid given

5  Other aid given

6  None

Their FDID Their State Their Incident Number

**F Actions Taken \***

Extinguish  Primary Action Taken (1)

Salvage & overhaul  Additional Action Taken (2)

Additional Action Taken (3)

**G1 Resources \***  Check this box and skip this section if an Apparatus or Personnel form is used.

Apparatus  Personnel

Suppression  EMS  Other

Check box if resource code includes aid received resources.

**G2 Estimated Dollar Losses & Values** LOSSES: Required for all fires if known. Optional for non fires.

Property \$  ,  ,

Contents \$  ,  ,

PRE-INCIDENT VALUE: Optional

Property \$  ,  ,

Contents \$  ,  ,

**Completed Modules**

Fire-2  Structure-3  Civil Fire Cas.-4  Fire Serv. Cas.-5  EMS-6  Hazmat-7  Wildland Fire-8  Apparatus-9  Personnel-10  Arson-11

**H1\* Casualties**  None

Deaths  Injuries

Fire Services

Casualties

**H2 Detector** Required for Confined Fires.

1  Detector alerted occupants

2  Detector did not alert them

U  Unknown

**H3 Hazardous Materials Release**

None

1  Natural Gas: show leak, no connection or switch action

2  Propane gas: < 10 lb. tank (or in tank any grill)

3  Gasoline: vehicle tank leak or portable container

4  Aerosols: and heating equipment or portable storage

5  Diesel fuel/fuel oil: vehicle tank leak or portable

6  Household solvents: non-office spill, cleanup only

7  Motor oil: free engine or portable container

8  Paint: free paint cans totaling < 10 gallons

9  Other: specify hazard action required or spill > 5 gal., flow under the ground, etc.

**I Mixed Use Property**

NN  Not Mixed

10  Assembly use

20  Education use

33  Medical use

40  Residential use

51  Row of stores

53  Unfinished mall

58  Bus. & Residential

59  Office use

60  Industrial use

63  Military use

65  Farm use

80  Other mixed use

**J Property Use\*** Structures

131  Church, place of worship

151  Restaurant or cafeteria

162  Bar/Tavern or nightclub

213  Elementary school or kindergarten

215  High school or junior high

241  College, adult education

311  Care facility for the aged

331  Hospital

341  Clinic, clinic type infirmary

342  Doctor/dentist office

381  Prison or jail, not juvenile

419  1- or 2-family dwelling

429  Multi-family dwelling

439  Rooming/boarding house

449  Commercial hotel or motel

459  Residential, board and care

464  Dormitory/barracks

519  Food and beverage sales

539  Household goods, sales, repairs

579  Motor vehicle/boat sales/repair

571  Gas or service station

599  Business office

615  Electric generating plant

629  Laboratory/science lab

700  Manufacturing plant

819  Livestock/poultry storage (barn)

882  Non-residential parking garage

891  Warehouse

936  Vacant lot

938  Graded/care for plot of land

946  Lake, river, stream

951  Railroad right of way

960  Other street

961  Highway/divided highway

962  Residential street/driveway

881  Construction site

884  Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box:

Property use

**Residential street, road or**

**A** 48014 PA 03 28 2010 F14 10-0000183 000  Delete  Change  No Activity **Fire**

VDID \* State \* Incident Date \* Station Incident Number \* Exposure \*

**B Property Details**

**B1**  Not Residential  
Estimated Number of residential living units in building of origin whether or not all units became involved

**B2**  Buildings not involved  
Number of buildings involved

**B3**  None  
Acres burned (outside fires)  Less than one acre

**C On-Site Materials or Products**  None  
Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the property, whether or not they became involved

Enter up to three codes. Check one or more boxes for each code entered.

On-site material (1)  1 Bulk storage or warehousing  
 2 Processing or manufacturing  
 3 Packaged goods for sale  
 4 Repair or service

On-site material (2)  1 Bulk storage or warehousing  
 2 Processing or manufacturing  
 3 Packaged goods for sale  
 4 Repair or service

On-site material (3)  1 Bulk storage or warehousing  
 2 Processing or manufacturing  
 3 Packaged goods for sale  
 4 Repair or service

**D Ignition**

**D1** 03 Engine area, running  
Area of fire origin \*

**D2** 10 Heat from powered  
Heat source \*

**D3** 01 Electrical wire, cable  
Item first ignited \*  was confirmed to be object of origin

**D4**    
Type of material first ignited Required only if item first ignited code is 00 or <70

**E1 Cause of Ignition**

Check box if this is an exposure report. Skip to section H

1 Intentional  
 2 Unintentional  
 3 Failure of equipment or heat source  
 4 Act of nature  
 5 Cause under investigation  
 U Cause undetermined after investigation

**E2 Factors Contributing To Ignition**

000 None  
Factor Contributing to Ignition (1)

None  
Factor Contributing to Ignition (2)

**E3 Human Factors Contributing To Ignition**

Check all applicable boxes

1 Asleep  None  
 2 Possibly impaired by alcohol or drugs  
 3 Unattended person  
 4 Possibly mental disabled  
 5 Physically disabled  
 6 Multiple persons involved

7 Age was a factor  
Estimated age of person involved

1 Male  2 Female

**F1 Equipment Involved In Ignition**

None if equipment was not involved. Skip to Section G

Equipment Involved

Brand

Model

Serial #

Year

**F2 Equipment Power**

Equipment Power Source

**F3 Equipment Portability**

1 Portable  
 2 Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

**G Fire Suppression Factors**

Enter up to three codes.  None

Fire suppression factor (1)

Fire suppression factor (2)

Fire suppression factor (3)

**H1 Mobile Property Involved**

None

1 Not involved in ignition, but burned  
 2 Involved in ignition, but did not burn  
 3 Involved in ignition and burned

**H2 Mobile Property Type & Make**

01 Passenger car.  
Mobile property type

MI Mazda  
Mobile property make

**Local Use**

Pre-Fire Plan Available  
None of the information presented in this report may be based upon reports from other agencies

Arson report attached  
 Police report attached  
 Coroner report attached  
 Other reports attached

**Tribute**

Mobile property model  Year 2002

License Plate Number  State PA VIN Number 4T2C008122

**K1 Person/Entity Involved**

Local Option

Business name (if applicable)

Area Code

Phone Number

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs.	First Name	MI	Last Name	Suffix
Number	Prefix	Street or Highway	Street Type	Suffix
Post Office Box	Apt./Suite/Room	City		
State	Zip Code			

More people involved? Check this box and attach Supplemental Forms (NFIRE-12) as necessary

**K2 Owner**

Same as person involved? Then check this box and skip the rest of this section.

Business name (if applicable)

Area Code

Phone Number

Local Option

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs.	First Name	MI	Last Name	Suffix
Number	Prefix	Street or Highway	Street Type	Suffix
Post Office Box	Apt./Suite/Room	City		
State	Zip Code			

**L Remarks**

Local Option

Dispatched to the listed location for a vehicle fire. 1452 arrived on scene and reported a working engine compartment fire. 1751 arrived and assumed command. 1452 attempted to extinguish with a water can. 1712 arrived on scene and crews used 1 3/4" line and extinguished the fire. The vehicle was then overhauled. As per the owner, the vehicle was parked at 1430hrs., they do not smoke and there was nothing plugged into the lighter outlets.

**Eric Insurance**

Agent: AA0400

Policy: [REDACTED]

**I Authorization**

408

Officer in charge ID

Hauze, Jamie L

Signature

AS1

Position or rank

Assignment

04

Month

12

Day

2010

Year

Check box if same as Officer in charge.

469

Number holding report ID in charge.

Lenner, Michael P

Signature

CP

Position or rank

Assignment

04

Month

12

Day

2010

Year

TX Result Report

P 1  
 05/14/2010 09:27  
 Serial No. 8100195  
 TC: 186130

Destination	Start Time	Time	Prints	Result	Note
	05-14 09:27	00:00:26	001/001	OK	

Note TMR: Timer TX, POL: Polling, ORG: Original Size Setting, FME: Frame Erase TX,  
 MIX: Mixed Original TX, CALL: Manual TX, CSRC: CSRC, FWD: Forward, PC: PC-Fax,  
 BND: Double-Sided Binding Direction, SP: Special original, FCODE: F-code, RTX: Re-TX,  
 RLY: Relay, MBX: Confidential, BUL: Bulletin, SIP: SIP Fax, IPADR: IP Address Fax,  
 I-FAX: Internet Fax

Result OK: Communication OK, S-OK: Stop Communication, PW-OFF: Power Switch OFF,  
 TEL: RX from TEL, NG: Other Error, Cont: Continue, No Ans: No Answer,  
 Refuse: Receipt Refused, Busy: Busy, M-Full: Memory Full,  
 LOVR: Receiving length Over, POVER: Receiving page Over, FIL: File Error,  
 DC: Decode Error, MDN: MDN Response Error, DSN: DSN Response Error.

Mazda North American Operations



Date: 5/14/10

Sent via fax to 610-974-7355

Erie Insurance  
 Attn: Darlene Perry  
 P.O. Box 3538  
 Allentown, PA 18106

Re: Insured: [REDACTED]  
 Your Claim #: [REDACTED]  
 VIN: 4F2CU081X2K [REDACTED]

Dear Ms Perry:

Mazda has received your demand for reimbursement for expenses incurred by Erie Insurance for the above-captioned insured. In order for us to properly evaluate your claim, please provide the following documentation/information indicated below:

- ⊙ Provide status and location of the vehicle, including the chain of custody from the time of the incident to the present date. Please ensure that the vehicle is preserved for evidentiary purposes, if applicable.
- ⊙ Copy of accident, fire and/or police department reports, and code sheets if necessary. If no reports are available, please provide a narrative statement about the incident (typed).
- ⊙ All documents regarding the vehicle's repair and maintenance history including, but not limited to, accidents.
- ⊙ Color photographs depicting the damaged vehicle and the allegedly defective parts, if available, and the status of the allegedly defective parts if they have been removed from the vehicle.
- ⊙ Photographs depicting the accident scene, if applicable.
- ⊙ All documents supporting the claim of a product defect and that such alleged defect caused the subject incident, including, but not limited to expert reports.
- ⊙ Transcripts of interviews (including telephone) between your representatives and the Insured. If not available, please provide a narrative.
- ⊙ Any other information or documents which support your claim. NOTE: If a settlement is agreed to, a copy of the vehicle's title and registration will be required.
- ⊙ Confirm that no other claims for this insured against Mazda are pending or anticipated in this matter.

Upon receipt of the information, we will be in a better position to evaluate the validity of your claim and provide our response.

Sincerely,

William Zdan  
 Senior Specialist, Customer Mediation



Date: 5/14/10

Sent via fax to 610-974-7355

Erie Insurance  
Attn: **Darlene Perry**  
P.O. Box 3538  
Allentown, PA 18106

Re: Insured: [REDACTED]  
Your Claim #: [REDACTED]  
VIN: 4F2CU081X2K [REDACTED]

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Sincerely,

William Zdan  
Senior Specialist, Customer Mediation



Branch Office • 2200 West Broad Street • P.O. Box 4286 • E  
610.865.1911 • Toll free 1.800.322.9026 • Fax 610.974.73

William  
NETA  
SUBRO  
129424900

RECEIVED

MAY 05 2010

April 22, 2010

CUSTOMER MEDIATION

Mazda North America  
7755 Irvine Center Drive  
Irvine, CA 92618

Re: ERIE Claim  
ERIE Policy  
ERIE Insured:  
Date of Loss: 3/28/10  
Vehicle: 2002 Mazda Tribute  
VIN: 4F2CU081X2K  
IAA Stock #6705939

Dear Sir or Madam:

Our insured purchased his 2002 Mazda Tribute from Allentown Mazda in 2002. On March 28, 2010, the vehicle was parked in front of his house where it caught fire. The fire resulted in the total loss of the vehicle.

The vehicle was inspected by National Forensic Consultants, Mike Moyer. Mr. Moyer indicated that the point of origin appears to be in or around the ABS braking control module. There was a recall for the ABS control module and Mr. [redacted] had the work done by Young Mazda in Easton, Pennsylvania in 2008.

The vehicle is being held by IAA Salvage at 103 Thompson Street in Pittston, Pennsylvania. Their telephone number is (570) 654-1709.

We are placing you on notice at this time and asking you to contact Mr. Moyer with National Forensic Consultants if you are interested in attending the final inspection of the vehicle. Mr. Moyer can be reached at (610) 587-3376 and we will be coordinating the inspection with you or your insurance company representative. We are contacting Mazda headquarters, Young Volkswagon Mazda, and Allentown Mazda with regard to this inspection. A date has not been set but will be done as soon as Mr. Moyer hears from each of you.

If you have any questions in the interim, please phone me at 1-866-600-2588.

Sincerely,

Darlene Perry  
Claims Adjuster  
P.O. Box 3538  
Allentown, PA 18106

DP:lal

- cc: Michael J. Moyer  
National Forensic Consultants  
403 North Waverly Street  
Reading, PA 19607
- cc: Young Volkswagon Mazda Dodge
- cc: Allentown Mazda
- cc: File





Erie  
Insurance®

Branch Office • 2200 West Broad Street • P.O. Box 4286 • Bethlehem, PA 18018-0286  
610.865.1911 • Toll free 1.800.322.9026 • Fax 610.974.7355 • www.erieinsurance.com

April 22, 2010

Allentown Mazda  
3209 Lehigh Street  
Allentown, PA 18103

Re: ERIE Claim  
ERIE Policy  
ERIE Insured:  
Date of Loss: 3/28/10  
Vehicle: 2002 Mazda Tribute  
VIN: 4F2CU081X2K  
IAA Stock #6705939

Dear Sir or Madam:

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Sincerely,

Darlene Perry  
Claims Adjuster  
P.O. Box 3538  
Allentown, PA 18106

DP:lal

cc: Michael J. Moyer  
National Forensic Consultants  
403 North Waverly Street  
Reading, PA 19607  
cc: Young Volkswagon Mazda Dodge  
cc: Mazda North America  
cc: File



Branch Office • 2200 West Broad Street • P.O. Box 4286 • Bethlehem, PA 18018-0286  
610.865.1911 • Toll free 1.800.322.9026 • Fax 610.974.7355 • www.erieinsurance.com

April 23, 2010

Young Volkswagen Mazda Dodge  
191 Commerce Park Drive  
Easton, PA 18045

Re: ERIE Claim  
ERIE Policy  
ERIE Insured: [REDACTED]  
Date of Loss: 3/28/10  
Vehicle: 2002 Mazda Tribute  
VIN: 4F2CU081X2K [REDACTED]  
IAA Stock #6705939

Dear Sir or Madam:

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Sincerely,

Darlene Perry  
Claims Adjuster  
P.O. Box 3538  
Allentown, PA 18106

DP:lal

cc: Michael J. Moyer  
National Forensic Consultants  
403 North Waverly Street  
Reading, PA 19607

cc: Allentown Mazda  
cc: Mazda North America  
cc: File



RECEIVED

APR 29 2010

CUSTOMER MEDIATION

Branch Office • 2200 West Broad Street • P.O. Box 4286 • Bothlehem, PA 18018-0286  
610.885.1911 • Toll free 1.800.322.9028 • Fax 610.974.7355 • www.erieinsurance.com

April 23, 2010

Young Volkswagen Mazda Dodge  
191 Commerce Park Drive  
Easton, PA 18045

Re: ERIE Claim  
ERIE Policy  
ERIE Insured: [REDACTED]  
Date of Loss: 3/28/10  
Vehicle: 2002 Mazda Tribute  
VIN: 4F2CU081X2K [REDACTED]  
IAA Stock #6705939

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Sincerely,

Darlene Perry  
Claims Adjuster  
P.O. Box 3538  
Allentown, PA 18106

DP:lal

cc: Michael J. Moyer  
National Forensic Consultants  
403 North Waverly Street  
Reading, PA 19607  
cc: Allentown Mazda  
cc: Mazda North America  
cc: File

Federated  
Scott Petty

1912339\_1.DOC



**CERTIFIED AND REGULAR MAIL**



October 18, 2007

Mazda North America Operations  
P.O. BOX 19734  
Irvine, CA 92623-9734

**RECEIVED**

NOV 05 2007

**CONSUMER COMPLIANCE**

Our insured:   
Our Claim No:   
Date Of Loss: 10/3/2007

**RE:** Notice of subrogation rights

Dear Sir/Madame:

Our insured 2002 Mazda Tribute was involved in a fire loss as a result of a possible electrical failure.

The vehicle is currently located at:

Copart:  
7519 Woodman Ave.  
Van Nuys, California 91405  
(818) 782-5315  
Lot#: 13994297

The vehicle will be available for inspection for the next **45-days**.

This is notice of our subrogation interest arising from this loss. We are in the process of settling the claim directly with our insured. We will forward copies of the settlement information as soon as they are available.

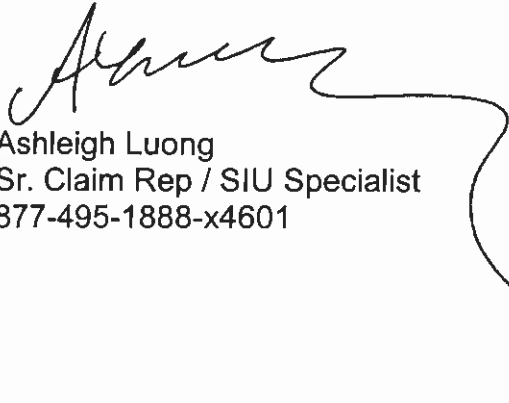
Should you have any questions regarding this matter, please contact our office.

**FOR YOUR PROTECTION, CALIFORNIA LAW REQUIRES THAT THE FOLLOWING LANGUAGE APPEAR ON THIS LETTER:**

**California Insurance Code – Sections 1871.2 and 1879.2**

***Any person who knowingly presents a false or fraudulent claim for payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.***

UNITRIN DIRECT INSURANCE COMPANY

A handwritten signature in black ink, appearing to read 'Ashleigh Luong', with a long, sweeping tail that extends to the right and then curves downwards.

Ashleigh Luong  
Sr. Claim Rep / SIU Specialist  
877-495-1888-x4601



The First Liberty Insurance Corporation

5050 W Tilghman St Ste 200  
Allentown PA 18104-9154

Tel: (800) 521-0986 / (800) 521-0986  
Fax: (603) 334-0372

**RECEIVED**

JUL 31 2009

CUSTOMER MEDIATION

MAZDA  
7755 IRVINE CENTER DR  
IRVINE CA 92618-2906

July 06, 2009

OUR INSURED: [REDACTED]  
CLAIM NUMBER: [REDACTED]  
DATE OF LOSS: 05/01/2009

FILE NUMBER: Vin # 4F2YU09162K [REDACTED]  
YOUR INSURED: MAZDA

Dear Mediation Dept:

Based on our investigation into the cause of this loss, we believe your company to be responsible for the damages to our policyholder's vehicle. Due to the amount of damages sustained to our policyholder's vehicle, it has been determined that our vehicle is a total loss. I have enclosed our subrogation demand in the amount of \$2,329.26. Please review the enclosed and forward your draft to resolve this matter in full or contact me to discuss.

Sincerely,  
DAWN PERL

Recovery Team-Subrogation Department  
(800) 521-0986 / (800) 521-0986

Extension 73407

Email: DAWN.PERL@LIBERTYMUTUAL.COM

Enclosure

Amounts per Coverage:

Coverage	Gross Paid to Date	Net Paid to Date	Loss Estimates
COMP	1221.79	1221.79	1222.00

Gross Expenses Paid to Date: \$0.00

Net Expenses Paid to Date: \$0.00

Financial Transaction History:

Sched	Name	Payee/Issuer Type	Status	Amount	Pay From	Pay Through	Transaction Date
No		Insured	Disbursed	110.00			05/12/2009
No		Insured	Disbursed	1111.79			05/07/2009

Refund Reason:

Select New Process:

Open New Process:

Estimates...

Refund Estimates:

Issuer Name	Status
Subrogation	Open

Add Receipt:

Deductible Waiver:

Open Detail:

--	--	--	--	--	--	--	--

Occurrence Financials...

Amounts per Coverage:

Coverage	Gross Paid to Date	857.47	Net Paid to Date	857.47	Loss Estimates	858.00
RENT						

Estimates...

Gross Expenses Paid to Date:	\$0.00
Net Expenses Paid to Date:	\$0.00

Select New Process:

Refund Reason:

Financial Transaction History:

Sched	Name	Payee/Issuer Type	Status	Amount	Pay From	Pay Through	Transaction Date
No		Billing Provider	Disbursed	857.47	06/04/2009	06/04/2009	06/04/2009

<p>Refund Estimates:</p> <table border="1"> <tr> <td>Issuer Name</td> <td>Status</td> </tr> </table> <p>Add Receipt</p> <p>Deductible Waiver: No Waiver</p> <p>Open Detail</p>								Issuer Name	Status
Issuer Name	Status								

Occurrence Financials...



