

PE10-021

MAZDA

8-2-2010

Appendix 02

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PE10-021

MAZDA

8-2-2010

Appendix02

Appendix2

Report Category	Mazda3	Mazda5	Total
a. Consumer complaints	386	93	479
b. Field Reports	2124	674	2798
c. Reports involving a crash or injury (duplicate)	7	1	8
d. Property damage claims	0	0	0
e. Third-party arbitration	0	0	0
f. Lawsuits	1	0	1
Total (not including c. Reports involving crash or injury)	2511	767	3278

PE10-021

MAZDA

8-2-2010

Appendix 04

[REDACTED]  
San Diego, CA [REDACTED]

RECEIVED  
JUL 08 2009  
CUSTOMER MEDIATION

July 1, 2009

Mazda North American Operations  
P.O. Box 19734  
Irvine, CA 92623-9734  
Attn: Consumer Compliance

Vehicle Identification Number: JM1BK32G08 [REDACTED]

Dear Sir or Madam:

On Saturday June 19, 2009, our daughter was involved in a traffic accident in her 2008 Mazda 3 that only has 9000 miles on it. She was traveling on a residential road at approximately 25 miles per hour when her power steering went out. To avoid crossing the divider line in the road she was struggling to turn the steering wheel to the right when the power steering came back resulting in an over correction which caused her to hit a parked vehicle causing serious damage to both her car and the car she hit as well as a third car which was damaged by the vehicle she hit being pushed into it by the force of the impact. Thankfully she only suffered a shoulder injury and was not seriously injured as the safety features of the car performed perfectly.

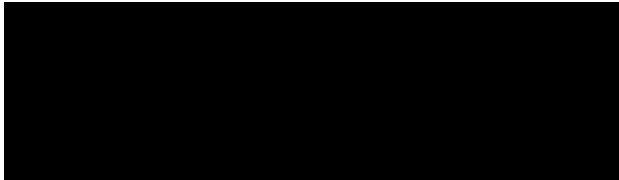
We contacted Mazda customer care to report the problem at the suggestion of the body shop where the car is now, trying to get some assistance in understanding this mechanical failure. Customer care stated they had no knowledge of any issues related to power steering failures or problems, that they couldn't look to see if any technical bulletins had been issued and we were told that Mazda would not do an investigation on the matter. All they would do was record the complaint. The Mazda representative said the insurance company would investigate the mechanical failure. We are covered under Nationwide Insurance and they will investigate to some extent which we are currently pursuing, however this is not the case with most insurance companies as you'll see in the blog postings and consumers should not be told this by Customer Care.

After the call with Mazda we have done some research of our own on the internet and find that this intermittent power steering failure is indeed an on-going and serious issue on the Mazda 3. There are numerous documented complaints and postings (some examples: [www.aboutautomobile.com](http://www.aboutautomobile.com), <http://townhall-talk.edmunds.com/direct/view/.f18f94f>, [www.mazdas247.com](http://www.mazdas247.com), <http://mazdaforum.com/forum/showthread.php?t=18579&page=6>,

<http://www.mazda3forums.com>, <http://mazdaforum.com>) of the same thing happening to other 2008 Mazda 3 owners as well as with some prior years and other models. Apparently, in postings where the cause was identified by the poster's service department and disclosed, the power steering pumps were getting contaminated which is causing them to fail intermittently. In postings, no cause was disclosed but pumps are still being replaced to remedy the failure. Customers are waiting weeks if not months to get replacement pumps because there are so many "on order" and pumps cannot be manufactured quickly enough for the demand. This further confirms for us that there is a known issue with the power steering systems in these vehicles.

Our seventeen-year-old daughter is now faced with at least seven years of high risk insurance premiums, if she can get insurance at all, because of this accident and since her car has been now deemed a total loss, no car. We **strongly** believe that the power steering failure was the direct cause of the accident and expect Mazda to do the right thing and investigate this incident of mechanical failure and assist us in providing the information necessary for our insurance company to classify this as a mechanical failure accident in full. This was not a case of negligent driving and it should not be reflected on her driving record as such. In addition, we want other Mazda owners to be made aware of this potential problem so they proactively get their power steering systems checked. Intermittent power steering failure can cause an accident much worse than this one.

Sincerely,



cc: Mr. Jim O'Sullivan  
Chief Executive Officer  
Mazda North America

San Diego, CA

CENTINIAL MAIL



7009 0820 0001 7728 2205

2-13



1000



92623

U.S. POSTAGE  
PAID  
SAN DIEGO, CA  
92126  
JUL 01 '09  
AMOUNT

\$5.54  
00097403-06

first class

Consumer Compliance  
Mazda North American Operations  
P.O. Box 19734  
Irvine, CA 92623-9734

RETURN RECEIPT  
REQUESTED

926239734 8900



1) LastN...: [REDACTED] ST: CA  
City...: Model.: Yr: Rgn:  
2) Rqst No:  
3) VIN.....

=====  
Select the following to view (O - open, F - follow-up, C - close, S - sent)  
Customer Name City ST VIN Rqst No S RG MDL YR L  
[REDACTED] SAN DIEGO CA JM1BK32G08 [REDACTED] 01243635-80 C PA M3S 08  
[REDACTED] SAN DIEGO CA JM1BK32G08 [REDACTED] 01246301-40 O PA M3S 08  
TOP  
=====

BOTTOM

002 RECORD(S) FOUND

PF3=EXIT PF5=RFSH PF6=ZIP PF7=BKD PF8=FRD PF12=RETN PF19=TOP PF20=BOT



P351 Rqst No.: 1243635 - 80 Source: 1 VIN.....: JM1BK32G08 Goodwill.: N  
Mdl/Yr.: M3S / 08 Mileage: Dlvry Dt: 07/26/08 Trnsm: M Srv Agmt: CRPP445  
Last Nm.: [REDACTED] First Nm: [REDACTED] R/TO.....:  
Midl Nm.: D Address1: [REDACTED]

Adr2: City.....: SAN DIEGO  
State...: CA Zip: [REDACTED] Day Ph.: - - Ext.:  
Eve Ph.: - - Brand.: N DSA....: Assigned Rgn: PA R/A:  
Resp Dlr: Rslv Dlr:

E-mail: dbbrownlee@san.rr.com

1) Typ: 1 Rea: 1B Cat: N CC: 97 2) Typ: Rea: Cat: CC:  
3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:  
THE CUSTOMER STATES HIS 17 YEAR OLD DAUGHTER WAS DRIVING THE CAR AND THE POWER  
STEERING GAVE OUT, AND THEN CAME BACK ON AND SHE HIT A PARKED CAR. STATES WOU  
LD LIKE TO KNOW IF THERE IS ANY TSB ON THIS ISSUE

Region: MA Opened by: CRPC775 Opened Dt: 06/23/09 Closed Dt: 06/23/09

SVCD0001I Function Completed

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

Rqst No.....: 1243635 - 80 Name.....: [REDACTED]  
VIN.....: JM1BK32G081 Closed date...: 06/23/09  
Handled by.....: CRPC775 Date Modified: 06/23/09  
Notify QA.....: District.....:  
Rgn F-up Dt.....: Corp F-up Dt..:

Action Taken: Date By Whom Text

06/23/09 CRPC775 REQ DESC: POWER STEERING PUMP/ACCIDENT  
ADVISED THE CUSTOMER WOULD NEED TO REQUEST VEHICLE INFORMATI  
ON FROM HIS INSURANCE COMPANY

TOP

BOTTOM

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD F9=CLS F10=RETN F11=SNT F12=RETN F19=TOP F20=BOT

S1018M1 CUSTOMER CLOSING INQUIRY 07/15/09 09:50:46 CRPP445

Rqst No.....: 1243635 - 80 Name.....: [REDACTED]  
VIN.....: JM1BK32G081 Rslv Dlr.....: [REDACTED]  
Closed By...: CRPC775 Closed Date.....: 6/23/09  
Satis Code..: Y Re-open Date.....: [REDACTED]  
Dlr Contact: Cust Contact Dt:

D: [REDACTED]  
L: [REDACTED]  
R: [REDACTED]  
: [REDACTED]  
: [REDACTED]

M: ADVISED THE CUSTOMER WOULD NEED TO REQUEST VEHICLE INFORMATION FROM HIS INS  
M: URANCE COMPANY  
A: [REDACTED]  
: [REDACTED]  
: [REDACTED]  
: [REDACTED]

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

S1016M1  
P351  
07/15/09 09:50:56  
CRPP445  
Rqst No.: 1246301 - 40 Source: 6 VIN.....: JM1BK32G081  
Mdl/Yr...: M3S / 08 Mileage: 9000 Dlvry Dt: 07/26/08 Trism: M Srv Agrmt:  
Last Nm.: M3S / 08 First Nm: M3S / 08 R/TO.....:  
Midl Nm.: D Address1: M3S / 08  
Adr2: City.....: SAN DIEGO  
State....: CA Zip: M3S / 08 Ext.:  
Eve Ph.: - Brand.: N DSA....: Assigned Rgn: PA R/A:  
Resp Dlr: Rslv Dlr:

E-mail: dbbrownlee@san.rr.com

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

ON 7/8/09 RCVD LTR FROM CUST STATING DAUGHTER WAS IN A TRAFFICE ACCIDENT @ ONL  
Y 9000 MILES. STS POWER STEERING WENT OUT WHILE DRIVING AND WHILE STRUGGLING TO  
TURN WHEEL, IT CAME BACK AND RESULTED IN OVER CORRECTION WHICH CAUSED HRER TO  
HIT A PARKED VEH & CAUSE SERIOUS DAMAGE. CUST RESEARCH SHOWS CONCERNS WITH P  
OWER STEERING PUMP IN THIS VEH. CUST CALLED CAC & WAS TOLD TO CONTACT INSURANC  
E. CUSTOMER MEDIATION HANDLING: PAUL WINOVITCH

Region: MA Opened by: CRPC399 Opened Dt: 07/09/09 Closed Dt:

SVCD0001I Function Completed

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

Rqst No.....: 1246301 - 40 Name.....: [REDACTED]  
VIN.....: JM1BK32G081 Closed date...:  
Handled by.....: CRPP185 Date Modified: 07/09/09  
Notify QA.....: District.....:  
Rgn F-up Dt.....: Corp F-up Dt..:

Action Taken:  
Date By Whom Text  
07/09/09 CRPP185 REQ DESC: SUBROGATION - MAZDA3 POWER STEERING PUMP FAILED &  
ACCIDENT TOP

BOTTOM

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD F9=CLS F10=SNT F11=RETN F12=TOP F13=BOT

S1018M1  
P351

CUSTOMER CLOSING INQUIRY

07/15/09 09:51:10  
CRPP445

Rqst No.....: 1246301 - 40  
VIN.....: JM1BK32G081  
Closed By...:  
Satis Code..:  
Dlr Contact:  
Name.....:  
Rslv Dlr.....:  
Closed Date.....:  
Re-open Date.....:  
Cust Contact Dt:

Re-open.....:

Lock Contact: N

R/TO Log Nbr:  
Frame Nbr....:

Ref Nbr: Lgl: Arb:  
Micro-Film Cassette Number:

SVCD0001I Function Completed

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



Mazda North America Operation  
Warranty Vehicle History Report

July 15, 2009

VIN JM1BK32G081 [REDACTED] VIN Status 5 - RDR-VIN

<b>Model / Year</b> M3S ITR P / 2008	<b>Country</b> US - UNITED STATES O	<b>Warranty Start Date</b> 07/26/2008
<b>Exterior Color</b> A4D - RALLY WHITE	<b>Retail Dealer</b> 42030 <b>State</b> CA	<b>Retail Date</b> 07/26/2008
<b>Interior Color</b> BR7 - BEIGE	<b>Wholesale Dealer</b> 42031 <b>State</b> CA	<b>Demo Date</b>
<b>Engine No</b> LF 10459842	<b>Engine</b> EC - 2.0L DOHC 4-CYL ENG	<b>Assembly Date</b> 12/11/2007
<b>Transmission</b> T6 - 5-SPEED MAN OD TRANS	<b>Drive</b> FRONT WHEEL DRIVE	
<b>Emissions</b> C- CALIFORNIA EMISSION	<b>Key Code</b> 10433	

**POE** NC - PORT NATIONAL CITY

**IP** NC - PORT NATIONAL CITY

<b>Accessories</b> AB1 - ANTI-LOCK BRAKE SYSTEM (ABS) W/EBD	AB8 - AB8 SIDE AIRBAGS /SIDE AIR CURTAINS
CE1 - LEV-2 SULEV (PZEV) EMISSIONS	FLM - CARPET FLOOR MATS
FOL - PORTFOLIO	Z06 - NON MOONROOF VEHICLE
1AB - ABS/SAB/SAC PACKAGE	-

**Customer Name** [REDACTED]  
**Address** [REDACTED] **Home Phone** [REDACTED]  
 SAN DIEGO, CA [REDACTED]  
**Email** [REDACTED]

Warranty Term Information									
	Months	ODO	End Date	End ODO		Months	ODO	End Date	End ODO
<b>Basic</b>	36	36000	07/25/2011	36000	<b>OEM Battery</b>	36	Unlimited	07/25/2011	Unlimited
<b>Safety</b>	60	60000	07/25/2013	60000	<b>Replacement Parts</b>	12	12000		0
<b>Perforation</b>	60	Unlimited	07/25/2013	Unlimited	<b>Powertrain</b>	60	60000	07/25/2013	60000
<b>Adjustment</b>	12	12000	07/25/2009	12000	<b>CAL. Emissions</b>	84	70000	07/25/2015	70000

**Other Programs Applied**  
 Date ODO End Date End ODO

**Recalls / Special Service Programs**  
 Campaign Description Start Date End Date Status Status Date

Warranty History							
Dealer	Claim	Repair Dt	ODO	PNMC	Qty	Description	Process Date
42030	12321-1	07/31/2008	5	555507NCR	0	WARR.NEW CAR GET REA	08/01/2008



**Mazda North America Operatic**  
**Warranty Claim Inquiry Report**  
 Dealer -

July 15, 2009

<b>Dealer</b> 42030	<b>Claim</b> 12321	<b>Prob #</b> 1	<b>VIN</b> JM1BK32G081	<b>Status</b> CLAIM PAID
<b>Warranty Type</b> A	NEW VEHICLE WARRANTY - BASIC WARRANTY			<b>Process Dt</b> 08/01/2008
<b>Symptom</b> 99	SPECIAL INSTRUCTION FROM MC			<b>List of Claims Dt</b> 08/09/2008
<b>Damage</b> 99	SPECIAL INST. TO M.C.			<b>Repair Date</b> 07/31/2008
<b>Repair Loctn</b>	<b>Authorization NO</b>		<b>DSA NO</b>	<b>Repair ODO</b> 5
<b>Installed Date</b>	<b>ODO</b> 000000		<b>Prior RO</b>	<b>DTC</b>
<b>Text</b>				

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>	<b>Extended Price</b>	<b>Pro Rate</b>	<b>Adjustments</b>	<b>Total</b>
<b>PNMC</b> 555507NCR	WARR.NEW CAR GET REA	0	\$0.00	100.0		\$0.00
<b>Labor</b> MM018XRX	0.4 NEW CAR GET READY		\$36.80			\$36.80
					<b>Claim Total</b>	\$36.80

**Edit Codes** PXX  
**Adjustment Codes**  
**Deny Codes**

**Code Description**  
 PXX NO ERROR



Plaza Motors  
Mazda De Puerto Rico  
Ms. Gloria Fuentes, warranty and service  
P.O. Box 362722  
San Juan, P.R. 00936-2722

Barranquitas Mazda  
Carr. 152 7.8 km  
Bo. Quebradillas Sector Hermitage  
Barranquitas, P.R.

To whom it may concern,

First of all to receive a cordial greeting, I write as a legal representative for [REDACTED].

In August 2008 Mr. [REDACTED] acquired a new MAZDA3, year 2008, by purchasing the Barranquitas Mazda dealer vehicle. In next November, the steering system locked, but could solve the problem by removing the poles on the battery, though obviously this was not a normal situation. In more than one occasion, Mr. [REDACTED] took the vehicle to the "dealer" for reporting the problem and there he was told that he had to come back at another time because the system to evaluate what was damaged. No alteration to the vehicle had made by Mr. [REDACTED].

July 5, 2009 again the steering locked, which caused the loss of control of the vehicle in the 825<sup>th</sup> street of Achiote de Naranjito in front of Fidel Padilla School, leaving the road, crashed against a tree and fell by a bluff. As a result, Mr. [REDACTED] suffered multiple physical traumas that forced them to move to Naranjito CDT, and later the Doctor's Center in Manatí, where he was detained overnight.

After receiving various examinations, currently, the injured person is receiving therapies for the back and also suffers from numbness in the left arm, headaches that do not allow him to sleep, dizziness and imbalance. He was working at the time of the incident, but currently can't and doctors have indicated that he cannot work for now. This represents a loss of revenue or profits for Mr. [REDACTED] at a rate of \$ 1889.00 monthly.

In addition to the steering system locking, the air bags did not open when the impact occurred which contributed to the damage sustained by the injured person. It is also necessary to point out that Mr.

██████████ was traveling at normal speeds, was using his seat belt, had their documents that day and was completely sober at the time of the facts that we are dealing with.

On another note, he not only suffered physical damage, but this entire situation has dealt a strong emotional blow both for him and his family.

This was the only means of transportation of the injured person to his work. A new car is not supposed to submit this type of problem, unless you have a factory defect. In this case as well Mr. ██████████ came more than once and reported it to the dealer and was not attended. To top it off, the air bags did not open when he lost control and crashed.

Mr. ██████████ understands that both the dealer and the manufacturer have been negligent in this case and responsible for the physical and mental damage suffered by him as a result of the incident on July 5, 2009. For this reason, we are making an out-of-court claim through his lawyer for \$ 100,000. This is a reasonable amount, in the circumstances; however, if we are not able to resolve this issue by this route, we will then go to the Court to initiate the appropriate action, and certainly the amount which they claim will be greater.

Documents of the case for evaluation are included with this claim.

Awaiting your reply.

Kind regards

LCDO. ERIC COLON COLON



RECEIVED

AUG 20 2009

LEGAL

August 17, 2009

Mr. David C. Orr, Esq.  
Mazda North American Operation  
General Counsel  
7755 Irvine Center Drive  
Irvine, California 92623

Re: [REDACTED]  
2008 Mazda3, JM1BK143981 [REDACTED]

Dear Mr. Orr:

The attached letter and documents from attorney Eric Colón Colón were received today in our offices.

The above mentioned Mazda vehicle was involved in an accident allegedly due to a faulty defective steering system that locks up while driving. The accident occurred on July 5, 2009, at night, going down a slope and it was raining. The driver suffered some body injuries and still getting some therapies. The customer also claims that the airbag did not deploy during the accident. There were no damages to other vehicle or property.

The customer is asking for \$100,000.00 to settle the case out of the court.

We verified the vehicle service history and there is no record of any warranty claim.

For your reference we are sending to you the following documents:

1. Customer attorneys' letter
2. Vehicle sales order
3. Vehicle registration
4. Hospital and examination reports

Mazda de Puerto Rico  
PO Box 362722  
San Juan, Puerto Rico 00936-2722  
Tel: 787-641-9300 Fax 787-788-4322



Mr. David C. Orr  
August 17, 2009  
Page 2

5. ACAA (Administration of Compensation for Vehicles Accidents)
6. Police Reports
7. Accident report from Police Department
8. Several vehicles' pictures

Please feel free to ask any question or request information that you may need to evaluate this claim.

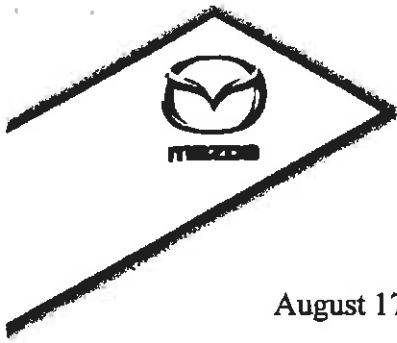
Cordially,

A handwritten signature in black ink, appearing to read 'José Alemán', is written over a large, light-colored circular scribble or stamp.

José Alemán  
Director  
Product Support and Customer Service  
Mazda of Puerto Rico

Enclosures

c N. Yashiro, J. Tosado



August 17, 2009

Mr. Eric Colón Colón, Esq.  
Ave. Gilberto Concepción de Gracia  
Bloque # 7 No. 2  
Sierra Bayamón, PR 00960

Re: [REDACTED]  
2008 Mazda3, VIN JM1BK14398 [REDACTED]  
Plate: HGT-957

Dear attorney Colón:

We acknowledge receipt of your letter dated on August 8, 2009, regarding Victor Cartagena Padilla' case.

Your letter and documents sent by you were referred to Mazda North American Operation (MNAO), who will handle your case. They will contact you regarding your claim.

If you have any question, please feel free to contact us.

Cordially,

José Alemán  
Director  
Product Support & Customer Service  
Mazda of Puerto Rico

c N. Yashiro, J. Tosado, D. Orr



# Eric Colón Colón

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Abogado y Notario

8 de agosto de 2009

Plaza Motors  
Mazda de Puerto Rico  
Sra. Gloria Fuentes, Garantía y Servicio  
P.O. Box 362722  
San Juan, P.R. 00936-2722

Barranquitas Mazda  
Carr. 152 km 7.8  
Bo. Quebradillas, Sector Ermita  
Barranquitas, P.R.

A quien pueda interesar.

Primero que todo reciba un cordial saludo. Le escribo en calidad de representante legal de [REDACTED]

En agosto de 2008 el Sr. [REDACTED] adquirió un vehículo Mazda 3 nuevo, año 2008, mediante compra al concesionario Barranquitas Mazda de Barranquitas. En noviembre siguiente, se le trancó el guía, pero pudo resolver el problema quitándole los polos a la batería, aunque obviamente ésta no era una situación normal. En más de una ocasión, el Sr. [REDACTED] llevó el vehículo al "dealer" para reportar el problema y allí le dijeron que tenía que llevar el carro en otro momento porque el sistema para evaluarlo estaba dañado. En ningún momento se le había hecho alteración alguna al vehículo por el Sr. [REDACTED] Padilla.

El 5 de julio de 2009 volvió a trancarse el guía, lo que provocó que el perjudicado perdiera el control del vehículo en la [REDACTED], se saliera de la carretera, chocara contra un árbol y cayera por un risco. Como consecuencia de esto, el Sr. [REDACTED] sufrió múltiples traumas físicos que obligaron a trasladarlo al CDT de Naranjito y, posteriormente al Doctor's Center en Manatí, donde estuvo recluido hasta el día siguiente.



## Eric Colón Colón

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Abogado y Notario

Se le realizaron diversos exámenes. Actualmente, el perjudicado se encuentra recibiendo terapias para la espalda y sufre, además, de adormecimiento del brazo izquierdo, dolores de cabeza que no le permiten dormir, mareos y desbalance. Se encontraba trabajando al momento del incidente, pero actualmente no puede y los médicos le han indicado que no puede trabajar por ahora. Esto representa una pérdida de ingresos o lucro cesante para el Sr. [REDACTED] a razón de \$1889.00 mensuales.

Además de trancarse el guía, las bolsas de aire no abrieron cuando ocurrió el impacto, lo cual contribuyó a los daños sufridos por el perjudicado. También es necesario señalar que el Sr. [REDACTED] conducía a velocidad normal, hacía uso del cinturón de seguridad, tenía sus documentos al día y estaba completamente sobrio al momento de los hechos que nos ocupan.

Por otra parte, no sólo sufrió daños físicos el perjudicado, sino que toda esta situación ha significado un fuerte golpe emocional, tanto para él como para su familia.

Este era el único medio de transporte del perjudicado para llegar a su trabajo. Un carro nuevo no está supuesto a presentar este tipo de problemas, a menos que tenga algún defecto de fábrica. En este caso, le ocurrió lo mismo al Sr. [REDACTED] en más de una ocasión. Lo reportó al dealer y no lo atendieron. Para completar, las bolsas de aire tampoco abrieron cuando perdió el control y chocó.

El Sr. [REDACTED] entiende que tanto el concesionario como el fabricante han sido negligentes en este caso y responsables por los daños físicos y mentales sufridos por el como consecuencia del incidente ocurrido el 5 de julio de 2009. Por tal razón, les está haciendo una reclamación extrajudicial por conducto de su abogado de \$100,000. Esta es una cantidad razonable, dadas las circunstancias; sin embargo, de no poder resolverse este asunto por esta vía, habrá que acudir al foro judicial para entablar la acción correspondiente y, desde luego, la cantidad que se reclamará será mayor.

Con esta reclamación se incluyen documentos del caso para su evaluación.

Esperando noticias tuyas quedo

Atentamente,

LCDO ERIC COLON COLON

**BARRANQUITAS Mazda**

La autoridad en la Montaña  
www.barranquitasmazda.net



Tel. 787-857-2835  
787-857-5777  
Fax. 787-857-8956  
Carr. 152 Km 7.8 Bo. Quebradillas  
Sector Ermita Barranquitas, PR

COMPRADOR

DIRECCION POSTAL	APELLIDO MATERNO	FECHA	
		MES	ANO
	TEL. RESIDENCIAL	NUM. SEGURO SOCIAL	

SIRVANSE ENTRAR MI ORDEN POR LA SIGUIENTE UNIDAD

MARCA	ANO	MODELO	CODIGO	COLOR	<input type="checkbox"/> NUEVO <input type="checkbox"/> USADO
NUM. DE SERIE	TABLILLA	MARBETE	REGISTRO	ODOMETRO	

CREDITOS: UNIDAD TOMADA A CAMBIO Y PRONTO			
MARCA	ANO	MODELO	
DEUDA CON:	OFICINA	NUM. CUENTA	
NUM. DE SERIE	ODOMETRO		
TABLILLA	REGISTRO		
TASADOR	LINEA		
VALOR DE LA UNIDAD TOMADA A CAMBIO			
MENOS: DEUDA CON BANCO O FINANCIADORA			
<b>SUB TOTAL</b>			
MAS PAGO: <input type="checkbox"/> EFECTIVO <input type="checkbox"/> CHEQUE			
<b>EXIJA RECIBO OFICIAL POR LA TOTALIDAD</b>			
MAS PAGARE A COBRAR U OTRO			
BALANCE TOTAL DE CREDITOS			

DESCGLOSE DEL PRECIO DE VENTAS		
PRECIO BASICO	22,995.	00
RADIO		
AIRE ACONDICIONADO		
COLOR		
PREPARACION Y G.E.		
TABLILLAS Y SEGUROS ACAA, TITULO		
PRECIO TOTAL	22,995.	00
OTROS		
MENOS		
BALANCE TOTAL DE CREDITOS	2,500.	00
BALANCE A PAGAR O A FINANCIAR	20,495.	00
FINANCIADORA O BANCO	BALANCE CONTRATO A PAGARSE	
EN 1	PLAZOS MENSUALES DE \$ 587.35	
77	PLAZOS MENSUALES DE \$ 450.00	
EMPEZANDO	9-9-2008	

**DECLARACIONES DE LECTURA DEL ODOMETRO**

Barranquitas Mazda Inc. (Dueño) por la presente certifica que la lectura del odómetro indicando el millaje del vehiculo que se transfiere al comprador es de tantas millas como se indica arriba.

El vendedor certifica que:

- 1. A su mejor entender y conocimiento la lectura del odómetro indica el millaje actual de vehiculo transferido.
- 2. A su mejor entender y conocimiento la lectura del odómetro revela un millaje en exceso de su limite de 99,000 del vehiculo transferido.
- 3. Se le informó al cliente que la Unidad fue reparada por colisión.

Al firmar esta orden de venta el comprador acepta que el ha examinado y está de acuerdo con el precio de venta y todo lo que en ésta dice. El comprador es responsable de multas y deudas de la Unidad tomada en cuenta. El comprador acusa haber recibido copia fiel y exacta de esta orden.

El dueño certifica que:

- 1. El odómetro en dicho vehiculo no fue alterado, desconectado o reservado mientras dicho vehiculo estuvo en posesión del vendedor y que el vendedor no tiene conocimiento de persona alguna que lo haya hecho.
- 2. El odómetro fue alterado para reparación o reemplazo mientras estuvo en la posesión del vendedor y que la lectura del millaje en el odómetro reparado o reemplazado es idéntica a la registrada antes de tal reparación.
- 3. El odómetro reparado no puede registrar el mismo millaje y que el odómetro fue calibrado a cero, y que el millaje en el odómetro original y el odómetro antes de reparación era de \_\_\_\_\_ millas.

**BARRANQUITAS Mazda**







ESTADO LIBRE ASOCIADO DE PUERTO RICO  
 DEPARTAMENTO DE TRANSPORTACION Y OBRAS PUBLICAS  
 DIRECTORIA DE SERVICIOS AL CONDUCTOR

**PERMISO PARA VEHICULOS DE MOTOR O ARRASTRES**

**Relacion de Multas Administrativas**

La siguiente relacion incluye los tipos de multas administrativas que se han expedido contra el conductor del vehiculo. Estas multas deberan ser pagadas al momento de renovar la licencia.

2008 mazda mzd3 azul oscuro  
 automovil (privado), auto privado

Descripcion y Clasificacion de Vehiculo

7126716 09 ago 2008 HBT957==== 4179984

Registacion Fecha Registro Tabilla Titulo

2008 mazd mzd azo \*4 \*4 \*156

Año Marca Modelo Color Ruedas Olin. Cab.Fuerza

JM1BK143981 [Redacted] Artículo 15.02F

VRL (Numero de Serie) Peso Base Capacidad Carga \$18,708

==== BBVA====3621578==== Precio Gobib. 31 ago 2010

Dealer Vacia Condiciona Expiracion

NARANJITO, PR [Redacted]

Duero del Vehiculo, Direccion Postal

BUACHTOTE NARANJITO, PR 00719

Direccion Residencial, solo si es diferente a Postal

P. VENTA 421, 844 4865267

Licencia Estacion de Inspeccion 20090707-10010208-401-537-5077-00000000

Multas	\$0.00
Derechos Anuales	\$50.00
ACAA	\$35.00
Seguro Oblig	\$99.00
<b>Importe Total</b>	<b>\$184.00</b>



REQUIRE INSPECCION VEH. DE MAS DE DOS AOS FABRICADO

ORIGINAL BUENO

Nombre del Paciente: \_\_\_\_\_

Núm. de Expediente: \_\_\_\_\_

Diagnóstico Provisional: \_\_\_\_\_

Diagnóstico Final: \_\_\_\_\_

Condición al momento del alta y tratamiento: \_\_\_\_\_

El examen y tratamiento que usted acaba de recibir en nuestro Centro de Salud ha sido uno de carácter de emergencia y no esta intencionado a sustituir el cuidado completo de su condición médica. Es muy importante que el médico que le seguirá viendo le examine y usted le informe a él cualquier cambio en su condición o nuevos síntomas, porque se nos hace imposible a nosotros reconocer y tratar todos los elementos de una enfermedad o traumatismo en una sola visita. **Favor de seguir las instrucciones marcadas a continuación:**

- CUIDADO DE HERIDAS** (Laceraciones, heridas, quemaduras, etc.).
- Mantenga los vendajes secos y limpio.
  - Eleve la parte donde tiene la herida para que le duela menos y sane más rápido.
  - 3, 2  A pesar del mayor cuidado, cualquier herida se puede infectar, si su herida se pone roja, hinchada, tiene pus o se va poniendo más dolorosa según pasan los días debe ir a su médico primario o de cabecera.
  - Si necesita cambiarse los vendajes
    - Usted puede hacerlo
    - Su médico debe hacerlo

- FRACTURAS, DISLOCACIONES, TORCEDURAS O GOLPES SEVEROS**
- Eleve la parte afectada para disminuir la hinchazón, ponga la extremidad sobre almohadas o cojines.
  - Bolsas de hielo sobre la parte afectada durante las primeras 48 horas, ayuda a evitar la hinchazón, envuelva la bolsa de hielo en una toalla.
  - Si se le puso un yeso manténgalo seco en todo momento.
  - Espere 48 horas en lo que el yeso se endurece antes de permitir poner presión o peso en cualquier parte del yeso.
  - Mueva los dedos de la mano o de los pies para evitar hinchazón de la parte dentro del yeso. Debe hacerlo frecuentemente si no le causa dolor.
  - Si se le hincha demasiado la extremidad enyesada o se pone fría, azul o adormecida o si le aumenta el dolor marcadamente, vuelva inmediatamente a la Sala de Emergencia.