Rental Company: ENTERPRISE-RENT-A-CAR  
Invoice: 21G5 D254636

**Bill To:**  
LIBERTY MUTUAL - PERSONAL MARKET  
ATTN:BRANDON WHITE  
11350 MCCORMICK RD, SUITE 301  
HUNT VALLEY, MD 21031

**Billing Detail:**  
Rental Period: 05/01/2009 to 05/28/2009 (28 days)  
Billed Period: 05/01/2009 to 05/28/2009 (28 days)

**RENTER INFORMATION:**  
Description @ 28 DAYS @  
28 VLF \$0.10 \$2.80  
1 SALES TAX% \$77.95  
Address: [REDACTED]  
SALUDA, VA [REDACTED]  
Home Phone: [REDACTED]  
Office Phone: [REDACTED]

**RENTAL INFORMATION:**  
Rental Branch Location: [REDACTED]  
WILLIAMSBURG, VA [REDACTED]

Total Charges: \$857.47  
Less Amount Received: \$0.00  
Amount Due..... \$857.47

**RENTED VEHICLES:**  
Effective Date Time 05/01/2009 3:00 PM  
Year Make Model VIN 2009 NISN ALTI 1N4AL21E99C  
Mileage 2439

**CLAIM INFORMATION:**  
Claim Number: [REDACTED]  
Claim Type: Insured  
Vehicle Condition: Non-Driveable  
Date Of Loss: 05/01/2009  
Insured Name: [REDACTED]  
Owner's Vehicle: 2002 MAZDA TRIBU  
Repair Facility: CASEY VW / MAZDA  
NEWPORT NEWS, VA 23612  
(757) 988-1200

Please Return This Portion with Remittance.

**Make Payment To:** [REDACTED]  
Federal ID: [REDACTED]  
NEWPORT NEWS, [REDACTED]  
Please include on your Check: Invoice: 21G5 D254636  
Total Charges: \$857.47  
Less Amount Received: \$0.00  
Total Amount Due..... \$857.47

FAX - (800) 805-9649

ATTENTION:

No. 420  2009

Received from 

Key being Dollars

For Two Charge. Still  
to place of resident  
\$65.00 Sixty five dollars

Claim # 

No. 421  2009

Received from 

Key being Dollars

For Two Charge Still  
to Madras Dealer Newspaper  
\$1100.00 One hundred ten dollars

2002 Mazda Tribute LX 4 DR Wagon  
6cyl Gasoline 3.0

Vehicle

SUPPLEMENTS MUST BE INSPECTED PRIOR TO REPAIR  
FAILURE TO NOTIFY LIBERTY MUTUAL COULD RESULT IN NON PAYMENT OF SUPPLEMENT  
ALL REQUESTS FOR SUPPLEMENTS MUST BE DIRECTED TO 804-640-5725  
COVERAGE TO LIBERTY MUTUAL CUSTOMER IS UNDER COMPREHENSIVE PART OF THE POLICY  
OLD DAMAGE LISTED AS UNRELATED PRIOR DAMAGE.

Remarks

City State Zip: 23181 FAX:

Repairer

Inspection Date: 05/05/2009  
Inspection Location: owner's work  
City State Zip: West Point, VA 23181  
Primary Impact: Non-Collision  
Driveable: No  
Assigned Date/Time:  
First Contact Date/Time:  
Appraiser Name: MARK PRESLEY  
Appraiser License #:  
Inspection Type: Field  
Contact:  
Secondary Impact:  
Rental Assisted:  
Received Date/Time: 05/06/2009 04:42 PM  
Appointment Date/Time: 05/05/2009

Inspection

Loss Payee: REGIONAL ACCEPTANCE CORP

Claim Rep: Brandon White ext 71379

Ins. Company: Liberty Mutual  
Insured:

Loss Date/Time: 05/01/2009 08:00 AM  
Deductible: \$250.00

Insured Policy #: [REDACTED]  
Loss Type: Comprehensive

Control Information

Owner:  
Address:  
City State Zip: SALUDA, VA  
Home/Day:

Owner

05/06/2009

\*\*\* ESTIMATE \*\*\*

AUTO APPRAISAL REPORT  
LIBERTY MUTUAL INSURANCE COMPANY  
EXECUTIVE PLAZA IV 11350 MCCORMICK ROAD, SUITE 301  
HUNT VALLEY, MD 21031  
PHONE: 1-800-241-3238 FAX: (866) 683-1266

Lic. Plate: [REDACTED]  
 Lic. Expiry: [REDACTED]  
 Prod Date: [REDACTED]  
 Veh Insp#: [REDACTED]  
 Condition: Good  
 Ext. Color: Black  
 Ext. Refinish: Two-Stage  
 Ext. Paint Code: 00  
 Lic State: VA  
 VIN: 4F2YU09162K [REDACTED]  
 Mileage: 133,439  
 Mileage Type: Actual  
 Code: D7103B  
 Int. Color: [REDACTED]  
 Int. Refinish: [REDACTED]  
 Int. Trim Code: [REDACTED]

**Options**

AM/FM CD Player	Air Conditioning	Alarm System
Aluminum/Alloy Wheels	Body Side Cladding	Center Console
Cruise Control	Dual Airbags	Fender Flares
Fog Lights	Intermittent Wipers	Keyless Entry System
Lighted Entry System	Power Brakes	Power Door Locks
Power Mirrors	Power Steering	Power Windows
Privacy Glass	Rear Window Defroster	Rear Window Wiper/Washer
Rem Trunk-L/Gate Release	Roof/Luggage Rack	Split Folding Rear Seat
Strg Wheel Radio Control	Tachometer	Tilt Steering Wheel
Tinted Glass	Trailer Hitch	Velour/Cloth Seats

**Damages**

Line	Op	Guide	MC	Description	MFR,Part No.	Price	ADJ%	B%	Hours	R
1	E	150		Mod Anti-Lock Brake LT	ECY26765XA	\$325.16			0.8	ME
2	E	184		Accumulator,A,B,S, LT	ECY2437A0	\$317.56			1.0	ME
3	N	985		Brake Bleed	Additional Labor				1.0	ME
4	EC			Brake Fluid	QUALITY REPL. PART	\$10.00				SM*
5	I			clean engine compartment	Repair	\$75.00			1.0	ME*
6	EU			Wiring Harness	LIKE KIND & QUALITY	\$75.00			4.0	ME*
>> damaged section available through Action Auto Parts 804-796-1510 quote >> 74976 (Allen)										

**Estimate Total & Entries**

Gross Parts	\$642.72
Other Parts	\$85.00
Line Item Markup	\$18.75
Parts & Material Total	\$746.47
Tax on Parts & Material	\$37.32
@ 5.000%	
Repair	5.000%
Rate	
Hrs	
Replace	
Hrs	
Repair	
Hrs	
Total	
Labor	
Sheet Metal (SM)	\$42.00
Mech/Elec (ME)	\$85.00
Frame (FR)	\$50.00
Refinish (RF)	\$42.00
Paint Materials	\$30.00
Labor Total	\$578.00
6.8 Hours	
Gross Total	\$1,361.79
Less: Deductible	\$250.00
Net Total	\$1,111.79

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 23221 RICHMOND  
Recycled Parts NOT REQUESTED

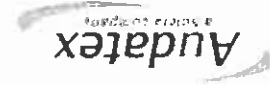
Audatex Estimating 5.0.114 ES 05/06/2009 04:55 PM REL 5.0.114 DT 04/01/2009 DB 05/01/2009  
Copyright (C) 2007 Audatex North America, Inc.

THIS IS NOT AN AUTHORIZATION TO REPAIR  
ATTENTION: PRESENT THIS APPRAISAL TO THE REPAIRING GARAGE BEFORE REPAIRS  
BEGIN. WE RESERVE THE RIGHT TO INSPECT ADDITIONAL DAMAGE BEFORE PAYMENT  
OF SUPPLEMENTAL CHARGES.  
NUMBER OF DAYS TO REPAIR.....  
COVERAGE TO LIBERTY MUTUAL CUSTOMER IS UNDER THE \_\_\_\_\_ COLLISION,  
\_\_\_\_\_ COMPREHENSIVE, OR \_\_\_\_\_ UNINSURED MOTORIST PART OF THE POLICY.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT  
MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE  
BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN  
LIKE KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE  
ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = QUALITY REPL. PART	OE = OEM SURPLUS PART	UE = OEM SURPLUS PART
ET = Partial Replace Labor	EP = QUALITY REPL. PART	EU = LIKE KIND & QUALITY
TE = Partial Replace Price	PM = Replace PXX Reman/Rebil	UM = NEW DISCOUNT OEM PRT
L = Refinish	PC = Replace PXX Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



This report contains proprietary information of Audatex and may not be disclosed to any  
third party (other than the insured, claimant and others on a need to know basis in order  
to effectuate the claims process) without Audatex's prior written consent.  
Copyright (C) 2007 Audatex North America, Inc.  
Audatex Estimating is a trademark of Audatex North America, Inc.

\*\*\* Unrelated Prior Damage Page \*\*\*

Administrative

Owner: [REDACTED]  
 Claim #: [REDACTED]  
 Loss Date/Time: 05/01/2009 08:00 AM  
 Inspection Date: 05/05/2009  
 Vehicle: 2002 Mazda Tribute LX 4 DR Wagon

6cyl Gasoline 3.0  
 4 Speed Automatic

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	SB	7		Cover,Front Bumper	Sublet Repair					SM
2	SB	56		Mldg,Hood Front	Sublet Repair					SM
3	SB	560		Cover,Rear Bumper	Sublet Repair					SM
3 Items >> damaged on lt corner >> missing >> damage on rt side										

Estimate Total & Entries

Replace	Repair	Total	Rate	Hrs	Hrs	Hrs
			\$42.00			
Sheet Metal (SM)			\$85.00			
Mech/Elec (ME)			\$50.00			
Frame (FR)			\$42.00			
Refinish (RF)			\$30.00			
Paint Materials						

Unrelated Prior Damage Gross Total (excludes taxes) \$0.00

These damages are unrelated to the stated loss incident. The stated costs are representative only and may differ based upon such factors as the involved incident facts, completion of the damages estimate and/or actual repair.

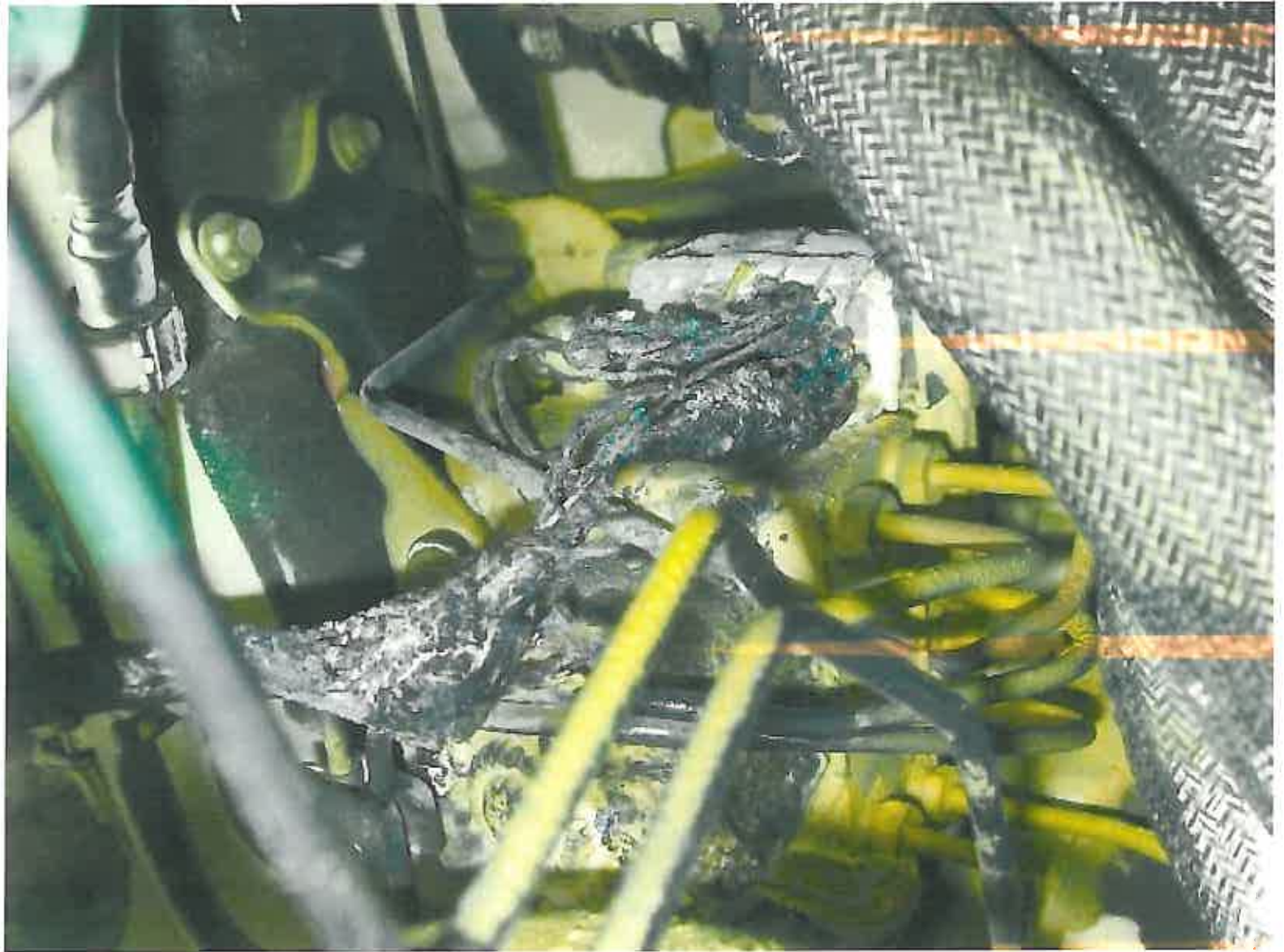


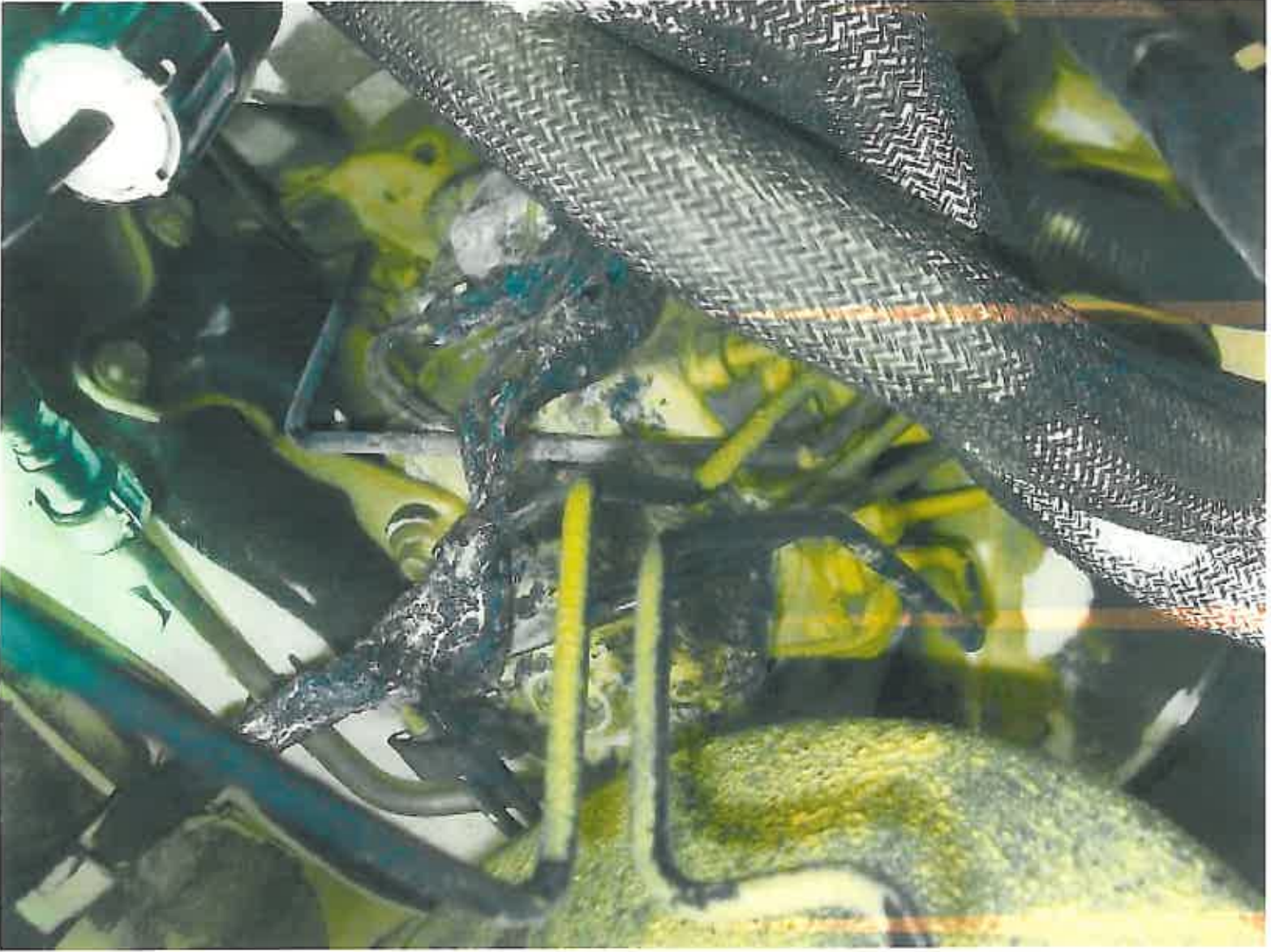


















[ ] CASH [ ] CHECK CK NO. [ ] CREDIT [ ] DEBIT OTHER [ ]

CLAIM#	LABOR	977.50	876.42	0.00	0.00	0.00	0.00	0.00	0.00	1853.92
	PARTS	876.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1853.92
	SUB.LAB.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	SUB.PART	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	GOG	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	MISC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	TAX	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	TOTAL	1853.92	1853.92							1853.92

TOTAL Found + Authorized By Mazda

WARRANTY CLAIM DETAIL TOTALS

LABOR 977.50

PARTS 876.42

SUB.LAB. 0.00

SUB.PART 0.00

GOG 0.00

MISC 0.00

TAX 0.00

TOTAL 1853.92

R/O TAX 0.00

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
1	EC34-45-320	PIPE L BR	17.98	17.98	25.17
1	ECY2-67-65XA	BOX, CONTR	195.06	195.06	273.08
1	EC01-43-8008	MASTER VAC	87.20	87.20	122.08
1	EC01-43-4000	CYL, TAND	57.82	57.82	80.95
3	0000-77-130E-10	DOT 3 BRAK	2.75	8.25	3.85
1	ECY1-67-SH0	SHORT CORD	28.42	28.42	39.79
1	ECY2-43-7A0	UNIT, HYDRA	190.49	190.49	266.69
1	NPNMIRE	14" WIRE	3.22	3.22	4.51
1	NPNSHRINK	20 SHRWRAP	32.60	32.60	45.64
1	JCAS60	60AMP	3.64	3.64	5.10
1	9970-51-225	FUSE 25AM	1.33	1.33	1.86
JOB # 1 COST TOTAL			626.01		
TOTAL - PARTS					876.42
TOTAL - LABOR					977.50

CLAIM # 202263

FRONT HARNESS NO LONGER AVAILABLE FROM MAZDA OR FORD CALLED JOHN K. HE AUTHORIZED HARNESS REPAIR, PARTIALLY REMOVED HARNESS CUT PAST BURNT SECTIONS AND PERFORMED RESISTANCE CHECKS FOR EAH WIRE TO VERIFY NO WIRES WERE SHORTED TOGETHER AND VERIFY OPEN CIRCUITS, ALL WIRES CHECK WITHIN SPECS USING NEW CONNECTOR SOLDERED EACH WIRE AND SEALED EACH WIRE WITH HEATSHRINK TO PROTECT FROM CORROSION REPLACED ABS MODULE, ABS PUMP MOTOR, MASTER CYLINDER, CLEANED BRAKE BOOSTER AND BRAKE LINE TO LEFT FRONT WHEEL, CLEANED REMAINING BRAKE LINES AND PAINTED TO PROTECT LINES FROM CORROSION, REPAIRED 3 FRONT BRAKE LINES AND 2 GOING TO THE REAR DUE TO PARTS NOT BEING AVAILABLE, FLUSHED BRAKE LINES ABS PUMP TO EACH WHEEL TO VERIFY NO TRASH IN SYSTEM, FILL MASTER CYLINDER & BLEED BRAKES UNTIL NO AIR FROM SYSTEM, CLEAN FLUID TO EACH WHEEL, VERIFIED ABS OPERATION, Z0101XR 5.5 P0502XR 1.8 P0503XR 0.0 P0401XR 1.0 P0402XR 0.0 P0408AR 0.7 P0408XR 1.5 P0409XR 1.0 (SEND TO HOTLINE FOR PAYMENT, REF# 615306 PER JOHN K)

ADVISOR	FRANCINE STEWART	TAD No.	4884	INVOICE DATE	05/29/09	INVOICE No.	MAWS202263
LABOR RATE		MILEAGE	133,439	COLOR	BLACK/	STOCK No.	
YEAR / MAKE / MODEL				DELIVERY DATE	04/17/04	DELIVERY MILES	49,732
VEHICLE I.D. No.	02/MAZDA/TRIBUTE/4 DOOR UTILITY	SELLING DEALER NO.		PRODUCTION DATE	04/17/04		
F.T.E. No.	4 F 2 Y U 0 9 1 6 2 K	R.O. DATE	05/08/09				
COMMENTS	MO: 133440						

CUSTOMER No 257539

ADVISOR FRANCINE STEWART

TAD No. 4884

INVOICE DATE 05/29/09

INVOICE No. MAWS202263

CELL: 804-854-9116

12943 JEFFERSON AVENUE  
NEWPORT NEWS, VA 23608  
757-988-1236  
M-F 7:00-6:00 SAT 7:00-5:00



SERVICE INVOICE

WS202263

WS202263



WARRANTY COPY

[ END OF INVOICE ] 10:48pm

[ ] CASH [ ] CHECK CK NO. [ ]  
[ ] CREDIT [ ] DEBIT OTHER [ ]

\*\*\*\*\* APPROVED BY SIGNATURE \*\*\*\*\*  
\*\*\*\*\* PRE - INVOICE \*\*\*\*\*

MO: 133440		COMMENTS		[REDACTED]	
R.O. DATE 05/08/09		F.T.E. No. 4 F 2 Y U 0 9 1 6 2 K		SHACKLEFORD, VA	
SELLING DEALER NO. [REDACTED]		VEHICLE ID No. 02/MAZDA/TRIBUTE/4 DOOR UTILITY		[REDACTED]	
PRODUCTION DATE 04/17/04		YEAR / MAKE / MODEL 02/MAZDA/TRIBUTE/4 DOOR UTILITY		[REDACTED]	
DELIVERY DATE 04/17/04		LABOR RATE		[REDACTED]	
DELIVERY MILES 49,732		MILEAGE		[REDACTED]	
STOCK No.		TAG No.		CUSTOMER No.	
MAWS202263		667		257539	
INVOICE DATE 05/29/09		FRANCINE STEWART		[REDACTED]	
INVOICE No.		LICENSE No.		[REDACTED]	
MAWS202263		4884		[REDACTED]	
COLOR BLACK/		LABOR RATE		[REDACTED]	
133,439		[REDACTED]		[REDACTED]	

CELL: 804-854-9116

CASEY IMPORTS  
12943 JEFFERSON AVENUE  
NEWPORT NEWS, VA 23608  
757-988-1236  
M-F 7:00-6:00 SAT 7:00-5:00



02041MAWS202263



www.caseyauto.com

**SERVICE INVOICE**

WS202263

WS202263

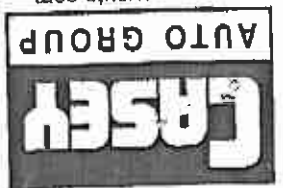
# SERVICE INVOICE

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LIBRARY

8047585910

06/26/2009 10:14



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CASEY IMPORTS  
12943 JEFFERSON AVENUE  
NEWPORT NEWS, VA 23608  
757-988-1236  
M-F 7:00-6:00 SAT 7:00-5:00

CELL: 804-854-9116

INVOICE NO	MACS202263	ADVISOR	FRANCINE STEWART	CUSTOMER NO	257539
STOCK NO.		LABOR RATE			
COLOR	BLACK/	VEHICLE ID NO.	4 F 2 Y U 0 9 1 6 2 K		
DELIVERY DATE	04/17/04	YEAR/MAKE/MODEL	02/MAZDA/TRIBUTE/4 DOOR UTILITY		
DELIVERY MILES	49,732	SALE PRICE			
SELLING DEALER NO.		REGISTRATION			
PRODUCTION DATE	05/08/09				
		COMMENTS	MO: 133440		

WARRANTY

TECH(S): 1821 712

# 1 14MAZ

\*DASH/GAUGES

CUSTOMER STATES VEHICLE CAUGHT FIRE BY FIRE WALL

CHECK AND ADVISE IF PART OF RECALL 4507C - ABS WIRING

CHECK VEHICLE FOUND ABS MODULE, WIRING TO MODULE SEVERLY

BURNT BRAKE BOOSTER PAINT BURNT OFF MASTER CYLINDER SLIGHTLY

BURNT ON ONE EDGE BRAKE LINES HAD PAINT BURNT OFF ONE

SEVERELY BURNT METAL CORRODING CALLED TECH LINE REF # 615306

TECH LINE SENT CONCERN TO ZONE, CALLED STEVE M AND JOHN K

FROM MAZDA ADVISED THEM OF POSSIBLE RELATION TO RECALL 4507C

JOHN K MAZDA FIELD REP CAME TO DEALER TO INSPECT, TAKE

PICTURES AND REPORT FINDINGS TO ZONE, JOHN K CALLED MAZDA

AUTHORIZED REPAIR ON 05/15/09 PARTS WERE ORDERED

FRONT HARNESS NO LONGER AVAILABLE FROM MAZDA OR FORD

CALLED JOHN K, HE AUTHORIZED HARNESS REPAIR, PARTIALLY

REMOVED HARNESS CUT PAST BURNT SECTIONS AND PERFORMED

RESISTANCE CHECKS FOR EAH WIRE TO VERIFY NO WIRES WERE

SHORTED TOGETHER AND VERIFY OPEN CIRCUITS, ALL WIRES CHECK

WITHIN SPECS USING NEW CONNECTOR SOLDERED EACH WIRE AND

SEALED EACH WIRE WITH HEATSHRINK TO PROTECT FROM CORROSION

REPLACED ABS MODULE, ABS PUMP MOTOR, MASTER CYLINDER,

BRAKE BOOSTER AND BRAKE LINE TO LEFT FRONT WHEEL, CLEANED

REMAINING BRAKE LINES AND PAINTED TO PROTECT LINES FROM

CORROSION FLUSHED BRAKE LINES FROM ABS PUMP TO EACH WHEEL

TO VERIFY NO TRASH IN SYSTEM FILL MASTER CYLINDER AND

BLEED BRAKES UNTIL NO AIR FROM SYSTEM AND CLEAN FLUID

TO EACH WHEEL VERIFIED ABS OPERATION ABS LIGHT CAME ON

CHECK CODES FOUND CODE FOR RIGHT REAR WHEEL ABS SENSOR

CIRCUIT

0.00

TECH(S): 1821 712

\*MAZDA FULL CIRCLE

PERFORM THE MAZDA FULL CIRCLE SERVICE INSPECTION.

INTERNAL

TECH(S): 649 938

\*STEAM CLEAN ENGINE

CLEAN ENGINE, TOP BOTH SIDES AND BOTTOM WITH ENGINE CLEANER.

BLOW DRY ENGINE OFF AND RECHECK TO MAKE SURE ENGINE IS CLEAN.

SPRAY WITH PAINTI GLOSS TO COMPLETE ENGINE COMPARTMENT.

STEAM CLEAN ENGINE ALL CARS

\*TIRES AND WHEELS

ABS LIGHT ON - CHECK AND ADVISE

CHECK VEHICLE FOUND CODE FOR RIGHT REAR WHEEL SPEED SENSOR

PERFORMED DIAG FOUND RESISTANCE OF SENSOR OUT OF SPECS

REPLACED RIGHT REAR WHEEL SPEED SENSOR CLEARED CODES

COULD NO LONGER DUPLICATE CUSTOMERS CONCERN

HAND WASH VEHICLE EXTERIOR AND CLEAN WHEELS AND TIRES.

PRICE IS DISCOUNTED BELOW IN THE MISC. AREA.

COURTESY CLEAN / WASH COURTESY CAR CLEANING

INTERNAL

TECH(S): 549 935

\*COURTESY CAR WASH

# 5+31MAZZ-COURTESY CAR WASH

TOTAL - LABOR

198.50

[ ] CASH [ ] CHECK CK NO. [ ]  
[ ] CREDIT [ ] DEBIT OTHER [ ]

# SERVICE INVOICE



CASEY IMPORTS  
 12943 JEFFERSON AVENUE  
 NEWPORT NEWS, VA 23608  
 757-988-1236  
 M-F 7:00-6:00 SAT 7:00-5:00

CELL: 804-854-9116

INVOICE NO.	MACS202263	INVOICE DATE	05/28/09	ADVISOR	FRANCINE STEWART	TAG NO.	667	LABOR RATE	4884
STOCK NO.		COLOR	BLACK/	YEAR/MAKE/MODEL	02/MAZDA/TRIBUTE/4 DOOR UTILITY	VEHICLE I.D. NO.	4 F 2 Y U 0 9 1 6 2 K	VEHICLE I.D. NO.	
DELIVERY MILES	49,732	DELIVERY DATE	04/17/04	SELLING DEALER NO.		PRODUCTION DATE		R.O. DATE	05/08/09
INVOICE NO. MO: 133440		COMMENTS							

PARTS - QTY - FP. NUMBER - DESCRIPTION - UNIT PRICE

JOB # 1	1	EC34-45-320	PIPE L BR	WARRANTY
JOB # 1	1	ECY2-67-65XA	BOX, CONTR	WARRANTY
JOB # 1	1	EC01-43-800B	MASTER VAC	WARRANTY
JOB # 1	1	EC01-43-400D	CYL, TANDE	WARRANTY
JOB # 1	3	0000-77-130E-10	DOT 3 BRAK	WARRANTY
JOB # 1	1	ECY1-67-SH0	SHORT CORD	WARRANTY
JOB # 1	1	ECY2-43-7A0	UNIT, HYDRA	WARRANTY
JOB # 1	1	NPMMIRE	14" WIRE	WARRANTY
JOB # 1	1	NPNSHRINK	20 SHRKKRAPP	WARRANTY
JOB # 1	1	JCAS60	60AMP	WARRANTY
JOB # 1	1	9970-51-225	FUSE 25AM	WARRANTY
JOB # 4	1	EC02-43-71YK	SENSOR R ,	WARRANTY

6.0. G. & SUPPLIES - FREIGHT (PARTS) - TOTAL - GOG - WARRANTY 0.00

MISC. CODE - DESCRIPTION - CONTROL NO. - INTERNAL

JOB # 3	18	COURTESY CAR WASH - SERVICE	INTERNAL
JOB # 3	19	COURTESY CAR WASH - PARTS	INTERNAL
JOB # 3	31	IMP-ENVIIRON SVC/SHOP PROV.	INTERNAL
JOB # 5	18	COURTESY CAR WASH - SERVICE	INTERNAL
JOB # 5	19	COURTESY CAR WASH - PARTS	INTERNAL

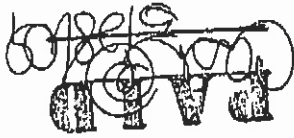
TOTAL - MISC 3.00

ESTIMATE - CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$103.00 (+TAX) APPROVED REVISED ESTIMATE (# 1) OF \$278.00 (+TAX) ON 05/22/09 AT 05:31pm BY MR. KING COMMENTS APPROVED SPEED SENSOR

TOW TO SHOP COMMENTS

[ ] CASH [ ] CHECK CK NO. [ ]  
 [ ] CREDIT [ ] DEBIT OTHER [ ]

[ ] CASH [ ] CHECK CK NO. [ ]  
[ ] CREDIT [ ] DEBIT OTHER [ ]



CUSTOMER SIGNATURE

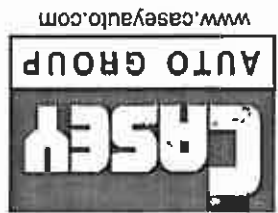
You may be receiving a survey within the next few weeks regarding your service visit today. Surveys are vital to the success of our business. Please take a moment to complete the survey and send it in. We use the feedback from these surveys to address concerns and to recognize service personnel for their efforts in satisfying your service needs. We hope you had an EXCELLENT experience in our service department today. Thank you for allowing us to be of service. We appreciate your business and look forward to your next scheduled visit approximately 90 days from today. You will be receiving a reminder prior to the appointment.

TOTAL INVOICE \$ 275.07  
TOTAL LABOR... 198.50  
TOTAL PARTS... 69.92  
TOTAL SUBLET... 0.00  
TOTAL G.O.G... 0.00  
TOTAL MISC CHG... 3.00  
TOTAL MISC DISC... 0.00  
TOTAL TAX... 3.66

CUSTOMER No. 257539		ADVISOR FRANCINE STEWART		LAG No. 667	4884	05/28/09	INVOICE DATE	MACS202263	INVOICE No.
YEAR/MAKE/MODEL 02/MAZDA/TRIBUTE/4 DOOR UTILITY		LABOR RATE		133,439	BLACK/	DELIVERY DATE	04/17/04	DELIVERY MILES	49,732
VEHICLE ID No. 4 F 2 Y U 0 9 1 6 2 K		P.O. No.		SELLING DEALER NO.		PRODUCTION DATE	05/08/09	R.O. DATE	
COMMENTS		MO: 133440							

CELL: 804-854-9116

CASEY IMPORTS  
12943 JEFFERSON AVENUE  
NEWPORT NEWS, VA 23608  
757-988-1236  
M-F 7:00-6:00 SAT 7:00-5:00



# SERVICE INVOICE

S20CRM1

HOTLINE RECORD (INQUIRY1)

06/30/09 19:52:15

P444

MCJP089

Hotline Ref No.: 0535598 Status: CF CLSD FIXED Region.: PA District: 03

Assign Code....: PA PACIFIC Action: P1 4507C CC.: 1 Recall.: Y

Caller.....: [REDACTED] ID: JDEARM01 MRA: Branded.: N

Job Code.....: D331 CERTIFIED TECHNICIAN CPV:

Location.....: 41959 BROWNING MAZDA Phone: 562 924 - 1414 Ext:

VIN.....: 4F2CU09171K [REDACTED] MDL/YR: TR2 ES A /01 Prod Dt: 07/19/01

Repair Mileage.: 67964 Cust: [REDACTED] In Srvc: 08/13/01

Hotline Subject: CC 10/15/07 ABS THERMAL EVENT (ABS/HARNESS)

Category Code.: P20 SERVICE BRAKE PQI:

Symptom Codes.: 760 OIL LEAK/GREASE LEAK 850 BURNT/SMOKE

Condition Codes: MXD MASH DECLINED (MAJOR XXX DOES NOT DEPEND ON C

XXX DOES NOT DEPEND ON C

DTC:

Symptom Freq...: C CONSTANT 0 ONCE ONLY

Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1

Symptoms/Conditions: CALLER STATES BRAKE MASTER CYL. THERMAL EVENT.

FILE WAS CODED N/F DUE TO POSSIBLE SAFETY CONCERNS.

PF1=HELP PF3=EXIT PF4=TRNG PF6=VEH INQ PF10=NEXT PF11=360 PF12=CNCL

PF14=RCLL PF15=BRND PF16=CC PF17=R1 PF19=PQI PF20=CM

S20CSM1

HOTLINE RECORD (INQUIRY2)

06/30/09 19:57:28

P444

MCJP089

Hotline Ref No. : 0535598 Status: CF CLSD FIXED MDL/YR: TR2 ES A /01

Assign Code....: PA PACIFIC Action: P1 4507C Caller: JOSHUA DEARMOND

Location.....: 41959 BROWNING MAZDA Phone: [REDACTED] Ext:

Hotline Subject: CC 10/15/07 ABS THERMAL EVENT (ABS/HARNESS)

RI No for prior repair attempts:

Describe attempted repairs.....:

TECH HAS CONFIRMED THE RECALL HAS ALREADY BEEN PERFORMED. TECH HAS CONFIRMED THE VEHICLE HAS NEVER BEEN TO THIS DEALER BEFORE. TECH CONFIRMED BRAKE FLUID HAS LEAKED OUT OF THE MASTER CYL, DOWN THE FIRE WALL, CAUSING THE MASTER CYL. THERMAL EVENT TO OCCUR. TECH SAID THE WIRING HARNESS UNDER THE BOOSTER IS BRAKE FLUID SOAKED AS WELL. TECH SAID LOOKED LIKE THE MASTER CYL. HAS BEEN LEAKING FOR A LONG TIME AND CUSTOMER HAS CONT. TO TOP OFF THE FLUID.

RI Ref No

Suggested Repair

Try Eff

F01=HELP F03=EXIT F06=VEH INQ F09=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMP1

S20CTM1

HOTLINE RECORD (INQUIRY3)

06/30/09 19:57:44

P444

MCJP089

Hotline Ref No. : 0535598 Status: CF CLSD FIXED MDL/YR: TR2 ES A /01

Assign Code.... : PA PACIFIC Action: P1 4507C Caller: JOSHUA DEARMOND

Location..... : 41959 BROWNING MAZDA Phone: 562 924 - 1414 Ext:

Hotline Subject: CC 10/15/07 ABS THERMAL EVENT (ABS/HARNESS)

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	10
				TOP

10/15/07 CRPP723 ADVISED TECH THAT I WOULD FORWARD THE FILE TO P. S. E. AND THE REGION FOR POSSIBLE ASSISTANCE. COMPILE A LIST OF PARTS/LABOR FOR NEEDED REPAIRS. CUSTOMER TRIED TO PAY AND LEAVE WITH THE VEHICLE IN ITS PRESENT CONDITION AND TECH ADVISED CUSTOMER HE WOULD NOT RELEASE THE VEHICLE IN RUNNING CONDITION DUE TO POSSIBLE FUTURE SAFETY ISSUES. OFFERED TO REMOVE BATTERY, PLACE IT IN A BOX IN THE BACK, AND CALL TOWING SERVICE. CUST. DECL. AND AGREED TO LEAVE THE VEHICLE AT DLR. FOR NOW.

MORE...

Callback Date..... :

Entered By: CRPP723	10/15/07	Last Rev By: SCHAFFER	06/16/09
---------------------	----------	-----------------------	----------

F1=HELP F3=EXIT F6=VEH INQ F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
 F16=CC F17=RI F19=PQI F20=CMP1

S20CTM1

HOTLINE RECORD (INQUIRY3)

06/30/09 19:57:55

P444

MCJP089

Hotline Ref No. : 0535598 Status: CF CLSD FIXED MDL/YR: TR2 ES A /01

Assign Code.... : PA PACIFIC Action: P1 4507C Caller: JOSHUA DEARMOND

Location..... : 41959 BROWNING MAZDA Phone: 562 924 - 1414 Ext:

Hotline Subject: CC 10/15/07 ABS THERMAL EVENT (ABS/HARNESS)

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	10
				MORE...

10/15/07 CRPP999 CONTACTED DEALER TT JOSH; HARNESS M/CYL, BRAKE BOOSTER  
 ABS UNIT WILL NEED TO BE REPLACEDC  
 CONTACTED DEALER 42104 FOR COPY OF R/O FROM RECALL  
 LEFT V/M FOR JENNIFER D302 AT 42104

10/16/07 CRPP999 NO CALL BACK FROM 42104. CONTACTED DCSM AND WAS PROVIDED  
 CELL # . CALLED JENNIFER ON CELL PHONE, WENT TO V/M

10/17/07 CRPP999 RECEIVED FAX FROM 42104

10/18/07 CRPP999 DEALER WILL PROVIDE PIGS, WILL ORDER NECS PARTS FOR REPAIR  
 MORE...

Callback Date..... :

Entered By: CRPP723	10/15/07	Last Rev By: SCHAFFER	06/16/09
---------------------	----------	-----------------------	----------

F1=HELP F3=EXIT F6=VEH INQ F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
 F16=CC F17=RI F19=PQI F20=CMPI



S20CTM1

HOTLINE RECORD (INQUIRY3)

06/30/09 19:58:08

P444

MCJP089

Hotline Ref No. : 0535598 Status: CF CLSD FIXED MDL/YR: TR2 ES A /01

Assign Code.... : PA PACIFIC Action: P1 4507C Caller: JOSHUA DEARMOND

Location..... : 41959 BROWNING MAZDA Phone: 562 924 - 1414 Ext:

Hotline Subject: GC 10/15/07 ABS THERMAL EVENT (ABS/HARNESS)

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	10
				MORE...

10/26/07 CRPP999 TT JOSH ALL PARTS EXCEPT FOR ABS HUCM HAVE ARRIVED  
PART# FOR ABS HUCM IS BLOCKED EGY26765X

10/26/07 CRPP669 CLOSED

10/26/07 JS20H126 DAG RECORD CREATED: 132483 APPROVED BY: CRPP669

11/26/07 CRPP504 DENIED AUTH FOR HU/CM AND RELATED. NOT MAJOR ASSEMBLIES!