- INSTRUCCIONES PARA PACIENTES CON POSIBLE LESION DE CABEZA**
- Repórtese Inmediatamente a su médico si cualquiera de las siguientes cosas ocurre (aún varios meses después).
  - Vómitos persistentes, fiebre o rigidez del cuello.
  - 4  Una pupila más grande que la otra (la mancha negra en el centro del ojo).
  - Confusión o mucho sueño.
  - Convulsión o pérdida de conocimiento.
  - Dificultad al caminar o al mover los brazos o adormecimiento de la piel.
  - Visión borrosa o doble.
  - Dolor de cabeza en aumento.
  - Dificultad al hablar.
  - Mucho sueño o desmayo.
  - Despierte al paciente cada hora durante la primera noche para chequear estos signos.

- INSTRUCCIONES PARA TORCEDURAS O GOLPES DE LA ESPALDA O CUELLO.**
- 2, 1  Use bolsas de hielo o de agua caliente en la parte afectada, dependiendo de cual de las dos produce mas alivio. Tenga cuidado de no quemarse si usa bolsa de agua caliente.
  - Descanse lo más posible hasta que haya tenido mejoría.
  - Evite posiciones y movimientos que le aumenten el dolor.
  - Trate de mantenerse sin tensiones emocionales, pues esto agrava su condición.
  - Un masaje suave, pero firme en el área afectada, puede ayudarle a disminuir el dolor muscular.

- INSTRUCCIONES GENERALES:**
- Vaya a ver su médico primario o a su Centro de Salud dentro de 1-2 días. Vaya a verlo antes si lo cree necesario.
  - Debe acudir a su cita en las clínicas.
  - Siga las instrucciones dadas en el envase de las medicinas si se le recetó alguna medicina.
  - Evite usar las partes afectadas.
  - No tiene que limitar ningún tipo de actividad.
  - Puede tener actividad limitada de la parte afectada.
  - Dieta

**OTRAS INSTRUCCIONES:**  
4. No usar...  
...  
...  
...  
Firma del Médico \_\_\_\_\_ Número de Licencia \_\_\_\_\_

Acepto haber recibido las instrucciones arriba indicadas. Yo entiendo que he recibido tratamiento de urgencia solamente. Seguiré las instrucciones para hacer arreglos para que me vea mi médico de cabecera o el médico del Centro de Medicina Primaria.

\_\_\_\_\_  
Testigo \_\_\_\_\_ Fecha y Hora \_\_\_\_\_ Firma de paciente, familiar o encargado \_\_\_\_\_



ESTADO LIBRE ASOCIADO DE PUERTO RICO  
 ADMINISTRACION DE COMPENSACIONES POR ACCIDENTOS DE AUTOMOVILES  
 INFORMACION MEDICA SOBRE EL LESIONADO

No escribe en la parte sombreada

Escriba en letra de molde

Núm. de Reclamación 1		Fecha Informe MES DIA AÑO			Riesgo 56 66 77 88 99				Caso Asistencia 5			
AUTO		Núm. Tablilla 6		País 7		Marca 8		Año 9		Fecha de Notificación MES DIA AÑO		Posible Recobro 11
C O N D U C T O R	Nombre 1		Apellido Paterno 2		Dirección 13		Calle 14		Urbanización 15		Teléfono 16	
	Barrio Cachote HC 7300		Apartado Postal 21		Pueblo 22		Ciudad 23		Zona Postal 24		Teléfono 25	
C O N D U C T O R	Fecha de Nacimiento MES DIA AÑO		Edad 28		Ocupación 28		Núm. Seguro Social 29		Núm. Licencia Conducir 30		Fecha Expiración 33	
	Núm. Quereña de la Policía 37		Fecha Accidente MES DIA AÑO		Lugar Accidente CARR. KM. MM. PUEBLO		Hora AM <input checked="" type="checkbox"/> PM <input type="checkbox"/>		Investigador 42		43	

44 Descripción del Accidente  
 Choque de la que por un bucardo se que se le estubo  
 trabando y quedo controlada

L E S I O N A D O	Nombre 17		Sexo M <input checked="" type="checkbox"/> F <input type="checkbox"/>		Dirección 47		Calle 48		Número 825		Urbanización Km. 3.5	
	Barrio Cachote		Apartado Postal 49		Pueblo 22		Ciudad 23		Zona Postal 50		Teléfono 51	
Fecha Nacimiento MES DIA AÑO		Edad 54		Conducir Pasajero <input checked="" type="checkbox"/> Peatón <input type="checkbox"/>		Ocupación 56		Seguro Médico SI <input type="checkbox"/> NO <input type="checkbox"/>		Nombre Cía. Aseguradora 65		Núm. Contrato o Póliza 66

INFORMACION MEDICA

Reyes-X SI <input type="checkbox"/> NO <input type="checkbox"/>		Pruebas de Laboratorio SI <input type="checkbox"/> NO <input type="checkbox"/>		Nombre del Hospital o Institución que Prestó Servicios Hosp. DCH Manati									
Diagnóstico													
Tratamiento													
Fecha Primera Visita MES DIA AÑO			Lesionado fue Hospitalizado SI <input type="checkbox"/> NO <input type="checkbox"/>			Fecha Hospitalización MES DIA AÑO			Días Recluido			Incapacidad Total Desde MES DIA AÑO	
Fecha Dado de Alta Hospital MES DIA AÑO			Fecha Dado de Alta Clínica Ext. MES DIA AÑO			<input type="checkbox"/> Bajo Tratamiento			Hasta MES DIA AÑO			Ocupación Usual	

CERTIFICO QUE LA INFORMACION MEDICA AQUI CONTENIDA ES CORRECTA Y QUE LA MISMA FUE OBTENIDA DEL RECORD MEDICO DEL PACIENTE NUMERO \_\_\_\_\_ EN EL QUE APARECE SU AUTORIZACION PARA REVELAR LA INFORMACION.

Nombre Impreso de Administrador, Director Médico o Representante Autorizado  
 \_\_\_\_\_  
 Administrador, Director Médico o Representante Autorizado

Firma del Lesionado  
 \_\_\_\_\_

Fecha Firmado  
 7-06-09  
 Fecha Firmado

ACAA 300-17 Rev. 1/87  
 Advertencia al Lesionado: Todo accidente de automóvil debe ser informado a la oficina de ACAA más cercana, dentro de los 15 días a partir de la fecha del accidente.

Name: [REDACTED]  
Address: [REDACTED]  
NARANJITO PR [REDACTED]  
MRN: [REDACTED]  
Insurance: ACA

Acct. No.: [REDACTED]  
Date of Birth: 08/07/1987  
Age: 21  
Sex: M

Referring MD MALDONADO TRINIDAD, FELIX

Study Date      Accession #      Procedure Code      Procedure  
7/6/2009      [REDACTED]           PELVIS AP

**IMAGING REPORT**

\*\*\* Final Report \*\*\*

PELVIS AP

No pelvic fractures or hip dislocations. Normal soft tissues.

Dictated on: 2009/07/07 17:19:40.51  
Interpreted by: Orama Alvarez, M.D., Flora ;  
Transcribed by: PowerScribe  
Signed by: Orama Alvarez, M.D., Flora 7/7/2009 5:58:09PM



Name: [REDACTED]  
Address: [REDACTED]  
NARANJITO PR [REDACTED]  
MRN: [REDACTED]  
Insurance: ACA

Acct. No.: [REDACTED]  
Date of Birth: 08/07/1987  
Age: 21  
Sex: M

Referring MD MALDONADO TRINIDAD, FELIX

Study Date 7/6/2009    Accession # [REDACTED]    Procedure Code [REDACTED]    Procedure CHEST PA

**IMAGING REPORT**

\*\*\* Final Report \*\*\*  
CHEST AP

The lungs are well expanded and clear. Normal heart size and mediastinal silhouette.

**IMPRESSION**  
**NORMAL ANTEROPOSTERIOR VIEW OF THE CHEST**

Dictated on: 2009/07/07 17:18:05.53  
Interpreted by: Orama Alvarez, M.D., Flora ;  
Transcribed by: PowerScribe  
Signed by: Orama Alvarez, M.D., Flora 7/7/2009 5:56:55PM

①

Name: [REDACTED]  
Address: [REDACTED]  
NARANJITO PR [REDACTED]  
MRN: [REDACTED]  
Insurance: ACA A

Acct. No.: [REDACTED]  
Date of Birth: 08/07/1987  
Age: 21  
Sex: M

Referring MD MALDONADO TRINIDAD, FELIX

Study Date 7/6/2009    Accession # [REDACTED]    Procedure Code [REDACTED]    Procedure CERVICAL SPINE AP LATERAL

**IMAGING REPORT**

\*\*\* Final Report \*\*\*  
CERVICAL SPINE:

There is straightening of the cervical curvature which could be related to muscular spasm. The vertebral bodies, disc spaces and posterior elements appear well aligned and preserved.

IMPRESSION: STRAIGHTENING OF THE CERVICAL SPINE, OTHERWISE NORMAL STUDY.

Dictated on: 2009/07/07 07:19:56.64  
Interpreted by: Orama Alvarez, M.D., Flora ;  
Transcribed by: PowerScribe  
Signed by: Orama Alvarez, M.D., Flora    7/7/2009 5:58:13PM



Name: [REDACTED]  
Address: [REDACTED]  
NARANJITO PR [REDACTED]  
MRN: [REDACTED]  
Insurance: ACAA

Acct. No.: [REDACTED]  
Date of Birth: 08/07/1987  
Age: 21  
Sex: M

Referring MD MALDONADO TRINIDAD, FELIX

Study Date 7/6/2009    Accession # [REDACTED]    Procedure Code [REDACTED]    Procedure THORACOLUMBAR SPINE

**IMAGING REPORT**

\*\*\* Final Report \*\*\*  
THORACOLUMBAR SPINE AP LATERAL

There is straightening of the normal lordosis. No vertebral fractures or subluxations. Disc spaces are preserved.

Impression:  
Muscle spasm suggested at lumbar level.

Dictated on: 2009/07/07 17:19:07.44  
Interpreted by: Orama Alvarez, M.D., Flora ;  
Transcribed by: PowerScribe  
Signed by: Orama Alvarez, M.D., Flora    7/7/2009 5:57:25PM





El **Asociado de Puerto Rico**  
**ADMINISTRACIÓN DE COMPENSACIONES POR ACCIDENTES DE AUTOMÓVILES**

**INFORME DE EVALUACIÓN Y TRATAMIENTO**

**NÚM. DE RECLAMACIÓN**  
**11-291534-01**

<b>Fecha del Accidente</b> <b>07-05-09</b>	<b>Nombre</b> [REDACTED]	<b>Seguro Social</b>	<b>Lugar de Servicio</b> <input type="checkbox"/> Sala de Emergencia <input type="checkbox"/> Oficina <input type="checkbox"/> Hospital
---	-----------------------------	----------------------	--

**QUEJA PRINCIPAL:**  
 Con Accidente 7/5/09 - en NYSS - Nueva York Man -

**EXAMEN FÍSICO: (INCLUYENDO SIGNOS VITALES)**  
 Rta. Cuello Dolor en el  
 esp.  
 Esp. a Fern. mit  
 12/12  
 ml

**DIAGNÓSTICO:**  
 Cuello Dolor en el

**PLAN DE TRATAMIENTO, RECOMENDACIONES E INSTRUCCIONES: (INCLUYENDO LAS REFERENCIAS AL POTENCIAL DE REHABILITACIÓN OCUPACIONAL O VOCACIONAL)**  
 // 10/13/15 - 10/13/15  
 // NYSS

<b>Incapacidad</b> <input type="checkbox"/> SI <input checked="" type="checkbox"/> No <b>Desde</b> _____ <b>Hasta</b> _____	<b>Paciente dado de Alta</b> <input type="checkbox"/>	<b>Referido a</b> <input type="checkbox"/> Especialista: _____ <input type="checkbox"/> Programa de Orientación Social y Fomento Ocupacional
--	---	---

**CERTIFICO QUE HE EXAMINADO A ESTE PACIENTE Y QUE LAS LESIONES DESCRITAS FUERON OCASIONADAS POR EL ACCIDENTE DE AUTOMÓVIL**

**DR. JOSE ARIAS,**  
**FISIATRA**

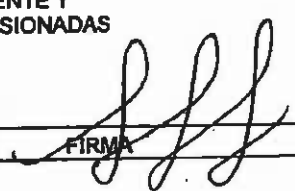
\_\_\_\_\_ **FIRMA**      7/13/15 **FECHA**      711 **NÚMERO LICENCIA**





Estado Libre Asociado de Puerto Rico  
**ADMINISTRACIÓN DE COMPENSACIONES POR ACCIDENTES DE AUTOMÓVILES**

**INFORME DE EVALUACIÓN Y TRATAMIENTO**

Núm. de Reclamación 11-291534-01		Fecha del Accidente 7/5/09		Nombre [REDACTED]	Seguro Social [REDACTED]	Lugar de Servicio <input type="checkbox"/> Sala de Emergencia <input checked="" type="checkbox"/> Oficina <input type="checkbox"/> Hospital	
QUEJA PRINCIPAL: <i>pain back, neckpain, cramp on hand, toes. few sleep. headaches every night - worse</i>							
EXAMEN FÍSICO: (INCLUYENDO SIGNOS VITALES) <i>wt = 216 lbs Ht 6"</i> <i>Alert + juv + 3</i> <i>HR 110/min</i> <i>RR 20/min</i> <i>BP 110/70</i> <i>Receptivo perceptor</i> <i>sin alg. motor</i>				<i>wounds back to chest:</i> <i>CR: normal</i> <i>T-L muscles spm</i> <i>pelvis &amp; neck normal</i> <i>anterior neck muscles spm - adenorm</i>			
DIAGNÓSTICO: <i>Acute myofascial, Receptivo múltiples Body contusions</i> <i>under myofascial</i>							
PLAN DE TRATAMIENTO, RECOMENDACIONES E INSTRUCCIONES: (INCLUYENDO LAS REFERENCIAS AL POTENCIAL DE REHABILITACIÓN OCUPACIONAL O VOCACIONAL)							
<ul style="list-style-type: none"> <li>① Ultrason to hand &amp; pc</li> <li>② Massage to back pc -</li> <li>③ Ultrasound to 6 w</li> <li>④ After 4 weeks spontaneous.</li> <li>⑤ Heat Hot</li> <li>⑥ Heat Hot cramp &amp; cont</li> <li>⑦ Pilates &amp; cont.</li> <li>⑧ Myofascial therapy.</li> <li>⑨ Posture</li> </ul>							
Incapacidad <input checked="" type="checkbox"/> SI <input type="checkbox"/> No Desde <u>7/5/09</u> hasta <u>7/13/09</u> <u>7/5/09 to 7/15/09</u>		Paciente dado de Alta <input type="checkbox"/> <u>no</u>		Referido a <input checked="" type="checkbox"/> Especialista: <u>Frederic</u> <input type="checkbox"/> Programa de Orientación Social y Fomento Ocupacional			
CERTIFICO QUE HE EXAMINADO A ESTE PACIENTE Y QUE LAS LESIONES DESCRITAS FUERON OCASIONADAS POR EL ACCIDENTE DE AUTOMÓVIL							
DRA. MARIA HERNANDEZ, MED. DE FAMILIA NOMBRE DEL MÉDICO		 FIRMA		<u>7-5-09,</u> FECHA		<u>9382</u> NÚMERO LICENCIA	

ESTADO LIBRE ASOCIADO DE PUERTO RICO  
POLICIA DE PUERTO RICO  
Informe de Accidente de Tránsito

Núm. Querrela [Redacted]  
Núm. Informe 04-78  
Area BOYARON

1. Fecha (Día-Mes-Año) <u>5 Julio 2009</u>		2. Hora <u>11:45 am</u>		3. Día <u>Domingo</u>		4. Municipio de ocurrencia <u>MANANTÍ TO</u>		5. Evento relacionado a colisión 01 - Vuelco 02 - Fuego/Explosión 03 - Inmersión 04 - Inhalación Gases 05 - Carga Carga 06 - Derrame 07 - Superficie Carr. Irregular 08 - Se fue por rísc 09 - Derrumbe Carr./Puenta 10 - "Jackknifed" 11 - Vuelco Molera 12 - Caida Persona 13 - Otro evento sin colisión		14. Peatón 15 - Dos Vehículos 16 - Trazo o más Vehículos 17 - Hit & Run Peatón 18 - Veh. Estacionado 19 - Ciclista 20 - Hit & Run con Ciclista 21 - Motociclista 22 - Motora Objeto Fijo 23 - Arímal 24 - Barrera 25 - Drone 26 - Postes		16. Sexo 1. Masc. <input checked="" type="checkbox"/> 2. Feme. <input type="checkbox"/>		17. Edad <u>21</u>		18. Teléfono [Redacted]		19. Ocupación <u>Carpintero</u>							
6. Sitio Accidente (calle o carretera - kilómetro-estadómetro) <u>Bo. Achiate carr 825 MANANTÍ TO</u>		7. Código del Sitio o Localización Urbano/Rur. <input type="checkbox"/> Calle/Carr. <input type="checkbox"/> Km./Hect. <input type="checkbox"/> Intersacc. <input type="checkbox"/> Log. Gen. <input type="checkbox"/> Tipo <input type="checkbox"/> Clasifica. <input type="checkbox"/>		8. Clasificación Funcional y Federal <u>R.P. Frente Escuela Fidel G. Padilla.</u>		9. Tipo de colisión 01 - Entrando a intersección en ángulo 02 - En la misma dirección - posterior 03 - En la misma dirección - uno virando 04 - En la misma dirección - lateral 05 - En la misma dirección - frontal 06 - En dirección contraria - uno virando 07 - En dirección contraria - lateral		10. Núm. Veh. <u>1</u>		11. Núm. Peat. <u>0</u>		12. Núm. Her. <u>1</u>		13. Núm. Muer. <u>0</u>		14. Clase Accidente 1. daño prop. <input checked="" type="checkbox"/> 2. fatal <input type="checkbox"/> 3. heridos <input type="checkbox"/>		15. Nombre Conductor Veh. # 1 (paterno, materno, nombre) [Redacted]		20. Inspección 1. Si <input type="checkbox"/> 2. No <input checked="" type="checkbox"/>					
10. Núm. Veh. <u>1</u>		11. Núm. Peat. <u>0</u>		12. Núm. Her. <u>1</u>		13. Núm. Muer. <u>0</u>		14. Clase Accidente 1. daño prop. <input checked="" type="checkbox"/> 2. fatal <input type="checkbox"/> 3. heridos <input type="checkbox"/>		15. Nombre Conductor Veh. # 1 (paterno, materno, nombre) [Redacted]		16. Sexo 1. Masc. <input checked="" type="checkbox"/> 2. Feme. <input type="checkbox"/>		17. Edad <u>21</u>		18. Teléfono [Redacted]		19. Ocupación <u>Carpintero</u>							
21. Tipo de Licencia 1. chofer <input type="checkbox"/> 3. conductor <input checked="" type="checkbox"/> 5. otro <input type="checkbox"/> 2. pesado <input type="checkbox"/> 4. aprendiz <input type="checkbox"/>		22. Pueblo <u>MANANTÍ TO</u>		23. Zip [Redacted]		24. Lic. Número <u>PR</u>		25. Tipo de Licencia 1. chofer <input type="checkbox"/> 3. conductor <input checked="" type="checkbox"/> 5. otro <input type="checkbox"/> 2. pesado <input type="checkbox"/> 4. aprendiz <input type="checkbox"/>		26. Seguro Social [Redacted]		27. Año Veh. <u>2008</u>		28. Marca <u>MAZDA</u>		29. Modelo <u>3</u>		30. Niv. Alcoh. <u>0.0</u>		31. Res. 25 MI. 1. Si <input type="checkbox"/> 2. No <input checked="" type="checkbox"/>					
31. Condición (apreciación) 1. normal <input type="checkbox"/> 2. fatigado <input type="checkbox"/> 3. bebido <input type="checkbox"/> 7. otro <input checked="" type="checkbox"/> 4. aprend. <input type="checkbox"/> 5. ebrio <input type="checkbox"/> 6. droga <input type="checkbox"/>		32. Análisis 1. sangre <input type="checkbox"/> 3. otro <input checked="" type="checkbox"/> 2. aliento <input type="checkbox"/> 4. ninguno <input type="checkbox"/>		33. Niv. Alcoh. <u>0.0</u>		34. Res. 25 MI. 1. Si <input type="checkbox"/> 2. No <input checked="" type="checkbox"/>		35. Año Veh. <u>2008</u>		36. Marca <u>MAZDA</u>		37. Modelo <u>3</u>		38. Niv. Tabaca <u>0.0</u>		39. Estado <u>P.R.</u>		40. Inspección 1. Si <input type="checkbox"/> 2. No <input checked="" type="checkbox"/>							
35. Año Veh. <u>2008</u>		36. Marca <u>MAZDA</u>		37. Modelo <u>3</u>		38. Niv. Tabaca <u>0.0</u>		39. Estado <u>P.R.</u>		40. Inspección 1. Si <input type="checkbox"/> 2. No <input checked="" type="checkbox"/>		41. Tipo 01 - Auto 02 - Camioneta 03 - "Pick-Up" 04 - Van 05 - Tractor (Caculo) 06 - Camión 07 - Autobus 08 - Autobus Escolar 09 - Grúa		42. Uso 01 - Personal 02 - Entrenamiento Chofer 03 - Construcción 04 - Ambulancia /Paramédico 05 - Militar 06 - Transporte Pasajero 07 - Transporte de Propiedad 08 - Agricultura 09 - Levantamiento/Grus 10 - Policía 11 - Otro Trabajo 12 - Combattir Fuego 13 - Otro		43. Carga Peligro 01 - Ninguna 02 - Explosivos 03 - Gas 04 - Combustible Líquido 05 - Sólidos Inflamables 06 - Oxidantes/Peróxidos 07 - Veneno 08 - Material Radiactivo 09 - Material Corrosivo 10 - Otro		44. Arrastre (Permiso Requerido) 01 - Ninguno <input checked="" type="checkbox"/> 02 - Casa Rodante 03 - Tractor 04 - Remolque 05 - Remolque Bote 06 - Remolque Acampar		45. Defecto Mec. Veh. Cont. 01 - Frenos 02 - Guia/Volante 03 - Batería/Encendido 04 - Suspensión 05 - Gomas 06 - Escape 07 - Luces 08 - Luces Direccionales 09 - Ventanas/Parabrisas		46. Cinturones Seguridad 01 - Aros/Ruedas 02 - Enganche de Arrastre 03 - Sistema Combustible 04 - Otro 05 - Ninguno		47. Circulo en Diagrama las áreas afectadas 10 - Bajo Chasis 11 - Enganche de Impacto Inicial	
45. Año Veh. <u>2008</u>		46. Marca <u>MAZDA</u>		47. Modelo <u>3</u>		48. Niv. Tabaca <u>0.0</u>		49. Estado <u>P.R.</u>		50. Inspección 1. Si <input type="checkbox"/> 2. No <input checked="" type="checkbox"/>		51. Tipo 01 - Auto 02 - Camioneta 03 - "Pick-Up" 04 - Van 05 - Tractor (Caculo) 06 - Camión 07 - Autobus 08 - Autobus Escolar 09 - Grúa		52. Uso 01 - Personal 02 - Entrenamiento Chofer 03 - Construcción 04 - Ambulancia /Paramédico 05 - Militar 06 - Transporte Pasajero 07 - Transporte de Propiedad 08 - Agricultura 09 - Levantamiento/Grus 10 - Policía 11 - Otro Trabajo 12 - Combattir Fuego 13 - Otro		53. Carga Peligro 01 - Ninguna 02 - Explosivos 03 - Gas 04 - Combustible Líquido 05 - Sólidos Inflamables 06 - Oxidantes/Peróxidos 07 - Veneno 08 - Material Radiactivo 09 - Material Corrosivo 10 - Otro		54. Arrastre (Permiso Requerido) 01 - Ninguno <input checked="" type="checkbox"/> 02 - Casa Rodante 03 - Tractor 04 - Remolque 05 - Remolque Bote 06 - Remolque Acampar		55. Defecto Mec. Veh. Cont. 01 - Frenos 02 - Guia/Volante 03 - Batería/Encendido 04 - Suspensión 05 - Gomas 06 - Escape 07 - Luces 08 - Luces Direccionales 09 - Ventanas/Parabrisas		56. Cinturones Seguridad 01 - Aros/Ruedas 02 - Enganche de Arrastre 03 - Sistema Combustible 04 - Otro 05 - Ninguno		57. Circulo en Diagrama las áreas afectadas 10 - Bajo Chasis 11 - Enganche de Impacto Inicial	
55. Año Veh. <u>2008</u>		56. Marca <u>MAZDA</u>		57. Modelo <u>3</u>		58. Niv. Tabaca <u>0.0</u>		59. Estado <u>P.R.</u>		60. Inspección 1. Si <input type="checkbox"/> 2. No <input checked="" type="checkbox"/>		61. Tipo 01 - Auto 02 - Camioneta 03 - "Pick-Up" 04 - Van 05 - Tractor (Caculo) 06 - Camión 07 - Autobus 08 - Autobus Escolar 09 - Grúa		62. Uso 01 - Personal 02 - Entrenamiento Chofer 03 - Construcción 04 - Ambulancia /Paramédico 05 - Militar 06 - Transporte Pasajero 07 - Transporte de Propiedad 08 - Agricultura 09 - Levantamiento/Grus 10 - Policía 11 - Otro Trabajo 12 - Combattir Fuego 13 - Otro		63. Carga Peligro 01 - Ninguna 02 - Explosivos 03 - Gas 04 - Combustible Líquido 05 - Sólidos Inflamables 06 - Oxidantes/Peróxidos 07 - Veneno 08 - Material Radiactivo 09 - Material Corrosivo 10 - Otro		64. Arrastre (Permiso Requerido) 01 - Ninguno <input checked="" type="checkbox"/> 02 - Casa Rodante 03 - Tractor 04 - Remolque 05 - Remolque Bote 06 - Remolque Acampar		65. Defecto Mec. Veh. Cont. 01 - Frenos 02 - Guia/Volante 03 - Batería/Encendido 04 - Suspensión 05 - Gomas 06 - Escape 07 - Luces 08 - Luces Direccionales 09 - Ventanas/Parabrisas		66. Cinturones Seguridad 01 - Aros/Ruedas 02 - Enganche de Arrastre 03 - Sistema Combustible 04 - Otro 05 - Ninguno		67. Circulo en Diagrama las áreas afectadas 10 - Bajo Chasis 11 - Enganche de Impacto Inicial	
65. Año Veh. <u>2008</u>		66. Marca <u>MAZDA</u>		67. Modelo <u>3</u>		68. Niv. Tabaca <u>0.0</u>		69. Estado <u>P.R.</u>		70. Inspección 1. Si <input type="checkbox"/> 2. No <input checked="" type="checkbox"/>		71. Tipo 01 - Auto 02 - Camioneta 03 - "Pick-Up" 04 - Van 05 - Tractor (Caculo) 06 - Camión 07 - Autobus 08 - Autobus Escolar 09 - Grúa		72. Uso 01 - Personal 02 - Entrenamiento Chofer 03 - Construcción 04 - Ambulancia /Paramédico 05 - Militar 06 - Transporte Pasajero 07 - Transporte de Propiedad 08 - Agricultura 09 - Levantamiento/Grus 10 - Policía 11 - Otro Trabajo 12 - Combattir Fuego 13 - Otro		73. Carga Peligro 01 - Ninguna 02 - Explosivos 03 - Gas 04 - Combustible Líquido 05 - Sólidos Inflamables 06 - Oxidantes/Peróxidos 07 - Veneno 08 - Material Radiactivo 09 - Material Corrosivo 10 - Otro		74. Arrastre (Permiso Requerido) 01 - Ninguno <input checked="" type="checkbox"/> 02 - Casa Rodante 03 - Tractor 04 - Remolque 05 - Remolque Bote 06 - Remolque Acampar		75. Defecto Mec. Veh. Cont. 01 - Frenos 02 - Guia/Volante 03 - Batería/Encendido 04 - Suspensión 05 - Gomas 06 - Escape 07 - Luces 08 - Luces Direccionales 09 - Ventanas/Parabrisas		76. Cinturones Seguridad 01 - Aros/Ruedas 02 - Enganche de Arrastre 03 - Sistema Combustible 04 - Otro 05 - Ninguno		77. Circulo en Diagrama las áreas afectadas 10 - Bajo Chasis 11 - Enganche de Impacto Inicial	

AREA

ES. JO LIBRE ASOCIADO DE PUERTO RICO  
**POLICIA DE PUERTO RICO**  
 Informe de Accidente de Tránsito  
 (Continuación)

Núm. Querrela 2009-7-154-3391  
 Núm. Informe 04-782  
 Area BAYAMON

NOMBRE DE HERIDOS O MUERTOS

115A. VEH. <u>1</u>	116. Sexo <u>M</u>	117. Edad <u>21</u>	118. Heridas <u>01</u>	119. Tipo Lesión <u>03</u>	120. Expulsión <u>00</u>	121. Primeros Auxilios por <u>03</u>	Equipo de Seguridad
123. Transportado a: <u>C.D.T. NARANJO</u>							124. Transportado por: <u>Ambulancia O.M.E. NARANJO</u>
125A. VEH.	126. Sexo	127. Edad	128. Heridas	129. Tipo Lesión	130. Expulsión	131. Primeros Auxilios por	Equipo de Seguridad
132. Dirección <u>96</u>							133. Transportado a:
133. Transportado a:							134. Transportado por:
135A. VEH.	136. Sexo	137. Edad	138. Heridas	139. Tipo Lesión	140. Expulsión	141. Primeros Auxilios por	Equipo de Seguridad
142. Dirección <u>96</u>							143. Transportado a:
143. Transportado a:							144. Transportado por:
145A. VEH.	146. Sexo	147. Edad	148. Heridas	149. Tipo Lesión	150. Expulsión	151. Primeros Auxilios por	Equipo de Seguridad
152. Dirección <u>96</u>							153. Transportado a:
153. Transportado a:							154. Transportado por:
155A. VEH.	156. Sexo	157. Edad	158. Heridas	159. Tipo Lesión	160. Expulsión	161. Primeros Auxilios por	Equipo de Seguridad
162. Dirección <u>96</u>							163. Transportado a:
163. Transportado a:							164. Transportado por:

Anotar los siguientes códigos correspondientes a los heridos o muertos.	Heridos 1. Conductor 2. Pasajero 3. Peatón 4. Ciclista	5. Motociclista 96 - No aplica 97 - Otro	Tipo de Lesión 02 - Herido Leve 03 - Herido 04 - Muerto 99 - Se desconoce	Expulsión 00 - Ninguna 02 - Completa 03 - Parcial	04 - Atrapado 96 - No aplica 99 - Desconocido	Primeros Auxilios por 1. Ambulancia 2. Médico 3. Paramédico 4. Policía	97 - Otro 98 - Ninguno 99 - Desconocido
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172. Descripción del accidente. Utilice la hoja suplementaria para la descripción del accidente. Para más de dos vehículos o 5 heridos y/o muertos utilice seis adicionales.