11/26/07 CRPP504 CLOSED

===== BOTTOM

Callback Date..... :

Entered By: CRPP723 10/15/07 Last Rev By: SCHAFER 06/16/09

F1=HELP F3=EXIT F6=VEH INQ F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

S20CUM1

HOTLINE RECORD (INQUIRY4)

06/30/09 19:58:18

P444

MCJP089

Hotline Ref No. : 0535598 Status: CF CLSD FIXED MDL/YR: TR2 ES A /01

PQI Ref No..... : Caller: JOSHUA DEARMOND

Location..... : 41959 BROWNING MAZDA Phone: 562 924 - 1414 Ext:

Hotline Subject: CC 10/15/07 ABS THERMAL EVENT (ABS/HARNESS)

Effectiveness Comments. :

PART NUMBERS	DESCRIPTION	QTY
PNMC: EC5467010P	HARNESS, FRT	1
RLTD: ECY167SH0	SHORT CORD	1
ECY26765XA	BOX, CONTROL	1

Was the problem solved?: Y (Y or N)

Additional Suggestions. :

PLEASE SEND MODULE AND PIGTAIL

Closing Date..... : 10/26/07

Previous Status: CA CLSD APPRV

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI

S20CRM1 HOTLINE RECORD (INQUIRY1) 01/21/11 13:13:46  
P405 CRPP954  
Hotline Ref No.: 0544932 Status: CF CLSD FIXED Region...: NE District: 12  
Assign Code....: NE NORTHEAST Action: CC.: 0 Recall...: Y  
Caller.....: GENE SCHMITZ ID: GSCHMIT2 MRA: Branded.: N  
Job Code.....: D331 CERTIFIED TECHNICIAN CPV:  
Location.....: 50234 MAPLE SHADE MAZDA,TU Phone: 856 875 - 0200 Ext:  
VIN.....: 4F2YU08142K MDL/YR: TRB ES XA /02 Prod Dt: 03/12/02  
Repair Mileage.: 83637 Cust: In Srvc: 06/17/02  
Hotline Subject: RECALL 4507C OPEN -ABS MODULE THERMAL EVENT  
Category Code...: P20 SERVICE BRAKE PQI:  
Symptom Codes...: 850 Burnt/Smoke  
Condition Codes: AFA DRIVING ON LEVEL ROA

DTC:  
Symptom Freq...: 0 ONCE ONLY  
Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1  
Symptoms/Conditions: ABS MODULE THERMAL EVENT

PF1=HELP PF3=EXIT PF4=TRNG PF10=NEXT PF11=360 PF12=CNCL  
PF14=RCLL PF16=CC PF17=RI PF19=PQI PF20=CM

S20CSM1 HOTLINE RECORD (INQUIRY2) 01/21/11 13:14:17  
P405 CRPP954  
Hotline Ref No.: 0544932 Status: CF CLSD FIXED MDL/YR: TRB ES XA /02  
Assign Code.....: NE NORTHEA Action: Caller: GENE SCHMITZ  
Location.....: 50234 MAPLE SHADE MAZDA,TU Phone: 856 875 - 0200 Ext:  
Hotline Subject: RECALL 4507C OPEN -ABS MODULE THERMAL EVENT

RI No for prior repair attempts:  
Describe attempted repairs.....:  
ABS MODULE THERMAL EVENT

RI Ref No Suggested Repair Try Eff

F01=HELP F03=EXIT F09=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

Hotline Ref No.: 0544932 Status: CF CLSD FIXED MDL/YR: TRB ES XA /02  
Assign Code.....: NE NORTHEAS Action: Caller: GENE SCHMITZ  
Location.....: 50234 MAPLE SHADE MAZDA,TU Phone: 856 875 - 0200 Ext:  
Hotline Subject: RECALL 4507C OPEN -ABS MODULE THERMAL EVENT

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	
				3
				TOP
01/02/08	NOEP199	RTS TOOK PHOTOS AND RO'S AND GAVE THEM TO CHRIS SEYMORE		
01/08/08	NOEP216	PICTURE FORWARDED TO DAVE PACE FOR REVIEW		
01/08/08	NOEP216	CLOSED		

===== BOTTOM

Callback Date.....:  
Entered By: NOEP199 01/02/08 Last Rev By: MOONEY 10/07/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

S20CUM1 HOTLINE RECORD (INQUIRY4) 01/21/11 13:14:33  
P405 CRPP954  
Hotline Ref No.: 0544932 Status: CF CLSD FIXED MDL/YR: TRB ES XA /02  
PQI Ref No.....: Caller: GENE SCHMITZ  
Location.....: 50234 MAPLE SHADE MAZDA,TU Phone: 856 875 - 0200 Ext:  
Hotline Subject: RECALL 4507C OPEN -ABS MODULE THERMAL EVENT  
Effectiveness Comments.:

Was the problem solved?: Y (Y or N)  
Additional Suggestions.:

Closing Date.....: 01/08/08 Previous Status: NF NO FIX

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI

S20CRM1

HOTLINE RECORD (INQUIRY1)

06/30/09 20:00:20

P444

MCJP089

Hotline Ref No.: 0615306 Status: CF CLSD FIXED Region.: SE District: 08

Assign Code....: C CORPORATE Action: CC.: 1 Recall.: Y

Caller.....: JOHN REESE ID: JREESEG MRA: Branded.: N

Job Code.....: D333 MASTER TECHNICIAN CPV:

Location.....: 50526 CASEY MAZDA Phone: 757 988 - 1200 Ext:

VIN.....: 4F2YU09162K MDL/YR: TRB LX 2A /02 Prod Dt: 08/06/01

Repair Mileage.: 99999 Cust: KING, CHARLIE C. In Srvc: 11/30/01

Hotline Subject: DR 05/08/09 FIRE IN HARNESS ABOVE ABS CONNECTOR

Category Code..: P20 SERVICE BRAKE PQI:

Symptom Codes..: 850 BURNT/SMOKE

Condition Codes: MXD MASH DECLINED (MAJOR

XXX DOES NOT DEPEND ON C

DTC:

Symptom Freq...: C CONSTANT

Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1

Symptoms/Conditions: HARNESS CAUGHT FIRE ABOUT 1 INCH ABOVE ABS CONNECTOR.

THE OWNER BROUGHT IT IN QUOTING THE ABS RECALL 4507C

CURRENT MILEAGE 133439

PF1=HELP PF3=EXIT PF4=TRNG PF6=VEH INQ PF10=NEXT PF11=360 PF12=CNCL

PF14=RCLL PF15=BRND PF16=CC PF17=RI PF19=PQI PF20=CM

S20CSM1

HOTLINE RECORD (INQUIRY2)

06/30/09 20:04:05

P444

MCJP089

Hotline Ref No. : 0615306 Status: CF CLSD FIXED MDL/YR: TRB LX 2A /02

Assign Code.... : C CORPORA Action: Caller: JOHN REESE

Location..... : 50526 CASEY MAZDA Phone: 757 988 - 1200 Ext:

Hotline Subject: DR 05/08/09 FIRE IN HARNESS ABOVE ABS CONNECTOR

RI No for prior repair attempts:

Describe attempted repairs.....:

INSPECTED. RECALL WAS PERFORMED BY THIS DEALER 08/03/07  
DAMAGE HARNESS MELTED, PAINT BLISTERED ON FIREWALL AND BRAKE BOOSTER, NEG. BATTERY CABLE DAMAGED. PUT OUT WITH FIRE EXTINGUISHER. BRAKE BOOSTER HOSE SOFT AND PLIABLE. MASTER CYLINDER IS FULL TO MAX LINE.

RI Ref No	Suggested Repair	Try Eff
-----------	------------------	---------

F01=HELP	F03=EXIT	F06=VEH INQ	F09=PREV	F10=NEXT	F11=360	F12=CNCL
F16=CC	F17=RI	F19=PQI	F20=CMP I			



S20CTM1

HOTLINE RECORD (INQUIRY3)

06/30/09 20:04:42

P444

MCJP089

Hotline Ref No. : 0615306 Status: CF CLSD FIXED MDL/YR: TRB LX 2A /02

Assign Code.... : C CORPORAT Action: Caller: JOHN REESE

Location..... : 50526 CASEY MAZDA Phone: 757 988 - 1200 Ext:

Hotline Subject: DR 05/08/09 FIRE IN HARNESS ABOVE ABS CONNECTOR

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	9
				TOP

05/08/09 CRPP284 REQUEST TECH REP TO COME OUT AND INSPECT AND DOCUMENT

05/08/09 CRPP284 CLOSED

05/08/09 SOEP191 RTS, KEMMER TO INSPECT 5-11-09

05/15/09 SOEP184 INSPECTED VEHICLE AND FOUND THE HARNESS AND ABS MODULE WERE DAMAGED BY HEAT. RECALL WAS PERFORMED IN 2007. VEHICLE NEEDS HARNESS, ABS MODULE, MASTER CYLINDER AND BOOSTER REPLACED. UNABLE TO DETERMINE IF RECALL WAS PERFORMED CORRECTLY DUE TO DAMAGE.

MORE...

Callback Date..... :

Entered By: RITTENHOUSE 05/08/09

Last Rev By: SCHAFER

06/16/09

F1=HELP F3=EXIT F6=VEH INQ F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

S20CTM1

HOTLINE RECORD (INQUIRY3)

06/30/09 20:05:09

P444

MCJP089

Hotline Ref No. : 0615306 Status: CF CLSD FIXED MDL/YR: TRB LX 2A /02

Assign Code.... : C CORPORAT Action: Caller: JOHN REESE

Location..... : 50526 CASEY MAZDA Phone: 757 988 - 1200 Ext:

Hotline Subject: DR 05/08/09 FIRE IN HARNESS ABOVE ABS CONNECTOR

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	9
				MORE...

05/21/09 SOEP184 AS PER HOTLINE AND REGION, TECH TO REPAIR VEHICLE UNDER WARRANTY. HARNESS IS NO LONGER AVAILABLE SO TECH WILL USE THE REPLACEMENT CONNECTOR AND PIGTAIL AVAILABLE THROUGH THE RECALL TO REPAIR. MASTER CYL, BRAKE BOOSTER, BRAKE LINES AND THE ABS MODULE TO BE REPLACED.

05/21/09 SOEP184 CLOSED

06/03/09 CRPP504 DENIED AUTH, PLEASE SUBMIT CLAIM TO REGION/DCSM, THIS IS NOT A MAJOR ASSEMBLY.

MORE...

Callback Date..... :

Entered By: RITTENHOUSE 05/08/09

Last Rev By: SCHAFFER

06/16/09

F1=HELP F3=EXIT F6=VEH INQ F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
 F16=CC F17=RI F19=PQI F20=CMP1

S20CTM1

HOTLINE RECORD (INQUIRY3)

06/30/09 20:05:42

P444

MCJP089

Hotline Ref No. : 0615306 Status: CF CLSD FIXED MDL/YR: TRB LX 2A /02

Assign Code.... : C CORPORAT Action: Caller: JOHN REESE

Location..... : 50526 CASEY MAZDA Phone: 757 988 - 1200 Ext:

Hotline Subject: DR 05/08/09 FIRE IN HARNESS ABOVE ABS CONNECTOR

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	9
				MORE...

06/05/09 CRPP504 RECEIVED VOICEMAIL FROM DEALER AND THEY WERE INSTRUCTED BY BETTY AT WARRANTY HOTLINE TO SUBMIT TO TECH HOTLINE. THE RECALL WAS CLOSED 2 YEARS AGO AND CLAIM WILL NEED TO GO AWA THROUGH REGION.

06/08/09 CRPP922 MARKHAM, SHARON (D328 WARRANTY ADMINISTRATOR) CALLED... INQ ABOUT GETTING PAID FOR THIS REPAIR.?. GAVE INFO TO FH AND HE WILL REVEIW...

===== BOTTOM

Callback Date..... :

Entered By: RITTENHOUSE 05/08/09

Last Rev By: SCHAFFER

06/16/09

F1=HELP F3=EXIT F6=VEH INQ F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
 F16=CC F17=RI F19=PQI F20=CMPI

S20CUM1

HOTLINE RECORD (INQUIRY4)

06/30/09 20:06:14

P444

MCJP089

Hotline Ref No. : 0615306 Status: CF CLSD FIXED MDL/YR: TRB LX 2A /02

PQI Ref No..... : Caller: JOHN REESE

Location..... : 50526 CASEY MAZDA Phone: 757 988 - 1200 Ext:

Hotline Subject: DR 05/08/09 FIRE IN HARNESS ABOVE ABS CONNECTOR

Effectiveness Comments.:

Was the problem solved?: (Y or N)

Additional Suggestions.:

Closing Date..... : 05/08/09

Previous Status: NF NO FIX

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMP1

S20CRM1

HOTLINE RECORD (INQUIRY1)

06/30/09 20:07:06

P444

MCJP089

Hotline Ref No. : 0618079 Status: NF NO FIX Region.. : NE District: 07

Assign Code.... : NE NORTHEAST Action: MR MUTLIPLE R CC. : 0 Recall.. : Y

Caller..... : LOUIS CAIRO ID: LCAIRO MRA: Branded. : N

Job Code..... : D332 SENIOR TECHNICIAN CPV:

Location..... : 50359 PACIFICO MAZDA Phone: 215 365 - 7400 Ext:

VIN..... : 4F2YU091X2KM MDL/YR: TRB LX 2A /02 Prod Dt: 09/26/01

Repair Mileage. : 95405 Cust: BROWN, In Srvc: 10/29/01

Hotline Subject: \*SAFETY\*HAL 05/26/09 ABS WIRING MELTED AFTER 4507C

Category Code.. : P20 SERVICE BRAKE PQI:

Symptom Codes.. : 850 BURNT/SMOKE 840 UNUSUAL ODOR

Condition Codes: XXX DOES NOT DEPEND ON C XXX DOES NOT DEPEND ON C

DTC:

Symptom Freq... : C CONSTANT C CONSTANT

Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 2

Symptoms/Conditions: C/S THEY SMELT SOMETHING BURNING..THEY OPENED THE HOOD AND SAW A WIRING HARNESS WAS MELTING...TECH STS THE VEH WAS TOWED IN AND HE FOUND THE ABS HARNESS CONNECTOR AT THE ABS UNIT IS MELTED...

PF1=HELP PF3=EXIT PF4=TRNG PF6=VEH INQ PF10=NEXT PF11=360 PF12=CNCL  
PF14=RCLL PF15=BRND PF16=CC PF17=RI PF19=PQI PF20=CM

S20CSM1

HOTLINE RECORD (INQUIRY2)

06/30/09 20:07:30

P444

MCJP089

Hotline Ref No. : 0618079 Status: NF NO FIX MDL/YR: TRB LX 2A /02

Assign Code.... : NE NORTHEA Action: MR MUTLIPLC Caller: LOUIS CAIRO

Location..... : 50359 PACIFICO MAZDA Phone: 215 365 - 7400 Ext:

Hotline Subject: \*SAFETY\*HAL 05/26/09 ABS WIRING MELTED AFTER 4507C

RI No for prior repair attempts:

Describe attempted repairs.....:

TECH STS THE RECALL 4507C WAS PERFORMED LAST YEAR ON 09/05/08 AND THE HARN-  
ESS WAS FINE AT THAT TIME...THEY JUST INSPECTED AND APPLIED THE GREASE AT  
THAT TIME...TECH HAS NOT REMOVED THE CONNECTION AT THIS TIME...

RI Ref No	Suggested Repair	Try Eff
0005504	RECALL 4507C:TRIBUTE ANTI-LOCK BRAKE SYSTEM	

F01=HELP F03=EXIT F06=VEH INQ F09=PREV F10=NEXT F11=360 F12=CNCL  
 F16=CC F17=RI F19=PQI F20=CMP1

S20CTM1

HOTLINE RECORD (INQUIRY3)

06/30/09 20:08:03

P444

MCJP089

Hotline Ref No. : 0618079 Status: NF NO FIX MDL/YR: TRB LX 2A /02

Assign Code.... : NE NORTHEAS Action: MR MUTLIPLER Caller: LOUIS CAIRO

Location..... : 50359 PACIFICO MAZDA Phone: 215 365 - 7400 Ext:

Hotline Subject: \*SAFETY\*HAL 05/26/09 ABS WIRING MELTED AFTER 4507C

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	2
				TOP

05/26/09 CRPP922 ASKED TECH FOR PIC'S OF DAMAGE...DO NOT REMOVE THE CONNECTOR YET...ADVISED REGION...

\*\*\*RECEIVED PIC'S OF HARNESS/CONNECTION...SAVED TO 'Z' DRIVE

05/28/09 NOEP226 CALLED DEALER AND ADVISED CUSTOMER TO CALL INS COMPANY

===== BOTTOM

Callback Date..... :

Entered By: LIMON 05/26/09 Last Rev By: MERGL 05/28/09

F1=HELP F3=EXIT F6=VEH INQ F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMP1

S20CUM1

HOTLINE RECORD (INQUIRY4)

06/30/09 20:08:42

P444

MCJP089

Hotline Ref No. : 0618079 Status: NF NO FIX MDL/YR: TRB LX 2A /02

PQI Ref No..... : Caller: LOUIS CAIRO

Location..... : 50359 PACIFICO MAZDA Phone: 215 365 - 7400 Ext:

Hotline Subject: \*SAFETY\*HAL 05/26/09 ABS WIRING MELTED AFTER 4507C

Effectiveness Comments. :

Was the problem solved?: (Y or N)

Additional Suggestions. :

Closing Date..... :

Previous Status: SG SUGGESTED

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMP1





# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620489667	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-melted
Commodity	chassis-service brakes-abs/traction control—	Symptom	field service action
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control- module-	Symptom	function-malfunction/inoperative
Significant Event	Fire;	Verified	Y

Tread Information	
Reported in Tread Quarter	Q2 2011

Report Details			
Source Claim Key	000716381	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	113
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Apr-2011
Version Series Code	AAAA5	Load Date	10-Apr-2011
Causal Part Prefix- Base - Suffix	-	Dealer Code	40336
Causal Part Name	unknown	Dealer Name	BORMAN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LAS CRUCES
Non Causal Part Numbers		Dealer State/Province	NM
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5755254500
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Apr-2011		

Customer Comment	
Technician Comment	GF 4/5/11 ABS MOD CONNECTOR MELTED C/STATES ABS LIGHT WAS ON 124.632 MILES TECH HAS CALLED AFTER CHECK VEH OVER AND FOUND THAT ABS CONNECTOR IS MELTED AND RECALL HAS BEEN DONE AND CLOSED REPLACING THE ABS MODULE AND CONNECTOR PIGTAIL. P PREVIOUS RECALL WAS NOT COMPLETED CORRECTLY.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2YU091X2K [REDACTED]	Engine Serial Number	137740086
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	30-Oct-2001	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	22-Jan-2002
Build Country Code		Transmission Serial Number	
Mileage	99999	Vehicle Axle Ratio	
Vehicle Restraint Code			

**Disclaimer:**

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620489667	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-melted
Commodity	chassis-service brakes-abs/traction control—	Symptom	field service action
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control- module-	Symptom	function-malfunction/inoperative
Significant Event	Fire;	Verified	Y

Tread Information	
Reported in Tread Quarter	Q2 2011

Report Details			
Source Claim Key	000716381	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	113
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Apr-2011
Version Series Code	AAAA5	Load Date	10-Apr-2011
Causal Part Prefix- Base - Suffix	-	Dealer Code	40336
Causal Part Name	unknown	Dealer Name	BORMAN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LAS CRUCES
Non Causal Part Numbers		Dealer State/Province	NM
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5755254500
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Apr-2011		

Customer Comment	
Technician Comment	GF 4/5/11 ABS MOD CONNECTOR MELTED C/STATES ABS LIGHT WAS ON 124.632 MILES TECH HAS CALLED AFTER CHECK VEH OVER AND FOUND THAT ABS CONNECTOR IS MELTED AND RECALL HAS BEEN DONE AND CLOSED REPLACING THE ABS MODULE AND CONNECTOR PIGTAIL. P PREVIOUS RECALL WAS NOT COMPLETED CORRECTLY.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2YU091X2K [REDACTED]	Engine Serial Number	137740086
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	30-Oct-2001	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	22-Jan-2002
Build Country Code		Transmission Serial Number	
Mileage	99999	Vehicle Axle Ratio	
Vehicle Restraint Code			

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620490028	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	damage-terminal/connector
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-melted
Commodity	chassis-service brakes-abs/traction control—	Symptom	field service action
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-vehicle towed in
Significant Event	Fire;	Verified	Y

Tread Information	
Reported in Tread Quarter	Q2 2011

Report Details			
Source Claim Key	000716777	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	107
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Apr-2011
Version Series Code	AAAQK	Load Date	10-Apr-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23235
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	PARKS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	HIGH POINT
Non Causal Part Numbers		Dealer State/Province	NC
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3368867889
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Apr-2011		

Customer Comment	
Technician Comment	BS 04/08/11 ABS CONN MELTED AFTER RECALL 4507C 122852 MILES TECH STATES THE VEH WAS TOWED IN WITH A MELTED ABS CONN. THE 4507C RECALL WAS PERFORMED 9/24/07 TECH WAS ADVISED TO CALL IN BY HIS DSM. HE STATES IT DOESNT APPEAR THE VEHICLE HARNESS CONNECTOR WAS REPLACED WHEN THE RECALL WAS PERFORMED
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2YU09172K [REDACTED]	Engine Serial Number	093613086
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	01-Oct-2001	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	25-Jun-2002
Build Country Code		Transmission Serial Number	
Mileage	99999	Vehicle Axle Ratio	
Vehicle Restraint Code			

**Disclaimer:**

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620490028	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	damage-terminal/connector
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-melted
Commodity	chassis-service brakes-abs/traction control—	Symptom	field service action
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-vehicle towed in
Significant Event	Fire;	Verified	Y

Tread Information	
Reported in Tread Quarter	Q2 2011

Report Details			
Source Claim Key	000716777	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	107
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Apr-2011
Version Series Code	AAAQK	Load Date	10-Apr-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23235
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	PARKS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	HIGH POINT
Non Causal Part Numbers		Dealer State/Province	NC
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3368867889
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Apr-2011		

Customer Comment	
Technician Comment	BS 04/08/11 ABS CONN MELTED AFTER RECALL 4507C 122852 MILES TECH STATES THE VEH WAS TOWED IN WITH A MELTED ABS CONN. THE 4507C RECALL WAS PERFORMED 9/24/07 TECH WAS ADVISED TO CALL IN BY HIS DSM. HE STATES IT DOESNT APPEAR THE VEHICLE HARNESS CONNECTOR WAS REPLACED WHEN THE RECALL WAS PERFORMED
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2YU09172K [REDACTED]	Engine Serial Number	093613086
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	01-Oct-2001	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	25-Jun-2002
Build Country Code		Transmission Serial Number	
Mileage	99999	Vehicle Axle Ratio	
Vehicle Restraint Code			

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620495764	Source Code	MAZDA Hotline
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### Commodity Assignment

Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-burned component (not fire)
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-insulation/wire damage
Commodity	chassis-service brakes-abs/traction control—	Symptom	fire
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Significant Event	Fire;	Verified	Y

### Tread Information

Reported in Tread Quarter	Q2 2011
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### Report Details

Source Claim Key	000722542	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	112
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	23-May-2011
Version Series Code	AAAQK	Load Date	29-May-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23915
Causal Part Name	unknown	Dealer Name	FLOW MAZDA OF FAYETTEVILLE
Non Causal Part Prefix-Base-Suffix		Dealer City	FAYETTEVILLE
Non Causal Part Numbers		Dealer State/Province	NC
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9108609300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	29-May-2011		

Customer Comment	
Technician Comment	HAL 05/23/11 ABS & SAS LTS ON AFTER 4507C ACTUAL MI IS 100,788...TECH STS THE ABS UNIT CAUGHT FIRE AND BURNT THE HARNESS...THE BURN MARK IS ABOUT THE SIZE OF A NICKEL...THE ABS AND SAS LTS ARE ON AT THIS TIME...NO COMM TO BOTH MODULES... TECH STS HE FOUND THE 4507C SHOWED OPEN...HE INSTALLED AN ABS UNIT AS PER REPAIR PROCEDURE 'B' (INCLUDES THE PIGTAIL)...TECH STS THE ABS LIGHT IS STILL ON AND THERE IS NO COMM TO THE MODULE...ALSO HE FOUND THE DLR LETTER SAYS THE REPAIR IS NOT COVERED ANYMORE... SEE PREVIOUS PAGE.
CQIS Recommendations	

### Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

### Vehicle Information

VIN	4F2YU08122K [REDACTED]	Engine Serial Number	178632087
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA *GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	4 WHL L/H PART TIME DRIVE
Production Date	29-Nov-2001	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	06-Apr-2002
Build Country Code		Transmission Serial Number	
Mileage	99999	Vehicle Axle Ratio	
Vehicle Restraint Code			

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# Concern Driven Reporting

## Report Detail

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ECI Record	620495764	Source Code	MAZDA Hotline
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### Commodity Assignment

Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-burned component (not fire)
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-insulation/wire damage
Commodity	chassis-service brakes-abs/traction control—	Symptom	fire
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Significant Event	Fire;	Verified	Y

### Tread Information

Reported in Tread Quarter	Q2 2011
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### Report Details

Source Claim Key	000722542	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	112
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	23-May-2011
Version Series Code	AAAQK	Load Date	29-May-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23915
Causal Part Name	unknown	Dealer Name	FLOW MAZDA OF FAYETTEVILLE
Non Causal Part Prefix-Base-Suffix		Dealer City	FAYETTEVILLE
Non Causal Part Numbers		Dealer State/Province	NC
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9108609300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	29-May-2011		

Customer Comment	
Technician Comment	HAL 05/23/11 ABS & SAS LTS ON AFTER 4507C ACTUAL MI IS 100,788...TECH STS THE ABS UNIT CAUGHT FIRE AND BURNT THE HARNESS...THE BURN MARK IS ABOUT THE SIZE OF A NICKEL...THE ABS AND SAS LTS ARE ON AT THIS TIME...NO COMM TO BOTH MODULES... TECH STS HE FOUND THE 4507C SHOWED OPEN...HE INSTALLED AN ABS UNIT AS PER REPAIR PROCEDURE 'B' (INCLUDES THE PIGTAIL)...TECH STS THE ABS LIGHT IS STILL ON AND THERE IS NO COMM TO THE MODULE...ALSO HE FOUND THE DLR LETTER SAYS THE REPAIR IS NOT COVERED ANYMORE... SEE PREVIOUS PAGE.
CQIS Recommendations	

### Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

### Vehicle Information

VIN	4F2YU08122K [REDACTED]	Engine Serial Number	178632087
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA *GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	4 WHL L/H PART TIME DRIVE
Production Date	29-Nov-2001	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	06-Apr-2002
Build Country Code		Transmission Serial Number	
Mileage	99999	Vehicle Axle Ratio	
Vehicle Restraint Code			

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# Concern Driven Reporting

## Report Detail

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ECI Record	620497549	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control	Symptom	damage
Commodity	chassis-service brakes-abs/traction control	Symptom	fire
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-location-under hood
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-vehicle towed in
Commodity	chassis-service brakes-abs/traction control	Symptom	odor
Commodity	chassis-service brakes-abs/traction control	Symptom	overheat
Commodity	chassis-service brakes-abs/traction control	Symptom	smoke
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	damage-burned component (not fire)
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	damage-insulation/wire damage
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	damage-melted
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	fire
Significant Event	Fire;	Verified	Y

Tread Information	
Reported in Tread Quarter	Q2 2011

Report Details			
Source Claim Key	000724435	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	112
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Jun-2011
Version Series Code	AAAA5	Load Date	12-Jun-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34592
Causal Part Name	unknown	Dealer Name	NELSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NASHVILLE
Non Causal Part Numbers		Dealer State/Province	TN
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6158688100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-Jun-2011		

Customer Comment	
Technician Comment	JC 6/7/11 ABS DAMAGE AFTER 4507C 138553 MILES C/S THAT THE ABS LIGHT STARTED TO FLASH AND SMELLED AN ODOR. C/S THAT SAW SMOKE FROM UNDER THE HOOD. CAR TOWED TO THE DEALER. 4507C WAS COMPLETED ON 5/18/11 @ 137699 MILES. TECH SAID THAT THE ABS MODULE AND THE WIRE HARNESS WAS BURNT/MELTED. TECH SAID THAT WHEN THE INSPECTION FOR THE 4507C WAS DONE THE CONNECTIONS WERE GOOD AND NO CORROSION AT THE CONN.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2YU09162K [REDACTED]	Engine Serial Number	352225086
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	02-Apr-2002	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Apr-2002
Build Country Code		Transmission Serial Number	
Mileage	99999	Vehicle Axle Ratio	
Vehicle Restraint Code			

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# Concern Driven Reporting

## Report Detail

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ECI Record	620497549	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control	Symptom	damage
Commodity	chassis-service brakes-abs/traction control	Symptom	fire
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-location-under hood
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-vehicle towed in
Commodity	chassis-service brakes-abs/traction control	Symptom	odor
Commodity	chassis-service brakes-abs/traction control	Symptom	overheat
Commodity	chassis-service brakes-abs/traction control	Symptom	smoke
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	damage-burned component (not fire)
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	damage-insulation/wire damage
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	damage-melted
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	fire
Significant Event	Fire;	Verified	Y

Tread Information	
Reported in Tread Quarter	Q2 2011

Report Details			
Source Claim Key	000724435	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	112
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Jun-2011
Version Series Code	AAAA5	Load Date	12-Jun-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34592
Causal Part Name	unknown	Dealer Name	NELSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NASHVILLE
Non Causal Part Numbers		Dealer State/Province	TN
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6158688100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-Jun-2011		

Customer Comment	
Technician Comment	JC 6/7/11 ABS DAMAGE AFTER 4507C 138553 MILES C/S THAT THE ABS LIGHT STARTED TO FLASH AND SMELLED AN ODOR. C/S THAT SAW SMOKE FROM UNDER THE HOOD. CAR TOWED TO THE DEALER. 4507C WAS COMPLETED ON 5/18/11 @ 137699 MILES. TECH SAID THAT THE ABS MODULE AND THE WIRE HARNESS WAS BURNT/MELTED. TECH SAID THAT WHEN THE INSPECTION FOR THE 4507C WAS DONE THE CONNECTIONS WERE GOOD AND NO CORROSION AT THE CONN.
CQIS Recommendations	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2YU09162K [REDACTED]	Engine Serial Number	352225086
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	02-Apr-2002	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Apr-2002
Build Country Code		Transmission Serial Number	
Mileage	99999	Vehicle Axle Ratio	
Vehicle Restraint Code			

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620501103	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-insulation/wire damage
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-melted
Commodity	chassis-service brakes-abs/traction control—	Symptom	fire
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-location-under hood
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-vehicle towed in
Commodity	chassis-service brakes-abs/traction control—	Symptom	overheat
Commodity	chassis-service brakes-abs/traction control—	Symptom	separation
Commodity	chassis-service brakes-abs/traction control—	Symptom	smoke
Significant Event	Fire;	Verified	Y

### Tread Information

### Report Details

Source Claim Key	000728213	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	109
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Jul-2011
Version Series Code	AAAA5	Load Date	10-Jul-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	40202
Causal Part Name	unknown	Dealer Name	JOHN HINE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN DIEGO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnotic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Jul-2011		

Customer Comment	
Technician Comment	RT 07/06/11 ABS COUPLER AT HUCM MELTED VEHICLE WAS DRIVEN 15 MILES THEN PARKED IN GARAGE FOR 15 MINS. OWNER FOUND SMOKE BILLOWING FROM ENGINE COMPARTMENT. A NEIGHBOR DISCONNECTED BATTERY. EXTINGUISHED BURNING HARNESS COUPLER AT ABS HUCM. TOWED TO IND SHOP, SHOP REFERRED REPAIR TO DEALER. DLR CLM DATE MILE PNMC PROCESSED 40202 76112 1 05 17 2007 48008 555507013A 0 RECALL 4507C 05 18 2007 REPAIR PROCEDURE A PERFORMED
CQIS Recommendations	

### Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

### Vehicle Information

VIN	4F2CU09182K [REDACTED]	Engine Serial Number	120265086
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	16-Oct-2001	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	03-Aug-2002
Build Country Code		Transmission Serial Number	
Mileage	97617	Vehicle Axle Ratio	
Vehicle Restraint Code			

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620501103	Source Code	MAZDA Hotline
------------	-----------	-------------	---------------

Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-insulation/wire damage
Commodity	chassis-service brakes-abs/traction control—	Symptom	damage-melted
Commodity	chassis-service brakes-abs/traction control—	Symptom	fire
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-location-under hood
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-vehicle towed in
Commodity	chassis-service brakes-abs/traction control—	Symptom	overheat
Commodity	chassis-service brakes-abs/traction control—	Symptom	separation
Commodity	chassis-service brakes-abs/traction control—	Symptom	smoke
Significant Event	Fire;	Verified	Y

### Tread Information

### Report Details

Source Claim Key	000728213	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	109
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Jul-2011
Version Series Code	AAAA5	Load Date	10-Jul-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	40202
Causal Part Name	unknown	Dealer Name	JOHN HINE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN DIEGO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnotic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Jul-2011		

Customer Comment	
Technician Comment	RT 07/06/11 ABS COUPLER AT HUCM MELTED VEHICLE WAS DRIVEN 15 MILES THEN PARKED IN GARAGE FOR 15 MINS. OWNER FOUND SMOKE BILLOWING FROM ENGINE COMPARTMENT. A NEIGHBOR DISCONNECTED BATTERY. EXTINGUISHED BURNING HARNESS COUPLER AT ABS HUCM. TOWED TO IND SHOP, SHOP REFERRED REPAIR TO DEALER. DLR CLM DATE MILE PNMC PROCESSED 40202 76112 1 05 17 2007 48008 555507013A 0 RECALL 4507C 05 18 2007 REPAIR PROCEDURE A PERFORMED
CQIS Recommendations	

### Tire Information

Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

### Vehicle Information

VIN	4F2CU09182K [REDACTED]	Engine Serial Number	120265086
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	16-Oct-2001	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	03-Aug-2002
Build Country Code		Transmission Serial Number	
Mileage	97617	Vehicle Axle Ratio	
Vehicle Restraint Code			

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S20CRM1 HOTLINE RECORD (INQUIRY1) 01/21/11 13:19:35  
P405 CRPP954  
Hotline Ref No.: 0637702 Status: CF CLSD FIXED Region...: PA District: 02  
Assign Code....: C CORPORATE Action: CC.: 0 Recall...: Y  
Caller.....: DANIEL TRAN ID: DTRANS MRA: Branded.: N  
Job Code.....: D331 CERTIFIED TECHNICIAN CPV:  
Location.....: 41978 ROMERO MAZDA Phone: 909 390 - 8484 Ext:  
VIN.....: 4F2CU09121K [REDACTED] MDL/YR: TR2 ES A /01 Prod Dt: 10/04/00  
Repair Mileage.: 99999 Cust: [REDACTED] In Srvc: 11/17/00  
Hotline Subject: GF 9/24/09 C1234 C1235-NO RECALL PRIOR  
Category Code...: P20 SERVICE BRAKE PQI:  
Symptom Codes...: 620 Does Not Turn-Off/Wa  
Condition Codes: XXX DOES NOT DEPEND ON C

DTC: C1234 C1235  
Symptom Freq...: C CONSTANT  
Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1  
Symptoms/Conditions: C/STATES ABS LIGHT IS ON

119.118 MILES

PF1=HELP PF3=EXIT PF4=TRNG PF10=NEXT PF11=360 PF12=CNCL  
PF14=RCLL PF16=CC PF17=RI PF19=PQI PF20=CM

S20CSM1 HOTLINE RECORD (INQUIRY2) 01/21/11 13:19:44  
P405 CRPP954  
Hotline Ref No.: 0637702 Status: CF CLSD FIXED MDL/YR: TR2 ES A /01  
Assign Code.....: C CORPORA Action: Caller: DANIEL TRAN  
Location.....: 41978 ROMERO MAZDA Phone: 909 390 - 8484 Ext:  
Hotline Subject: GF 9/24/09 C1234 C1235-NO RECALL PRIOR

RI No for prior repair attempts:  
Describe attempted repairs.....:  
TECH HAS CALLED WITH 1 THAT ABS CONNECTOR BURNT UP AND NOW AFTER REPLACING  
CONNECTOR WE HAVE WHEEL SENSORS ARE FAILING

RI Ref No	Suggested Repair	Try	Eff
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F01=HELP	F03=EXIT	F09=PREV	F10=NEXT	F11=360	F12=CNCL
F16=CC	F17=RI	F19=PQI	F20=CMPI		

P405 CRPP954

Hotline Ref No.: 0637702 Status: CF CLSD FIXED MDL/YR: TR2 ES A /01  
Assign Code.....: C CORPORAT Action: Caller: DANIEL TRAN  
Location.....: 41978 ROMERO MAZDA Phone: 909 390 - 8484 Ext:  
Hotline Subject: GF 9/24/09 C1234 C1235-NO RECALL PRIOR

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:
			3
			TOP
09/24/09	CRPP888	ADVISED TECH THAT CK WIRES FROM SENSORS TO REPLACED CONNECTOR	
10/02/09	CRPP888	APPROVE CLAIM	
10/02/09	CRPP888	CLOSED	

===== BOTTOM

Callback Date.....:  
Entered By: FOLTZ 09/24/09 Last Rev By: MOONEY 12/16/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

S20CUM1 HOTLINE RECORD (INQUIRY4) 01/21/11 13:19:53  
P405 CRPP954  
Hotline Ref No.: 0637702 Status: CF CLSD FIXED MDL/YR: TR2 ES A /01  
PQI Ref No.....: Caller: DANIEL TRAN  
Location.....: 41978 ROMERO MAZDA Phone: 909 390 - 8484 Ext:  
Hotline Subject: GF 9/24/09 C1234 C1235-NO RECALL PRIOR  
Effectiveness Comments.:

Was the problem solved?: Y (Y or N)  
Additional Suggestions.:

Closing Date.....: 10/02/09 Previous Status: SG SUGGESTED

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI



S20CRM1 HOTLINE RECORD (INQUIRY1) 01/21/11 13:58:15  
P405 CRPP954  
Hotline Ref No.: 0657967 Status: CF CLSD FIXED Region.: MW District: 08  
Assign Code....: MW MIDWEST Action: CC.: 1 Recall...: Y  
Caller.....: JOEY OCH ID: JOCH MRA: Branded.: N  
Job Code.....: D333 MASTER TECHNICIAN CPV:  
Location.....: 61544 APOSTOLAKIS MAZDA Phone: 330 638 - 3060 Ext:  
VIN.....: 4F2CU08132K [REDACTED] MDL/YR: TRB LX XA /02 Prod Dt: 04/29/02  
Repair Mileage.: 99999 Cust: [REDACTED] In Srvc: 05/17/02  
Hotline Subject: TY 2/17/10 AFTER RECALL 4507C-MIL ON B1342  
Category Code...: P20 SERVICE BRAKE PQI:  
Symptom Codes...: 620 Does Not Turn-Off/Wa  
Condition Codes: XXX DOES NOT DEPEND ON C

DTC: B1342  
Symptom Freq....: C CONSTANT  
Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1  
Symptoms/Conditions: TECH STS MIL ON B1342, THEY HAD A FLUID PRESSURE PROBL  
113155 MILES #### EM THEY FIXED THE FLUID PROBLEM NOW HAVE CODE.

PF1=HELP PF3=EXIT PF4=TRNG PF10=NEXT PF11=360 PF12=CNCL  
PF14=RCLL PF16=CC PF17=RI PF19=PQI PF20=CM

S20CSM1 HOTLINE RECORD (INQUIRY2) 01/21/11 13:58:21  
P405 CRPP954  
Hotline Ref No.: 0657967 Status: CF CLSD FIXED MDL/YR: TRB LX XA /02  
Assign Code.....: MW MIDWEST Action: Caller: JOEY OCH  
Location.....: 61544 APOSTOLAKIS MAZDA Phone: 330 638 - 3060 Ext:  
Hotline Subject: TY 2/17/10 AFTER RECALL 4507C-MIL ON B1342

RI No for prior repair attempts:  
Describe attempted repairs.....:  
TECH STS MIL ON B1342, THEY HAD A FLUID PRESSURE PROBLEM THEY FIXED THE  
FLUID PROBLEM NOW HAVE CODE. THE CODE WILL NOT CLEAR.

RI Ref No Suggested Repair Try Eff

F01=HELP F03=EXIT F09=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

Hotline Ref No.: 0657967 Status: CF CLSD FIXED MDL/YR: TRB LX XA /02  
Assign Code.....: MW MIDWEST Action: Caller: JOEY OCH  
Location.....: 61544 APOSTOLAKIS MAZDA Phone: 330 638 - 3060 Ext:  
Hotline Subject: TY 2/17/10 AFTER RECALL 4507C-MIL ON B1342

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:
			7
			TOP
02/17/10	CRPP644	ADVISED TECH POSSIBLE INTERNAL MODULE PROBLEM.	
02/24/10	CRPP997	JOEY STATES: THE HYDRAULIC UNIT FOR NO BRAKE PEDAL CONCERN TEST DROVE VEHICLE REPAIRED NO PEDAL CONCERN. ABS LIGHT ILLUMINATED PULLED CODES B1676,C1234,C1236. TECH CALLED HL AND WAS ADVISED POSSIBLE ABS MODULE. TECH PARKED VEHICLE AND APPROX 1 HOUR LATER THE VEHICLE HAD A THERMAL EVENT AT THE ABS MODULE. HL FILE CODED NI, SENT TO REGION	

MORE...

Callback Date.....:

Entered By: YOST 02/17/10 Last Rev By: MOONEY 10/07/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

P405

CRPP954

Hotline Ref No.: 0657967 Status: CF CLSD FIXED MDL/YR: TRB LX XA /02  
 Assign Code.....: MW MIDWEST Action: Caller: JOEY OCH  
 Location.....: 61544 APOSTOLAKIS MAZDA Phone: 330 638 - 3060 Ext:  
 Hotline Subject: TY 2/17/10 AFTER RECALL 4507C-MIL ON B1342

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:
			7
			MORE...
02/25/10	MWRP044	REVIEWED SERVICE HISTORY AND PHOTOS OF DAMAGE. REQUESTED REP AIR ESTIMATE TO RESOLVE CONCERN. WILL FORWARD TO DSM FOR POSSIBLE GOODWILL.	
03/09/10	MWRP044	CONFIRMED REPAIRS WERE IN PROCESS OF BEING COMPLETED LAST NIGHT. REQUESTED RETURN OF ALL PARTS FOR INVESTIGATION.	
03/11/10	MWRP044	PLACED FOLLOWUP CALL TO REQUEST REPLACED PARTS ASAP.	
03/12/10	MWRP044	CONFIRMED VEHICLE IS REPAIRED AND RELEASED TO THE CUSTOMER.	
03/12/10	MWRP044	CLOSED	

=====  
===== BOTTOM

Callback Date.....:

Entered By: YOST 02/17/10 Last Rev By: MOONEY 10/07/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
 F16=CC F17=RI F19=PQI F20=CMPI

S20CUM1 HOTLINE RECORD (INQUIRY4) 01/21/11 13:58:45  
P405 CRPP954  
Hotline Ref No.: 0657967 Status: CF CLSD FIXED MDL/YR: TRB LX XA /02  
PQI Ref No.....: Caller: JOEY OCH  
Location.....: 61544 APOSTOLAKIS MAZDA Phone: 330 638 - 3060 Ext:  
Hotline Subject: TY 2/17/10 AFTER RECALL 4507C-MIL ON B1342  
Effectiveness Comments.:

Was the problem solved?: Y (Y or N)  
Additional Suggestions.:

Closing Date.....: 03/12/10 Previous Status: NI NEEDS INVE

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI

S20CRM1 HOTLINE RECORD (INQUIRY1) 01/21/11 14:01:52  
P405 CRPP954  
Hotline Ref No.: 0667868 Status: SG SUGGESTED Region..: SE District: 07  
Assign Code....: SE SOUTHEAST Action: CC.: 1 Recall...: Y  
Caller.....: CHRISTOPHER ANGELO ID: CANGELO1 MRA: Branded.: N  
Job Code.....: D330 TECHNICIAN CPV:  
Location.....: 23891 KEITH HAWTHORNE MAZD Phone: 704 867 - 4606 Ext:  
VIN.....: 4F2YU09142K MDL/YR: TRB ES 2A /02 Prod Dt: 06/10/02  
Repair Mileage.: 99999 Cust: In Srvc: 09/05/02  
Hotline Subject: BS 04/22/10 SMOKE FROM ENG AREA/AFTER RECALL  
Category Code...: P20 SERVICE BRAKE PQI:  
Symptom Codes...: 640 Improper Operation  
Condition Codes: XXX DOES NOT DEPEND ON C

DTC:  
Symptom Freq...: C CONSTANT  
Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1  
Symptoms/Conditions: 114755 MILES CUST STATES WHILE DRIVING, SMOKE STARTED  
TO COME FROM UNDER THE HOOD ON THE LEFT HAND SIDE.