173. Defectos en carr. 04 - Paseo/Cuneta-baja 05 - Paseo/Cuneta-alta 06 - Hoyos, etc. 97 - Otro 98 - Ninguno	174. Superficie 04 - Sin pavimentar 15 - Asfalto 18 - Concreto 21 - Ladrillo 97 - Otro	175. Condición 01 - Seco 02 - Mojado 06 - Fangoso 97 - Otro	176. ¿Accidente relacionado con zona de construcción? 1. Si 2. No	177. Materiales relacionados a colisión 02 - Rocas 03 - Arboles 04 - Tierra 05 - Grava 06 - Arena	178. Fuente de Materiales 02 - Naturaleza 03 - Pérdida Carga de veh. 04 - Objeto en carr caído de veh	179. Características de carretera 1. Recta-llana 2. Recta-cuesta abajo 3. Recta-cuesta arriba 4. Recta-topo colina 5. Curva-llana 6. Curva-cuesta abajo	7. Curva-cuesta-arriba 8. Curva-lope colina 97 Otro
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180. Visión obstruida por: 01 - Edificios 02 - Rótulos 03 - Arboles 05 - Colinas 06 - Curva en carr 07 - Neblina 08 - Vehículos	09 - Cegado por sol 10 - Fuego/humo 11 - Polvo 12 - Cegado por luces 13 - Terrapien	14 - Lluvia en parabrisas 96 - No obstruida 97 - Otro 99 - Desconocido	181. Controles de Tránsito: 01 - Policía /abanderado 05 - Control peatonal 06 - Semáforo 07 - Semáforo intermitente 08 - Sema. de pare	09 - Sema. cada el paso 10 - Zona no pasar 97 - Otro 99 - Ninguno	182. ¿Controles en Función? 1. Si 2. No 3. N/A	183. Carriles opuestos separados por: 1. Isleta 2. Línea sencilla 3. Línea doble 4. Barrera hormigón	5. Barrera metal 7. Verja 97 Otro 99 Ninguno	184. Carriles 1. Un carril 2. Dos carriles 3. Tres carriles 4. Cuatro carriles	5. Cinco carriles 6. seis o más carriles
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186. Visibilidad 01 - De día 02 - Amanecer 03 - Atardecer 05 - Oscuro alumbrado	06 - Oscuro no alumbrado 99 - Desconocido	187. Clima 01 - Neblina 04 - Viento 05 - Claro 06 - Nublado 07 - Lluvioso 97 - Otro	188. Zona 01 - Residencial 02 - Industrial 04 - Comercial 05 - Escolar 06 - Parque	08 - Rural 97 - Otro	189. Daños a propiedad no vehicular 1. Ninguna visible 2. Poco 3. Moderado 4. Severo	194. Descripción de propiedad afectada Descripción: <u>N/A</u>
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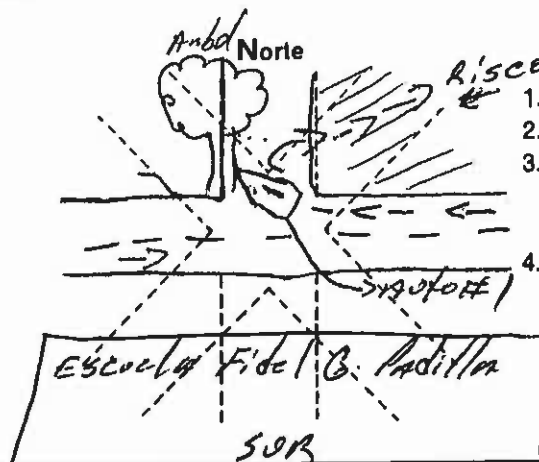
190. Hora notificación a Policía A.M. _____ P.M. _____	191. Hora Policía llegó A.M. _____ P.M. _____	192. Hora notificación a SEM A.M. _____ P.M. _____	193. Hora SEM llegó A.M. _____ P.M. _____	Nombre dueño: _____ Dirección: _____
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195. Nombre del testigo	196. Dirección	197. Teléfono
198. Nombre del testigo	199. Dirección	200. Teléfono

201. Nombre Policía (Letra de molde) <u>Act. Luis A. Mercedes</u>	202. Placa del Policía <u>21183</u>	203. Precinto - Distrito o Unidad de Trabajo <u>154 - NARANJO</u>
204. Firma Policía Investigador <u>Act. Luis A. Mercedes</u>	205. Fecha <u>6 Julio 2009</u>	206. Nombre Supervisor (Letra de molde) <u>Sgt. José D. Colón</u>
		207. Firma del Supervisor <u>Act. José D. Colón</u>
		208. Fecha <u>06/07/09</u>

**DESCRIPCION DEL ACCIDENTE**

**OESTE**  
 Indique lo que sucedió en este diagrama



1. Dibuje con líneas sólidas los carriles o carr.
2. Nombre las calles o carreteras
3. Ilustre los vehículos o peatones así  
 Vehículos  1  2  
 Peatones 0
4. Las flechas con líneas sólidas indican dirección antes del Impacto, use líneas cortadas para flechas que indican dirección después del impacto.

Bo. Achiate Carr 825  
 Naranxito

**INVESTIGACION REALIZADA**

- 01 En el sitio del accidente  
 02 Fuera del sitio del accidente

**NARRATIVO DEL ACCIDENTE**

Haga un breve resumen de como sucedio el accidente. Diga nombre de los testigos y resolución del juez. Incluya cualquier otra Información.

Según versión del Querrelante y de la entrevista realizada se desprende que mientras el vehículo se transitaba por la carr 825 del Bo. Achiate de Naranxito en dirección de este a oeste al llegar frente a la Escuela Fidel [redacted] el mismo informa que el volante de su vehículo se tranco dando lugar a que por tal motivo, descuido o negligencia el conductor de dicho vehículo perdiera control del mismo, domando del volante dando a impactar un árbol saliendo de la carretera y cayendo por un risco

En este choque resultó herido el conductor del vehículo transportado al CDT de Naranxito para evaluación. No. Voz 15479

El auto al poseer número # 14037664 vigente hasta 31 agosto 2009

CASO Cerrado

Nombre del Policía Investigador (Letra de molde)  
 Sr. Luis H. Mendez Padilla

Placa del Policía Investigador  
 21183

Firma Policía Investigador  
 Sr. Luis H. Mendez Padilla 21183

Fecha (Día-Mes-Año)  
 16 Julio 2009.

Firma de Supervisor  
 Sr. José D. Colón Mercado # 21040

Fecha (Día-Mes-Año)  
 06/07/2009.



ESTADO LIBRE ASOCIADO DE PUERTO RICO  
 POLICIA DE PUERTO RICO  
 # DE INCIDENTE: 2009-7-154-3391  
 TIPO DE INFORME:  
 INFORME INICIAL  SUPLEMENTO

ESTADO LIBRE ASOCIADO DE PUERTO RICO  
 POLICIA DE PUERTO RICO  
**INFORME DE INCIDENTE**

SITUACION DE INCIDENTE:  
 FUNDADO  FUEBE DEL DELINCUENTE  
 NO FUNDADO  SE REHUSO EN JUICIA MIENTRO  
 RESOLUCION POR  SE DENIEGA LA TRADICION  
 ARRESTO  SE NEGOCIA LA HORAS  
 EXCEPCIONAL  MENOR DE EDAD SIN CUSTODIA  
 NO APLICABLE

DIRECCION: Bo. Achioke cam 825 km 3.8 NAWAOTITO TELEFONO (Trabajo) ( )

LUGAR DEL INCIDENTE: (Direccion Exacta) Bo. Achioke cam 825 NAWAOTITO

DELITO:	(Marcar si fue motivado por prejuicio)	DELINCUENTE:
1.	1. <input type="checkbox"/>	1.
2.	2. <input type="checkbox"/>	2.
3.	3. <input type="checkbox"/>	3.

FECHA(S) DEL INCIDENTE: 1. 05-07-2009  
 HORA DEL INCIDENTE: 1. 23  
 2.  
 3.

MOTIVACION DE PREJUCIO: (Marcar una para delito # 1)

<b>RACIAL:</b> 11 <input type="checkbox"/> ANTI-BLANCO 12 <input type="checkbox"/> ANTI-NEGRO 13 <input type="checkbox"/> ANTI-INDIO AMERICANO/NATIVO DE ALASKA 14 <input type="checkbox"/> ANTI-ASIATICO/ISLEÑO DEL PACIFICO 15 <input type="checkbox"/> ANTI-GRUPO MULTIRACIAL  <b>GRUPO ETNICO/ORIGEN NACIONAL:</b> 31 <input type="checkbox"/> ANTI-ARABE 32 <input type="checkbox"/> ANTI-HISPANO 33 <input type="checkbox"/> ANTI-OTRO GRUPO ETNICO/ORIGEN NACIONAL	<b>RELIGIOSO:</b> 21 <input type="checkbox"/> ANTI-JUDIO 22 <input type="checkbox"/> ANTI-CATOLICO 23 <input type="checkbox"/> ANTI-PROTESTANTE 24 <input type="checkbox"/> ANTI-ISLAMICO/MUSULMAN 25 <input type="checkbox"/> ANTI-OTRA RELIGION 26 <input type="checkbox"/> ANTI-GRUPO MULTIRELIGIOSO 27 <input type="checkbox"/> ANTI-ATEISMO/AGNOSTICISMO  <b>SEXUAL:</b> 41 <input type="checkbox"/> ANTI-HOMBRE HOMOSEXUAL 42 <input type="checkbox"/> ANTI-MUJER HOMOSEXUAL 43 <input type="checkbox"/> ANTI-HOMOSEXUAL (Hombres y Mujeres) 44 <input type="checkbox"/> ANTI-HETEROSEXUAL 45 <input type="checkbox"/> ANTI-BISEXUAL	<b>INDICAR EL CODIGO DE MOTIVACION SI ES DISTINTO A DELITO #1:</b> #2 <input type="text"/> #3 <input type="text"/>
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SITUACION DE DELITO: (Marcar sólo una por delito)  
 1.  INTENTO 2.  INTENTO 3.  INTENTO  
 COMPLETO  COMPLETO  COMPLETO

DELINCUENTE(S) USO: (Marcar todas las que apliquen)  
 A  ALCOHOL C  EQUIPO DE COMPUTADORA  
 D  DROGAS N  NO APLICA

(Sólo para robos) NUM. DE LOCALES ALLANADOS:   
 METODO DE ENTRADA: F  A LA FUERZA N  SIN FUERZA

LUGAR DEL DELITO: (Marcar sólo una) (Indicar núm. de código para delito #2 y #3)

01 <input type="checkbox"/> TERMINAL AEREO/DE AUTOBUS/DE TREN	10 <input type="checkbox"/> CAMPO/BOSQUE	18 <input type="checkbox"/> ESTACIONAMIENTO/GARAJE
02 <input type="checkbox"/> BANCO/AHORRO Y PRESTAMO	11 <input type="checkbox"/> EDIFICIOS DEL GOBIERNO/PUBLICOS	19 <input type="checkbox"/> CENTRO DE ALQUILER DE ALMACENAMIENTO
03 <input type="checkbox"/> CANTINA/CLUB NOCTURNO	12 <input type="checkbox"/> TIENDA DE COMESTIBLES/SUPERMERCADO	20 <input type="checkbox"/> RESIDENCIA/HOGAR
04 <input type="checkbox"/> IGLESIA/SINAGOGA/TEMPLO	13 <input type="checkbox"/> CARRETERA/CALLE/CALLEJON	21 <input type="checkbox"/> RESTAURANTE
05 <input type="checkbox"/> EDIFICIO COMERCIAL/DE OFICINA	14 <input type="checkbox"/> HOTEL/MOTEL/ETC.	22 <input type="checkbox"/> ESCUELA/UNIVERSIDAD
06 <input type="checkbox"/> SITIO DE CONSTRUCCION	15 <input type="checkbox"/> CARCEL/PRISION	23 <input type="checkbox"/> GASOLINERA
07 <input type="checkbox"/> FERRETERIA	16 <input type="checkbox"/> LAGO/VIA ACUATICA	24 <input type="checkbox"/> TIENDA ESPECIALIZADA
08 <input type="checkbox"/> TIENDA POR DEPARTAMENTO/DE DESCUENTO	17 <input type="checkbox"/> TIENDA DE LICORES	25 <input type="checkbox"/> OTRO/DESCONOCIDO
09 <input type="checkbox"/> FARMACIA/CONSULTORIO DE MEDICO/HOSPITAL		

TIPO DE ARMA/FUERZA INVOLUCRADA: (Marcar hasta tres) (Ingresar A en casilla si es automática)

11 <input type="checkbox"/> ARMA DE FUEGO (Tipo no identificado)	20 <input type="checkbox"/> CUCHILLO/INSTRUMENTO CORTANTE	50 <input type="checkbox"/> VENENO	85 <input type="checkbox"/> ASFDICIA
12 <input type="checkbox"/> PISTOLA	30 <input type="checkbox"/> OBJETO DESAFILADO	60 <input type="checkbox"/> EXPLOSIVOS	90 <input type="checkbox"/> OTRA
13 <input type="checkbox"/> RIFLE	35 <input type="checkbox"/> VEHICULO DE MOTOR	65 <input type="checkbox"/> FUEGO/INCENDIARIO	95 <input type="checkbox"/> DESCONOCIDA
14 <input type="checkbox"/> ESCOPETA	40 <input type="checkbox"/> ARMAS PERSONALES	70 <input type="checkbox"/> NARCOTICOS/DROGA	99 <input type="checkbox"/> NINGUNA
15 <input type="checkbox"/> OTRA ARMA DE FUEGO			

VICTIMA #1: (Apellidos, nombre, segundo nombre) TELEFONO: (Casa)

DIRECCION: (Calle, ciudad, código postal)

<b>TIPO DE VICTIMA: (Marcar sólo una)</b> I <input type="checkbox"/> INDIVIDUO N- <input type="checkbox"/> NEGOCIO F <input type="checkbox"/> FINANCIERO G <input type="checkbox"/> GOBIERNO R <input type="checkbox"/> RELIGIOSO S <input type="checkbox"/> SOCIEDAD/PUBLICO O <input type="checkbox"/> OTRO D <input type="checkbox"/> DESCONOCIDO	<b>RAZA:</b> B <input type="checkbox"/> BLANCA N <input type="checkbox"/> NEGRA I <input type="checkbox"/> INDIO AMERICANO/NATIVO DE ALASKA A <input type="checkbox"/> ASIATICA H <input type="checkbox"/> HAWAIIANA D <input type="checkbox"/> DESCONOCIDA	<b>SEXO:</b> M <input type="checkbox"/> MASCULINO F <input type="checkbox"/> FEMENINO D <input type="checkbox"/> DESCONOCIDO	<b>CONDICION DE RESIDENCIA:</b> R <input type="checkbox"/> RESIDENTE N <input type="checkbox"/> NO RESIDENTE D <input type="checkbox"/> DESCONOCIDA	<b>GRUPO ETNICO:</b> H <input type="checkbox"/> HISPANO N <input type="checkbox"/> NO HISPANO D <input type="checkbox"/> DESCONOCIDO	<b>EDAD:</b> _____  <b>FECHA DE NAC.</b> _____  <b>NUM. DE VICTIMAS</b> _____
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<b>CIRCUNSTANCIAS DE AGRESION GRAVE/HOMICIDIO: (Marcar hasta dos)</b> 01 <input type="checkbox"/> DISCUSION 02 <input type="checkbox"/> AGRESION CONTRA AGENTE DE LA POLICIA 03 <input type="checkbox"/> VENTA DE DROGAS 04 <input type="checkbox"/> CRIMEN ORGANIZADO 05 <input type="checkbox"/> PANDILLAS JUVENILES 06 <input type="checkbox"/> PELEA ENTRE AMANTES 07 <input type="checkbox"/> EUTANACIA 08 <input type="checkbox"/> OTRO DELITO INVOLUCRADO 09 <input type="checkbox"/> OTRAS CIRCUNSTANCIAS 10 <input type="checkbox"/> CIRCUNSTANCIAS DESCONOCIDAS	<b>TIPO DE LESION: (Marcar hasta cinco)</b> N <input type="checkbox"/> NINGUNA H <input type="checkbox"/> HUESOS L <input type="checkbox"/> POSIBLES LESIONES INTERNAS D <input type="checkbox"/> DESGARRADURA SEVERA M <input type="checkbox"/> LESION MENOR O <input type="checkbox"/> LESION MAYOR D <input type="checkbox"/> PERDIDA DE DIENTES C <input type="checkbox"/> PERDIDA DE CONOCIMIENTO	<b>VICTIMA RELACIONADA CON NUM. DE DELITO INDICADO MAS ARRIBA:</b> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>
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RELACION DE VICTIMA A DELINCUENTE: (Para relaciones de delincuente múltiples, ingresar número(s) de delincuente en el espacio)

SE <input type="checkbox"/> CONYUGE	GP <input type="checkbox"/> ABUELO(A)	SS <input type="checkbox"/> HERMANASTRO(A)	BE <input type="checkbox"/> NIÑO CUIDADO POR NIÑERA	EE <input type="checkbox"/> EMPLEADO(A)
CS <input type="checkbox"/> CONYUGE POR ACUERDO CONSENSUAL	GC <input type="checkbox"/> NIETO(A)	OF <input type="checkbox"/> OTRO FAMILIAR	BG <input type="checkbox"/> NOVIO(A)	ER <input type="checkbox"/> PATRONO
PA <input type="checkbox"/> PADRE	IL <input type="checkbox"/> PARIENTE POLITICO	AQ <input type="checkbox"/> CONOCIDO(A)	CF <input type="checkbox"/> HIJO(A) DE "BG"	OK <input type="checkbox"/> OTRO CONOCIDO(A)
SB <input type="checkbox"/> HERMANO(A)	SP <input type="checkbox"/> PADRASTRO/MADRASTRA	FR <input type="checkbox"/> AMIGO(A)	HH <input type="checkbox"/> PARIENTE HOMOSEXUAL	ST <input type="checkbox"/> DESCONOCIDO
CH <input type="checkbox"/> HIJO(A)	SC <input type="checkbox"/> HIJASTRO(A)	NE <input type="checkbox"/> VECINO(A)	X5 <input type="checkbox"/> EX-CONYUGE	VO <input type="checkbox"/> LA VICTIMA FUE EL DELINCUENTE
				RU <input type="checkbox"/> RELACION DESCONOCIDA

TIPO DE PERDIDA DE BIENES/ETC.	CODIGO	CANTIDAD	DESCRIPCION DE BIENES (Incluir marca, modelo, tamaño, tipo, num. de serie, color, etc.)	FECHA EN QUE SE RECUPERARON
1 <input type="checkbox"/> NINGUNA				
2 <input type="checkbox"/> QUEMADOS				
3 <input type="checkbox"/> FALSIFICADOS				
4 <input type="checkbox"/> DAÑADOS				
5 <input type="checkbox"/> RECUPERADO				
6 <input type="checkbox"/> DECOMISADOS				
7 <input type="checkbox"/> ROBADOS				
8 <input type="checkbox"/> DESCONOCIDA				

- CUADRO DE CODIGOS DE DESCRIPCION DE BIENES: (Ingresar número de código en la columna correspondiente arriba)
- |   |  |  |
|---|--|--|
| 01 <input type="checkbox"/> AERONAVE                        | 15 <input type="checkbox"/> EQUIPOS DE CONSTRUCCION PESADO/ INDUSTRIAL | 28 <input type="checkbox"/> VEHICULOS DE RECREACION              |
| 02 <input type="checkbox"/> ALCOHOL                         | 16 <input type="checkbox"/> BIENES CASEROS                             | 29 <input type="checkbox"/> ESTRUCTURAS-VIVIENDAS UNIFAMILIAR    |
| 03 <input type="checkbox"/> AUTOMOVILES                     | 17 <input type="checkbox"/> JOYAS/METALES PRECIOSOS                    | 30 <input type="checkbox"/> ESTRUCTURAS-OTRAS VIVIENDAS          |
| 04 <input type="checkbox"/> BICICLETAS                      | 18 <input type="checkbox"/> GANADO                                     | 31 <input type="checkbox"/> ESTRUCTURAS-COMERCIALES              |
| 05 <input type="checkbox"/> AUTODUSES                       | 19 <input type="checkbox"/> MERCANCIAS                                 | 32 <input type="checkbox"/> ESTRUCTURAS-INDUSTRIALES/MANUFACTURA |
| 06 <input type="checkbox"/> BOFA                            | 20 <input type="checkbox"/> DINERO                                     | 33 <input type="checkbox"/> ESTRUCTURAS-PUBLICAS/COMUNITARIAS    |
| 07 <input type="checkbox"/> EQUIPO/PROGRAMAS DE COMPUTADORA | 21 <input type="checkbox"/> INSTRUMENTOS NEGOCIABLES                   | 34 <input type="checkbox"/> ESTRUCTURAS-ALMACENAMIENTO           |
| 08 <input type="checkbox"/> BIENES CONSUMIBLES              | 22 <input type="checkbox"/> INSTRUMENTOS NO NEGOCIABLES                | 35 <input type="checkbox"/> ESTRUCTURAS-OTRAS                    |
| 09 <input type="checkbox"/> TARJETAS DE CREDITO/DEBITO      | 23 <input type="checkbox"/> EQUIPOS DE OFICINA                         | 36 <input type="checkbox"/> HERRAMIENTAS ELECTRICAS/MANUALES     |
| 10 <input type="checkbox"/> DROGAS/NARCOTICOS               | 24 <input type="checkbox"/> OTROS VEHICULOS DE MOTOR                   | 37 <input type="checkbox"/> CAMIONES                             |
| 11 <input type="checkbox"/> EQUIPOS DE DROGAS/NARCOTICOS    | 25 <input type="checkbox"/> CARTERAS/BOLSOS/BILLETERAS                 | 38 <input type="checkbox"/> PIEZAS/ACCESORIOS DE VEHICULOS       |
| 12 <input type="checkbox"/> EQUIPOS AGRICOLAS               | 26 <input type="checkbox"/> RADIOS/TELEVISORES/GRABADORAS DE VIDEO     | 39 <input type="checkbox"/> EMBARCACIONES                        |
| 13 <input type="checkbox"/> ARMAS DE FUEGO                  | 27 <input type="checkbox"/> GRABACIONES-AUDIOVISUAL                    | 77 <input type="checkbox"/> OTROS                                |
| 14 <input type="checkbox"/> EQUIPOS DE JUEGO                |  | 88 <input type="checkbox"/> EN ESPERA DE INVENTARIO              |
|   |  | 99 <input type="checkbox"/> ( )                                  |

NUMERO DE DELINCUENTES: \_\_\_\_\_

1.		SEGURO SOCIAL:	DIRECCION: (Calle, ciudad, estado, código postal)						
EDAD:	SEXO: M <input type="checkbox"/> MASCULINO F <input type="checkbox"/> FEMENINO D <input type="checkbox"/> DESCONOCIDO	RAZA: B <input type="checkbox"/> BLANCA N <input type="checkbox"/> NEGRA I <input type="checkbox"/> INDIO AMERICANO	A <input type="checkbox"/> ASIATICA H <input type="checkbox"/> HAWAIIANO D <input type="checkbox"/> DESCONOCIDA	FECHA/LUGAR NACIMIENTO:	ESTATURA:	PESO:	OJOS:	CABELLO:	ROPA:
2.		SEGURO SOCIAL:	DIRECCION: (Calle, ciudad, estado, código postal)						
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3.		SEGURO SOCIAL:	DIRECCION: (Calle, ciudad, estado, código postal)						
EDAD:	SEXO: M <input type="checkbox"/> MASCULINO F <input type="checkbox"/> FEMENINO D <input type="checkbox"/> DESCONOCIDO	RAZA: B <input type="checkbox"/> BLANCA N <input type="checkbox"/> NEGRA I <input type="checkbox"/> INDIO AMERICANO	A <input type="checkbox"/> ASIATICA H <input type="checkbox"/> HAWAIIANO D <input type="checkbox"/> DESCONOCIDA	FECHA/LUGAR NACIMIENTO:	ESTATURA:	PESO:	OJOS:	CABELLO:	ROPA:

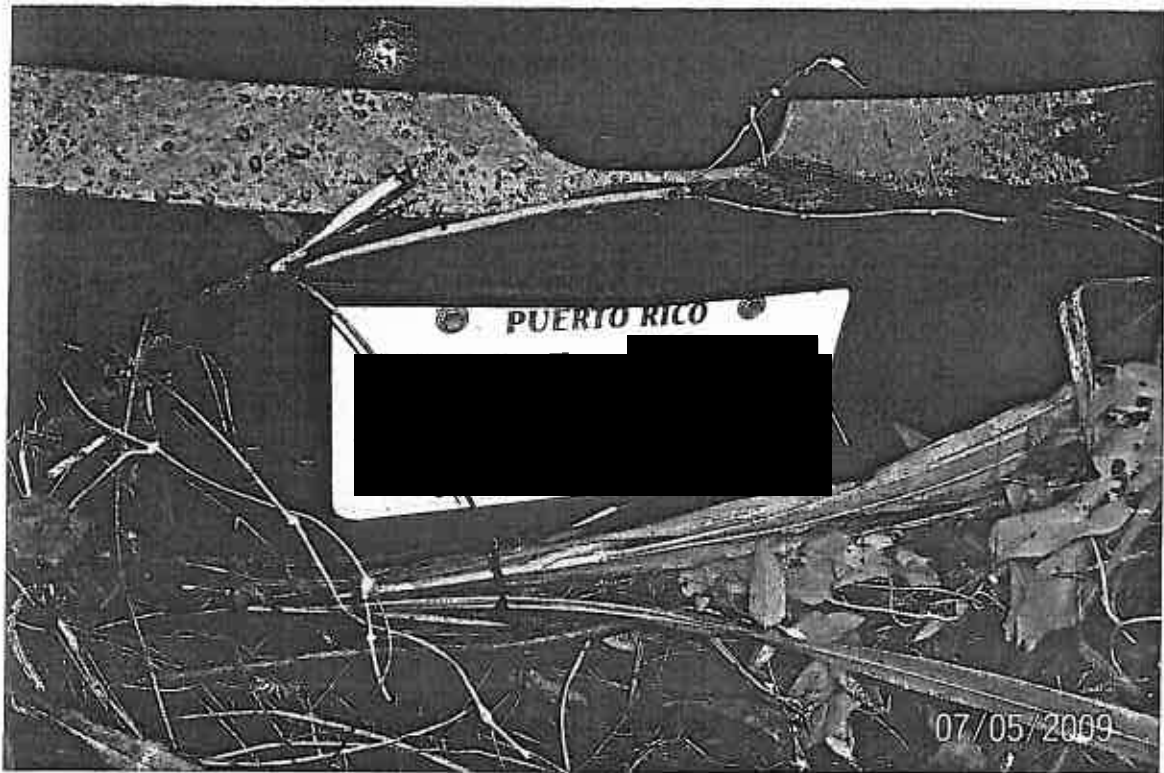
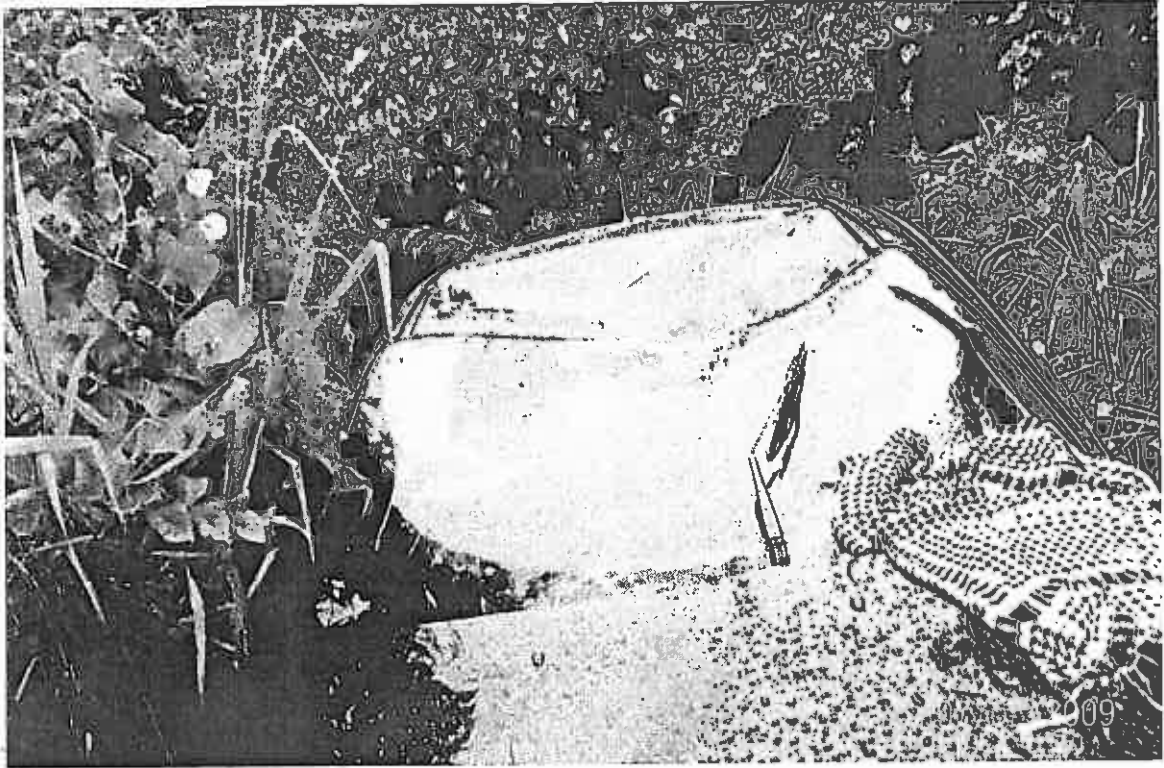
NUMERO DE DETENIDOS: \_\_\_\_\_

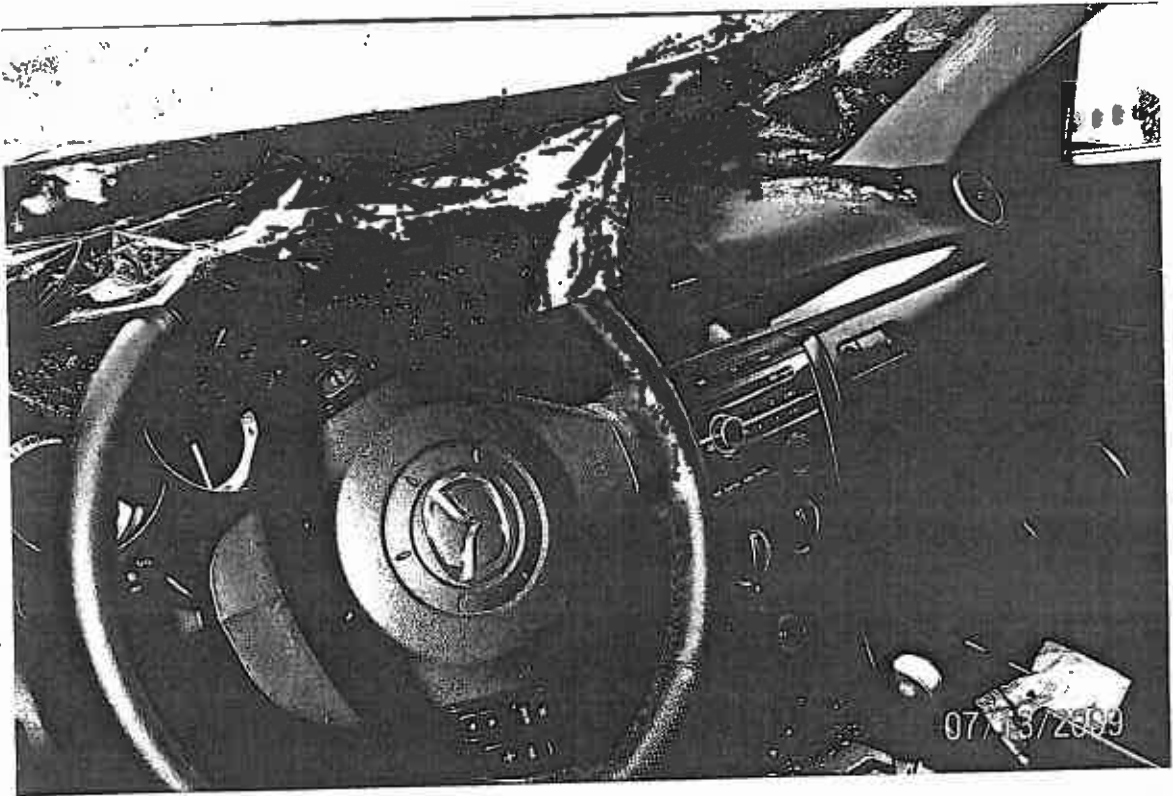
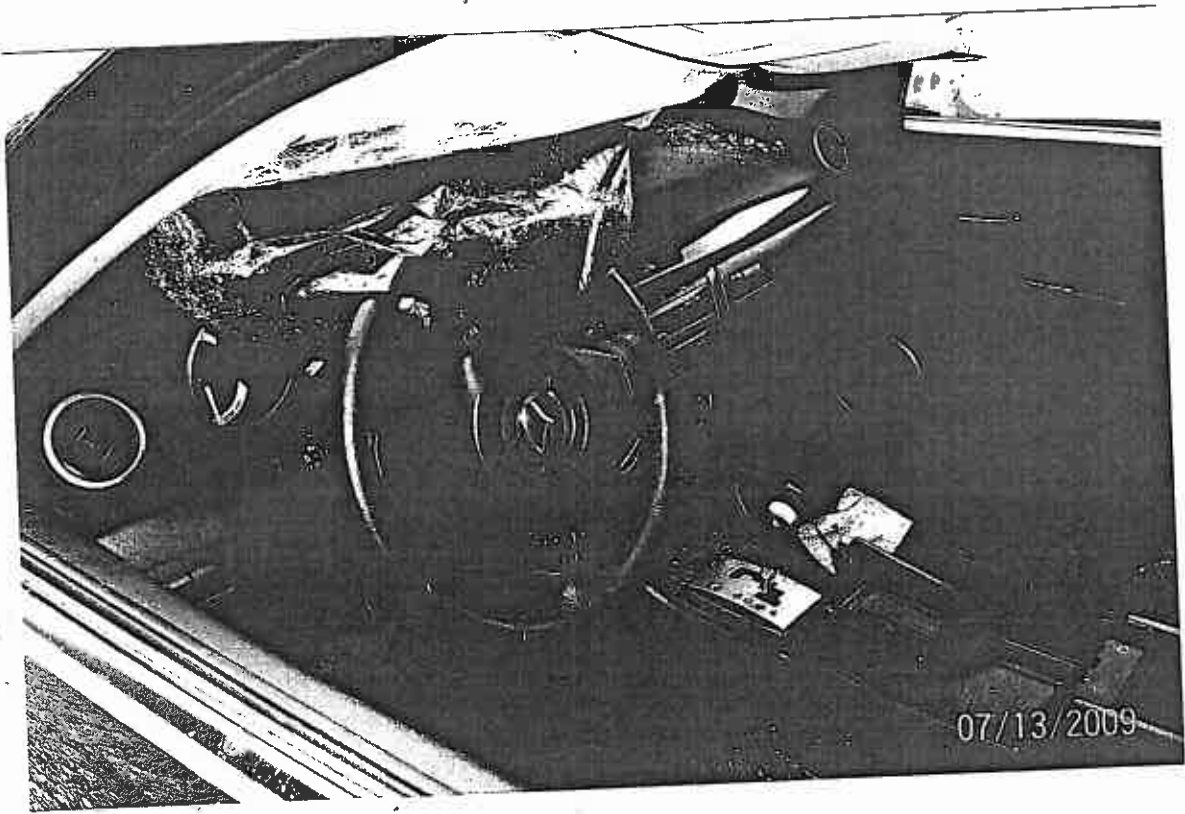
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EDAD:	SEXO: M <input type="checkbox"/> MASCULINO F <input type="checkbox"/> FEMENINO D <input type="checkbox"/> DESCONOCIDO	RAZA: B <input type="checkbox"/> BLANCA N <input type="checkbox"/> NEGRA I <input type="checkbox"/> INDIO AMERICANO	A <input type="checkbox"/> ASIATICA H <input type="checkbox"/> HAWAIIANO D <input type="checkbox"/> DESCONOCIDA	FECHA/LUGAR NACIMIENTO:	GRUPO ETNICO: H <input type="checkbox"/> HISPANO N <input type="checkbox"/> NO HISPANO D <input type="checkbox"/> DESCONOCIDO	CONDICION DE RESIDENCIA: R <input type="checkbox"/> RESIDENTE N <input type="checkbox"/> NO RESIDENTE D <input type="checkbox"/> DESCONOCIDA			
EL DETENIDO ESTABA ARMADO CON: (Marcar hasta dos) (Ingresar A en casilla si es automática)									
01 <input type="checkbox"/> NO ARMADO	14 <input type="checkbox"/> ESCOPETA	TIPO DE DETENCION: V <input type="checkbox"/> EN EL ACTO C <input type="checkbox"/> CITADO L <input type="checkbox"/> LLEVADO BAJO CUSTODIA			DISPOSICION DE DETENIDO MENOR DE 18 AÑOS: M <input type="checkbox"/> TRAMITADO DENTRO DEL DEPARTAMENTO R <input type="checkbox"/> RECOMENDADO A OTRA AUTORIDAD				
11 <input type="checkbox"/> ARMA DE FUEGO (Tipo no identificado)	15 <input type="checkbox"/> OTRA ARMA DE FUEGO	FECHA DE DETENCION:			CODIGO DE DELITO DE DETENCION UCR:				
12 <input type="checkbox"/> PISTOLA	16 <input type="checkbox"/> INSTRUMENTO DE CORTE LETAL	ESTATURA:			PESO:				
13 <input type="checkbox"/> RIFLE	17 <input type="checkbox"/> MANOPLA (Otro objeto contundente)	OJOS:			CABELLO:				

ESTATURA:		PESO:		OJOS:		CABELLO:		NUM. DE DETENCION:		FECHA DE DETENCION:		CODIGO DE DELITO DE DETENCION UCR:			
NOMBRE: (Apellidos, nombre, segundo nombre)				DIRECCION: (Calle, ciudad, estado, código postal)				TELEFONO RESIDENCIAL:				TELEFONO DE TRABAJO:			
1.															
2.															

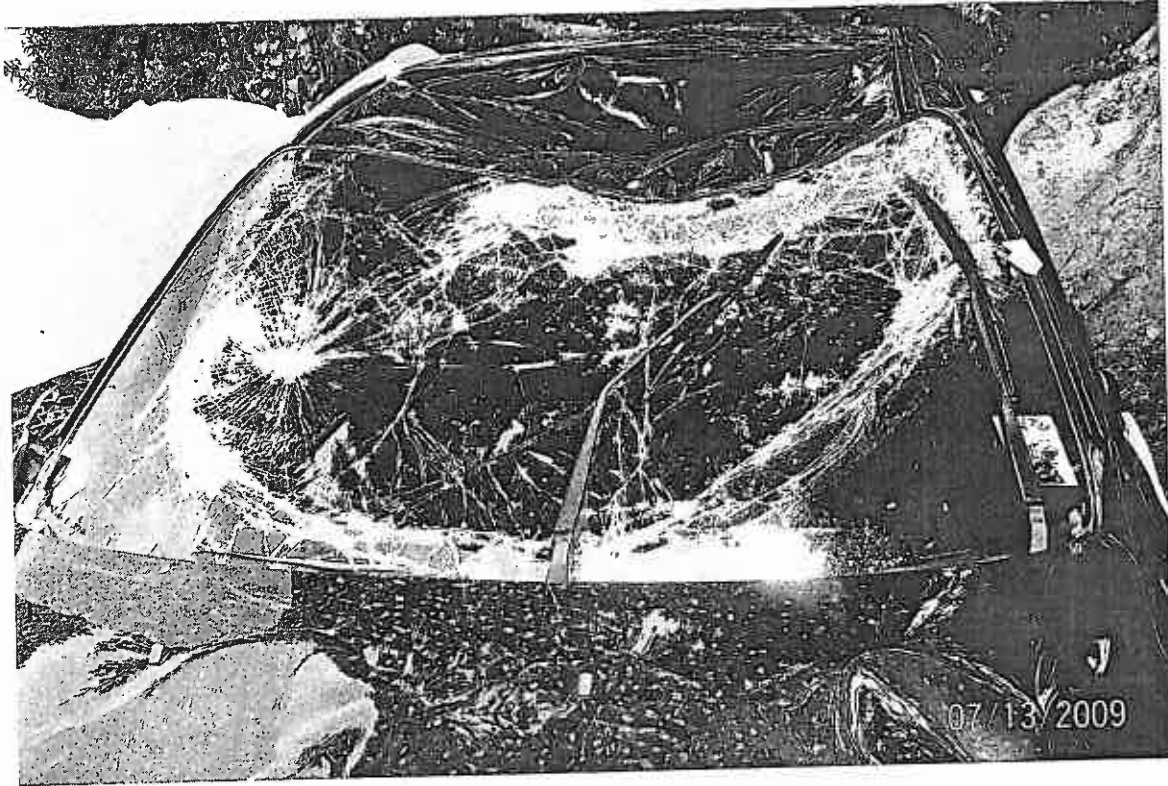
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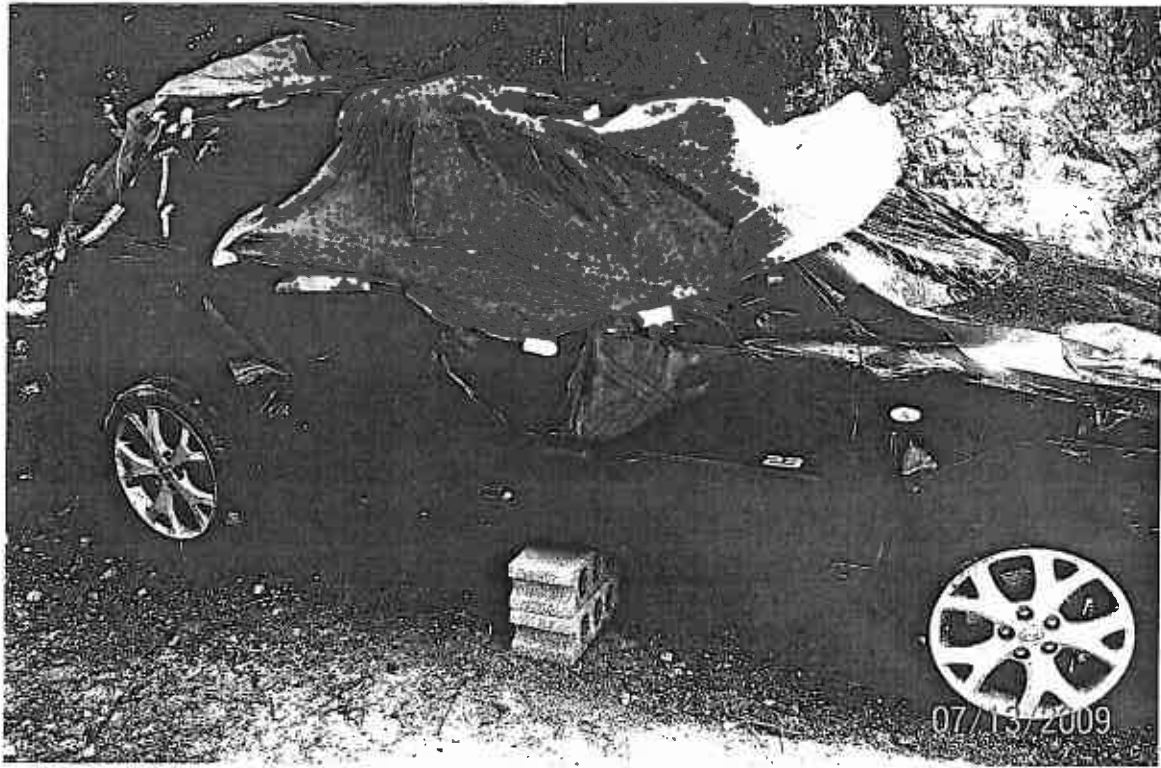
DENUNCIANTE:		FECHA:	
PREPARADO POR: <i>Juan Carlos Padilla</i>		FECHA: 07-07-2009	
SUPERVISOR: <i>Agte. José D. Colon, Mercado</i>		FECHA: 08/07/2009	
PLACA: 211833		PLACA: 2-22840	

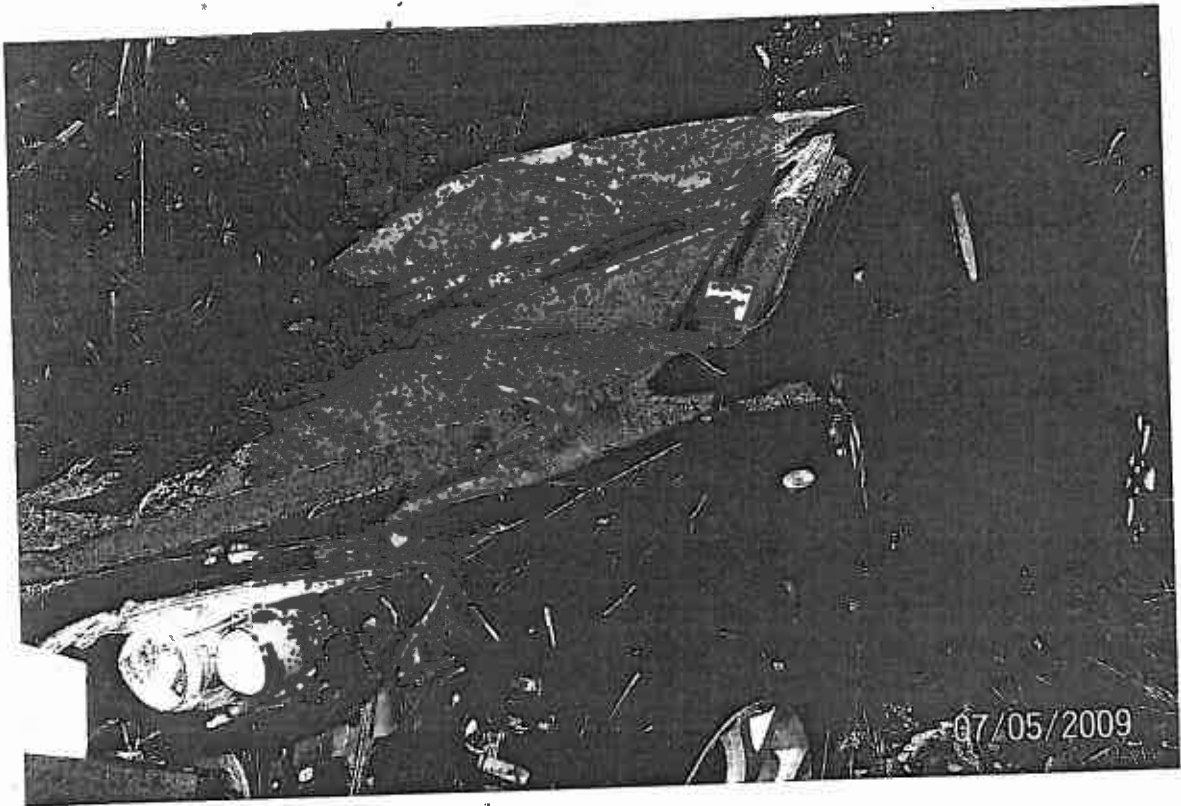












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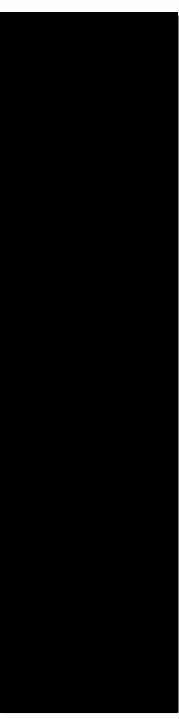


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CERTIFIED MAIL<sup>®</sup>



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*San Juan P.R.*

**8-14**

*Plaza Motors  
Mazda de Puerto Rico  
Sra. Gloria Fuentes  
P.O. Box 362722  
San Juan P.R. 00936-2722*

**RECEIVED**  
AUG 17 2009  
BY: *[Signature]*

POSTNET barcode and tracking information.

WRDVRI DISPLAY PLAZA MOTORS CORPORATION 8/18/09  
DELMA DSP Claim By Vin & R/Date 8:35:50

Co Branch Div Vin Reg. Date.: 8/09/2008 PMC Reg.:  
1 PMC MZD BK14398 [REDACTED] B/L Date.: 4/17/2008 F/W Date: 10/16/2009  
Owner Name: [REDACTED]  
Model Code: MZD3 S A 08  
Messages :  
Comments:

Type options, press Enter.  
M=Change Mileage P=Part File

F3=Exit F6=Recall Search  
No data to display.

ORIGINAL FILED

DEC 17 2009

LOS ANGELES  
SUPERIOR COURT  
NORTHEAST DISTRICT

1 Jennifer Basola, Esq. – State Bar # 231538  
2 Darin Shaw, Esq. – State Bar # 251037  
3 Krohn & Moss, Ltd.  
4 10474 Santa Monica Blvd., Suite 401  
5 Los Angeles, CA 90025  
6 Telephone (323) 988-2400  
7 Attorneys for Plaintiff, VALERIE CARDENAS AND JOEL LORAINA

8 SUPERIOR COURT OF THE STATE OF CALIFORNIA  
9 COUNTY OF LOS ANGELES  
10 UNLIMITED JURISDICTION

11 VALERIE CARDENAS AND JOEL ) Case No.: GC044312  
12 LORAINA )  
13 Plaintiff, ) COMPLAINT  
14 vs. )  
15 MAZDA MOTOR OF AMERICA, INC. )  
16 Defendant. )

17 COMPLAINT

18 NOW COMES the Plaintiff, VALERIE CARDENAS AND JOEL LORAINA, by and  
19 through Plaintiff's attorneys, KROHN & MOSS, LTD., and for Plaintiff's Complaint against  
20 Manufacturer, MAZDA MOTOR OF AMERICA, INC., alleges and affirmatively states as  
21 follows:

22 PARTIES

23 1. Plaintiff, VALERIE CARDENAS AND JOEL LORAINA ("Plaintiff"), is an  
24 individual who purchased subject vehicle in the State of California.



1 a. Defective engine as evidenced by the replacement of the power control  
2 module, and the purge solenoid valve;

3 b. Defective steering as evidenced by the power steering is inoperative and  
4 the light is on, the power steering module stays on and runs the battery dead by  
5 morning and the vehicle has to be jumped started, the replacement of the steering  
6 gear, and the vehicle is very hard to steer; and

7 c. Any additional complaints made by our client, whether or not they are  
8 contained in your company's records or on any repair orders.

9 9. Plaintiff provided Manufacturer through Seller and/or other authorized dealers of  
10 Manufacturer sufficient opportunities to repair the MAZDA3.

11 10. Manufacturer, through its authorized dealers was unable and/or failed to repair the  
12 MAZDA3 within a reasonable number of attempts.

13 11. Plaintiff justifiably lost confidence in the MAZDA3's reliability and said defects  
14 have substantially impaired the value of the MAZDA3 to Plaintiff.

15 12. Said defects could have not been discovered by Plaintiff prior to Plaintiff's  
16 acceptance of the MAZDA3.

17 13. As a result of said defects, Plaintiff revoked acceptance of the MAZDA3 in  
18 writing on October 1, 2009 (A copy of said letter is attached hereto and marked as Exhibit "A").

19 14. At the time of revocation, the MAZDA3 was in substantially the same condition  
20 as at delivery except for damage caused by its own defects and ordinary wear and tear.

21 15. Manufacturer refused Plaintiff's demand for revocation and has refused to provide  
22 Plaintiff with the remedies Plaintiff is entitled upon revocation.

23 16. The MAZDA3 remains in a defective and unmerchantable condition, and  
24 continues to exhibit the above mentioned defects that substantially impair its use, value and/or  
25 safety.

17. Plaintiff has and will continue to be financially damaged due to Manufacturer's  
failure to comply with the provisions of its express and implied warranties.

**COUNT I**  
**BREACH OF WRITTEN WARRANTY**

Page 3

COMPLAINT



1                    PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT  
2    MANUFACTURER

3            18.    Plaintiff realleges and incorporates by reference as fully set forth herein,  
4 paragraphs 1-17 of this Complaint.

5            19.    Plaintiff is a purchaser of a consumer product who received the MAZDA3 during  
6 the duration of a written warranty period applicable to the MAZDA3 and who is entitled by the  
7 terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

8            20.    Manufacturer is a person engaged in the business of making a consumer product  
9 directly available to Plaintiff.

10          21.    Seller is an authorized dealership/agent of Manufacturer designed to perform  
11 repairs on vehicles under Manufacturer's automobile warranties.

12          22.    The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section, 2301 et. Seq.  
13 ("Warranty Act") is applicable to Plaintiff's Complaint in that the MAZDA3 was manufactured,  
14 sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

15          23.    Plaintiff's purchase of the MAZDA3 was accompanied by written factory  
16 warranties for any non-conformities or defects in materials or workmanship, comprising an  
17 undertaking in writing in connection with the purchase of the MAZDA3 to repair the MAZDA3  
18 or take other remedial action free of charge to Plaintiff with respect to the MAZDA3 in the event  
19 that the MAZDA3 failed to meet the specifications set forth in said undertaking.

20          24.    Said warranties were the basis of the bargain of the contract between the Plaintiff  
21 and Manufacturer for the sale of the MAZDA3 to Plaintiff.

22          25.    Said purchase of Plaintiff's MAZDA3 was induced by, and Plaintiff relied upon,  
23 these written warranties.  
24  
25

1 26. Plaintiff has met all of Plaintiff's obligations and preconditions as provided in the  
2 written warranties.

3 27. As a direct and proximate result of Manufacturer's failure to comply with its  
4 express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §  
5 2310(d), Plaintiff is entitled to bring suit for such damages and other equitable relief.

6 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 7 a. Return of all monies paid or in the alternative applicable damages  
8 pursuant to section 2714 of the Commercial Code, and all incidental  
9 and consequential damages incurred;  
10  
11 b. All reasonable attorneys' fees, witness fees and all court costs and  
12 other costs;  
13  
14 c. Such other and further relief that the Court deems just and appropriate.

14 **COUNT II**  
15 **BREACH OF IMPLIED WARRANTY**  
16 **PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT**  
17 **MANUFACTURER**

18 28. Plaintiff realleges and incorporates by reference as through fully set forth herein,  
19 paragraphs 1-17 of this complaint.

20 29. The MAZDA3 purchased by Plaintiff was subject to an implied warranty of  
21 merchantability as defined in 15 U.S.C. § 2301(7) running from the Manufacturer to the intended  
22 consumer, Plaintiff herein.

23 30. Manufacturer is a supplier of consumer goods as a person engaged in the business  
24 of making a consumer product directly available to Plaintiff.

25 31. Manufacturer is prohibited from disclaiming or modifying any implied warranty  
when making a written warranty to the consumer or when Manufacturer has entered into a

1 contract in writing within ninety (90) days of purchase to perform services relating to the  
2 maintenance or repair of a motor vehicle.

3 32. Pursuant to 15 U.S.C. § 2308, Plaintiff's MAZDA3 was impliedly warranted to be  
4 substantially free of defects and non-conformities in both material and workmanship, and  
5 thereby fit for the ordinary purpose for which the MAZDA3 was intended.

6 33. The MAZDA3 was warranted to pass without objection in the trade under the  
7 contract description, and was required to conform to the descriptions of the vehicle contained in  
8 the contracts and labels.

9 34. The above described defects in the MAZDA3 render the MAZDA3 unfit for the  
10 ordinary and essential purpose for which the MAZDA3 was intended.

11 35. As a result of the breaches of implied warranty by Manufacturer, Plaintiff has  
12 suffered and continues to suffer various damages.

13 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 14
- 15 a. Return of all monies paid or in the alternative applicable damages  
16 pursuant to section 2714 of the Commercial Code, and all incidental  
17 and consequential damages incurred;
  - 18 b. All reasonable attorneys' fees, witness fees and all court costs and  
19 other costs;
  - 20 c. Such other and further relief that the Court deems just and appropriate.
- 21

22 **COUNT III**  
**SONG -BEVERLY CONSUMER WARRANTY ACT**

23 36. Plaintiff realleges and incorporates by reference as though fully set forth herein,  
24 paragraphs 1-17 of this Complaint.  
25

1 37. Pursuant to Cal Civ. Code. § 1793.2, Plaintiff has presented the MAZDA3 to  
2 Seller and/or other authorized service dealers of Manufacturer within the term of protection and  
3 has tendered the subject vehicle four times (for the above-mentioned defects that substantially  
4 affect the use, value and safety of the MAZDA3).

5 38. Manufacturer, through Seller and/or other authorized dealerships, have been  
6 unable to repair said defects in a reasonable number of attempts.

7 39. Pursuant to Cal Civ. Code. § 1793.2, Plaintiff is entitled to a refund of the full  
8 purchase price of the vehicle, including all collateral charges and finance charges, and/or a  
9 replacement vehicle, plus all attorney fees and costs.  
10

11 40. Manufacturer has willfully violated the provisions of this act by knowing of its  
12 obligations to refund or replace Plaintiff's vehicle, but failing to fulfill them.

13 WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 14 a. Return of the MAZDA3's purchase price and all incidental and  
15 consequential damages incurred by Plaintiff;  
16 b. Return of all finance charges incurred by Plaintiff for the MAZDA3;  
17 c. All reasonable attorneys' fees, witness fees, court costs and other fees  
18 incurred by Plaintiff; and  
19 d. A civil penalty pursuant to Cal. Civ. Code § 1794 (c).  
20 e. Such other and further relief that this Court deems just and  
21 appropriate.  
22

23 **COUNT IV**  
24 **SONG -BEVERLY CONSUMER WARRANTY ACT**

25 41. Plaintiff realleges and incorporates by reference as though fully set forth herein,  
paragraphs 1-17 of this Complaint.

1           42.    The MAZDA3 purchased by Plaintiff was subject to an implied warranty of  
2 merchantability as defined in Cal. Civ. Code §1790 running from the Manufacturer to the  
3 intended consumer, Plaintiff herein.  
4

5           43.    Manufacturer is a supplier of consumer goods as a person engaged in the business  
6 of making a consumer product directly available to Plaintiff.

7           44.    Manufacturer is prohibited from disclaiming or modifying any implied warranty  
8 under Cal. Civ. Code §1790.

9           45.    Pursuant to Cal. Civ. Code §1790, Plaintiff's MAZDA3 was impliedly warranted  
10 to be fit for the ordinary use for which the MAZDA3 was intended.

11           46.    The MAZDA3 was warranted to pass without objection in the trade under the  
12 contract description, and was required to conform to the descriptions of the vehicle contained in  
13 the contracts and labels.

14           47.    The above described defects in the MAZDA3 caused it to fail to possess even the  
15 most basic degree of fitness for ordinary use.

16           48.    As a result of the breaches of implied warranty by Manufacturer, Plaintiff has  
17 suffered and continues to suffer various damages.  
18

19           WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- 20                   a.    Return of all monies paid or in the alternative applicable damages  
21                            pursuant to section 2714 of the Commercial Code, and all incidental  
22                            and consequential damages incurred;
- 23                   b.    All reasonable attorneys' fees, witness fees and all court costs and  
24                            other costs;
- 25                   c.    Such other and further relief that the Court deems just and appropriate.

1  
2 **PLAINTIFF HEREBY REQUESTS A JURY TRIAL IN THIS MATTER.**

3 Dated this 14th day of December, 2009

4   
5 \_\_\_\_\_  
6 Devin Shaw, Attorney for Plaintiff,  
7 VALERIE CARDENAS AND JOEL  
8 LORAINA  
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**EXHIBIT A**

# Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

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only in:  
California

October 1, 2009

Mazda North American Operations  
ATTN: Legal Department  
PO Box 19734  
Irvine CA 92623-9734

RE: [REDACTED] v. Mazda North American Operations

Vehicle: 2007 Mazda 3  
VIN: JM1BK12G871 [REDACTED]  
Our File No.: L09069525A

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien. There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective engine as evidenced by the replacement of the power control module, and the replacement of the purge solenoid valve;



October 1, 2009

2. Defective steering as evidenced by the power steering is inoperative and the light is on, the power steering module stays on and runs the battery dead by morning and the vehicle has to be jump started, the replacement of the steering gear, and the vehicle is very hard to steer; and,
3. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Darin Shaw  
Attorney at Law

DS/ds

SHORT TITLE [REDACTED] et. al v. Mazda North America, Inc.	CASE NUMBER
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**CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION  
(CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)**

**This form is required pursuant to LASC Local Rule 2.0 in all new civil case filings in the Los Angeles Superior Court.**

Item I. Check the types of hearing and fill in the estimated length of hearing expected for this case:

JURY TRIAL?  YES CLASS ACTION?  YES LIMITED CASE?  YES TIME ESTIMATED FOR TRIAL      \* HOURS/  DAYS.

Item II. Select the correct district and courthouse location (4 steps – If you checked "Limited Case", skip to Item III, Pg. 4):

**Step 1:** After first completing the Civil Case Cover Sheet Form, find the main civil case cover sheet heading for your case in the left margin below, and, to the right in Column A, the Civil Case Cover Sheet case type you selected.

**Step 2:** Check one Superior Court type of action in Column B below which best describes the nature of this case.

**Step 3:** In Column C, circle the reason for the court location choice that applies to the type of action you have checked. For any exception to the court location, see Los Angeles Superior Court Local Rule 2.0.

**Applicable Reasons for Choosing Courthouse Location (see Column C below)**

- |  |  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Class Actions <b>must be filed in the County Courthouse, Central District.</b></li> <li>2. May be filed in <b>Central (Other county, or no Bodily Injury/Property Damage).</b></li> <li>3. Location where <b>cause of action arose.</b></li> <li>4. Location where <b>bodily injury, death or damage occurred.</b></li> <li>5. Location where <b>performance required or defendant resides.</b></li> </ol> | <ol style="list-style-type: none"> <li>6. Location of property or permanently garaged vehicle.</li> <li>7. Location where petitioner resides.</li> <li>8. Location wherein defendant/respondent <b>functions wholly.</b></li> <li>9. Location where one or more of the parties <b>reside.</b></li> <li>10. Location of Labor Commissioner Office.</li> </ol> |
|--|--|

**Step 4:** Fill in the information requested on page 4 in Item III; complete Item IV. Sign the declaration.

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Auto Tort	Auto (22)	<input type="checkbox"/> *A7100 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1., 2., 4.
	Uninsured Motorist (46)	<input type="checkbox"/> *A7110 Personal Injury/Property Damage/Wrongful Death – Uninsured Motorist	1., 2., 4.
Other Personal Injury/Property Damage/Wrongful Death Tort	Asbestos (04)	<input type="checkbox"/> *A6070 Asbestos Property Damage <input type="checkbox"/> *A7221 Asbestos - Personal Injury/Wrongful Death	2. 2.
	Product Liability (24)	<input type="checkbox"/> *A7260 Product Liability (not asbestos or toxic/environmental)	1., 2., 3., 4., 8.
	Medical Malpractice (45)	<input type="checkbox"/> *A7210 Medical Malpractice - Physicians & Surgeons <input type="checkbox"/> *A7240 Other Professional Health Care Malpractice	1., 2., 4. 1., 2., 4.
	Other Personal Injury Property Damage Wrongful Death (23)	<input type="checkbox"/> *A7250 Premises Liability (e.g., slip and fall) <input type="checkbox"/> *A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.) <input type="checkbox"/> *A7270 Intentional Infliction of Emotional Distress <input type="checkbox"/> *A7220 Other Personal Injury/Property Damage/Wrongful Death	1., 2., 4. 1., 2., 4. 1., 2., 3. 1., 2., 4.
Non-Personal Injury/Property Damage/Wrongful Death Tort	Business Tort (07)	<input type="checkbox"/> *A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1., 2., 3.
	Civil Rights (08)	<input type="checkbox"/> *A6005 Civil Rights/Discrimination	1., 2., 3.
	Defamation (13)	<input type="checkbox"/> *A6010 Defamation (slander/libel)	1., 2., 3.
	Fraud (16)	<input type="checkbox"/> *A6013 Fraud (no contract)	1., 2., 3.
	Intellectual Property (19)	<input type="checkbox"/> *A6016 Intellectual Property	2., 3.

Non-Personal Injury/Property Damage/  
Wrongful Death Tort (Cont'd.)

Employment

Contract

Real Property

Judicial Review Unlawful Detainer

SHORT TITLE: [REDACTED] et. al v. Mazda North America, Inc.	CASE NUMBER
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A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons -See Step 3 Above
Professional Negligence (25)	<ul style="list-style-type: none"> <li>• *A6017 Legal Malpractice</li> <li>• *A6050 Other Professional Malpractice (not medical or legal)</li> </ul>	1., 2., 3. 1., 2., 3.
Other (35)	<ul style="list-style-type: none"> <li>• *A6025 Other Non-Personal Injury/Property Damage tort</li> </ul>	2., 3.
Wrongful Termination (36)	<ul style="list-style-type: none"> <li>• *A6037 Wrongful Termination</li> </ul>	1., 2., 3.
Other Employment (15)	<ul style="list-style-type: none"> <li>• *A6024 Other Employment Complaint Case</li> <li>• *A6109 Labor Commissioner Appeals</li> </ul>	1., 2., 3. 10.
Breach of Contract/ Warranty (06) (not insurance)	<ul style="list-style-type: none"> <li>• *A6004 Breach of Rental/Lease Contract (not Unlawful Detainer or wrongful eviction)</li> <li>• *A6008 Contract/Warranty Breach -Seller Plaintiff (no fraud/negligence)</li> <li>• *A6019 Negligent Breach of Contract/Warranty (no fraud)</li> <li>✓ *A6028 Other Breach of Contract/Warranty (not fraud or negligence)</li> </ul>	2., 5. 2., 5. 1., 2., 5. 1., 2. (5)
Collections (09)	<ul style="list-style-type: none"> <li>• *A6002 Collections Case-Seller Plaintiff</li> <li>• *A6012 Other Promissory Note/Collections Case</li> </ul>	2., 5., 6. 2., 5.
Insurance Coverage (18)	<ul style="list-style-type: none"> <li>• *A6015 Insurance Coverage (not complex)</li> </ul>	1., 2., 5., 8.
Other Contract (37)	<ul style="list-style-type: none"> <li>• *A6009 Contractual Fraud</li> <li>• *A6031 Tortious Interference</li> <li>• *A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)</li> </ul>	1., 2., 3., 5. 1., 2., 3., 5. 1., 2., 3., 8.
Eminent Domain/Inverse Condemnation (14)	<ul style="list-style-type: none"> <li>• *A7300 Eminent Domain/Condemnation      Number of parcels _____</li> </ul>	2.
Wrongful Eviction (33)	<ul style="list-style-type: none"> <li>• *A6023 Wrongful Eviction Case</li> </ul>	2., 6.
Other Real Property (26)	<ul style="list-style-type: none"> <li>• *A6018 Mortgage Foreclosure</li> <li>• *A6032 Quiet Title</li> <li>• *A6060 Other Real Property(not eminent domain, landlord/tenant, foreclosure)</li> </ul>	2., 6. 2., 6. 2., 6.
Unlawful Detainer- Commercial (31)	<ul style="list-style-type: none"> <li>• *A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)</li> </ul>	2., 6.
Unlawful Detainer- Residential (32)	<ul style="list-style-type: none"> <li>• *A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)</li> </ul>	2., 6.
Unlawful Detainer- Drugs (38)	<ul style="list-style-type: none"> <li>• *A6022 Unlawful Detainer-Drugs</li> </ul>	2., 6.
Asset Forfeiture (05)	<ul style="list-style-type: none"> <li>• *A6108 Asset Forfeiture Case</li> </ul>	2., 6.
Petition re Arbitration (11)	<ul style="list-style-type: none"> <li>• *A6115 Petition to Compel/Confirm/Vacate Arbitration</li> </ul>	2., 5.