PF1=HELP PF3=EXIT PF4=TRNG PF10=NEXT PF11=360 PF12=CNCL  
PF14=RCLL PF16=CC PF17=RI PF19=PQI PF20=CM

S20CSM1 HOTLINE RECORD (INQUIRY2) 01/21/11 14:01:58  
P405 CRPP954  
Hotline Ref No.: 0667868 Status: SG SUGGESTED MDL/YR: TRB ES 2A /02  
Assign Code.....: SE SOUTHEA Action: Caller: CHRISTOPHER ANGELO  
Location.....: 23891 KEITH HAWTHORNE MAZD Phone: 704 867 - 4606 Ext:  
Hotline Subject: BS 04/22/10 SMOKE FROM ENG AREA/AFTER RECALL

RI No for prior repair attempts:  
Describe attempted repairs.....:

TECH STATES THEY FOUND THE CONN AT THE HU/CM WAS SATURATED WITH BRAKE FLUID AND WAS STARTING TO SMOKE. THE BOTTOM OF THE MODULE GOT HOT ENOUGH, IT BEGAN TO LIQUIFY  
THE RECALL 4507C HAS ALREADY BEEN PERFORMED 7/09 TECH STATES IT APPEARS THE BRAKE FLUID CAME FROM THE BRAKE MASTER (POSSIBLY OVERFLOWED FROM RES) THE FRONT PADS APPEAR NEW.... 80% TO 90%, NOT REPLACED AT THIS DEALER

RI Ref No	Suggested Repair	Try	Eff
0005504	RECALL 4507C: TRIBUTE ANTI-LOCK BRAKE SYSTEM		

F01=HELP      F03=EXIT      F09=PREV      F10=NEXT      F11=360      F12=CNCL  
F16=CC      F17=RI      F19=PQI      F20=CMPI

S20CTM1 HOTLINE RECORD (INQUIRY3) 01/21/11 14:02:02  
P405 CRPP954  
Hotline Ref No.: 0667868 Status: SG SUGGESTED MDL/YR: TRB ES 2A /02  
Assign Code.....: SE SOUTHEAS Action: Caller: CHRISTOPHER ANGELO  
Location.....: 23891 KEITH HAWTHORNE MAZD Phone: 704 867 - 4606 Ext:  
Hotline Subject: BS 04/22/10 SMOKE FROM ENG AREA/AFTER RECALL

Other suggested repairs:  
Date By Whom Text Follow Up Count: 3  
TOP  
04/22/10 CRPP953 TECH CALLED TO FIND OUT IF WE WANTED TO PERFORM THE REPAIR  
UNDER WARR OR ADDRESS IT CUST PAY. ADVISED TECH THE RECALL  
WAS PERFORMED...LOOKS LIKE THEY DID THE INSPECTION ONLY.  
ADVISED TECH FILE WILL BE SENT TO THE REGION TO BE REVIEWED  
04/23/10 SOEP191 RTS, KEEMER CONTACTED DEALER TO MAKE ARRANGEMENTS TO VISIT  
DLR TO INSPECT 4-26-10  
04/26/10 SOEP184 INSPECTED VEHICLE AND FOUND ABS MODULE CONNECTOR WAS WET.  
THERE ARE TWO GREEN TERMINALS IN THE ABS CONNAND THE SEAL  
MORE...

Callback Date.....:  
Entered By: SHARPE 04/22/10 Last Rev By: MOONEY 12/16/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI



S20CTM1

HOTLINE RECORD (INQUIRY3)

01/21/11 14:02:08

P405

CRPP954

Hotline Ref No.: 0667868 Status: SG SUGGESTED MDL/YR: TRB ES 2A /02  
 Assign Code.....: SE SOUTHEAS Action: Caller: CHRISTOPHER ANGELO  
 Location.....: 23891 KEITH HAWTHORNE MAZD Phone: 704 867 - 4606 Ext:  
 Hotline Subject: BS 04/22/10 SMOKE FROM ENG AREA/AFTER RECALL

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:
			3
			MORE...
04/26/10	SOEP184	WAS NOT INSTALLED CORRECTLY. THERE ARE PINS PIERCING THE SEAL INSIDE THE CONNECTOR. DEALER TO REPLACE THE ABS MODULE AND HARNESS CONNECTOR TO REPAIR.	

===== BOTTOM

Callback Date.....:  
 Entered By: SHARPE 04/22/10 Last Rev By: MOONEY 12/16/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
 F16=CC F17=RI F19=PQI F20=CMPI

S20CUM1 HOTLINE RECORD (INQUIRY4) 01/21/11 14:02:12  
P405 CRPP954  
Hotline Ref No.: 0667868 Status: SG SUGGESTED MDL/YR: TRB ES 2A /02  
PQI Ref No.....: Caller: CHRISTOPHER ANGELO  
Location.....: 23891 KEITH HAWTHORNE MAZD Phone: 704 867 - 4606 Ext:  
Hotline Subject: BS 04/22/10 SMOKE FROM ENG AREA/AFTER RECALL  
Effectiveness Comments.:

Was the problem solved?: (Y or N)  
Additional Suggestions.:

Closing Date.....: Previous Status: NI NEEDS INVE

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI

S20CRM1 HOTLINE RECORD (INQUIRY1) 01/21/11 13:23:21  
P405 CRPP954  
Hotline Ref No.: 0677392 Status: CF CLSD FIXED Region...: SE District: 09  
Assign Code....: DL DEALER Action: 1C SAFETY (RE CC.: 1 Recall...: N  
Caller.....: ALAN MCLENDON ID: AMCLENDO MRA: N Branded.: N  
Job Code.....: D302 SERVICE MANAGER CPV:  
Location.....: 23807 PRINCE MAZDA Phone: 229 242 - 3311 Ext:  
VIN.....: 4F2CU09192K [REDACTED] MDL/YR: TRB ES 2A /02 Prod Dt: 04/16/02  
Repair Mileage.: 99999 Cust: [REDACTED] In Srvc: 07/13/02  
Hotline Subject: TY 6/29/10 ABS CONNECTOR MELTED AFTER RECALL  
Category Code...: P20 SERVICE BRAKE PQI:  
Symptom Codes...: 850 Burnt/Smoke 640 Improper Operation  
Condition Codes: XXX DOES NOT DEPEND ON C XXX DOES NOT DEPEND ON C

DTC:  
Symptom Freq...: C CONSTANT C CONSTANT  
Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1  
Symptoms/Conditions: DEALER STS THE ABS CONNECTOR MELTED AND SMOKES WITH  
142108 MILES ##### BATTERY HOOKED UP.

PF1=HELP PF3=EXIT PF4=TRNG PF10=NEXT PF11=360 PF12=CNCL  
PF14=RCLL PF16=CC PF17=RI PF19=PQI PF20=CM

Hotline Ref No.: 0677392 Status: CF CLSD FIXED MDL/YR: TRB ES 2A /02  
Assign Code.....: DL DEALER Action: 1C SAFETY ( Caller: ALAN MCLENDON  
Location.....: 23807 PRINCE MAZDA Phone: 229 242 - 3311 Ext:  
Hotline Subject: TY 6/29/10 ABS CONNECTOR MELTED AFTER RECALL

RI No for prior repair attempts:

Describe attempted repairs.....:

DEALER STS THE ABS CONNECTOR MELTED AND SMOKES WITH BATTERY HOOKED UP.  
THE RECALL 4507C WAS PERFORMED 5/16/07, THE CUSTOMER CALL MAZDA.  
MARSHAL, GERALD QUITMAN GA 4F2CU09192KM49181 01300266-80 C SE TRB 02

RI Ref No Suggested Repair Try Eff

F01=HELP F03=EXIT F09=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

P405 CRPP954

Hotline Ref No.: 0677392 Status: CF CLSD FIXED MDL/YR: TRB ES 2A /02  
Assign Code.....: DL DEALER Action: 1C SAFETY ( Caller: ALAN MCLENDON  
Location.....: 23807 PRINCE MAZDA Phone: 229 242 - 3311 Ext:  
Hotline Subject: TY 6/29/10 ABS CONNECTOR MELTED AFTER RECALL

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	
				2
			TOP	
06/29/10	CRPP644	ADVISED DEALER I WILL SEND FILE TO THE REGION FOR REVIEW, CALL THE DSM.		
07/09/10	MANP323	CLOSED WILL REPLACE CONNECTOR. POSSIBLLY LACK OF WORK QUALITY WHEN RECALL PERFORMED. SAM		

===== BOTTOM

Callback Date.....:  
Entered By: YOST 06/29/10 Last Rev By: MOONEY 12/16/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

S20CUM1 HOTLINE RECORD (INQUIRY4) 01/21/11 13:23:36  
P405 CRPP954  
Hotline Ref No.: 0677392 Status: CF CLSD FIXED MDL/YR: TRB ES 2A /02  
PQI Ref No.....: Caller: ALAN MCLENDON  
Location.....: 23807 PRINCE MAZDA Phone: 229 242 - 3311 Ext:  
Hotline Subject: TY 6/29/10 ABS CONNECTOR MELTED AFTER RECALL  
Effectiveness Comments.:

Was the problem solved?: Y (Y or N)  
Additional Suggestions.:

Closing Date.....: 07/09/10 Previous Status: NI NEEDS INVE

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI

S20CRM1 HOTLINE RECORD (INQUIRY1) 01/21/11 14:03:50  
P405 CRPP954  
Hotline Ref No.: 0691982 Status: CA CLSD APPRV Region...: SE District: 05  
Assign Code....: SE SOUTHEAST Action: CC.: 1 Recall...: Y  
Caller.....: COREY MCATEE ID: CMCATEE MRA: Branded.: N  
Job Code.....: D331 CERTIFIED TECHNICIAN CPV:  
Location.....: 23879 MAZDA OF ROSWELL Phone: 770 993 - 6999 Ext:  
VIN.....: 4F2YU09122K MDL/YR: TRB ES 2A /02 Prod Dt: 12/14/01  
Repair Mileage.: 99999 Cust: In Srvc: 02/23/02  
Hotline Subject: JC 10/5/10 HAS TO JUMP START/STALLING  
Category Code...: G ENGINE ELECTRICAL PQI:  
Symptom Codes...: 200 Undercharging/Dead B  
Condition Codes: XXX DOES NOT DEPEND ON C

DTC:  
Symptom Freq...: C CONSTANT  
Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1  
Symptoms/Conditions: 150136 MILES  
C/S THAT HAS TO JUMP STARTED, THE CAR WILL STALL AT TIMES. THE SRS, ABS,  
BRAKE LIGHTS ARE ON IN THE CLUSTER.

PF1=HELP PF3=EXIT PF4=TRNG PF10=NEXT PF11=360 PF12=CNCL  
PF14=RCLL PF16=CC PF17=RI PF19=PQI PF20=CM

Hotline Ref No.: 0691982 Status: CA CLSD APPRV MDL/YR: TRB ES 2A /02  
Assign Code.....: SE SOUTHEA Action: Caller: COREY MCATEE  
Location.....: 23879 MAZDA OF ROSWELL Phone: 770 993 - 6999 Ext:  
Hotline Subject: JC 10/5/10 HAS TO JUMP START/STALLING

RI No for prior repair attempts:

Describe attempted repairs.....:

TECH SAID THAT HE ALSO FOUND THAT THE PIG TAIL HARNESS CONN THAT WAS  
INSTALLED FOR THE RECALL IS MELTED.THE BATTERY IS NEW. HAS A DRAW ON THE  
SYSTEM. THERE IS A BLACK WIRE AT THE ABS CONN THAT IS BROKEN.

RI Ref No Suggested Repair Try Eff

F01=HELP F03=EXIT F09=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI



P405 CRPP954

Hotline Ref No.: 0691982 Status: CA CLSD APPRV MDL/YR: TRB ES 2A /02  
Assign Code.....: SE SOUTHEAS Action: Caller: COREY MCATEE  
Location.....: 23879 MAZDA OF ROSWELL Phone: 770 993 - 6999 Ext:  
Hotline Subject: JC 10/5/10 HAS TO JUMP START/STALLING

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	
				5
			TOP	
10/05/10	CRPP995	ADVSIED TO DISCONNECT THE ABS CONN AND SEE IF THE DRAW WILL GO AWAY. SEE IF CAN FIND OUT WHAT THE BLACK WIRE IS FOR. E MAIL A PICTURE OF THE DAMAGED CONN.		
10/05/10	CRPP953	TECH CALLED BACK STATES HE DISCONNECTED THE ABS C/M AND THE BATTERY DRAW WENT AWAY. HE STILL HAS THE ISSUE OF THE MELTED PIGTAIL HARNESS.ADVISED TECH TO SEND PICS TO HOTLINE E-MAIL. WILL FWD FILE TO THE REGION WHEN RECEIVED		

MORE...

Callback Date.....:

Entered By: CLEVENGER 10/05/10 Last Rev By: BLACKMAN 10/13/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

P405 CRPP954

Hotline Ref No.: 0691982 Status: CA CLSD APPRV MDL/YR: TRB ES 2A /02  
Assign Code.....: SE SOUTHEAS Action: Caller: COREY MCATEE  
Location.....: 23879 MAZDA OF ROSWELL Phone: 770 993 - 6999 Ext:  
Hotline Subject: JC 10/5/10 HAS TO JUMP START/STALLING

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:
			5
			MORE...
10/05/10	CRPP953	RECEIVED PICS,ADVISE TECH TO CONTACT DSM ABOUT WARR COVERAGE FOR ANOTHER HARNESS. WILL NI FILE AND SEND TO THE REGION FOR REVIEW	
10/05/10	CRPP995	TECH CALLED BACK ASKING IF WE GOT THE PICTURES-ADVSIED THAT WE DID AND THE FILE WAS SEND TO REGION. THE TECH SAID THAT HE HAS ALSO CALLED JOHN K.	
10/06/10	SOEP184	SPOKE TO COREY, DSM HAS INSPECTED THE VEHICLE AND AUTH WARR REPAIRS. ABS MODULE AND PIGTAIL TO BE REPLACED AS PER RECALL	
			MORE...

Callback Date.....:

Entered By: CLEVINGER 10/05/10 Last Rev By: BLACKMAN 10/13/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

Hotline Ref No.: 0691982 Status: CA CLSD APPRV MDL/YR: TRB ES 2A /02  
Assign Code.....: SE SOUTHEAS Action: Caller: COREY MCATEE  
Location.....: 23879 MAZDA OF ROSWELL Phone: 770 993 - 6999 Ext:  
Hotline Subject: JC 10/5/10 HAS TO JUMP START/STALLING

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:
10/13/10	SOEP191	CLOSED	5 MORE...

===== BOTTOM

Callback Date.....:  
Entered By: CLEVINGER 10/05/10 Last Rev By: BLACKMAN 10/13/10

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

S20CUM1 HOTLINE RECORD (INQUIRY4) 01/21/11 14:04:15  
P405 CRPP954  
Hotline Ref No.: 0691982 Status: CA CLSD APPRV MDL/YR: TRB ES 2A /02  
PQI Ref No.....: Caller: COREY MCATEE  
Location.....: 23879 MAZDA OF ROSWELL Phone: 770 993 - 6999 Ext:  
Hotline Subject: JC 10/5/10 HAS TO JUMP START/STALLING  
Effectiveness Comments.:

Was the problem solved?: (Y or N)  
Additional Suggestions.:

Closing Date.....: 10/13/10 Previous Status: SG SUGGESTED

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI

S20CRM1 HOTLINE RECORD (INQUIRY1) 01/21/11 13:26:08  
P405 CRPP954  
Hotline Ref No.: 0699506 Status: CN CLSD NOTFX Region.: PA District: 08  
Assign Code....: C CORPORATE Action: CC.: 1 Recall...: Y  
Caller.....: LMOONEY ID: MRA: Branded.: N  
Job Code.....: MA34 ENGINEER CPV:  
Location.....: 10169 PARR MAZDA Phone: 360 373 - 9909 Ext:  
VIN.....: 4F2CU081X1K [REDACTED] MDL/YR: TRX LX A /01 Prod Dt: 06/04/01  
Repair Mileage.: 99999 Cust: [REDACTED] In Srvc: 06/28/01  
Hotline Subject: LM 11-29-10 CDR-ABS CU AND WIRING HARNESS DAMAGE  
Category Code...: P20 SERVICE BRAKE PQI:  
Symptom Codes...: 640 Improper Operation  
Condition Codes: XXX DOES NOT DEPEND ON C

DTC:  
Symptom Freq...: C CONSTANT  
Did you duplicate symptoms?: Y (Y or N) Number of Repair Attempts: 1  
Symptoms/Conditions:  
ABS CU CONNECTOR AND WIRE HARNESS CONNECTOR MELTED AND DAMAGED.  
HL CALL ENTERED FROM CAC FILE 132557700 IN CDR.  
4507C RECALL DONE AT 3-23-09 (102609 MILES) BY DLR 10169.

PF1=HELP PF3=EXIT PF4=TRNG PF10=NEXT PF11=360 PF12=CNCL  
PF14=RCLL PF16=CC PF17=RI PF19=PQI PF20=CM

S20CSM1 HOTLINE RECORD (INQUIRY2) 01/21/11 13:26:14  
P405 CRPP954  
Hotline Ref No.: 0699506 Status: CN CLSD NOTFX MDL/YR: TRX LX A /01  
Assign Code.....: C CORPORA Action: Caller: LMOONEY  
Location.....: 10169 PARR MAZDA Phone: 360 373 - 9909 Ext:  
Hotline Subject: LM 11-29-10 CDR-ABS CU AND WIRING HARNESS DAMAGE

RI No for prior repair attempts:  
Describe attempted repairs.....:  
CALL ENTERED FROM CDR...CAC FILE.

RI Ref No	Suggested Repair	Try	Eff
-----------	------------------	-----	-----

F01=HELP	F03=EXIT	F09=PREV	F10=NEXT	F11=360	F12=CNCL
F16=CC	F17=RI	F19=PQI	F20=CMPI		

P405 CRPP954

Hotline Ref No.: 0699506 Status: CN CLSD NOTFX MDL/YR: TRX LX A /01  
Assign Code.....: C CORPORAT Action: Caller: LMOONEY  
Location.....: 10169 PARR MAZDA Phone: 360 373 - 9909 Ext:  
Hotline Subject: LM 11-29-10 CDR-ABS CU AND WIRING HARNESS DAMAGE

Other suggested repairs:

Date	By Whom	Text	Follow Up Count:	
				2
			TOP	
11/29/10	CRPP988	CALL ENTERED FROM CDR FILE - CAC FILE. WIRING HARNESS NO LONGER AVAILABLE. DEALER UNSURE IF PCM HAS BEEN DAMAGED ONCE HARNESS AND NEW ABS CU ARE REPLACED.CUSTOMER TOLD BY DEALER VEHICLE DAMAGE IS NOT WORTH REPAIRING. CUSTOMER PICKED UP VEHICLE.		
11/29/10	CRPP988	CLOSED		

===== BOTTOM

Callback Date.....:  
Entered By: MOONEY 11/29/10 Last Rev By:

F1=HELP F3=EXIT F7=BWD F8=FWD F9=PREV F10=NEXT F11=360 F12=CNCL  
F16=CC F17=RI F19=PQI F20=CMPI

Hotline Ref No.: 0699506 Status: CN CLSD NOTFX MDL/YR: TRX LX A /01  
PQI Ref No.....: Caller: LMOONEY  
Location.....: 10169 PARR MAZDA Phone: 360 373 - 9909 Ext:  
Hotline Subject: LM 11-29-10 CDR-ABS CU AND WIRING HARNESS DAMAGE

Effectiveness Comments.:  
CALL ENTERED FROM CDR FILE - CAC FILE.  
WIRING HARNESS NO LONGER AVAILABLE. DEALER UNSURE IF  
PCM HAS BEEN DAMAGED ONCE HARNESS AND NEW ABS CU ARE  
REPLACED.CUSTOMER TOLD BY DEALER VEHICLE DAMAGE IS NOT  
WORTH REPAIRING. CUSTOMER PICKED UP VEHICLE.

Was the problem solved?: N (Y or N)  
Additional Suggestions.:

Closing Date.....: 11/29/10 Previous Status: SG SUGGESTED

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI





S20CSM1            HOTLINE RECORD (INQUIRY2)            11/22/11 10:13:30

P377

MANP317

Hotline Ref No.: 0716777 Status: CF CLSD FIXED MDL/YR: TRB ES 2A /02

Assign Code.....: SE SOUTHEA Action: 2A SAFETY ( Caller: COREY KING

Location.....: 23235 PARKS MAZDA            Phone: 336 886 - 7889 Ext:

Hotline Subject: BS 04/08/11 ABS CONN MELTED AFTER RECALL 4507C

RI No for prior repair attempts:

Describe attempted repairs.....:

TECH WAS ADVISED TO CALL IN BY HIS DSM.