SHORT TITLE: [REDACTED] et. al v. Mazda North America, Inc.	CASE NUMBER
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Judicial Review (Cont'd.)	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
	Writ of Mandate (02)	<ul style="list-style-type: none"> <li>• *A6151 Writ - Administrative Mandamus</li> <li>• *A6152 Writ - Mandamus on Limited Court Case Matter</li> <li>• *A6153 Writ - Other Limited Court Case Review</li> </ul>	2., 8. 2. 2.
	Other Judicial Review (39)	<ul style="list-style-type: none"> <li>• *A6150 Other Writ /Judicial Review</li> </ul>	2., 8.
Provisionally Complex Litigation	Antitrust/Trade Regulation (03)	<ul style="list-style-type: none"> <li>• *A6003 Antitrust/Trade Regulation</li> </ul>	1., 2., 8.
	Construction Defect (10)	<ul style="list-style-type: none"> <li>• *A6007 Construction defect</li> </ul>	1., 2., 3.
	Claims Involving Mass Tort (40)	<ul style="list-style-type: none"> <li>• *A6006 Claims Involving Mass Tort</li> </ul>	1., 2., 8.
	Securities Litigation (28)	<ul style="list-style-type: none"> <li>• *A6035 Securities Litigation Case</li> </ul>	1., 2., 8.
	Toxic Tort Environmental (30)	<ul style="list-style-type: none"> <li>• *A6036 Toxic Tort/Environmental</li> </ul>	1., 2., 3., 8.
	Insurance Coverage Claims from Complex Case (41)	<ul style="list-style-type: none"> <li>• *A6014 Insurance Coverage/Subrogation (complex case only)</li> </ul>	1., 2., 5., 8.
Enforcement of Judgment	Enforcement of Judgment (20)	<ul style="list-style-type: none"> <li>• *A6141 Sister State Judgment</li> <li>• *A6160 Abstract of Judgment</li> <li>• *A6107 Confession of Judgment (non-domestic relations)</li> <li>• *A6140 Administrative Agency Award (not unpaid taxes)</li> <li>• *A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax</li> <li>• *A6112 Other Enforcement of Judgment Case</li> </ul>	2., 9. 2., 6. 2., 9. 2., 8. 2., 8. 2., 8., 9.
	RICO (27)	<ul style="list-style-type: none"> <li>• *A6033 Racketeering (RICO) Case</li> </ul>	1., 2., 8.
Miscellaneous Civil Complaints	Other Complaints (Not Specified Above) (42)	<ul style="list-style-type: none"> <li>• *A6030 Declaratory Relief Only</li> <li>• *A6040 Injunctive Relief Only (not domestic/harassment)</li> <li>• *A6011 Other Commercial Complaint Case (non-tort/non-complex)</li> <li>• *A6000 Other Civil Complaint (non-tort/non-complex)</li> </ul>	1., 2., 8. 2., 8. 1., 2., 8. 1., 2., 8.
	Partnership Corporation Governance(21)	<ul style="list-style-type: none"> <li>• *A6113 Partnership and Corporate Governance Case</li> </ul>	2., 8.
Miscellaneous Civil Petitions	Other Petitions (Not Specified Above) (43)	<ul style="list-style-type: none"> <li>• *A6121 Civil Harassment</li> <li>• *A6123 Workplace Harassment</li> <li>• *A6124 Elder/Dependent Adult Abuse Case</li> <li>• *A6190 Election Contest</li> <li>• *A6110 Petition for Change of Name</li> <li>• *A6170 Petition for Relief from Late Claim Law</li> <li>• *A6100 Other Civil Petition</li> </ul>	2., 3., 9. 2., 3., 9. 2., 3., 9. 2. 2., 7. 2., 3., 4., 8. 2., 9.

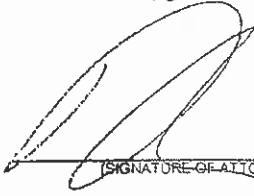
SHORT TITLE: [REDACTED] et. al v. Mazda North America, Inc.	CASE NUMBER
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Item III. Statement of Location: Enter the address of the accident, party's residence or place of business, performance, or other circumstance indicated in Item II., Step 3 on Page 1, as the proper reason for filing in the court location you selected.

REASON: CHECK THE NUMBER UNDER COLUMN C WHICH APPLIES IN THIS CASE  * 1.* 2.* 3.* 4.* <input checked="" type="checkbox"/> 5.* 6.* 7.* 8.* 9.* 10.		ADDRESS: 1305 South Mountain ave
CITY: Monrovia	STATE: CA	ZIP CODE: 91016

Item IV. Declaration of Assignment. I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that the above-entitled matter is properly filed for assignment to the Pasadena courthouse in the Northeast District of the Los Angeles Superior Court (Code Civ. Proc., § 392 et seq., and LASC Local Rule 2.0, subs. (b), (c) and (d)).

Dated: December 14, 2009

  
 (SIGNATURE OF ATTORNEY/FILING PARTY)

**PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:**

1. Original Complaint or Petition.
2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
3. Civil Case Cover Sheet form JC 982.2(b)(1).
4. Complete Addendum to Civil Case Cover Sheet form CIV 109 \_\_\_\_\_ (eff. Date).
5. Payment in full of the filing fee, unless fees have been waived.
6. Signed order appointing the Guardian ad Litem, JC form 982(a)(27), if the plaintiff or petitioner is a minor under 18 years of age, or if required by Court.
7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

PE10-021

MAZDA

8-2-2010

Appendix 05

Appendix5

**Number of Warranty claims**

Problem Code / Description	Mazda3	Mazda5	Total
61; (MIL) DOES NOT SWITCH ON/NO INDICATION/INOP	284	92	376
62; (MIL) DOES NOT SWITCH OFF/INDICATOR STAYS ON	285	106	391
64; (MIL) IMPROPER OPERATION	438	166	604
6X; MIL ILLUMINATED/FLASHED	131	43	174
72; HARD TO OPERATE	545	177	722
74; POOR MANEUVERABILITY/OPERATION	5589	1773	7362
99; SPECIAL CODE	77	15	92
Total	7349	2372	9721

**Condition of Warranty Data Extraction:**

Causal base part number	32600; 3268Z - Power steering pump Or 3247Y; 32410; 3241Y – Pipe, Power steering
Problem Condition	61; (MIL) DOES NOT SWITCH ON/NO INDICATION/INOP 62; (MIL) DOES NOT SWITCH OFF/INDICATOR STAYS ON 64; (MIL) IMPROPER OPERATION 6X; MIL ILLUMINATION 72; HARD TO OPERATE 74; POOR MANEUVERABILITY/OPERATION 99; SPECIAL CODE (for TSB)

PE10-021

MAZDA

8-2-2010

Appendix 07





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<b>Subject:</b> <b>HEAVY STEERING EFFORT WITH POWER STEERING MALFUNCTION INDICATOR LAMP ON AND DTC C1099</b>	<b>Bulletin No:</b> 06-001/10
	<b>Last Issued:</b> 04/09/2010

## BULLETIN NOTE

- This bulletin supersedes the previous bulletin 06-002/09 issued on 07/02/09 and 07/10/09. The REPAIR PROCEDURE, PARTS INFORMATION, and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2007-2009 Mazda3 vehicles (NOT including Mazdaspeed3) with VINs below (produced between April 1, 2007 and November 4, 2008)

- 2007 JM1BK\*\*\*\*\* 742201 - 774382
- All 2008
- 2009 JM1BK\*\*\*\*\* 187372 - 251982

2007-2009 Mazda5 vehicles with VINS JM1CR\*\*\*\*\* 155672 - 349055 (produced between produced between April 1, 2007 and November 4, 2008)

## DESCRIPTION

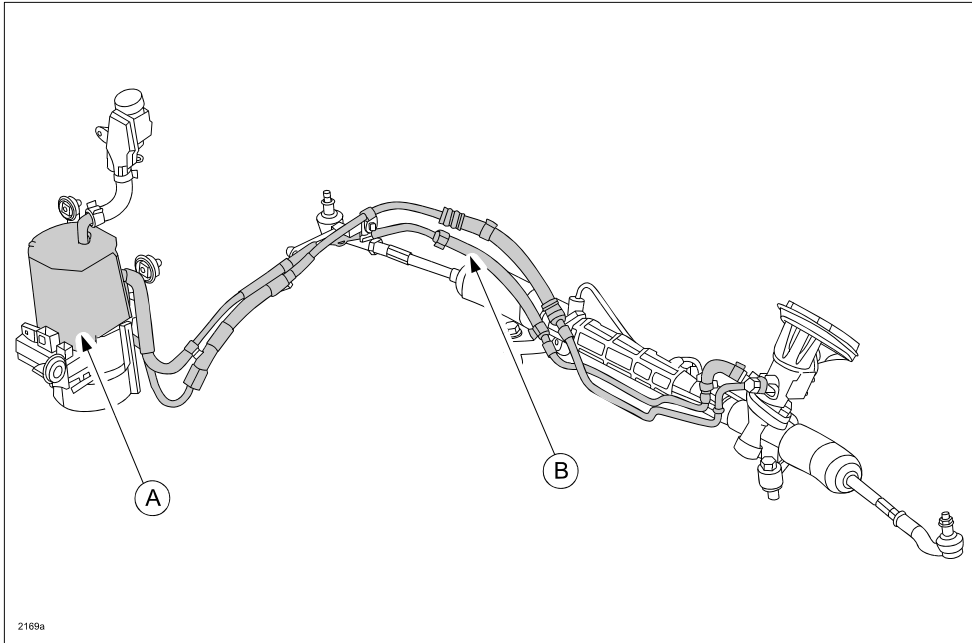
Some customers may feel that the steering effort is hard or heavy with power steering malfunction indicator lamp illumination and DTC C1099 [ELECTRO HYDRAULIC POWER ASSIST STEERING (EHPAS)] stored in memory. This problem is caused by contamination of the system from such things as corrosion getting inside the power steering line, sticking in the power steering pump, and lowering the revolution speed. The system then goes into a fail safe function.

Customers having this concern should have their vehicle repaired using the following repair procedure.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

## REPAIR PROCEDURE OUTLINE

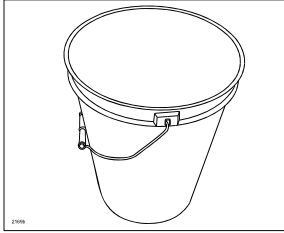
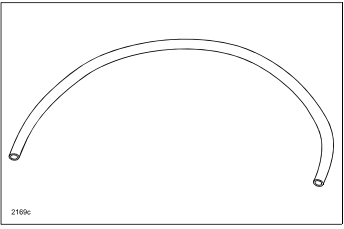
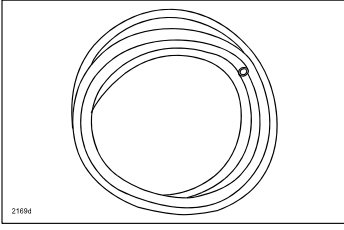
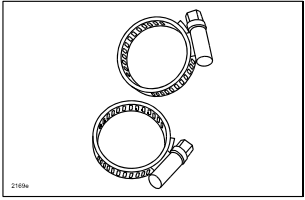
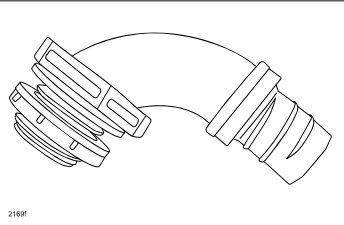
1. Verify customer concern.
2. Clean the steering gear box by flushing all fluid lines with 10 quarts of fluid.
3. Remove the electric power steering oil pump assembly (A) and **No.1 pipe** (B).



4. Replace the power steering oil pump unit (shaded part of A) on the pump assembly with oil pump kit.
5. Install the repaired power steering oil pump assembly and new **No.1 pipe**.
6. Fill the pump reservoir with ATF MIII and remove air from the line.

## REQUIRED PARTS

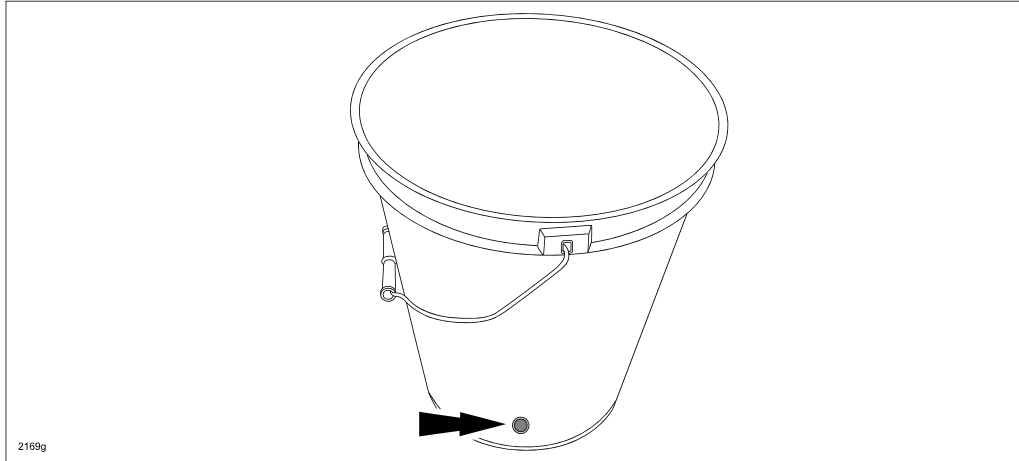
Although there are no special tools required for the flushing procedure, some locally sourced parts and fabrication are necessary. These parts are commonly found at large home improvement centers or hardware stores.

1	<p>(2) Clean plastic buckets (with lid if possible) capable of holding at least 10 fluid quarts (a common 5 gallon bucket works well) or (1) bucket and container to drain 10 fluid quarts of waste oil into.</p> <p><b>NOTE:</b> To prevent contamination of the power steering system, verify the bucket is clean inside before every use.</p>	 <small>2169b</small>
2	<p>(1) piece of clear vinyl tubing 31 inches in length, 3/4" OD, 5/8" ID (suction hose).</p> <p><b>NOTE:</b> To prevent contamination of the power steering system, verify the hose is clean inside before every use.</p>	 <small>2169c</small>
3	<p>(1) piece of clear vinyl tubing 8 feet in length, 5/8" OD, 1/2" ID (drain hose).</p> <p><b>NOTE:</b> To prevent contamination of the power steering system, verify the hose is clean inside before every use.</p>	 <small>2169d</small>
4	<p>(2) Hose clamps (5/16"-7/8" range)</p>	 <small>2169e</small>
5	<p>(1) Fluid fitting with one end having a 1/2" fitting for a hose attachment and the other end threaded with a backing nut and sealing washer. [Example: A Carlon brand "ENVIROFLEX" 1/2" water tight electrical conduit connector (Model # LN20DA-CTN)]</p> <p><b>NOTE:</b> To prevent contamination of the power steering system, verify the connector is clean inside before every use.</p>	 <small>2169f</small>

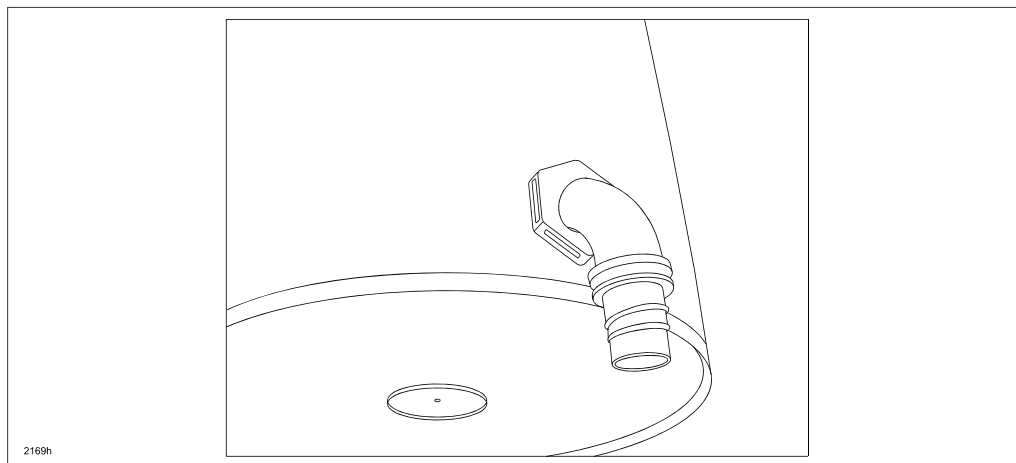
## FLUSHING PARTS PREPARATION (required one time)

1. Drill a hole for the appropriate sized fluid fitting through the side of the bucket within a 1/2" of the bottom, then clean the shavings out of the bucket.

**NOTE:** If using the "CARLON ENVIROFLEX" 1/2" fluid fitting drill a 3/4" diameter hole.



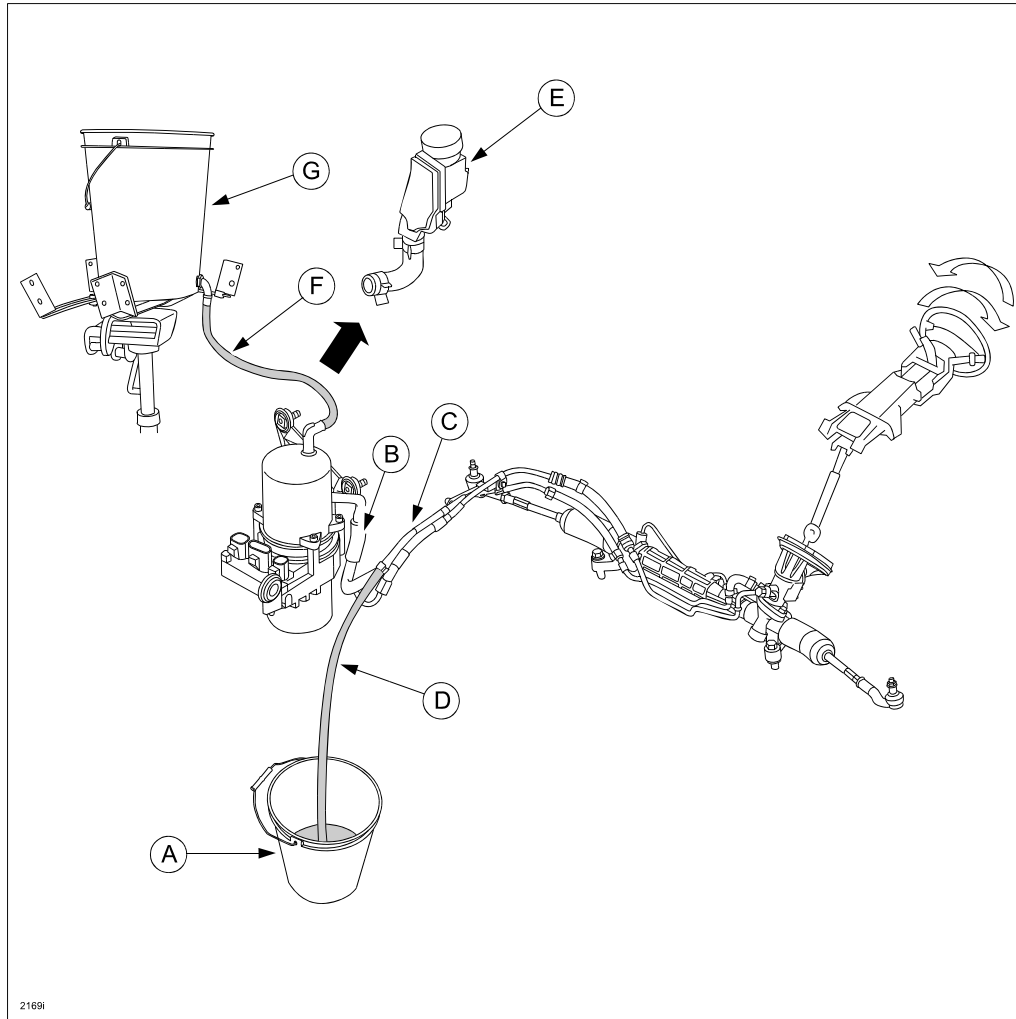
2. Insert fluid fitting into bucket as shown.



**CAUTION:** Extreme care must be taken to avoid contamination of the ATF and the bucket since just a fraction of contamination (about 40-50 micron) might damage the pump. Take proper care when storing or using the ATF and the bucket by placing a lid or cover on them.

## FLUSHING PROCEDURE

1. Raise the car on a hoist and remove the right front wheel.
2. Remove the undercover and right side splash shield.
3. Set the waste bucket or container (A) near the power steering pump.



4. Remove the return hose (B) from the return pipe (C) and connect a drain hose (D) to the return pipe with a hose clamp, then plug or clamp the return hose.
5. Lower the vehicle (It is not necessary to set the tires on the floor).
6. Remove the reservoir and hose (E) from the pump and connect the suction hose (F) from the bucket (G) to the top of the pump unit.

**NOTE:** Secure the suction hose with hose clamps to avoid it from disconnecting.

7. Fill the bucket with 10 quarts of new fluid and place above the power steering pump.

**Power steering fluid specification: ATF M-III or equivalent**

**NOTE:** The power steering fluid is going to be gravity fed, so place the bucket above the pump. Suggest placing it on a transmission jack.

8. Start the engine and turn the steering wheel back and forth to move the fluid through the gear box and the pipe assemblies. Stop the engine as soon as all 10 quarts of fluid has been used up, which can be seen through the clear vinyl suction hose.

**NOTE:** The pump will draw 10 quarts of fluid in about 2 minutes. Within 2 minutes, turn the steering lock to lock at least 6 times, or until the fluid is gone from the bucket. A continuous flow of 10 quarts of fluid is required for best results.

**CAUTION:** DO NOT turn the steering wheel if the fluid is gone from the bucket - no fluid is shown in the suction hose. Otherwise, the steering gear and linkage could be damaged.

9. Recycle the waste oil according to local regulations.

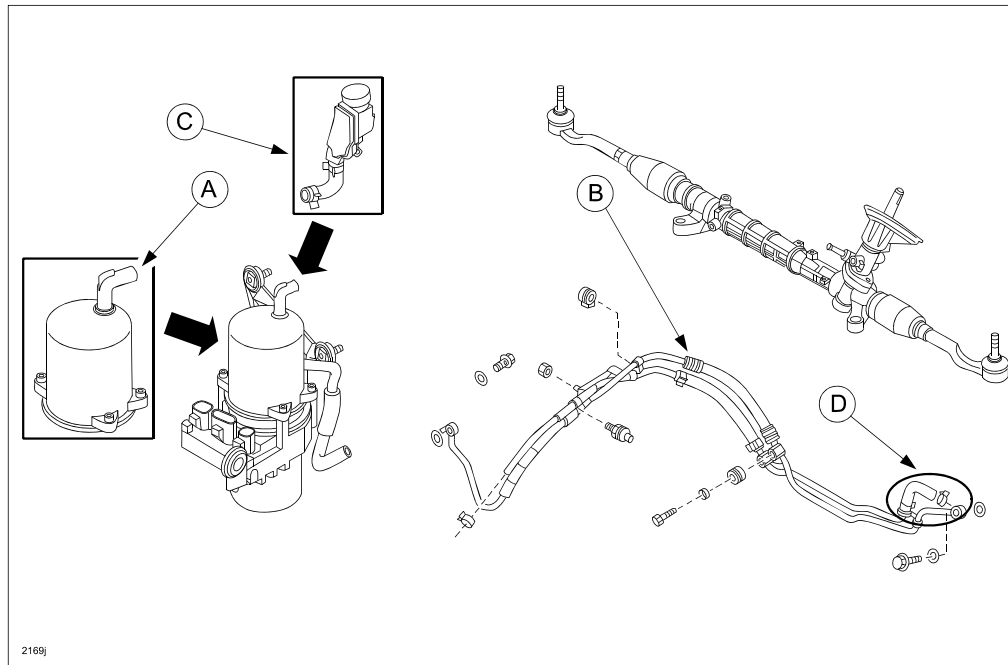
## PUMP AND PIPE REPLACEMENT PROCEDURE

1. Remove the electric power steering oil pump assembly and **No.1 pipe**. Refer to MS3 online instructions or the Workshop Manual section 06-14.

**NOTE:** The Workshop Manual procedure may have you remove the front bumper and washer tank, but it is NOT necessary.

Outline of this procedure: Replace the pump unit (A) of the electric power steering oil pump assembly and **No.1 pipe** (B), reusing the original reservoir (C) and return hose with clamp (D).

**NOTE:** If a new return hose comes with the pipe assembly, use the new return hose.

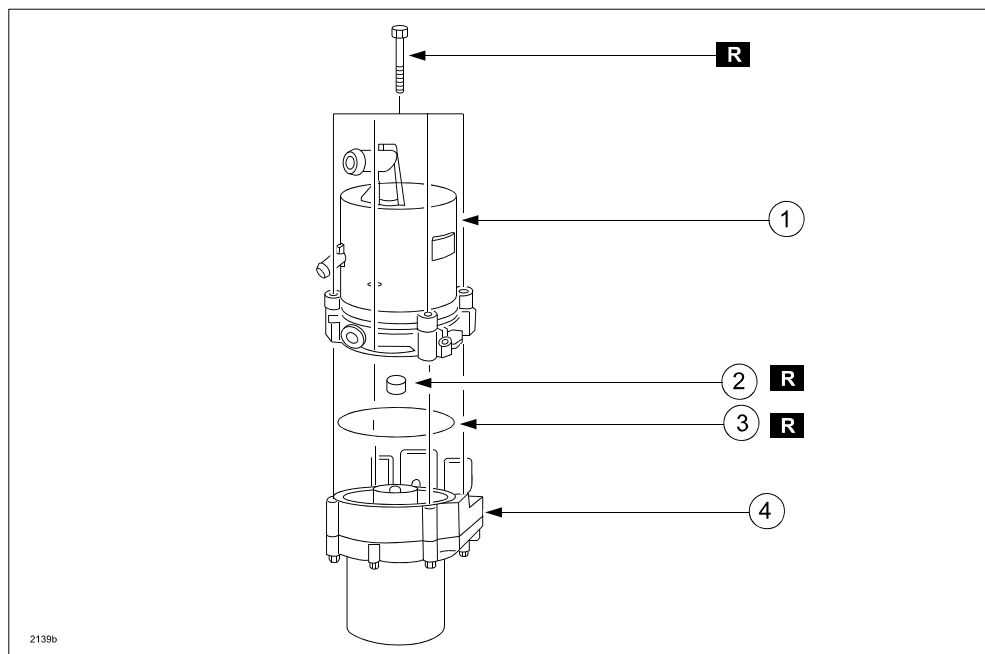


### NOTE:

- It is not necessary to perform "Programmable Module Installation (PMI)" when using the Oil Pump Service Kit because the control module is not being replaced.
- Steps 2-4 are for replacement of the oil pump of the electric power steering oil pump assembly. Before performing the steps, inspect the EHPAS control module and motor visually, and replace the electric power steering oil pump assembly if a malfunction or damage is found.

**CAUTION:**

- The internal parts of the EHPAS control module and motor could be damaged if they receive an impact. Be careful when handling the EHPAS control module and motor to prevent it from impacting anything. Replace the electric power steering oil pump assembly if it has received an impact.
  - If fluid or foreign matter enter the motor, it could damage the motor. Be careful to not allow fluid or foreign matter to enter the motor. Even if a small amount of fluid or foreign material has entered the motor, replace the electric power steering oil pump assembly.
  - Do not use a vise to secure parts as the EHPAS control module or the motor could be damaged.
2. Drain the power steering fluid. After draining the power steering fluid, wipe off any fluid remaining around the port area of the power steering oil pump using a clean rag.
  3. Disassemble in the order indicated in the figure.

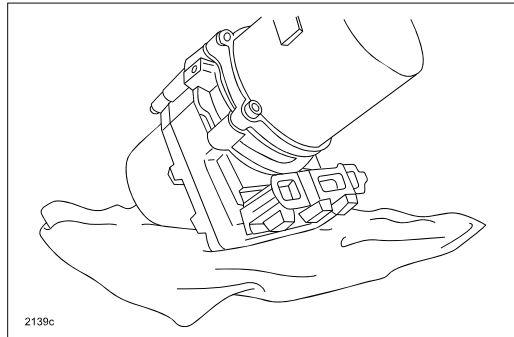


1	Power steering oil pump (See Power Steering Oil Pump Disassembly Note.) (See Bushing, Power Steering Oil Pump Assembly Note.)
2	Bushing (See Bushing, Power Steering Oil Pump Assembly Note.)
3	O-ring (See O-ring Disassembly Note.) (See O-ring Assembly Note.)
4	EHPAS Control Module and Motor

4. Assemble in the reverse order of disassembly.  
**POWER STEERING OIL PUMP DISASSEMBLY NOTE**  
a. Remove the power steering oil pump installation bolts (4).

**CAUTION:** DO NOT remove / loosen the motor to control unit bolts. Once they are loosened, they cannot be retorqued properly. If the bolts are loosened or removed, replace the motor and control unit.

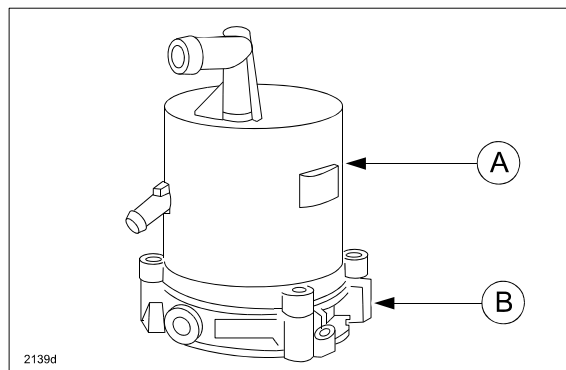
**NOTE:** Remove the control module and securely set on clean rags or a mat so that the EHPAS control module and motor do not get scratched.



- b. Remove the power steering oil pump from the EHPAS control module and motor.

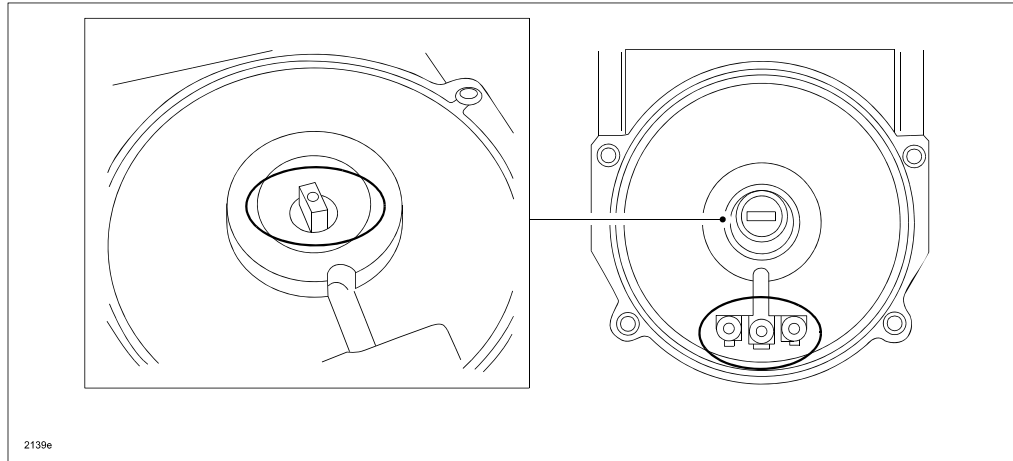
**CAUTION:**

- If the pump (A) and housing (B) become separated when removing the power steering oil pump, the housing could fall and damage the part. When removing, be careful to not allow the pump and housing to become separated.