HE STATES IT DOESNT APPEAR THE VEHICLE HARNESS CONNECTOR WAS REPLACED WHEN

THE RECALL WAS PERFORMED

RI Ref No	Suggested Repair	Try Eff
-----------	------------------	---------

F01=HELP F03=EXIT F09=PREV F10=NEXT F11=360 F12=CNCL

F16=CC F17=RI F19=PQI F20=CMPI



S20CSM1            HOTLINE RECORD (INQUIRY2)      11/22/11 10:18:27

P377

MANP317

Hotline Ref No.: 0722542 Status: CF CLSD FIXED MDL/YR: TRB ES XA /02

Assign Code.....: SE SOUTHEA Action: 1A SAFETY ( Caller: GARY LEE

Location.....: 23915 FLOW MAZDA OF FAYETT Phone: 910 860 - 9300 Ext:

Hotline Subject: HAL 05/23/11 ABS & SAS LTS ON AFTER 4507C

RI No for prior repair attempts:

Describe attempted repairs.....:

TECH STS HE FOUND THE 4507C SHOWED OPEN...HE INSTALLED AN ABS UNIT AS PER  
REPAIR PROCEDURE 'B' (INCLUDES THE PIGTAIL)...TECH STS THE ABS LIGHT IS  
STILL ON AND THERE IS NO COMM TO THE MODULE...ALSO HE FOUND THE DLR LETTER  
SAYS THE REPAIR IS NOT COVERED ANYMORE...

RI Ref No	Suggested Repair	Try Eff
0005504	RECALL 4507C: TRIBUTE ANTI-LOCK BRAKE SYSTEM	

F01=HELP F03=EXIT F09=PREV F10=NEXT F11=360 F12=CNCL

F16=CC F17=RI F19=PQI F20=CMPI



S20CUM1            HOTLINE RECORD (INQUIRY4)            11/22/11 10:19:16

P377

MANP317

Hotline Ref No.: 0722542 Status: CF CLSD FIXED MDL/YR: TRB ES XA /02

PQI Ref No.....:        Caller: GARY LEE

Location.....: 23915 FLOW MAZDA OF FAYETT Phone: 910 860 - 9300 Ext:

Hotline Subject: HAL 05/23/11 ABS & SAS LTS ON AFTER 4507C

Effectiveness Comments.:

SEE PREVIOUS PAGE.

Was the problem solved?: Y (Y or N)

Additional Suggestions.:

Closing Date.....: 05/25/11        Previous Status: NI NEEDS INVE

F1=HELP F3=EXIT F9=PREV F12=CNCL F16=CC F17=RI F19=PQI F20=CMPI



S20CSM1            HOTLINE RECORD (INQUIRY2)            11/22/11 09:27:15

P377

MANP317

Hotline Ref No.: 0724435 Status: CF CLSD FIXED MDL/YR: TRB LX 2A /02

Assign Code.....: GU GULF    Action: 1C SAFETY ( Caller: COREY O`DELL

Location.....: 34592 NELSON MAZDA            Phone: 615 868 - 8100 Ext:

Hotline Subject: JC 6/7/11 ABS DAMAGE AFTER 4507C

RI No for prior repair attempts:

Describe attempted repairs.....:

TECH SAID THAT THE ABS MODULE AND THE WIRE HARNESS WAS BURNT/MELTED.

TECH SAID THAT WHEN THE INSPECTION FOR THE 4507C WAS DONE THE CONNECTIONS

WERE GOOD AND NO CORROSION AT THE CONN.

RI Ref No	Suggested Repair	Try Eff
-----------	------------------	---------

F01=HELP F03=EXIT F09=PREV F10=NEXT F11=360 F12=CNCL

F16=CC F17=RI F19=PQI F20=CMPI







[Help](#)

<b>Vehicle Inspection Report - 008041</b>	<b>Smoke from under hood.</b>	<b>2010-04-26</b>																				
<p><b>Vehicle Information</b></p> <table> <tr> <td>Vin Code : 4F2YU09142K [REDACTED]</td> <td>Problem Mileage : 114755</td> </tr> <tr> <td>Model Code : TRB ES 2A</td> <td>Model Year : 2002</td> </tr> <tr> <td>Category Code : P20 - SERVICE BRAKE</td> <td>Reason For Inspection : General</td> </tr> <tr> <td>Originator ID : jkemmer1</td> <td>VIR Entry Date : 04/26/2010</td> </tr> <tr> <td>Last Update ID : jkemmer1</td> <td>Last Update Date : 04/26/2010</td> </tr> </table>			Vin Code : 4F2YU09142K [REDACTED]	Problem Mileage : 114755	Model Code : TRB ES 2A	Model Year : 2002	Category Code : P20 - SERVICE BRAKE	Reason For Inspection : General	Originator ID : jkemmer1	VIR Entry Date : 04/26/2010	Last Update ID : jkemmer1	Last Update Date : 04/26/2010										
Vin Code : 4F2YU09142K [REDACTED]	Problem Mileage : 114755																					
Model Code : TRB ES 2A	Model Year : 2002																					
Category Code : P20 - SERVICE BRAKE	Reason For Inspection : General																					
Originator ID : jkemmer1	VIR Entry Date : 04/26/2010																					
Last Update ID : jkemmer1	Last Update Date : 04/26/2010																					
<p><b>Condition:</b></p> <p>Customer states smoke came from under the hood, smells like wiring. After smoke the o/d light flashing, speedo inop, odometer goes blank when start moving also not going into overdrive.</p>																						
<p><b>Repair Attempts:</b></p>																						
<p><b>Action Taken:</b></p> <p>Performed vehicle inspection and found damage to the ABS module. Inspected the ABS module connector and found the weather seal is out of proper position and allowed moisture into the connctor. Found corrosion on 2 terminals of the harness side connctor. Dealer to replace the module and harness connector pigtail to repair.</p>																						
<p><b>Test Drive:</b></p>																						
<p><b>Customer Information</b></p> <table> <tr> <td>Customer Name : [REDACTED]</td> <td>Day Time Phone No. : (0)-0-0 Ext : 0</td> </tr> <tr> <td>Address Line 1 : [REDACTED]</td> <td>Night Time Phone No. : [REDACTED]</td> </tr> <tr> <td>Address Line 2 :</td> <td>Other Phone No. : ()--</td> </tr> <tr> <td>City : ROCK HILL</td> <td>State : SC</td> </tr> <tr> <td>E-mail :</td> <td>ZipCode : [REDACTED]</td> </tr> </table>			Customer Name : [REDACTED]	Day Time Phone No. : (0)-0-0 Ext : 0	Address Line 1 : [REDACTED]	Night Time Phone No. : [REDACTED]	Address Line 2 :	Other Phone No. : ()--	City : ROCK HILL	State : SC	E-mail :	ZipCode : [REDACTED]										
Customer Name : [REDACTED]	Day Time Phone No. : (0)-0-0 Ext : 0																					
Address Line 1 : [REDACTED]	Night Time Phone No. : [REDACTED]																					
Address Line 2 :	Other Phone No. : ()--																					
City : ROCK HILL	State : SC																					
E-mail :	ZipCode : [REDACTED]																					
<p><b>Additional Information</b></p> <table> <tr> <td>PQI Ref No. :</td> <td>Serviced at Location : 23861</td> </tr> <tr> <td>Hotline Ref No. :</td> <td>Dealer Contact : Rick Farmer</td> </tr> <tr> <td>Subject Description : Smoke</td> <td>Requested By : Hotline</td> </tr> <tr> <td>Reported By : John Kemmer</td> <td>Job Code : D322-Technical Specialist</td> </tr> <tr> <td>RO Claim/Problem No. : 41087 - 2</td> <td>Inspection Date : 2010-04-26</td> </tr> <tr> <td>Problem Date : 2010-04-26</td> <td>Date of Resolution : 2010-04-26</td> </tr> <tr> <td>Status: Closed</td> <td></td> </tr> <tr> <td>Covered Under Warranty : Y</td> <td>Vehicle Repaired : Y</td> </tr> <tr> <td>Road Test With Customer : N</td> <td>Customer Satisfied : Y</td> </tr> <tr> <td>PQI Submitted : N</td> <td>If not, corp. Team MGR contacted : N</td> </tr> </table>			PQI Ref No. :	Serviced at Location : 23861	Hotline Ref No. :	Dealer Contact : Rick Farmer	Subject Description : Smoke	Requested By : Hotline	Reported By : John Kemmer	Job Code : D322-Technical Specialist	RO Claim/Problem No. : 41087 - 2	Inspection Date : 2010-04-26	Problem Date : 2010-04-26	Date of Resolution : 2010-04-26	Status: Closed		Covered Under Warranty : Y	Vehicle Repaired : Y	Road Test With Customer : N	Customer Satisfied : Y	PQI Submitted : N	If not, corp. Team MGR contacted : N
PQI Ref No. :	Serviced at Location : 23861																					
Hotline Ref No. :	Dealer Contact : Rick Farmer																					
Subject Description : Smoke	Requested By : Hotline																					
Reported By : John Kemmer	Job Code : D322-Technical Specialist																					
RO Claim/Problem No. : 41087 - 2	Inspection Date : 2010-04-26																					
Problem Date : 2010-04-26	Date of Resolution : 2010-04-26																					
Status: Closed																						
Covered Under Warranty : Y	Vehicle Repaired : Y																					
Road Test With Customer : N	Customer Satisfied : Y																					
PQI Submitted : N	If not, corp. Team MGR contacted : N																					

[Help](#)

<b>Vehicle Inspection Report - 008349</b>	<b>abs connector melted</b>	<b>2010-06-30</b>
<p><b>Vehicle Information</b></p> <p>Vin Code : 4F2CU09192K [REDACTED]      Problem Mileage : 142108              Model Code : TRB ES 2A      Model Year : 2002              Category Code : P20 - SERVICE BRAKE      Reason For Inspection : General              Orginator ID : jbready      VIR Entry Date : 07/01/2010              Last Update ID : jbready      Last Update Date : 07/01/2010</p>		
<p><b>Condition:</b></p> <p>Customer advises saw smoke from under hood area.</p>		
<p><b>Repair Attempts:</b></p> <p>.</p>		
<p><b>Action Taken:</b></p> <p>Performed vehicle inspection. Inspection revealed ABS electrical connector melted. For customer satisfaction will replace abs electrical control unit and abs unit electrical connector assembly. No external damage to connector. No damage to surrounding components.</p>		
<p><b>Test Drive:</b></p> <p>No test drive necessary.</p>		
<p><b>Customer Information</b></p> <p>Customer Name : [REDACTED]      Day Time Phone No. : (0)-0-0 Ext : 0              Address Line 1 : [REDACTED]      Night Time Phone No. : [REDACTED]              Address Line 2 :      Other Phone No. : ()--              City : QUITMAN      State : GA              E-mail :      ZipCode : [REDACTED]</p>		
<p><b>Additional Information</b></p> <p>PQI Ref No. :      Serviced at Location : 23807              Hotline Ref No. :      Dealer Contact : Jim Bready              Subject Description :      Requested By : Product Support              Reported By : Jim Bready      Job Code : D322-Technical Specialist              RO Claim/Problem No. : -      Inspection Date : 2010-06-30              Problem Date : 0001-01-01      Date of Resolution : 0001-01-01              Status: Closed              Covered Under Warranty : N      Vehicle Repaired : Y              Road Test With Customer : N      Customer Satisfied : Y              PQI Submitted : N      If not, corp. Team MGR contacted : N</p>		

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[Help](#)

<b>Vehicle Inspection Report - 008898</b>	<b>ABS Connector melted after recall</b>	<b>2010-10-06</b>																				
<p><b>Vehicle Information</b></p> <table> <tr> <td>Vin Code : 4F2YU09122K [REDACTED]</td> <td>Problem Mileage : 190136</td> </tr> <tr> <td>Model Code : TRB ES 2A</td> <td>Model Year : 2002</td> </tr> <tr> <td>Category Code : P20 - SERVICE BRAKE</td> <td>Reason For Inspection : General</td> </tr> <tr> <td>Originator ID : rwhite</td> <td>VIR Entry Date : 10/11/2010</td> </tr> <tr> <td>Last Update ID : rwhite</td> <td>Last Update Date : 10/11/2010</td> </tr> </table>			Vin Code : 4F2YU09122K [REDACTED]	Problem Mileage : 190136	Model Code : TRB ES 2A	Model Year : 2002	Category Code : P20 - SERVICE BRAKE	Reason For Inspection : General	Originator ID : rwhite	VIR Entry Date : 10/11/2010	Last Update ID : rwhite	Last Update Date : 10/11/2010										
Vin Code : 4F2YU09122K [REDACTED]	Problem Mileage : 190136																					
Model Code : TRB ES 2A	Model Year : 2002																					
Category Code : P20 - SERVICE BRAKE	Reason For Inspection : General																					
Originator ID : rwhite	VIR Entry Date : 10/11/2010																					
Last Update ID : rwhite	Last Update Date : 10/11/2010																					
<p><b>Condition:</b></p> <p>Inspected a melted ABS electrical connector that was melted after the recall had been performed approx 2 years prior</p>																						
<p><b>Repair Attempts:</b></p> <p>Inspection</p>																						
<p><b>Action Taken:</b></p> <p>Authorized replacement of ABS connectors and recommended inspection of master cylinder for possible fluid leakage into connector causing the recurrence</p>																						
<p><b>Test Drive:</b></p> <p>no</p>																						
<p><b>Customer Information</b></p> <table> <tr> <td>Customer Name : [REDACTED]</td> <td>Day Time Phone No. : [REDACTED] Ext : 0</td> </tr> <tr> <td>Address Line 1 : [REDACTED]</td> <td>Night Time Phone No. : [REDACTED]</td> </tr> <tr> <td>Address Line 2 :</td> <td>Other Phone No. : ( )--</td> </tr> <tr> <td>City : CUMMING</td> <td>State : GA</td> </tr> <tr> <td>E-mail :</td> <td>ZipCode : [REDACTED]</td> </tr> </table>			Customer Name : [REDACTED]	Day Time Phone No. : [REDACTED] Ext : 0	Address Line 1 : [REDACTED]	Night Time Phone No. : [REDACTED]	Address Line 2 :	Other Phone No. : ( )--	City : CUMMING	State : GA	E-mail :	ZipCode : [REDACTED]										
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Address Line 1 : [REDACTED]	Night Time Phone No. : [REDACTED]																					
Address Line 2 :	Other Phone No. : ( )--																					
City : CUMMING	State : GA																					
E-mail :	ZipCode : [REDACTED]																					
<p><b>Additional Information</b></p> <table> <tr> <td>PQI Ref No. :</td> <td>Serviced at Location : 23879</td> </tr> <tr> <td>Hotline Ref No. :</td> <td>Dealer Contact : Kirk Dahlquist</td> </tr> <tr> <td>Subject Description : ABS electrical connector melted</td> <td>Requested By : Hotline</td> </tr> <tr> <td>Reported By : Robert White</td> <td>Job Code : MC11-District Service Manager</td> </tr> <tr> <td>RO Claim/Problem No. : 99999 - 9</td> <td>Inspection Date : 2010-10-06</td> </tr> <tr> <td>Problem Date : 2010-10-06</td> <td>Date of Resolution : 2010-10-06</td> </tr> <tr> <td>Status: Closed</td> <td></td> </tr> <tr> <td>Covered Under Warranty : N</td> <td>Vehicle Repaired : Y</td> </tr> <tr> <td>Road Test With Customer : N</td> <td>Customer Satisfied : Y</td> </tr> <tr> <td>PQI Submitted : N</td> <td>If not, corp. Team MGR contacted : N</td> </tr> </table>			PQI Ref No. :	Serviced at Location : 23879	Hotline Ref No. :	Dealer Contact : Kirk Dahlquist	Subject Description : ABS electrical connector melted	Requested By : Hotline	Reported By : Robert White	Job Code : MC11-District Service Manager	RO Claim/Problem No. : 99999 - 9	Inspection Date : 2010-10-06	Problem Date : 2010-10-06	Date of Resolution : 2010-10-06	Status: Closed		Covered Under Warranty : N	Vehicle Repaired : Y	Road Test With Customer : N	Customer Satisfied : Y	PQI Submitted : N	If not, corp. Team MGR contacted : N
PQI Ref No. :	Serviced at Location : 23879																					
Hotline Ref No. :	Dealer Contact : Kirk Dahlquist																					
Subject Description : ABS electrical connector melted	Requested By : Hotline																					
Reported By : Robert White	Job Code : MC11-District Service Manager																					
RO Claim/Problem No. : 99999 - 9	Inspection Date : 2010-10-06																					
Problem Date : 2010-10-06	Date of Resolution : 2010-10-06																					
Status: Closed																						
Covered Under Warranty : N	Vehicle Repaired : Y																					
Road Test With Customer : N	Customer Satisfied : Y																					
PQI Submitted : N	If not, corp. Team MGR contacted : N																					

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

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET:www.nhtsa.dot.gov/hotline

100148

Repository 

01-JUN-2011

Reference No.  
10403993

## OWNER INFORMATION (Type or Print)

[REDACTED]		
[REDACTED]		
City	State	Zip Code
BELMONT	[REDACTED]	[REDACTED]

Daytime Telephone Number

[REDACTED]

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

## VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make MAZDA	Model TRIBUTE	Model Year 2001
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 26-MAY-2011

## FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING	Failure Mileage 55000	Failure Speed 0
----------------------------------------------------------	--------------------------	--------------------

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

## ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
------------------------------------------------------------------------------	-----------------------------------------------------------------------------	--------------------------------	-----------------------	-------------------------

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2001 MAZDA TRIBUTE. THE CONTACT STATED THE VEHICLE WAS PARKED AND SHUT OFF FOR A FEW HOURS WHEN IT ENGULFED INTO FLAMES. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE. THE VEHICLE WAS DESTROYED AND TOWED TO A JUNK YARD. THE VEHICLE WAS NOT EXAMINED FOR THE CAUSE OF FAILURE. THE FAILURE MILEAGE WAS 55,000. THE VIN WAS UNAVAILABLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.





# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	635174625	Source Code	MAZDA Warranty
------------	-----------	-------------	----------------

Commodity Assignment					
Commodity	chassis-service control unit-	brakes-abs/traction	control-hydraulic	Symptom	damage
Commodity	chassis-service control unit-	brakes-abs/traction	control-hydraulic	Symptom	damage-burned component (not fire)
Commodity	chassis-service control unit-	brakes-abs/traction	control-hydraulic	Symptom	field service action
Commodity	chassis-service control unit-	brakes-abs/traction	control-hydraulic	Symptom	fire
Significant Event	Fire;			Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	23	Tread Category Description	Fire
Reported in Tread Quarter	Q3 2009		

Report Details			
Source Claim Key	022207044	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	85
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Aug-2009
Version Series Code	AAAQK	Load Date	11 -Aug-2009
Causal Part Prefix- Base - Suffix	ECY2 -43 -7A0	Dealer Code	23472
Causal Part Name	UNIT HYDRAULIC ABS	Dealer Name	FIVE STAR MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MACON
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4784743700
Labor Operation Code	P0502	Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11 -Aug-2009		

Customer Comment	
Technician Comment	The recall did not repair the problem. Upon further inspection, we found the abs unit had burned also. We called Bob White and he okay'd the replacement since the recall unit had done the damage. I called Betty at Mazda and she indicated
Mazda Symptom Comment	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2YU09142K [REDACTED]	Engine Serial Number	405177087
Model Year	2002	Engine Description	3.0L DOHC EGIV6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 3 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	03-May-2002	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Jul-2002
Build Country Code		Transmission Serial Number	
Mileage	88617	Vehicle Axle Ratio	
Vehicle Restraint Code			

**Disclaimer:**

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	635243200	Source Code	MAZDA Warranty
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Commodity Assignment				
Commodity	chassis-service module-	brakes-abs/traction control-abs	Symptom	circuit-shortcd
Commodity	chassis-service module-	brakes-abs/traction control-abs	Symptom	damage-insulation/wire damage
Commodity	chassis-service module-	brakes-abs/traction control-abs	Symptom	damage-melted
Commodity	chassis-service module-	brakes-abs/traction control-abs	Symptom	field service action
Commodity	chassis-service module-	brakes-abs/traction control-abs	Symptom	fire
Significant Event	Fire;	Verified		Y

Tread Information	
Reported in Tread Quarter	Q4 2009

Report Details			
Source Claim Key	022373419	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	108
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Oct-2009
Version Series Code	AAAQK	Load Date	19-Oct-2009
Causal Part Prefix- Base - Suffix	ECY2 -67 -65XA	Dealer Code	41978
Causal Part Name	BOX CONTROL	Dealer Name	ROMERO MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ONTARIO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code	P0503	Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	19-Oct-2009		

Customer Comment	
Technician Comment	goodwill, recall 4507c done on 7 29 09 there was a short in abs system that caused a fire and melted the wiring and shorted out the abs hydraulic unit, the control unit and all 4 wheel sensors. mazda field tech came out and inspected t
Mazda Symptom Comment	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2CU09121K [REDACTED]	Engine Serial Number	983760087
Model Year	2001	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	04-Oct-2000	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	17-Nov-2000
Build Country Code		Transmission Serial Number	
Mileage	119126	Vehicle Axle Ratio	
Vehicle Restraint Code			

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	635322004	Source Code	MAZDA Warranty
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Commodity Assignment			
Commodity	chassis-service control unit-	brakes-abs/traction control-hydraulic	Symptom damage
Commodity	chassis-service control unit-	brakes-abs/traction control-hydraulic	Symptom fire
Significant Event	Fire;	Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Tread Category Code	23	Tread Category Description	Fire
Reported in Tread Quarter	Q1 2010		

Report Details			
Source Claim Key	022569222	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	92
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Jan-2010
Version Series Code	AAAQK	Load Date	17 -Jan-2010
Causal Part Prefix- Base - Suffix	ECY2 -43 -7A0	Dealer Code	23899
Causal Part Name	UNIT HYDRAULIC ABS	Dealer Name	FERMAN MAZDA OF BRANDON
Non Causal Part Prefix-Base-Suffix		Dealer City	TAMPA
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8136236600
Labor Operation Code	P0502	Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	17 -Jan-2010		

Customer Comment	
Technician Comment	abs module caught fire damaged abs pump
Mazda Symptom Comment	

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2YU09152K [REDACTED]	Engine Serial Number	310944086
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	14-Mar-2002	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Required Vehicle	
Build Region		Warranty Start Date	07-Apr-2002
Build Country Code		Transmission Serial Number	
Mileage	115664	Vehicle Axle Ratio	
Vehicle Restraint Code			

### Disclaimer:

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	635621956	Source Code	MAZDA Warranty
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Commodity Assignment					
Commodity	chassis-service control unit-	brakes-abs/traction	control-hydraulic	Symptom	damage
Commodity	chassis-service control unit-	brakes-abs/traction	control-hydraulic	Symptom	field service action
Commodity	chassis-service control unit-	brakes-abs/traction	control-hydraulic	Symptom	fire
Significant Event	Fire;			Verified	Y

Tread Information	
Reported in Tread Quarter	Q1 2011

Report Details			
Source Claim Key	039779104	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	103
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Jan-2011
Version Series Code	AAAA5	Load Date	08-Jan-2011
Causal Part Prefix- Base - Suffix	ECY2 -43 -7A0	Dealer Code	41178
Causal Part Name	UNIT HYDRAULIC ABS	Dealer Name	CAPITOL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN JOSE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4082655470
Labor Operation Code	P0502	Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Jan-2011		
Customer Comment			
Technician Comment			
Mazda Symptom Comment	FIRE DAMAGE DUE TO RECALL 4507C. LOCALLY PROCURED PART IS STABILANT.		