- Be especially careful that fluid does not get on the area shown in the figure as it could enter the EHPAS control module and motor, and then damage the motor by shorting it out when removing the power steering oil pump.



#### O-RING DISASSEMBLY NOTE

- a. Remove the O-ring.

**CAUTION:** When removing the O-ring, do not use a screwdriver or similar tool as it could damage the O-ring installation area of the motor. If the O-ring installation area is inadvertently damaged, replace the electric power steering oil pump.

- b. Wipe off any fluid from around the oil pump installation surface of the EHPAS control module and motor using a clean cloth.

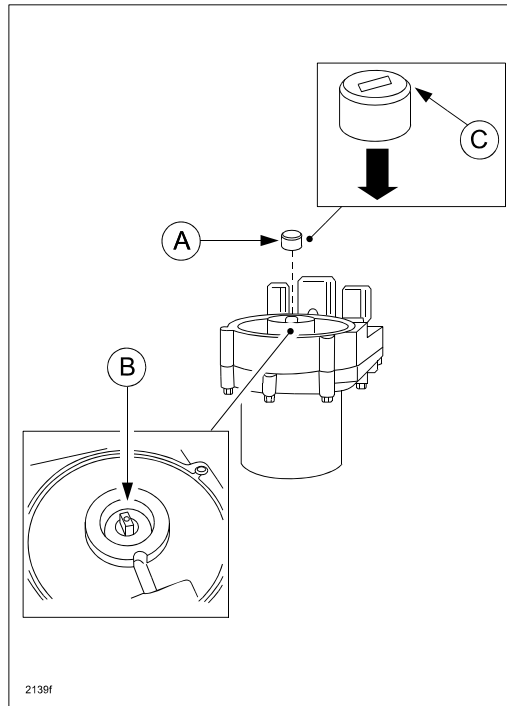
#### O-RING ASSEMBLY NOTE

- a. Verify that no foreign material is adhering to the O-ring installation area and assemble the O-ring.

**CAUTION:** If there is foreign matter adhering to the O-ring installation area, carefully remove it so that the O-ring installation area is not damaged. If the O-ring installation area is inadvertently damaged, replace the electric power steering oil pump assembly.

### BUSHING, POWER STEERING OIL PUMP ASSEMBLY NOTE

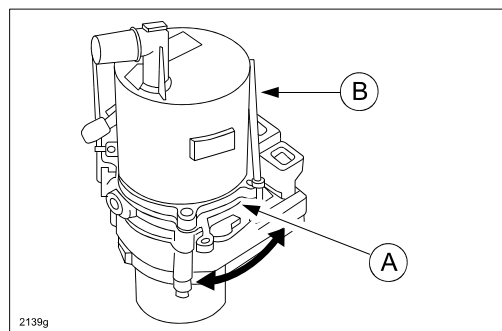
- a. Before assembling the bushing, verify that there is no fluid or foreign matter adhering to the oil pump installation surface of the EHPAS control module and motor. Wipe off any fluid or foreign matter using a clean cloth.
- b. Install the bushing (A) to the EHPAS control module and motor shaft (B) with the chamfer area (C) oriented to the power steering oil pump side



- c. Insert the pump shaft of the power steering oil pump into the bushing and temporarily install the power steering oil pump.

**NOTE:** The new power steering oil pump is secured to the pump and housing with a temporary band. Temporarily install it with the band left on.

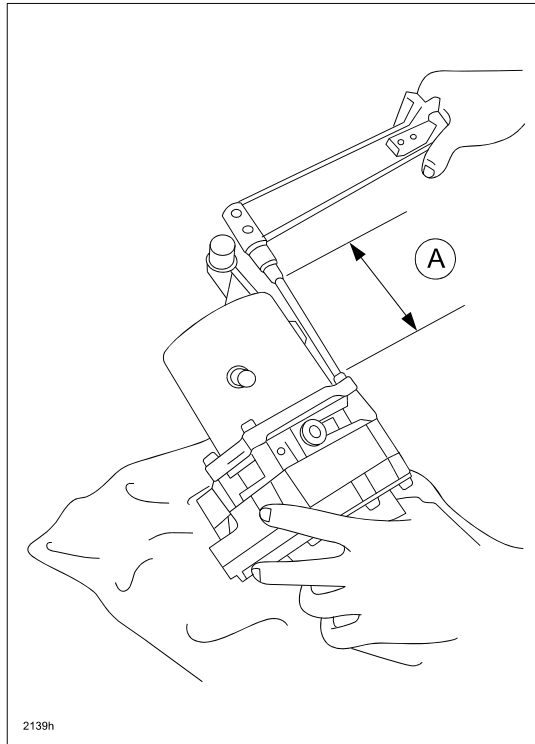
- d. Rotate the pump left and right in the area shown (A) so that the pump shaft securely engages with the bushing on the motor shaft and the temporary band (B) does not contact the motor housing.



- e. Remove the band and tighten the power steering oil pump installation bolts using a hexagonal bit socket with a bit area length of 90 mm (3.5 in.) or more (A).

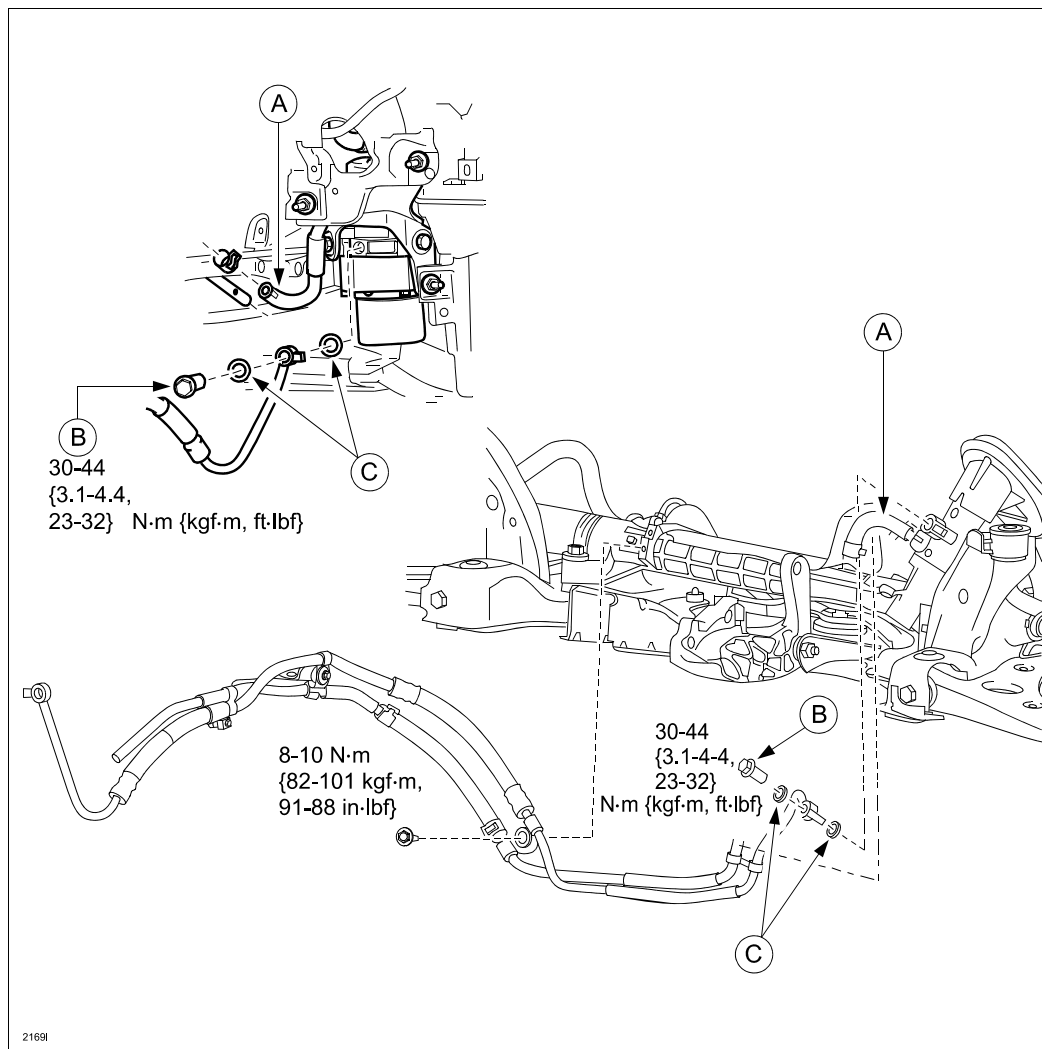
**Tightening torque: 7-10 Nm (72-101 kgfcm, 62-88 in-lbf)**

**NOTE:** Install the control module with it securely set on clean rags or a mat so that the EHPAS control module and motor do not get scratched.



5. Install the electric power steering oil pump assembly by tightening the bolts. Refer to MS3 online instructions or the Workshop Manual section 06-14.

6. Install the new **No.1 pipe**, connecting the return hoses (A) and installing the connecting bolts (B) with gaskets (C). **If damaged, replace the gaskets with new ones.**



7. Refill the reservoir with power steering fluid.  
**Power steering fluid specification: ATF M-III or equivalent**
8. Bleed air from the system. Refer to MS3 online instructions or Workshop Manual section 06-14.  
**NOTE:** It is not necessary to perform "Programmable Module Installation (PMI)" when using the Oil Pump Service Kit because the control module is not being replaced.
9. Verify repair.
10. Install the undercover and the right side splash shield.

## PART(S) INFORMATION

### Required Parts:

Part Number	Description	Qty.	Note
BBM4-32-68Z	Oil Pump Service Kit	1	Kit consists of oil pump (B), bolts (C), joint (D), and O-ring (E).
BP4L-32-410	Pipe, No.1	1	BP4L-32-47YM is no longer available. BP4L-32-410 replaces BP4L-32-47YM, but either pipe can be used for this repair. BP4L-32-410 does not include the return hose or hose clamp; reuse the original return hose and hose clamp.
0000-77-110E-01	ATF M-III	12	Up to 12 Quarts

A: MOTOR AND CONTROL UNIT

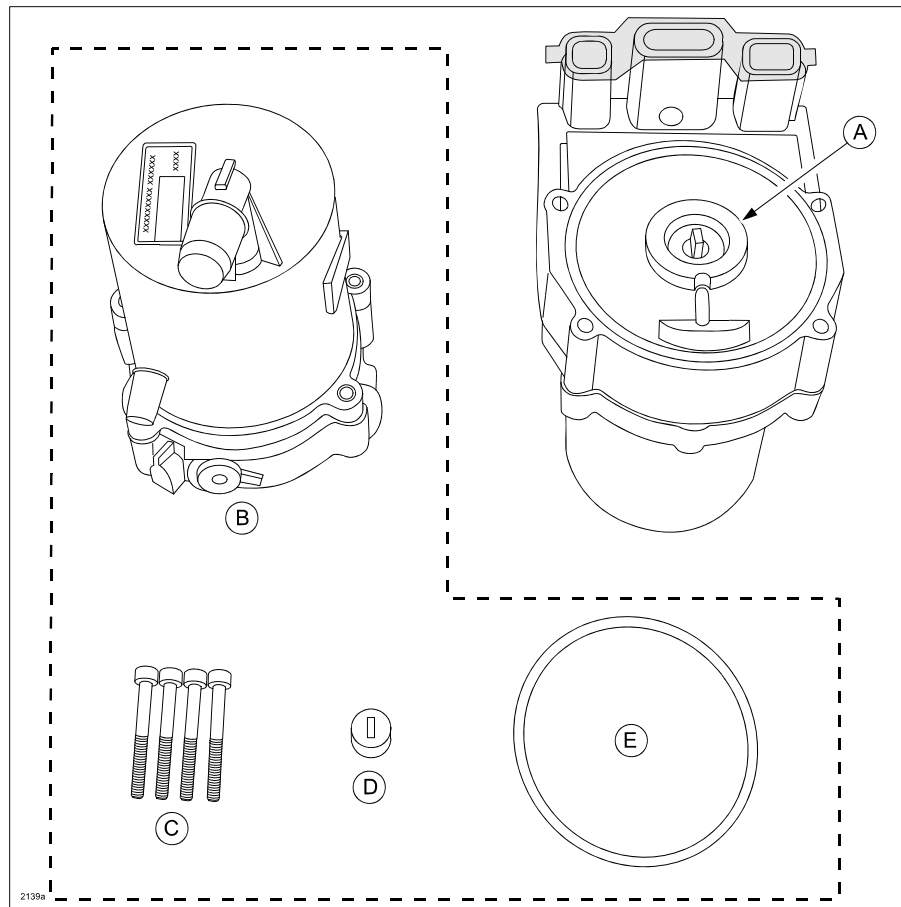
Oil Pump Service Kit consists of:

B: OIL PUMP

C: BOLTS

D: JOINT

E: O-RING



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**Bulletin No:** 06-001/10  
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**Last Issued:** 04/09/2010

**Parts that may need to be replaced if damaged:**

Part Number	Description	Qty.
BP4L-32-684	Return hose	1
9928-61-900P	Hose clamp	1
9956-21-400	Gasket	4

**WARRANTY INFORMATION**

**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	74
Damage Code	92
Part Number Main Cause	BP4L-32-410
Quantity	1
Operation Number / Labor Hours:	XXE30XRX / 1.6 Hrs

<b>Subject:</b> <b>HEAVY STEERING EFFORT WITH POWER STEERING MALFUNCTION INDICATOR LAMP ON AND DTC C1099</b>	<b>Bulletin No:</b> 06-001/10
	<b>Last Issued:</b> 04/30/2010

## BULLETIN NOTE

- This bulletin supersedes the previous bulletins 06-002/09 issued on 07/02/09 and 07/10/09 and 06-001/10 issued on 04/09/10. The REPAIR PROCEDURE and PARTS INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2007-2009 Mazda3 vehicles (NOT including Mazdaspeed3) with VINs below (produced between April 1, 2007 and November 4, 2008)

- 2007 JM1BK\*\*\*\*\* 742201 - 774382
- All 2008
- 2009 JM1BK\*\*\*\*\* 187372 - 251982

2007-2009 Mazda5 vehicles with VINS JM1CR\*\*\*\*\* 155672 - 349055 (produced between produced between April 1, 2007 and November 4, 2008)

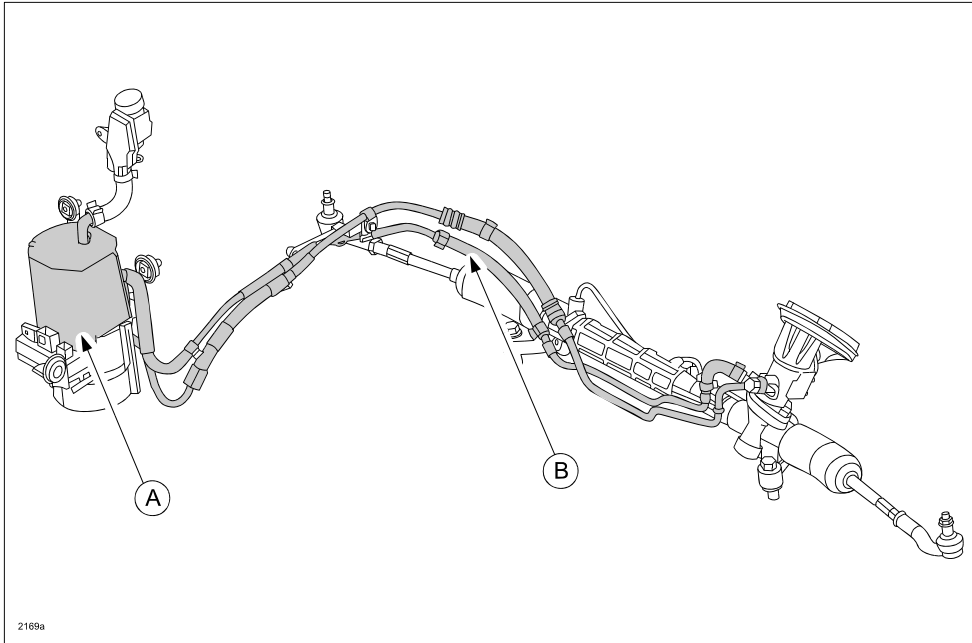
## DESCRIPTION

Some customers may feel that the steering effort is hard or heavy with power steering malfunction indicator lamp illumination and DTC C1099 [ELECTRO HYDRAULIC POWER ASSIST STEERING (EHPAS)] stored in memory. This problem is caused by contamination of the system from such things as corrosion getting inside the power steering line, sticking in the power steering pump, and lowering the revolution speed. The system then goes into a fail safe function.

Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE OUTLINE

1. Verify customer concern.
2. Clean the steering gear box by flushing all fluid lines with 10 quarts of fluid.
3. Remove the electric power steering oil pump assembly (A) and No.1 pipe (B).

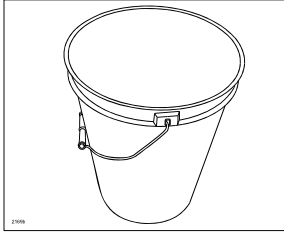
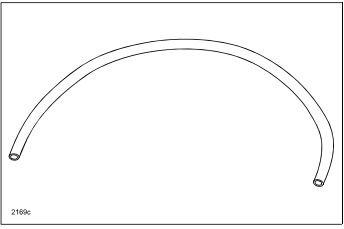
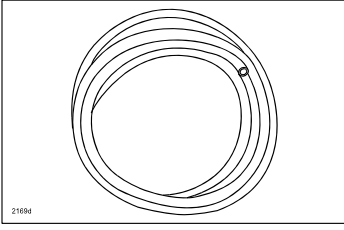
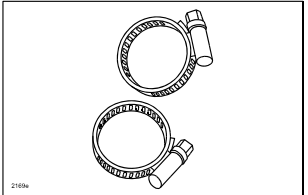
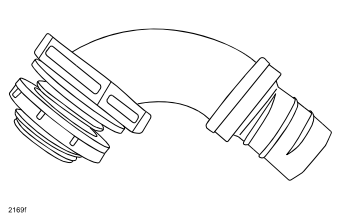


4. Replace the power steering oil pump unit (shaded part of A) on the pump assembly with oil pump kit.
5. Install the repaired power steering oil pump assembly and new No.1 pipe.
6. Fill the pump reservoir with ATF MIII and remove air from the line.



## REQUIRED PARTS

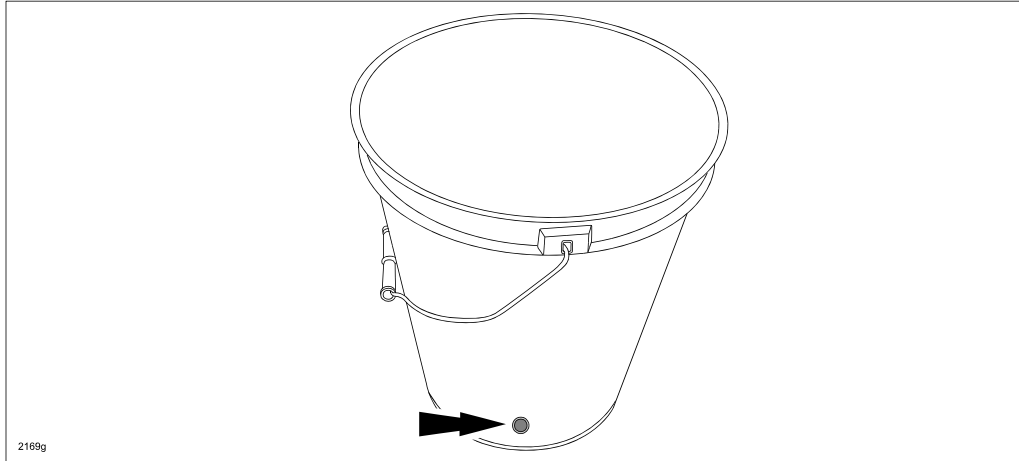
Although there are no special tools required for the flushing procedure, some locally sourced parts and fabrication are necessary. These parts are commonly found at large home improvement centers or hardware stores.

1	<p>(2) Clean plastic buckets (with lid if possible) capable of holding at least 10 fluid quarts (a common 5 gallon bucket works well) or (1) bucket and container to drain 10 fluid quarts of waste oil into.</p> <p>NOTE: To prevent contamination of the power steering system, verify the bucket is clean inside before every use.</p>	 <p>2169b</p>
2	<p>(1) piece of clear vinyl tubing 31 inches in length, 3/4" OD, 5/8" ID (suction hose).</p> <p>NOTE: To prevent contamination of the power steering system, verify the hose is clean inside before every use.</p>	 <p>2169c</p>
3	<p>(1) piece of clear vinyl tubing 8 feet in length, 5/8" OD, 1/2" ID (drain hose).</p> <p>NOTE: To prevent contamination of the power steering system, verify the hose is clean inside before every use.</p>	 <p>2169d</p>
4	<p>(2) Hose clamps (5/16"-7/8" range)</p>	 <p>2169e</p>
5	<p>(1) Fluid fitting with one end having a 1/2" fitting for a hose attachment and the other end threaded with a backing nut and sealing washer. [Example: A Carlon brand "ENVIROFLEX" 1/2" water tight electrical conduit connector (Model # LN20DA-CTN)]</p> <p>NOTE: To prevent contamination of the power steering system, verify the connector is clean inside before every use.</p>	 <p>2169f</p>

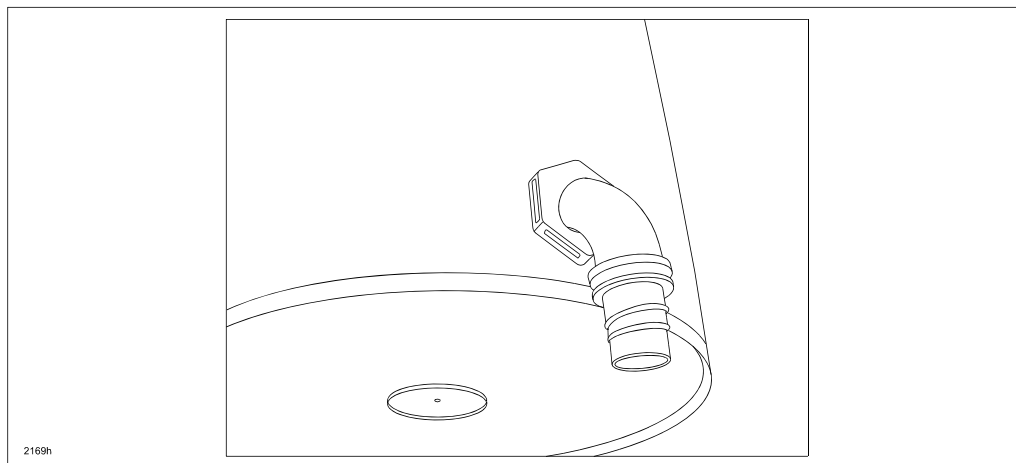
## FLUSHING PARTS PREPARATION (required one time)

1. Drill a hole for the appropriate sized fluid fitting through the side of the bucket within a 1/2" of the bottom, then clean the shavings out of the bucket.

**NOTE:** If using the "CARLON ENVIROFLEX" 1/2" fluid fitting drill a 3/4" diameter hole.



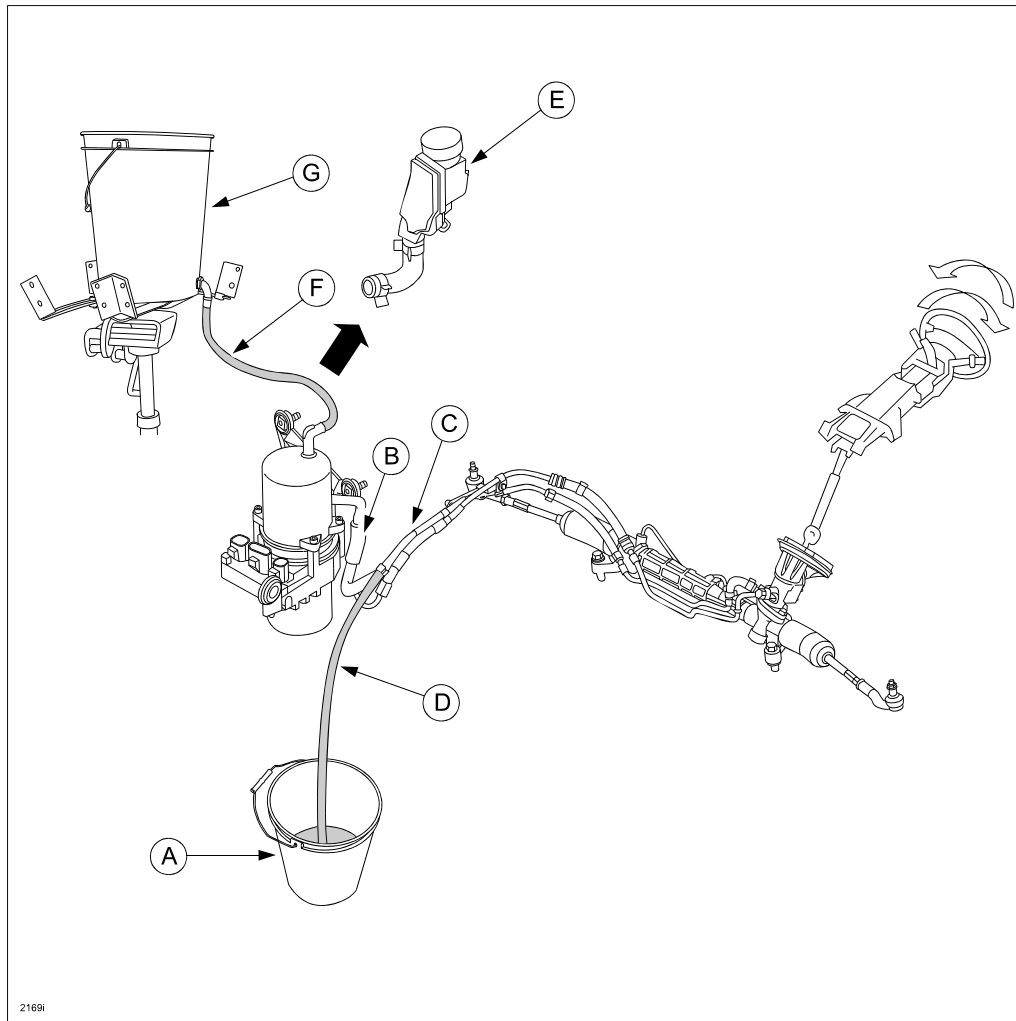
2. Insert fluid fitting into bucket as shown.



**CAUTION:** Extreme care must be taken to avoid contamination of the ATF and the bucket since just a fraction of contamination (about 40-50 micron) might damage the pump. Take proper care when storing or using the ATF and the bucket by placing a lid or cover on them.

## FLUSHING PROCEDURE

1. Raise the car on a hoist and remove the right front wheel.
2. Remove the undercover and right side splash shield.
3. Set the waste bucket or container (A) near the power steering pump.



4. Remove the return hose (B) from the return pipe (C) and connect a drain hose (D) to the return pipe with a hose clamp, then plug or clamp the return hose.
5. Lower the vehicle (It is not necessary to set the tires on the floor).
6. Remove the reservoir and hose (E) from the pump and connect the suction hose (F) from the bucket (G) to the top of the pump unit.

**NOTE:** Secure the suction hose with hose clamps to avoid it from disconnecting.

7. Fill the bucket with 10 quarts of new fluid and place above the power steering pump.

**Power steering fluid specification: ATF M-III or equivalent**

**NOTE:** The power steering fluid is going to be gravity fed, so place the bucket above the pump. Suggest placing it on a transmission jack.

8. Start the engine and turn the steering wheel back and forth to move the fluid through the gear box and the pipe assemblies. Stop the engine as soon as all 10 quarts of fluid has been used up, which can be seen through the clear vinyl suction hose.

**NOTE:** The pump will draw 10 quarts of fluid in about 2 minutes. Within 2 minutes, turn the steering lock to lock at least 6 times, or until the fluid is gone from the bucket. A continuous flow of 10 quarts of fluid is required for best results.

**CAUTION:** DO NOT turn the steering wheel if the fluid is gone from the bucket - no fluid is shown in the suction hose. Otherwise, the steering gear and linkage could be damaged.

9. Recycle the waste oil according to local regulations.

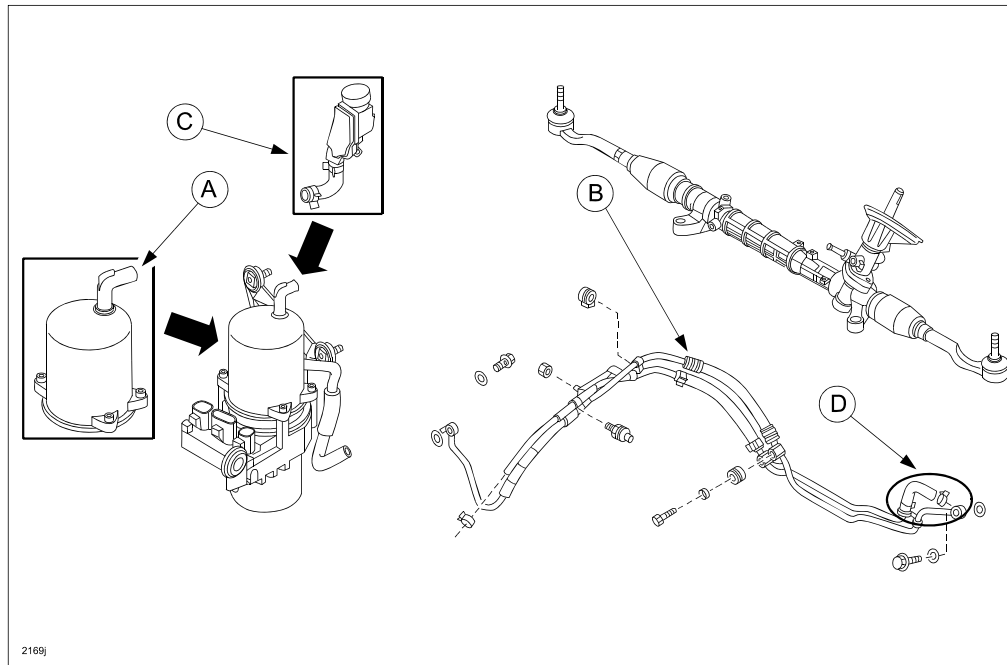
## PUMP AND PIPE REPLACEMENT PROCEDURE

1. Remove the electric power steering oil pump assembly and No.1 pipe. Refer to MS3 online instructions or the Workshop Manual section 06-14.

**NOTE:** The Workshop Manual procedure may have you remove the front bumper and washer tank, but it is NOT necessary.

Outline of this procedure: Replace the pump unit (A) of the electric power steering oil pump assembly and No.1 pipe (B), reusing the original reservoir (C) and return hose with clamp (D).

**NOTE:** If a new return hose comes with the pipe assembly, use the new return hose.

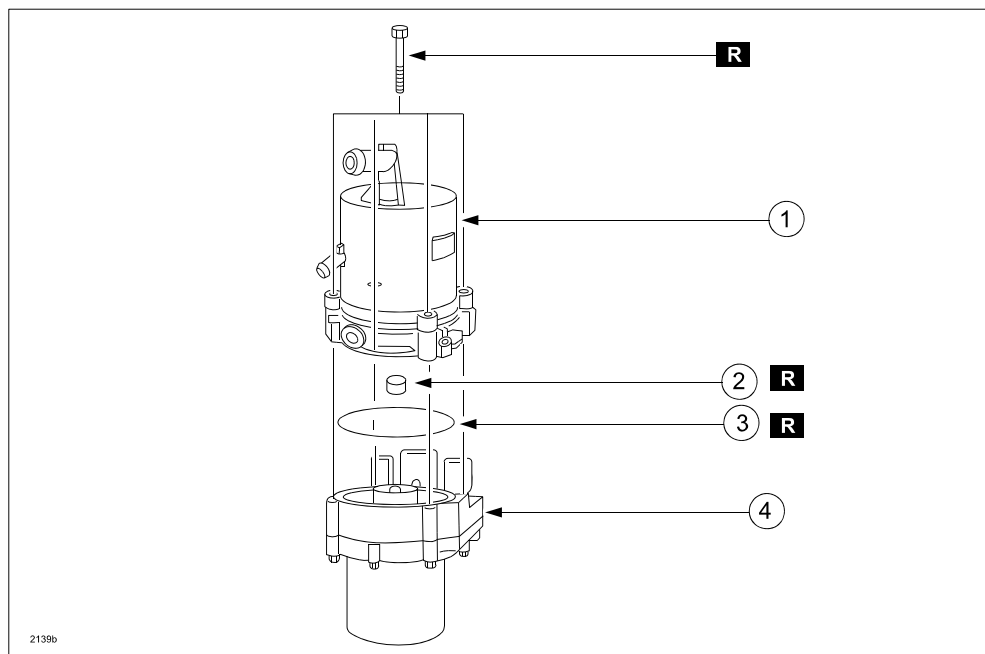


### NOTE:

- It is not necessary to perform "Programmable Module Installation (PMI)" when using the Oil Pump Service Kit because the control module is not being replaced.
- Steps 2-4 are for replacement of the oil pump of the electric power steering oil pump assembly. Before performing the steps, inspect the EHPAS control module and motor visually, and replace the electric power steering oil pump assembly if a malfunction or damage is found.