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN	4F2YU08192K	Engine Serial Number	005743087
Model Year	2002	Engine Description	3.0L DOHC EGI V6 NA*GAS
Transmission	4 SPD AUTO TRANS MAZDA CD4E	Vehicle Description	TRIBUTE
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	4 WHL L/H PART TIME DRIVE
Production Date	01-Aug-2001	Retail Sale Indicator Code	
Plant Description	KANSAS CITY PLANT BUILD	Reaquired Vehicle	
Build Region		Warranty Start Date	18-Jun-2002
Build Country Code		Transmission Serial Number	
Mileage	123138	Vehicle Axle Ratio	
Vehicle Restraint Code			

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EA10-002

MAZDA

11-23-2011

Appendix 4

F- Lawsuit



(DELAWARE); NELSON MOTOR COMPANY, L.L.C d/b/a NELSON MAZDA; NELSON MOTORS, L.L.C. d/b/a NELSON MAZDA RIVERGATE; COMTIDE NASHVILLE, L.L.C. d/b/a/ MAZDA OF COOL SPRINGS (hereinafter collectively "Mazda") arising from a fire of January 18, 2009 to the home of Norman Buselmeier and Jane Buselmeier located at 1109 Ridgeway Drive, Franklin, TN 37067 arising from a 2002 Mazda Tribute, VIN 4F2YU09122KM15315, and as grounds states as follows:

### PARTIES

1. Plaintiff Norman (Ted) Buselmeier (hereinafter "Ted Buselmeier" or "plaintiff") is and has been at all material times a citizen and resident of Williamson County, residing at 1109 Ridgeway Drive, Franklin, TN 37067.

2. Plaintiff Jane Buselmeier (hereinafter "Jane Buselmeier" or "plaintiff") is and has been at all material times a citizen and resident of Williamson County, residing at 1109 Ridgeway Drive, Franklin, TN 37067. Collectively "Jane and Ted Buselmeier" may also be referred to herein as "plaintiffs."

3. Defendant Mazda Motor of America, Inc. exists as numerous corporate entities and does business under various names such as Mazda North America Operations which issued the warranty on the vehicle which is the subject of this litigation and Mazda Motor Corporation issued the manual which accompanied the vehicle in question. Mazda Motor of America Inc. exists in Delaware and may be served through it registered agent, The Corporation Trust Company; and in California, Mazda Motor of American Inc. exists and maintains the Mazda North American Operations Center at Mazda Information Bureau, with their registered agent, Barbara Tang, who is

located at 7755 Irvine Center Drive, Irvine, CA 92618. The subject corporations are and have been at all material times foreign corporations in the State of Tennessee which are currently selling vehicles and doing business in Nashville, Davidson County and Franklin, Williamson County, Tennessee.

4. Defendant, Nelson Motor Company, L.L.C. d/b/a Nelson Mazda (hereinafter Nelson Mazda) and or Nelson Motors, L.L.C. d/b/a Nelson Mazda Rivergate (hereinafter Nelson Mazda Rivergate) are both active Domestic Limited Liability Companies. Nelson Mazda's principal address is 5300 Mt. View Road, Nashville, Tennessee 37013. Nelson Mazda's registered agent is Chad A. Custer of 5300 Mt. View Road, Nashville, Tennessee 37013. Nelson Mazda Rivergate's principal address is 1536 Gallatin Pike North, Madison, Tennessee 37115. Nelson Mazda Rivergate's registered agent is also Chad A. Custer with his address listed as 1536 Gallatin Pike North, Madison, Tennessee 37115.

5. Defendant, Comtide Nashville, L.L.C. is a Delaware Limited Liability Corporation authorized to do business and doing business in Tennessee as Mazda of Cool Springs, (hereinafter Mazda of Cool Springs). Mazda of Cool Spring's principal address is 460 East Main Street, Columbus, Ohio, 43215; its principal address in Tennessee was 200 Comtide Court, Franklin, Tennessee 37067 when it was actively involved in automotive sales and service. Mazda of Cool Springs' registered agent in Tennessee is Capital Filing Services, Inc. 7176 Forrest Oaks Drive, Nashville, Tennessee 37221.

## JURISDICTION AND VENUE

6. The Circuit Court of Williamson County, Tennessee has jurisdiction of this matter pursuant to Tenn.Code.Ann. §16-10-101 et seq.

7. Venue is proper in this Court pursuant to T.C.A. §20-4-101 et seq. because the actions complained of herein occurred in Williamson County, Tennessee.

## FACTS

8. On January 18, 2009, a 2002 Mazda Tribute vehicle, VIN 4F2YU09122KM15315 ("the vehicle"), owned by Ted Buselmeier and Jane Buselmeier ("the Buselmeiers") was parked in the garage of the Buselmeiers' home located at 1109 Ridgeway Drive, Franklin, TN 37067 ("the home") with the vehicle not running.

9 The Buselmeiers purchased the vehicle new on November 21, 2001 from Nelson Mazda, 5300 Mount View Road, Antioch, TN 37013, which also performed much of the post sale service.

10. On January 18, 2009, the home was the subject of a catastrophic fire (hereinafter referred to as "the fire").

11. The fire originated from the engine compartment of the vehicle.

12. After providing notice and coordinating attendance of all parties and their representatives, the vehicle was examined by automotive engineers and other experts and representatives both of Plaintiff and Defendants at the home initially in the garage and later in the driveway and later at a storage facility. Damage to the vehicle from the fire was extensive.

13. As a result of these vehicle examinations, the cause of the fire has been determined to be within the vehicle itself. Investigation continues concerning the precise cause.

14. At the present the precise cause of the fire is not known. It is clear that the home catching on fire was the result of the Mazda catching on fire and may involve a loose fitting in the power steering system which allowed steering fluid oil to leak. The source of ignition could be the residual heat of the exhaust manifold from a trip concluded shortly before the fire or in the alternative a short circuit in the engine compartment could have ignited the leaking fluid to cause the fire. Investigation continues.

15. The fire spread from the vehicle to the structure of the home.

16. Once alerted to the fire, the Buselmeiers, (Ted Buselmeier and Jane Buselmeier) immediately investigated, and determined the location of the fire.

17. Jane Buselmeier dialed 911 and provided the keys to Ted Buselmeier, so that he could at considerable personal risk to himself remove the other family vehicle from the garage.

18. Jane Buselmeier and Ted Buselmeier then attempted to locate the family pets and took other actions to attempt to suppress the fire and save their house and possessions

19. From the time that the vehicle was first purchased by the Buselmeiers to the time of the fire, it is believed no one had performed any work or modifications on any component of the vehicle currently believed related to this litigation.

20. From the time that the subject vehicle was first purchased to the time of the fire, no warning or instruction was provided to the Buselmeiers by Mazda regarding the unreasonably dangerous condition or conditions leading to the fire in a matter of less than seven years.

21. From the time that the vehicle was first purchased by the Buselmeiers to the time of the fire, most service work performed on the vehicle was performed by Nelson Mazda and/or Mazda Cool Springs dealers, with the exception of occasional routine maintenance such as oil changes, lubrication, battery replacement and tires done by local professional service providers.

22. As a direct result of the dangerous and defective condition of the vehicle it caught fire, and the fire spread to the garage and ultimately to the home and its contents resulting in a near total loss of the home and contents.

23. As a result of the fire, the Buselmeiers incurred damages to the home and its contents and additional expenses for loss of use of these, in addition to emotional distress and mental pain and anguish and loss of consortium, for a total loss of at least \$750,000. This total may increase as restoration and replacement activities are ongoing.

24. Hereinafter the term "Mazda" shall refer interchangeably to all defendants.

**COUNT I  
NEGLIGENCE RESULTING IN PROPERTY DAMAGE**

25. Plaintiffs incorporate and re-allege, as if fully set forth herein, the allegations contained in all preceding paragraphs.

26. Mazda designed, manufactured, distributed and sold the vehicle and originally placed it into the stream of commerce.

27. Mazda had a duty to design, manufacture, and distribute vehicles which were safe and free of defects.

28. Mazda had a duty to warn persons who might reasonably use Mazda vehicles of latent dangerous defects in the vehicles.

29. It was foreseeable by Mazda that if Mazda designed, manufactured, and distributed a vehicle with a latent defect and/or if Mazda failed to warn of such defect, persons or entities, such as Plaintiffs, might park the vehicle in their home's garage and in using the vehicle or by being in proximity to the vehicle could incur personal injury and/or property damage.

30. The fire was the result of a malfunction of the vehicle in the course of its ordinary use.

31. The malfunction of the vehicle was due to a defective condition in the vehicle, currently believed to involve a fitting to the steering fluid system which had a tendency to and appears to have come loose, thus allowing fluid to leak onto a component in the engine compartment which caused ignition and caused the fire and resulting damages. Investigation seeking the exact cause of the fire continues.

32. The vehicle contained the above defect when it left Mazda's possession and control.

33. Mazda breached the above duties by designing, manufacturing, distributing and selling the vehicle in a defective condition and/or by failing to provide adequate warning and/or instruction regarding a component part or parts which were known, or in the exercise of ordinary care should have been known, to degrade and create an unsafe condition and/or by failing to adopt



a safer, practical, feasible, or otherwise reasonable alternative design or formulation for the components in question that could then have been reasonably adopted that would have prevented or substantially reduced the risk of harm without substantially impairing the usefulness, practicality, or desirability of the vehicle.

34 As a direct and proximate result of the aforesaid negligence and/or negligent acts and/or negligent omissions of Mazda, Plaintiffs incurred the damages alleged above.

WHEREFORE, Plaintiffs respectfully request judgment against Mazda for an amount of at least \$750,000 or more should the proof support such an amount together with pre-verdict interest, post-verdict interest, the costs of this action as allowed by law, and such other relief as this Court deems just and proper.

**COUNT II  
STRICT LIABILITY RESULTING IN PROPERTY DAMAGE**

35 Plaintiff incorporates and re-alleges, as if fully set forth herein, the allegations in the preceding paragraphs 1 through 24.

36. Mazda manufactured, distributed and sold the vehicle and originally placed it into the stream of commerce.

37. The vehicle is the type of product that Mazda is in the business of manufacturing, and distributing and selling.

38. The vehicle was defective and unreasonably dangerous in that it contained one or more components which malfunctioned in the ordinary course of its use allowing flammable fluid to leak onto a component in the engine compartment which caused ignition and caused the vehicle fire which damaged the house.

39. The vehicle was in the defective condition at the time that it left the possession or control of Mazda.

40 The vehicle was expected to and did reach the owner of the vehicle herein without substantial change in its condition.

41 The vehicle was used for its intended purpose and/or for a purpose that was reasonably foreseeable by Mazda and in the course thereof was serviced regularly by Mazda.

42 As a direct and proximate result of the aforesaid defective and unreasonably dangerous condition, Plaintiffs incurred the damages alleged above.

WHEREFORE, Plaintiffs respectfully request judgment against Mazda for an amount of at least \$750,000 or more should the proof support such an amount together with pre-verdict interest, post-verdict interest, the costs of this action as allowed by law, and such other relief as this Court deems just and proper.

**COUNT III  
NEGLIGENCE RESULTING IN BOTH PERSONAL INJURY  
AND EMOTIONAL INJURIES**

43. Plaintiff incorporates and re-alleges, as if fully set forth herein, the allegations in the preceding Count I and numbered paragraphs 1-24 and 26-34, as if stated herein in full.

44 Both Ted Buselmeier and Jane Buselmeier were in very close proximity to the actual fire when it was discovered and when they attempted to suppress it and to save their pets and possessions and physically both suffered exposure to intense heat and smoke inhalation.

45. Jane Buselmeier was transported to Williamson County Medical Center, where she spent the night.

46. Jane Buselmeier had successfully undergone a liver transplant at Vanderbilt Medical Center in July of 2000, and as a result thereof, has been required to take a large amount of medications and have constant monitoring and contact with the transplant nurse.

47. This transplant and the sequelae therefrom has caused a certain emotional fragility, which was severely exacerbated by her own close physical proximity to the house fire, smoke inhalation, and very real concern for her safety and the physical safety of her husband of 28 years, who was attempting to fight the fire, move the remaining family vehicle, and rescue the family pets.

48. All of these actions of both Ted Buselmeier, as well as those of Jane Buselmeier took place in a very short time after the fire was discovered and within extremely close proximity to the raging fire, which was engulfing their house and its contents.

49. Jane Buselmeier still experiences bouts of depression and periods of anxiety as a result of the fire and sequelae thereto.

50. Upon additional medical consultation necessitated by the fire, Jane's medications for depression were both changed and increased.

51. Jane Buselmeier still experiences bouts of depression, crying, vivid memories of the fire and other manifestations of anxiety and depression as a result of the fire and sequelae thereto, and she continues to take additional medications and has constant monitoring and contact with the transplant nurse.

52. Jane Buselmeier, in particular, and Ted Buselmeier, to a lesser extent have both experienced emotional distress, mental pain and anguish, and loss of consortium both ways as a result of the fire and damage surrounding the fire, plus the total upheaval in their lives due to the fact that all of their furnishings and other family keepsakes not destroyed by the blaze were placed in storage, many irreplaceable photographs and family videotapes were destroyed; their home was totally gutted; and they were forced to live in a small, furnished rental unit, and all this happened during the last semester of their youngest son's college career.

WHEREFORE, Plaintiffs respectfully request judgment against Mazda for an amount of at least \$250,000 or more should the proof support such an amount for the personal injury and emotional injury and related damages and \$55,000 for loss of consortium together with the costs of this action as allowed by law, and such other relief as this Court deems just and proper.

**COUNT IV  
STRICT LIABILITY RESULTING IN BOTH PERSONAL INJURY  
AND EMOTIONAL INJURIES**

53. Plaintiff incorporates and re-alleges, as if fully set forth herein, the allegations of the preceding Count II and numbered paragraphs 1-24, and 36-42, as if stated herein in full.

54. Both Ted Buselmeier and Jane Buselmeier were in very close proximity to the intense heat of actual fire and physically suffered smoke inhalation.

55. Jane Buselmeier was transported to Williamson County Medical Center, where she was treated and spent the night.

56. Jane Buselmeier had successfully undergone a liver transplant at Vanderbilt Medical Center in July of 2000, and as a result thereof, has been required to take a large amount of medications and have constant monitoring and contact with the transplant nurse.

57. This transplant and the sequelae therefrom created a certain emotional fragility, which was severely exacerbated by her own close physical proximity to the house fire, smoke inhalation, hospital visit and very real concern for the physical safety of her husband of 28 years, who was attempting to fight the fire, move the remaining family vehicle, and rescue the family pets as well as the actions she personally look to deal with the emergency

58. All of the actions of Ted Buselmeier, as well as those of Jane Buselmeier took place within extremely close proximity of the raging fire, which was engulfing their house and its contents.

59 Upon additional medical consultation necessitated by the fire, Jane's medications for depression were both changed and increased.

60. Jane Buselmeier still experiences bouts of depression, crying, vivid memories of the fire and other manifestations of anxiety and depression as a result of the fire and sequelae thereto, and she continues to take additional medications and has constant monitoring and contact with the transplant nurse.

61 Jane Buselmeier, in particular, and Ted Buselmeier, to a lesser extent have both experienced emotional distress, mental pain and anguish, and loss of consortium both ways as a result of the fire and damage surrounding the fire, plus the total upheaval in their lives due to the fact that all of their furnishings and other family keepsakes were placed in storage, many irreplaceable photographs and family videotapes were destroyed; their home was totally gutted; and they were forced to live in a small, furnished rental unit, and all this happened during the last semester of their youngest son's college career.

WHEREFORE, Plaintiffs respectfully request judgment against Mazda for an amount of at least \$250,000 or more should the proof support such an amount for the personal injury and emotional injury and related damages and \$55,000 for loss of consortium together with the costs of this action as allowed by law, and such other relief as this Court deems just and proper.

**A TRIAL BY JURY IS DEMANDED ON ALL ISSUES**

Respectfully submitted this 23rd day of February, 2010

COZEN O'CONNOR

By: John W. Reis by permission by  
John W. Reis (BPR # 024818) *Steven A. Stinson*  
One Wachovia Center, Suite 2100  
301 South College Street  
Charlotte, NC 28202  
Phone: (704) 376-3400  
Fax: (704) 334-3351  
E-mail: jreis@cozen.com  
*ATTORNEYS FOR THE BUSELMEIERS*

JAMES A. FREEMAN & ASSOCIATES, PC

By: Steven A. Stinson  
James A. Freeman, Esquire (BPR # 003223)  
Steven A. Stinson (BPR #017211)  
2804 Columbine Place  
Nashville, TN 37204  
Phone: 615-383-3787  
Email: jfreeman@jafreemanlaw.com  
sstinson@jafreemanlaw.com  
*ATTORNEYS FOR THE BUSELMEIERS*

**CERTIFICATE OF SERVICE**

I hereby certify that I have served a copy of this Amended Complaint on this 23rd day of February, 2010 by First Class mail, postage prepaid to the following:

Kenneth R. Shuttleworth, Esq. and Robert W. Briley, Esq.  
Shuttleworth, Williams, PLLC  
Attorneys at Law  
301 Perimeter Park Drive, Suite 100  
Nashville, TN 37211  
(Special Appearance) Attorneys for Defendants,  
Nelson Motor Company, L.L.C. d/b/a  
Nelson Mazda and Nelson Motor Company, L.L.C.  
d/b/a Nelson Mazda Rivergate

and Tony R. Dalton, Esq.  
Woolf, McClane, Bright, Allen & Carpenter, P.L.L.C.  
Attorneys at Law  
900 S. Gay Street, Suite 900  
P.O. Box 900  
Knoxville, TN 37901-0900  
Attorneys for Defendants, Mazda Motor of America, Inc.  
d/b/a Mazda North American Operations.

COZEN O'CONNOR

By:

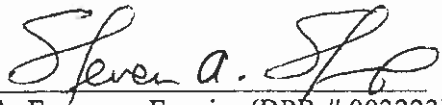
*John W. Reis by permission by*

John W. Reis (BPR # 024818)  
One Wachovia Center, Suite 2100  
301 South College Street  
Charlotte, NC 28202  
Phone: (704) 376-3400  
Fax: (704) 334-3351  
E-mail: jreis@cozen.com

*Steve Stimp*

**ATTORNEYS FOR THE BUSELMEIERS**

JAMES A. FREEMAN & ASSOCIATES,  
PC

By: 

James A. Freeman, Esquire (BPR # 003223)

Steven A. Stinson (BPR #017211)

2804 Columbine Place

Nashville, TN 37204

Phone: 615-383-3787

Email: [jfreeman@jafreemanlaw.com](mailto:jfreeman@jafreemanlaw.com)

[sstinson@jafreemanlaw.com](mailto:sstinson@jafreemanlaw.com)

*ATTORNEYS FOR THE BUSELMEIERS*