**CAUTION:**

- The internal parts of the EHPAS control module and motor could be damaged if they receive an impact. Be careful when handling the EHPAS control module and motor to prevent it from impacting anything. Replace the electric power steering oil pump assembly if it has received an impact.
  - If fluid or foreign matter enter the motor, it could damage the motor. Be careful to not allow fluid or foreign matter to enter the motor. Even if a small amount of fluid or foreign material has entered the motor, replace the electric power steering oil pump assembly.
  - Do not use a vise to secure parts as the EHPAS control module or the motor could be damaged.
2. Drain the power steering fluid. After draining the power steering fluid, wipe off any fluid remaining around the port area of the power steering oil pump using a clean rag.
  3. Disassemble in the order indicated in the figure.



1	Power steering oil pump (See Power Steering Oil Pump Disassembly Note.) (See Bushing, Power Steering Oil Pump Assembly Note.)
2	Bushing (See Bushing, Power Steering Oil Pump Assembly Note.)
3	O-ring (See O-ring Disassembly Note.) (See O-ring Assembly Note.)
4	EHPAS Control Module and Motor

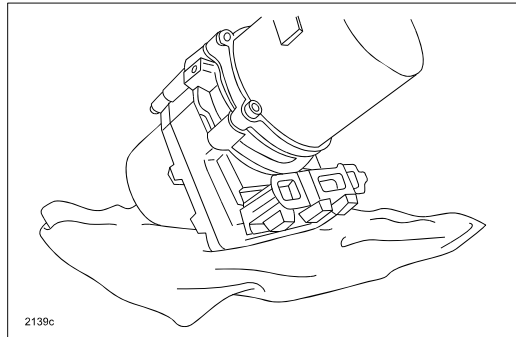
4. Assemble in the reverse order of disassembly.

**POWER STEERING OIL PUMP DISASSEMBLY NOTE**

- a. Remove the power steering oil pump installation bolts (4).

**CAUTION:** DO NOT remove / loosen the motor to control unit bolts. Once they are loosened, they cannot be retorqued properly. If the bolts are loosened or removed, replace the motor and control unit.

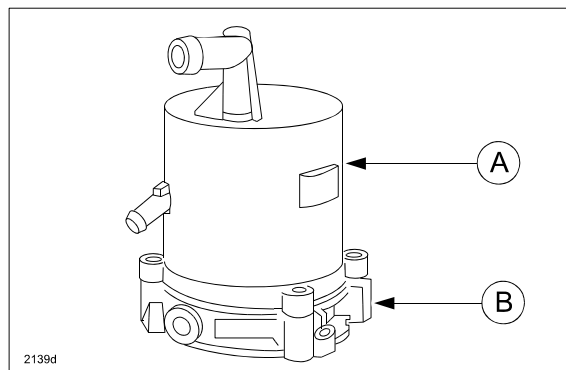
**NOTE:** Remove the control module and securely set on clean rags or a mat so that the EHPAS control module and motor do not get scratched.



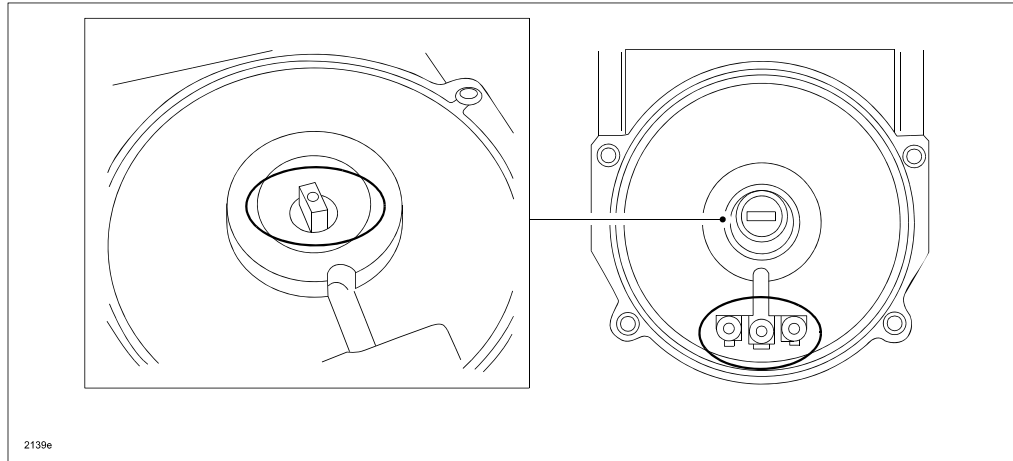
- b. Remove the power steering oil pump from the EHPAS control module and motor.

**CAUTION:**

- If the pump (A) and housing (B) become separated when removing the power steering oil pump, the housing could fall and damage the part. When removing, be careful to not allow the pump and housing to become separated.



- Be especially careful that fluid does not get on the area shown in the figure as it could enter the EHPAS control module and motor, and then damage the motor by shorting it out when removing the power steering oil pump.



#### O-RING DISASSEMBLY NOTE

- a. Remove the O-ring.

**CAUTION:** When removing the O-ring, do not use a screwdriver or similar tool as it could damage the O-ring installation area of the motor. If the O-ring installation area is inadvertently damaged, replace the electric power steering oil pump.

- b. Wipe off any fluid from around the oil pump installation surface of the EHPAS control module and motor using a clean cloth.

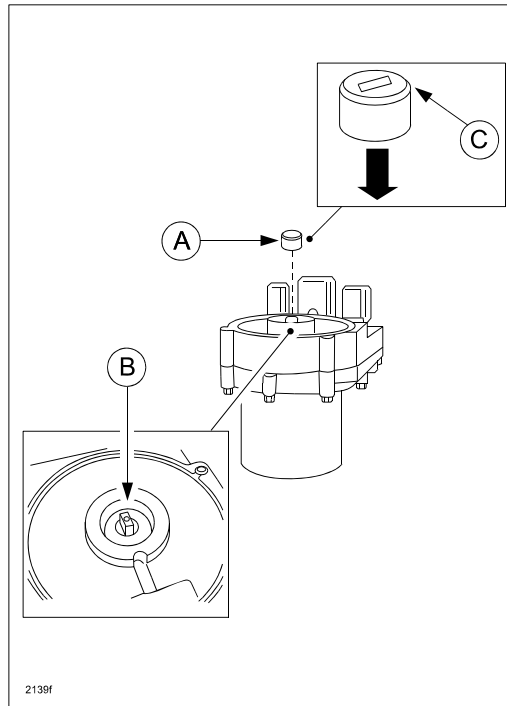
#### O-RING ASSEMBLY NOTE

- a. Verify that no foreign material is adhering to the O-ring installation area and assemble the O-ring.

**CAUTION:** If there is foreign matter adhering to the O-ring installation area, carefully remove it so that the O-ring installation area is not damaged. If the O-ring installation area is inadvertently damaged, replace the electric power steering oil pump assembly.

### BUSHING, POWER STEERING OIL PUMP ASSEMBLY NOTE

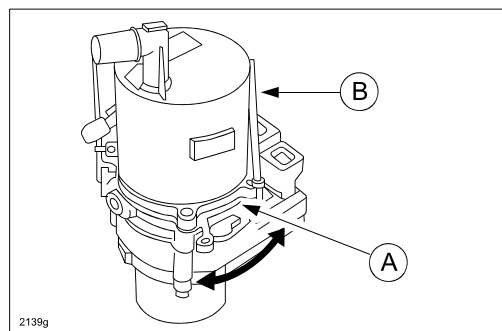
- a. Before assembling the bushing, verify that there is no fluid or foreign matter adhering to the oil pump installation surface of the EHPAS control module and motor. Wipe off any fluid or foreign matter using a clean cloth.
- b. Install the bushing (A) to the EHPAS control module and motor shaft (B) with the chamfer area (C) oriented to the power steering oil pump side



- c. Insert the pump shaft of the power steering oil pump into the bushing and temporarily install the power steering oil pump.

**NOTE:** The new power steering oil pump is secured to the pump and housing with a temporary band. Temporarily install it with the band left on.

- d. Rotate the pump left and right in the area shown (A) so that the pump shaft securely engages with the bushing on the motor shaft and the temporary band (B) does not contact the motor housing.

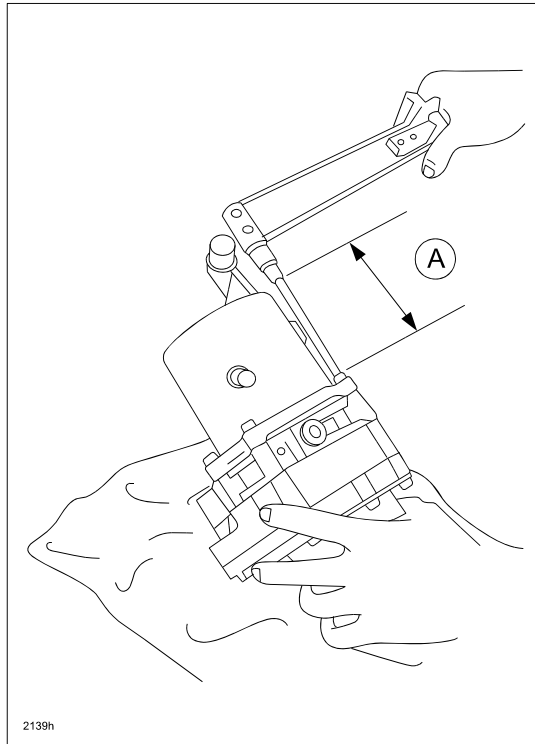




- e. Remove the band and tighten the power steering oil pump installation bolts using a hexagonal bit socket with a bit area length of 90 mm (3.5 in.) or more (A).

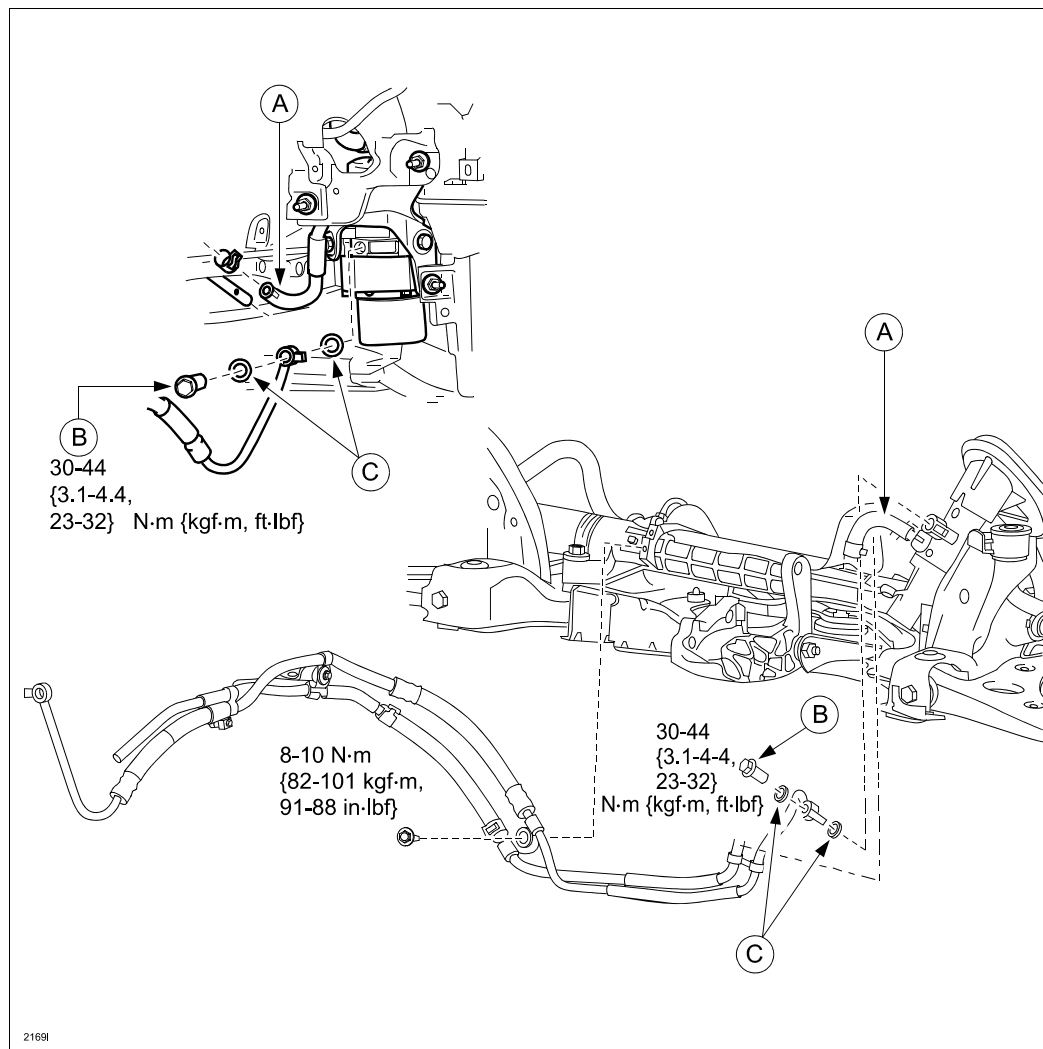
**Tightening torque: 7-10 Nm (72-101 kgfcm, 62-88 in-lbf)**

**NOTE:** Install the control module with it securely set on clean rags or a mat so that the EHPAS control module and motor do not get scratched.



5. Install the electric power steering oil pump assembly by tightening the bolts. Refer to MS3 online instructions or the Workshop Manual section 06-14.

6. Install the new No.1 pipe, connecting the return hoses (A) and installing the connecting bolts (B) with new gaskets (C).



7. Refill the reservoir with power steering fluid.  
**Power steering fluid specification: ATF M-III or equivalent**
8. Bleed air from the system. Refer to MS3 online instructions or Workshop Manual section 06-14.  
**NOTE:** It is not necessary to perform "Programmable Module Installation (PMI)" when using the Oil Pump Service Kit because the control module is not being replaced.
9. Verify repair.
10. Install the undercover and the right side splash shield.

## PART(S) INFORMATION

### Required Parts:

Part Number	Description	Qty.	Note
BBM4-32-68Z	Oil Pump Service Kit	1	Kit consists of oil pump (B), bolts (C), joint (D), and O-ring (E).
BP4L-32-410	Pipe, No.1	1	BP4L-32-47YM is no longer available. BP4L-32-410 replaces BP4L-32-47YM, but either pipe can be used for this repair. BP4L-32-410 does not include the return hose or hose clamp; reuse the original return hose and hose clamp.
0000-77-110E-01	ATF M-III	12	Up to 12 Quarts
9956-21-400	Gasket	4	

A: MOTOR AND CONTROL UNIT

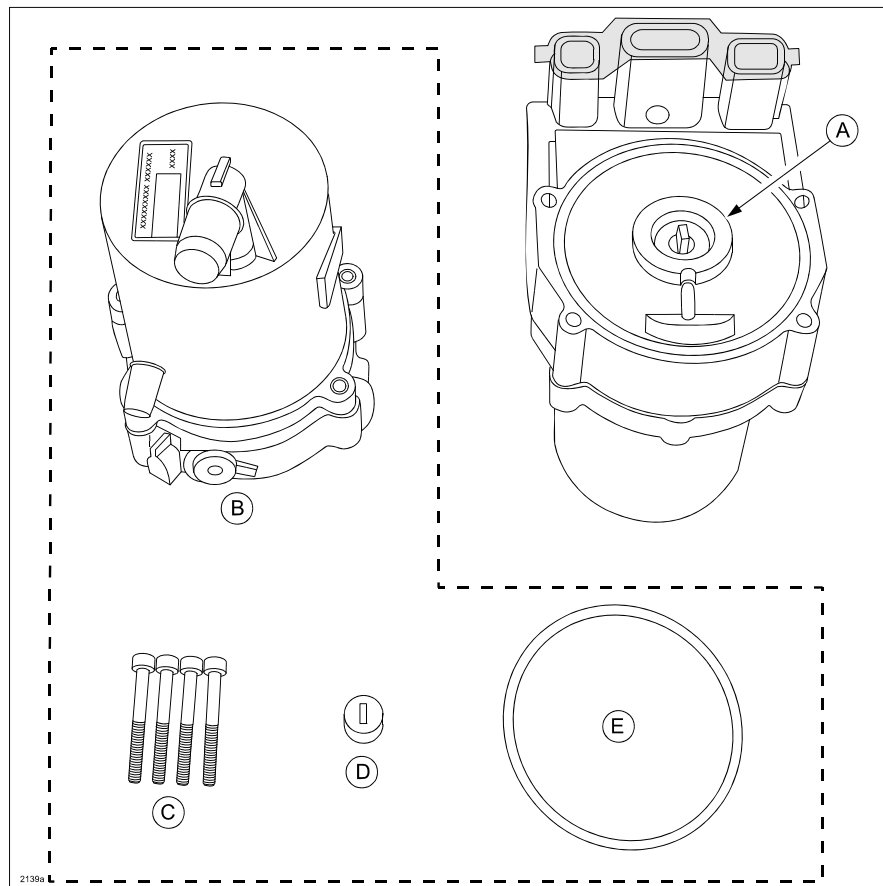
Oil Pump Service Kit consists of:

B: OIL PUMP

C: BOLTS

D: JOINT

E: O-RING



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**Parts that may need to be replaced if damaged:**

Part Number	Description	Qty.
BP4L-32-684	Return hose	1
9928-61-900P	Hose clamp	1

**WARRANTY INFORMATION**

**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	74
Damage Code	92
Part Number Main Cause	BP4L-32-410
Quantity	1
Operation Number / Labor Hours:	XXE30XRX / 1.6 Hrs



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<b>Subject:</b> <b>HEAVY STEERING EFFORT WITH POWER STEERING MALFUNCTION INDICATOR LAMP ON AND DTC C1099</b>	<b>Bulletin No:</b> 06-002/09
	<b>Last Issued:</b> 07/02/2009

## APPLICABLE MODEL(S)/VINS

2007-2009 Mazda3 vehicles (NOT including Mazdaspeed3) with VINs below (produced between April 1, 2007 and November 4, 2008)

- 2007-2008 JM1BK\*\*\*\*\* 742201 - 880507
- 2008-2009 JM1BK\*\*\*\*\* 100002 - 251982

2007-2009 Mazda5 vehicles with VINS JM1CR\*\*\*\*\* 155672 - 349055 (produced between produced between April 1, 2007 and November 4, 2008)

## DESCRIPTION

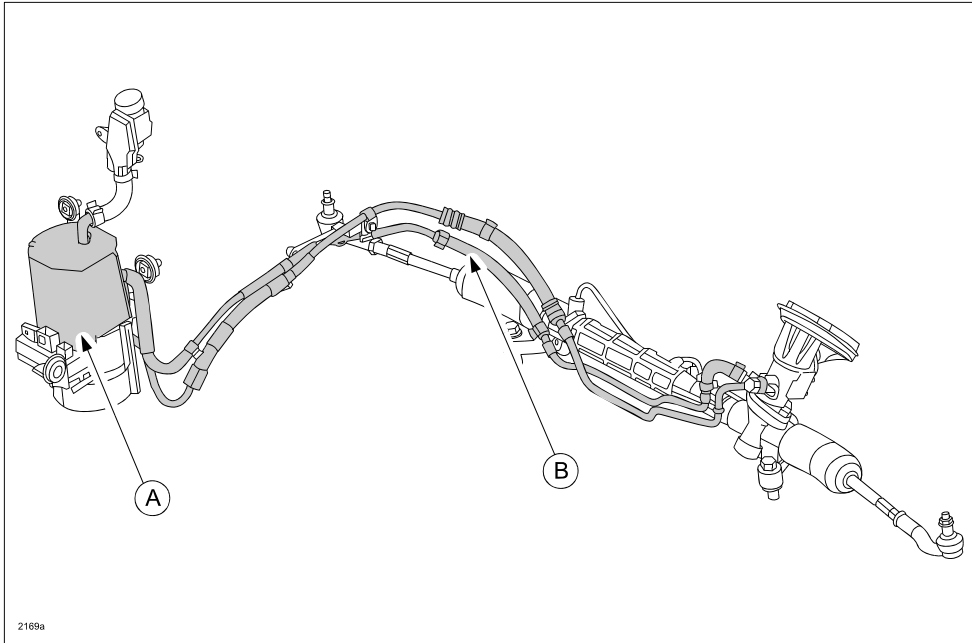
Some customers may feel that the steering effort is hard or heavy with power steering malfunction indicator lamp illumination and DTC C1099 [ELECTRO HYDRAULIC POWER ASSIST STEERING (EHPAS)] stored in memory. This problem is caused by contamination of the system from such things as corrosion getting inside the power steering line, sticking in the power steering pump, and lowering the revolution speed. The system then goes into a fail safe function.

Customers having this concern should have their vehicle repaired using the following repair procedure.

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## REPAIR PROCEDURE OUTLINE

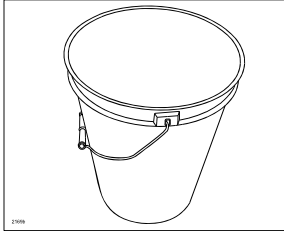
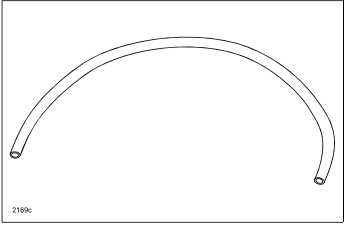
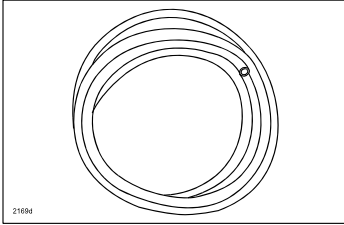
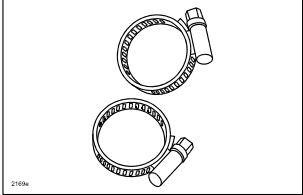
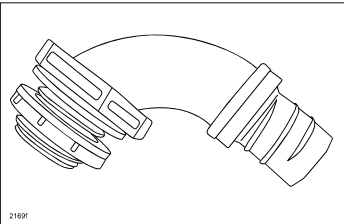
1. Verify customer concern.
2. Clean the steering gear box by flushing all fluid lines with 10 quarts of fluid.
3. Remove the electric power steering oil pump assembly (A) and pipe assembly (B).



4. Replace the power steering oil pump unit (shaded part of A) on the pump assembly with oil pump kit.
5. Install the repaired power steering oil pump assembly and new pipe assembly.
6. Fill the pump reservoir with ATF MIII and remove air from the line.

## REQUIRED PARTS

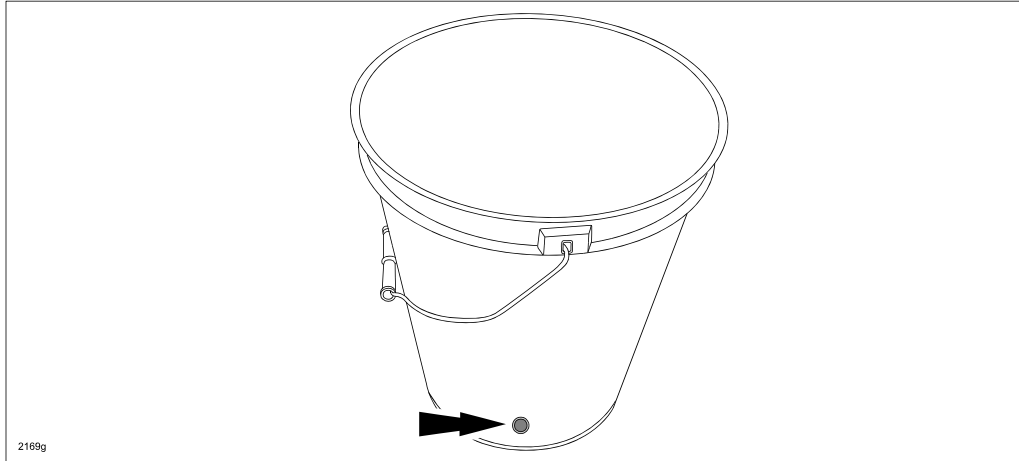
Although there are no special tools required for the flushing procedure, some locally sourced parts and fabrication are necessary. These parts are commonly found at large home improvement centers or hardware stores.

<p>1</p>	<p>(2) Clean plastic buckets (with lid if possible) capable of holding at least 10 fluid quarts (a common 5 gallon bucket works well) or (1) bucket and container to drain 10 fluid quarts of waste oil into.</p> <p>NOTE: To prevent contamination of the power steering system, verify the bucket is clean inside before every use.</p>	
<p>2</p>	<p>(1) piece of clear vinyl tubing 31 inches in length, 3/4" OD, 5/8" ID (suction hose).</p> <p>NOTE: To prevent contamination of the power steering system, verify the hose is clean inside before every use.</p>	
<p>3</p>	<p>(1) piece of clear vinyl tubing 8 feet in length, 5/8" OD, 1/2" ID (drain hose).</p> <p>NOTE: To prevent contamination of the power steering system, verify the hose is clean inside before every use.</p>	
<p>4</p>	<p>(2) Hose clamps (5/16"-7/8" range)</p>	
<p>5</p>	<p>Fluid fitting. One end must have a 1/2" fitting for hose attachment. The other end threaded with a backing nut and sealing washer. A Carlon brand "ENVIROFLEX" 1/2" water tight electrical conduit connector works well. (Model # LN20DA-CTN)</p> <p><a href="http://www.lowes.com/lowes/lkn?action=productDetail&amp;productId=116025-223-LN20DA-CTN&amp;lpage=none">http://www.lowes.com/lowes/lkn?action=productDetail&amp;productId=116025-223-LN20DA-CTN&amp;lpage=none</a></p> <p>NOTE: To prevent contamination of the power steering system, verify the connector is clean inside before every use.</p>	

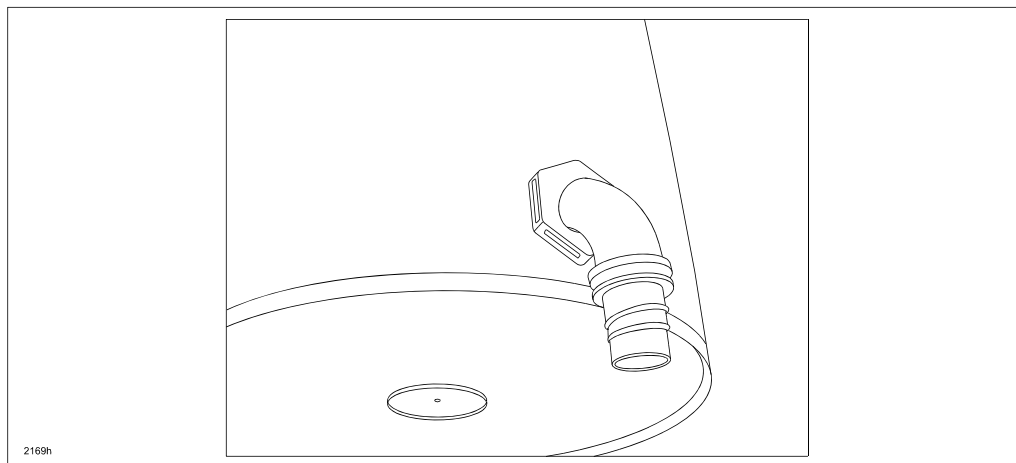
## FLUSHING PARTS PREPARATION (required one time)

1. Drill a hole for the appropriate sized fluid fitting through the side of the bucket within a 1/2" of the bottom, then clean the shavings out of the bucket.

**NOTE:** If using the "CARLON ENVIROFLEX" 1/2" fluid fitting drill a 3/4" diameter hole.



2. Insert fluid fitting into bucket as shown.

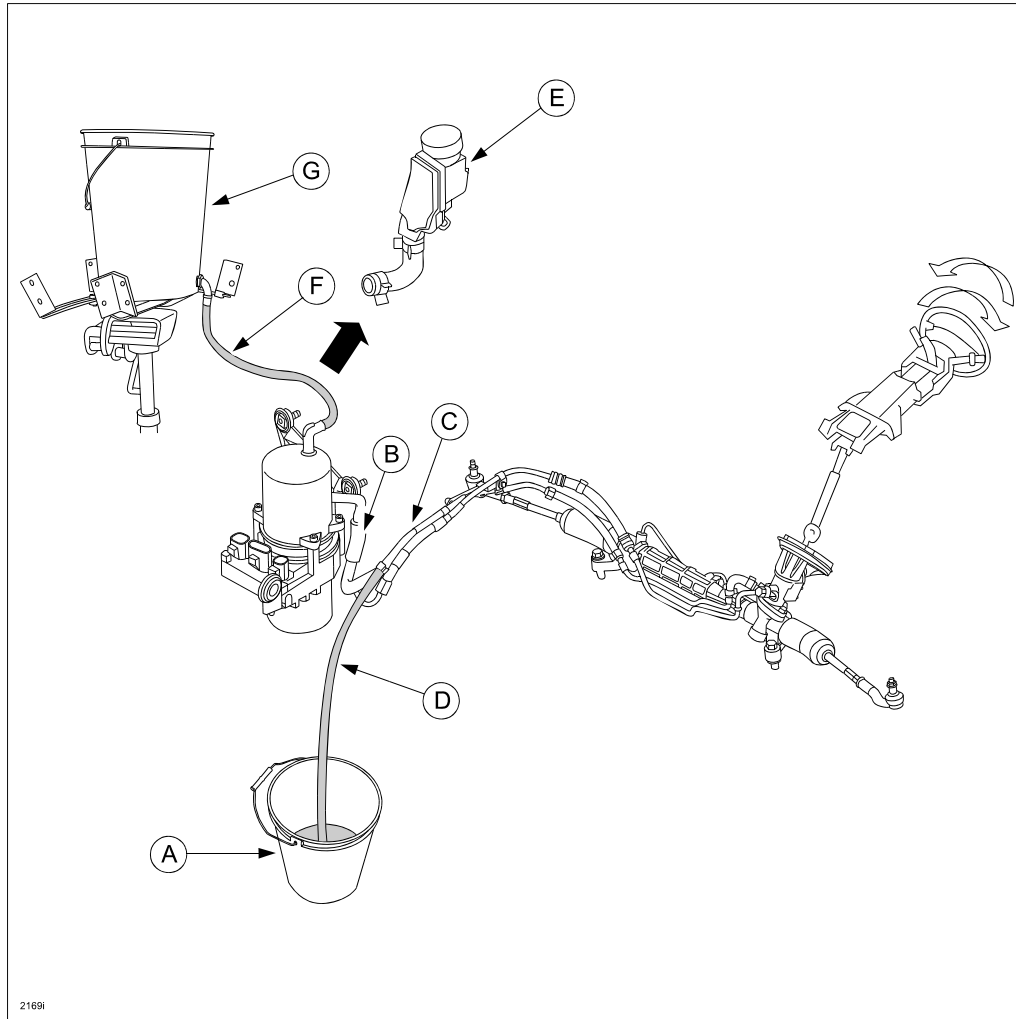


**CAUTION:** Extreme care must be taken to avoid contamination of the ATF and the bucket since just a fraction of contamination (about 40-50 micron) might damage the pump. Take proper care when storing or using the ATF and the bucket by placing a lid or cover on them.



## FLUSHING PROCEDURE

1. Raise the car on a hoist and remove the right front wheel.
2. Remove the undercover and right side splash shield.
3. Set the waste bucket or container (A) near the power steering pump.



4. Remove the return hose (B) from the return pipe (C) and connect a drain hose (D) to the return pipe with a hose clamp, then plug or clamp the return hose.
5. Lower the vehicle (It is not necessary to set the tires on the floor).
6. Remove the reservoir and hose (E) from the pump and connect the suction hose (F) from the bucket (G) to the top of the pump unit.

**NOTE:** Secure the suction hose with hose clamps to avoid it from disconnecting.

7. Fill the bucket with 10 quarts of new fluid and place above the power steering pump.

**Power steering fluid specification: ATF M-III or equivalent**

**NOTE:** The power steering fluid is going to be gravity fed, so place the bucket above the pump. Suggest placing it on a transmission jack.

8. Start the engine and turn the steering wheel back and forth to move the fluid through the gear box and the pipe assemblies. Stop the engine as soon as all 10 quarts of fluid has been used up, which can be seen through the clear vinyl suction hose.

**NOTE:** The pump will draw 10 quarts of fluid in about 2 minutes. Within 2 minutes, turn the steering lock to lock at least 6 times, or until the fluid is gone from the bucket. A continuous flow of 10 quarts of fluid is required for best results.

**CAUTION:** DO NOT turn the steering wheel if the fluid is gone from the bucket - no fluid is shown in the suction hose. Otherwise, the steering gear and linkage could be damaged.

9. Recycle the waste oil according to local regulations.

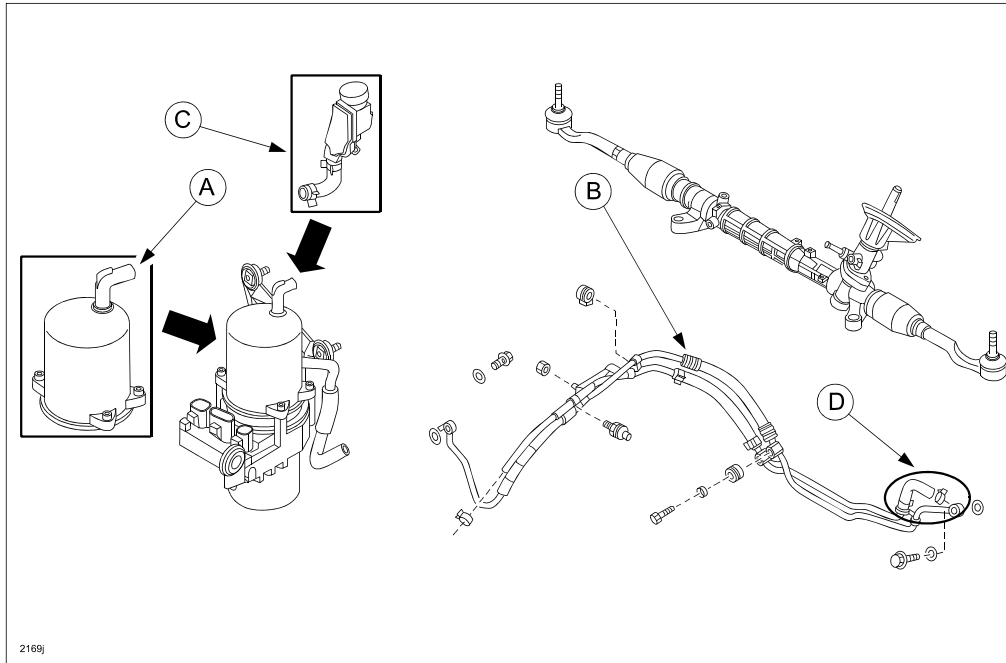
## PUMP AND PIPE REPLACEMENT PROCEDURE

1. Remove the electric power steering oil pump assembly and pipe assembly. Refer to MS3 online instructions or the Workshop Manual section 06-14.

**NOTE:** The Workshop Manual procedure may have you remove the front bumper and washer tank, but it is NOT necessary.

Outline of this procedure: Replace the pump unit (A) of the electric power steering oil pump assembly and pipe assembly (B), reusing the reservoir (C) and return hose (D).

**NOTE:** If a new return hose comes with the pipe assembly, use the new return hose.

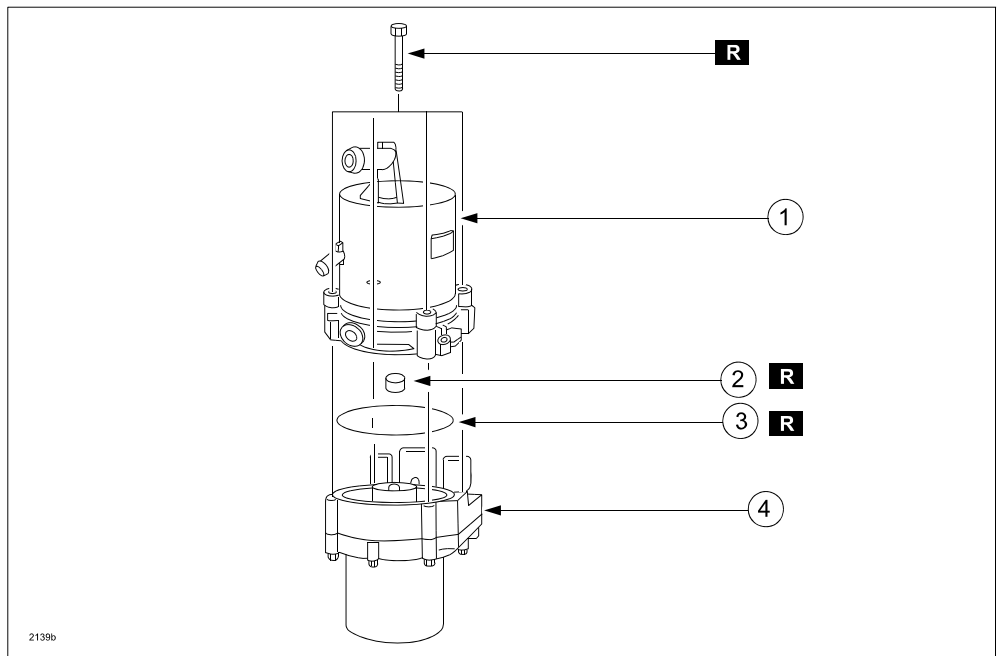


### NOTE:

- It is not necessary to perform "Programmable Module Installation (PMI)" when using the Oil Pump Service Kit because the control module is not being replaced.
- Steps 2-4 are for replacement of the oil pump of the electric power steering oil pump assembly. Before performing the steps, inspect the EHPAS control module and motor visually, and replace the electric power steering oil pump assembly if a malfunction or damage is found.

**CAUTION:**

- The internal parts of the EHPAS control module and motor could be damaged if they receive an impact. Be careful when handling the EHPAS control module and motor to prevent it from impacting anything. Replace the electric power steering oil pump assembly if it has received an impact.
  - If fluid or foreign matter enter the motor, it could damage the motor. Be careful to not allow fluid or foreign matter to enter the motor. Even if a small amount of fluid or foreign material has entered the motor, replace the electric power steering oil pump assembly.
  - Do not use a vise to secure parts as the EHPAS control module or the motor could be damaged.
2. Drain the power steering fluid. After draining the power steering fluid, wipe off any fluid remaining around the port area of the power steering oil pump using a clean rag.
  3. Disassemble in the order indicated in the figure.



1	Power steering oil pump (See Power Steering Oil Pump Disassembly Note.) (See Bushing, Power Steering Oil Pump Assembly Note.)
2	Bushing (See Bushing, Power Steering Oil Pump Assembly Note.)
3	O-ring (See O-ring Disassembly Note.) (See O-ring Assembly Note.)
4	EHPAS Control Module and Motor

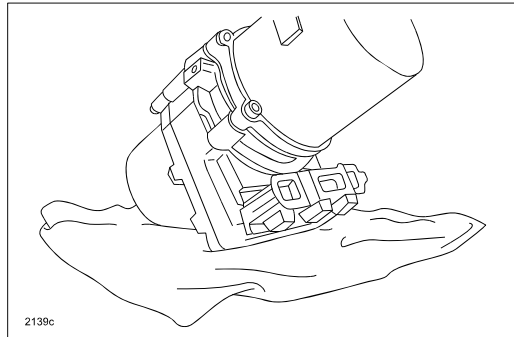
4. Assemble in the reverse order of disassembly.

**POWER STEERING OIL PUMP DISASSEMBLY NOTE**

a. Remove the power steering oil pump installation bolts (4).

**CAUTION:** DO NOT remove / loosen the motor to control unit bolts. Once they are loosened, they cannot be retorqued properly. If the bolts are loosened or removed, replace the motor and control unit.

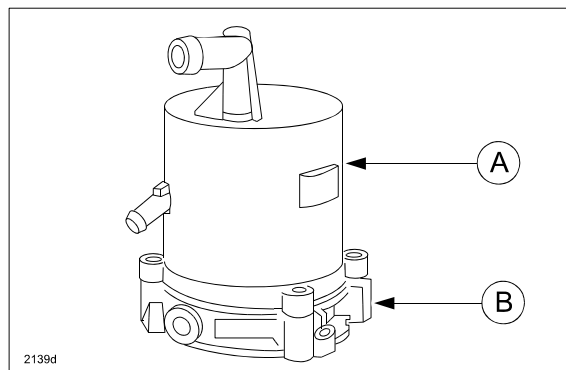
**NOTE:** Remove the control module and securely set on clean rags or a mat so that the EHPAS control module and motor do not get scratched.



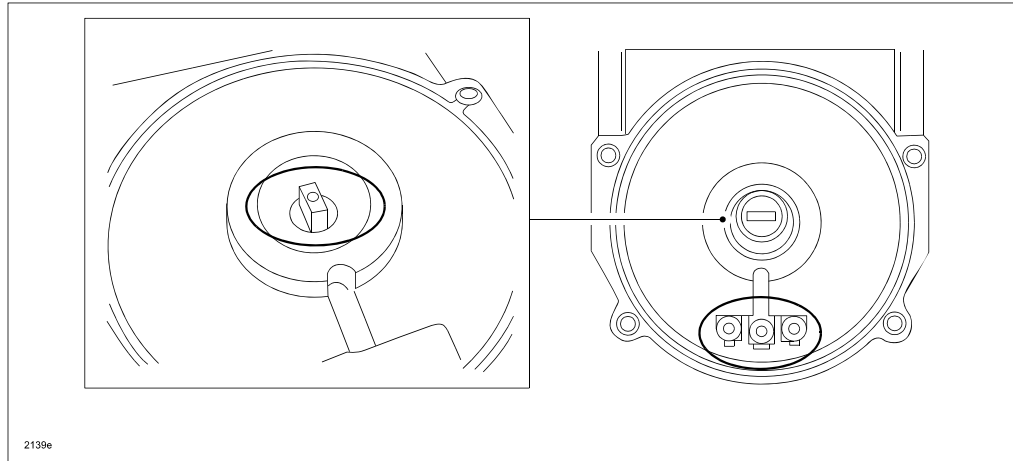
b. Remove the power steering oil pump from the EHPAS control module and motor.

**CAUTION:**

- If the pump (A) and housing (B) become separated when removing the power steering oil pump, the housing could fall and damage the part. When removing, be careful to not allow the pump and housing to become separated.



- Be especially careful that fluid does not get on the area shown in the figure as it could enter the EHPAS control module and motor, and then damage the motor by shorting it out when removing the power steering oil pump.



#### O-RING DISASSEMBLY NOTE

- a. Remove the O-ring.

**CAUTION:** When removing the O-ring, do not use a screwdriver or similar tool as it could damage the O-ring installation area of the motor. If the O-ring installation area is inadvertently damaged, replace the electric power steering oil pump.

- b. Wipe off any fluid from around the oil pump installation surface of the EHPAS control module and motor using a clean cloth.

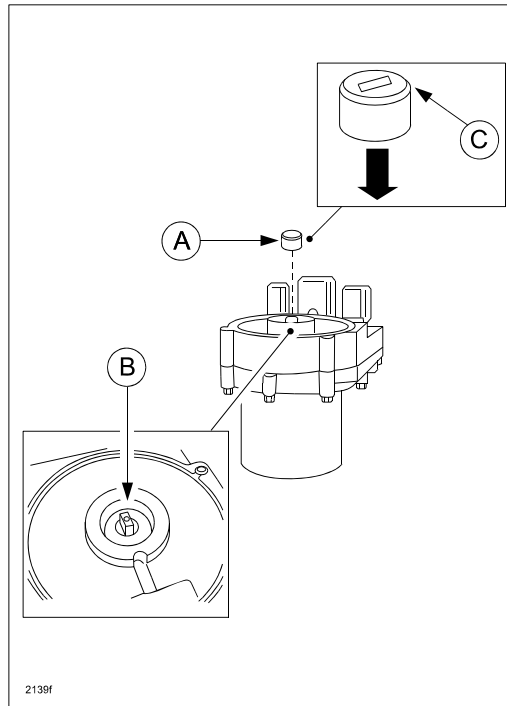
#### O-RING ASSEMBLY NOTE

- a. Verify that no foreign material is adhering to the O-ring installation area and assemble the O-ring.

**CAUTION:** If there is foreign matter adhering to the O-ring installation area, carefully remove it so that the O-ring installation area is not damaged. If the O-ring installation area is inadvertently damaged, replace the electric power steering oil pump assembly.

## BUSHING, POWER STEERING OIL PUMP ASSEMBLY NOTE

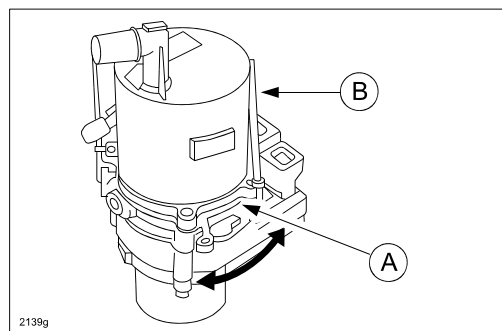
- a. Before assembling the bushing, verify that there is no fluid or foreign matter adhering to the oil pump installation surface of the EHPAS control module and motor. Wipe off any fluid or foreign matter using a clean cloth.
- b. Install the bushing (A) to the EHPAS control module and motor shaft (B) with the chamfer area (C) oriented to the power steering oil pump side



- c. Insert the pump shaft of the power steering oil pump into the bushing and temporarily install the power steering oil pump.

**NOTE:** The new power steering oil pump is secured to the pump and housing with a temporary band. Temporarily install it with the band left on.

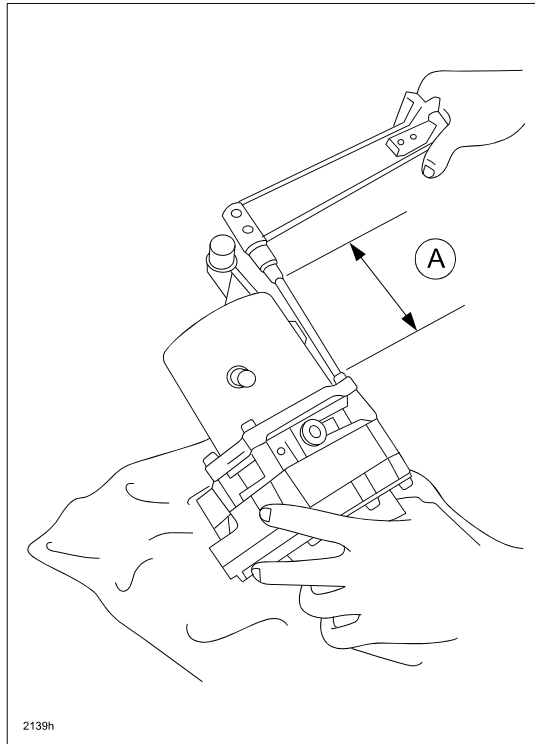
- d. Rotate the pump left and right in the area shown (A) so that the pump shaft securely engages with the bushing on the motor shaft and the temporary band (B) does not contact the motor housing.



- e. Remove the band and tighten the power steering oil pump installation bolts using a hexagonal bit socket with a bit area length of 90 mm (3.5 in.) or more (A).

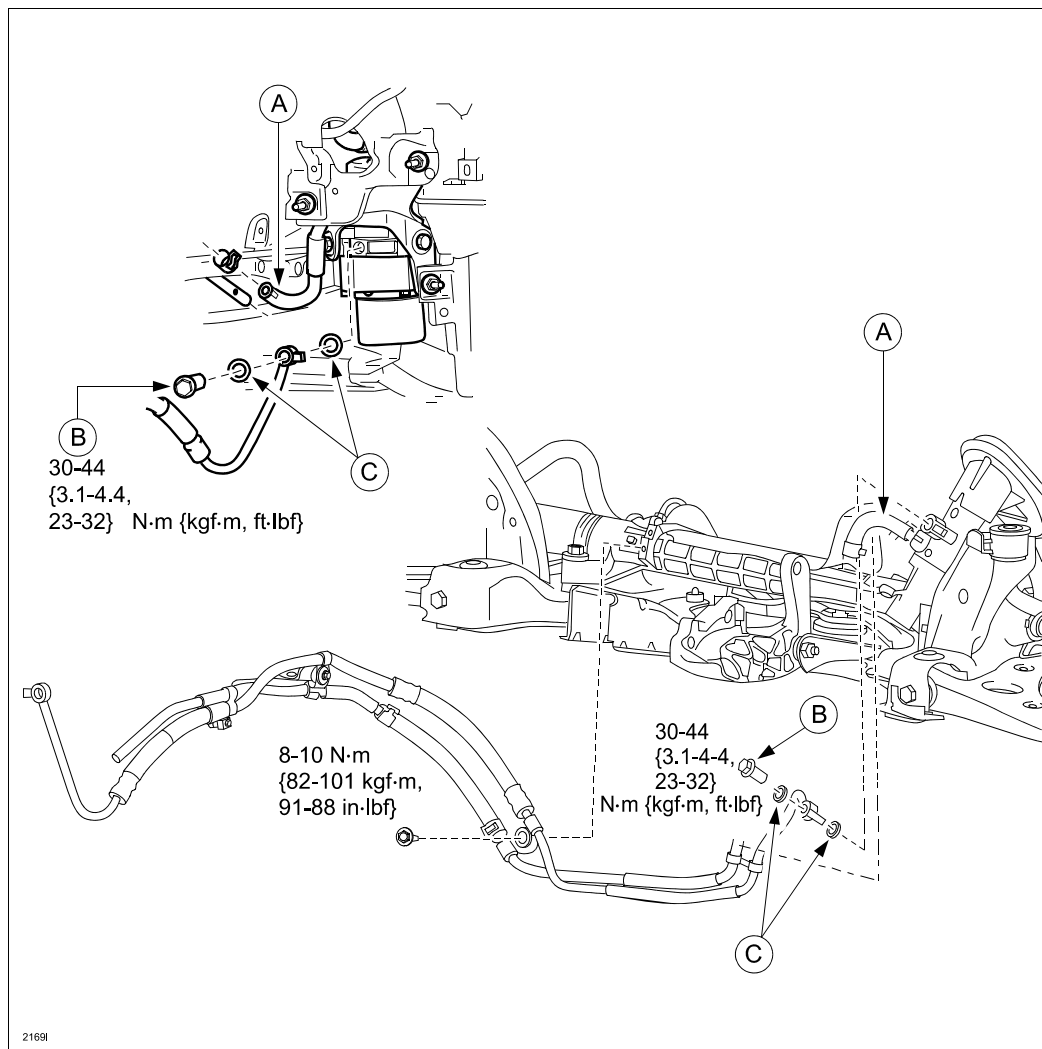
**Tightening torque: 7-10 Nm (72-101 kgfcm, 62-88 in-lbf)**

**NOTE:** Install the control module with it securely set on clean rags or a mat so that the EHPAS control module and motor do not get scratched.



- 5. Install the electric power steering oil pump assembly by tightening the bolts. Refer to MS3 online instructions or the Workshop Manual section 06-14.

6. Install the new pipe assembly, connecting the return hoses (A) and installing the connecting bolts (B) with new gaskets (C).



7. Refill the reservoir with power steering fluid.  
**Power steering fluid specification: ATF M-III or equivalent**
8. Bleed air from the system. Refer to MS3 online instructions or Workshop Manual section 06-14.  
**NOTE:** It is not necessary to perform "Programmable Module Installation (PMI)" when using the Oil Pump Service Kit because the control module is not being replaced.
9. Verify repair.
10. Install the undercover and the right side splash shield.



**PART(S) INFORMATION**

Part Number	Description	Qty.	Note
BBM4-32-68Z	Oil Pump Service Kit	1	Kit consists of oil pump (B), bolts (C), joint (D), and O-ring (E).
BP4L-32-47YM	Pipe Assembly	1	
9956-21-400	Gasket	4	
0000-77-110E-01 or 0000-77-MERC-QT	ATF M-III	12	Up to 12 Quarts

A: MOTOR AND CONTROL UNIT

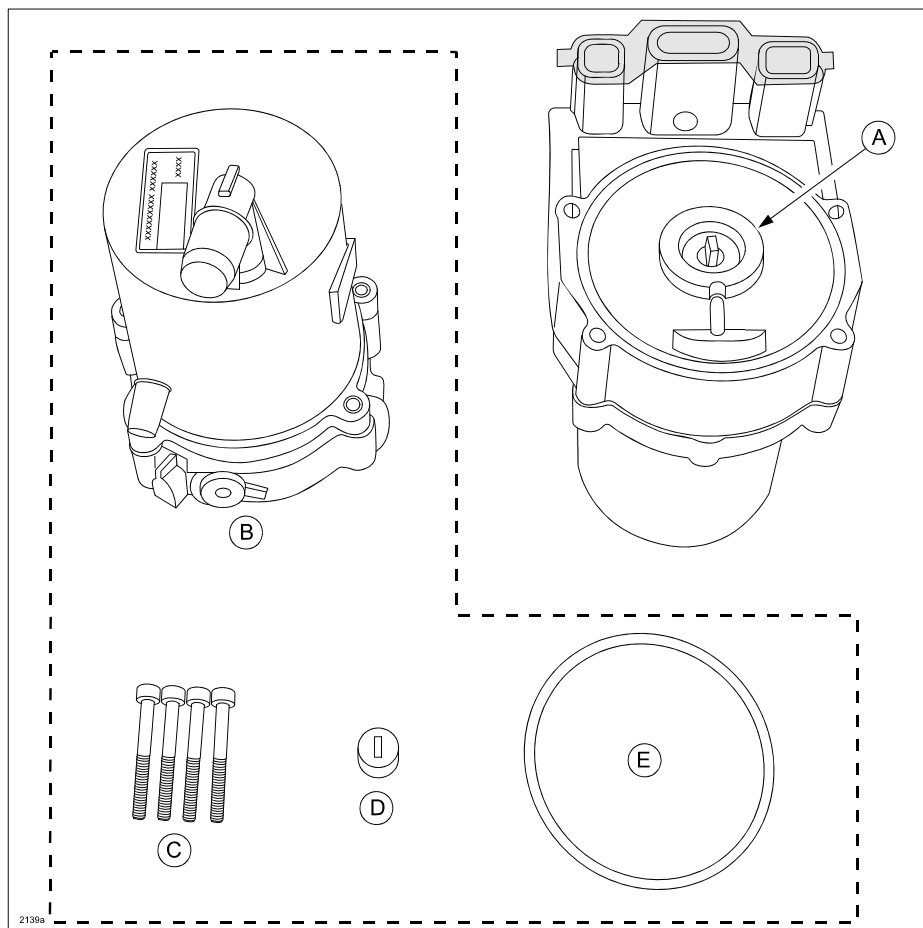
Oil Pump Service Kit consists of:

B: OIL PUMP

C: BOLTS

D: JOINT

E: O-RING



2139a

## WARRANTY INFORMATION

**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	74
Damage Code	92
Part Number Main Cause	BP4L-32-47YM
Quantity	1
Operation Number / Labor Hours:	XXE30XRX / 1.6 Hrs



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<b>Subject:</b> <b>HEAVY STEERING EFFORT WITH POWER STEERING MALFUNCTION INDICATOR LAMP ON AND DTC C1099</b>	<b>Bulletin No:</b> 06-002/09
	<b>Last Issued:</b> 07/10/2009

## BULLETIN NOTE

- This bulletin supersedes the previous bulletin issued on 07/02/09. The APPLICABLE MODEL(S)/VINS has been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2007-2009 Mazda3 vehicles (NOT including Mazdaspeed3) with VINs below (produced between April 1, 2007 and November 4, 2008)

- 2007 JM1BK\*\*\*\*\* 742201 - 774382
- All 2008
- 2009 JM1BK\*\*\*\*\* 187372 - 251982

2007-2009 Mazda5 vehicles with VINS JM1CR\*\*\*\*\* 155672 - 349055 (produced between April 1, 2007 and November 4, 2008)

## DESCRIPTION

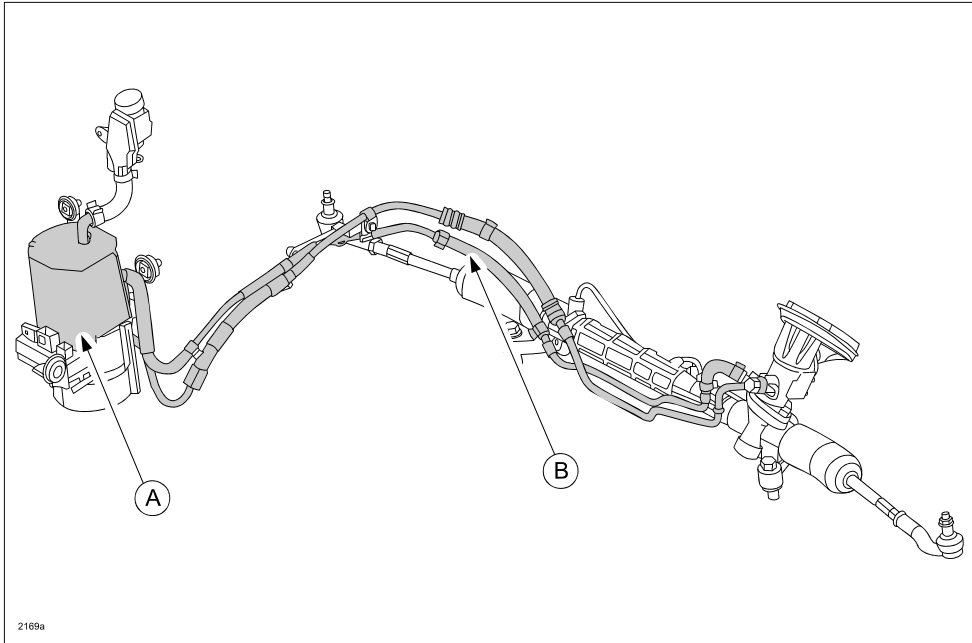
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Customers having this concern should have their vehicle repaired using the following repair procedure.

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## REPAIR PROCEDURE OUTLINE

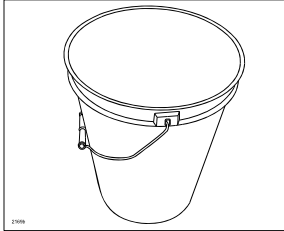
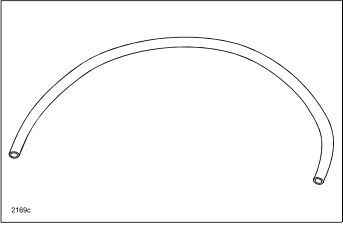
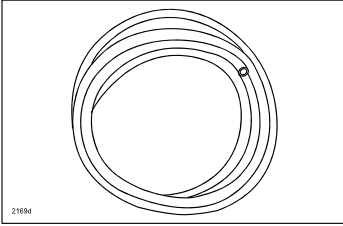
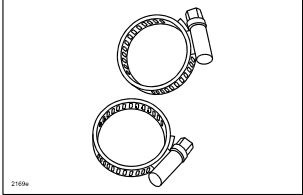
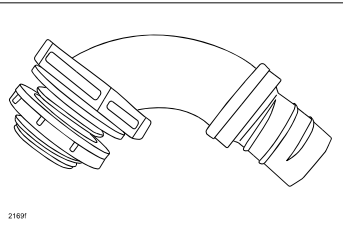
1. Verify customer concern.
2. Clean the steering gear box by flushing all fluid lines with 10 quarts of fluid.
3. Remove the electric power steering oil pump assembly (A) and pipe assembly (B).



4. Replace the power steering oil pump unit (shaded part of A) on the pump assembly with oil pump kit.
5. Install the repaired power steering oil pump assembly and new pipe assembly.
6. Fill the pump reservoir with ATF MIII and remove air from the line.

## REQUIRED PARTS

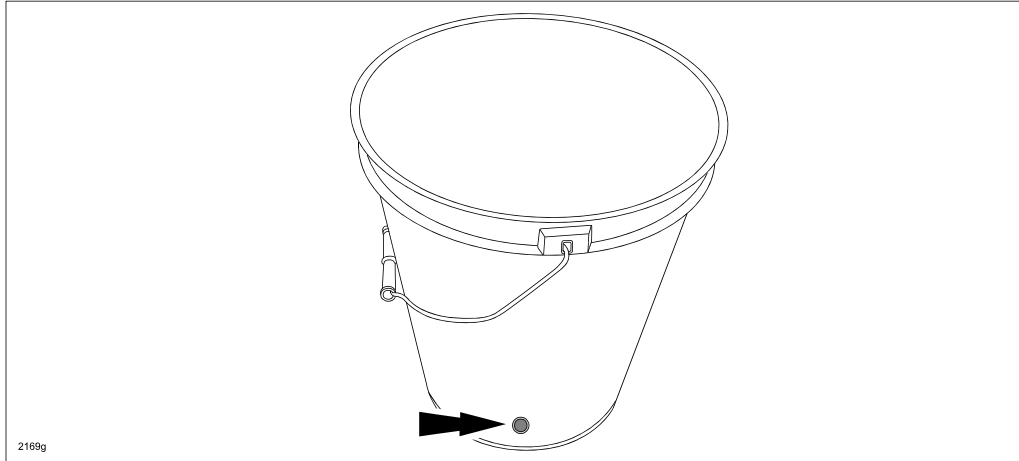
Although there are no special tools required for the flushing procedure, some locally sourced parts and fabrication are necessary. These parts are commonly found at large home improvement centers or hardware stores.

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<p>2</p>	<p>(1) piece of clear vinyl tubing 31 inches in length, 3/4" OD, 5/8" ID (suction hose).</p> <p>NOTE: To prevent contamination of the power steering system, verify the hose is clean inside before every use.</p>	
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<p>4</p>	<p>(2) Hose clamps (5/16"-7/8" range)</p>	
<p>5</p>	<p>(1) Fluid fitting with one end having a 1/2" fitting for a hose attachment and the other end threaded with a backing nut and sealing washer. [Example: A Carlon brand "ENVIROFLEX" 1/2" water tight electrical conduit connector (Model # LN20DA-CTN)]</p> <p>NOTE: To prevent contamination of the power steering system, verify the connector is clean inside before every use.</p>	

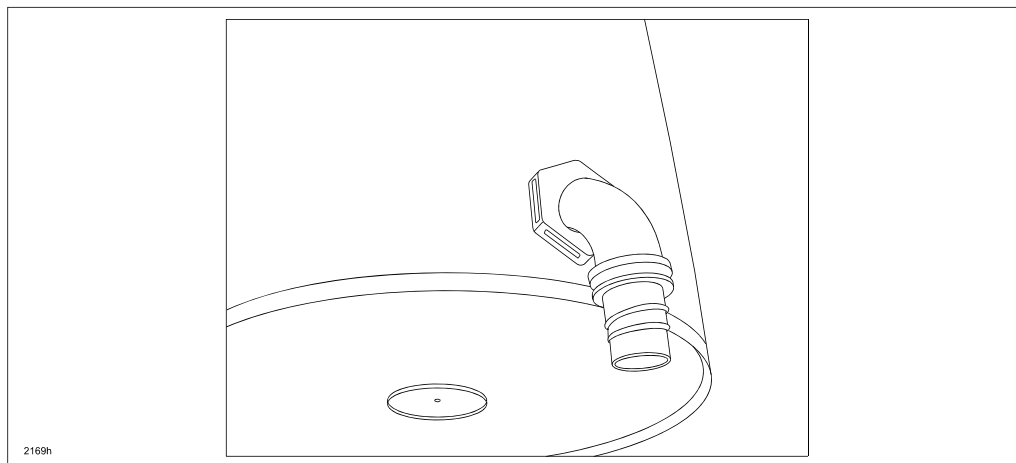
## FLUSHING PARTS PREPARATION (required one time)

1. Drill a hole for the appropriate sized fluid fitting through the side of the bucket within a 1/2" of the bottom, then clean the shavings out of the bucket.

**NOTE:** If using the "CARLON ENVIROFLEX" 1/2" fluid fitting drill a 3/4" diameter hole.



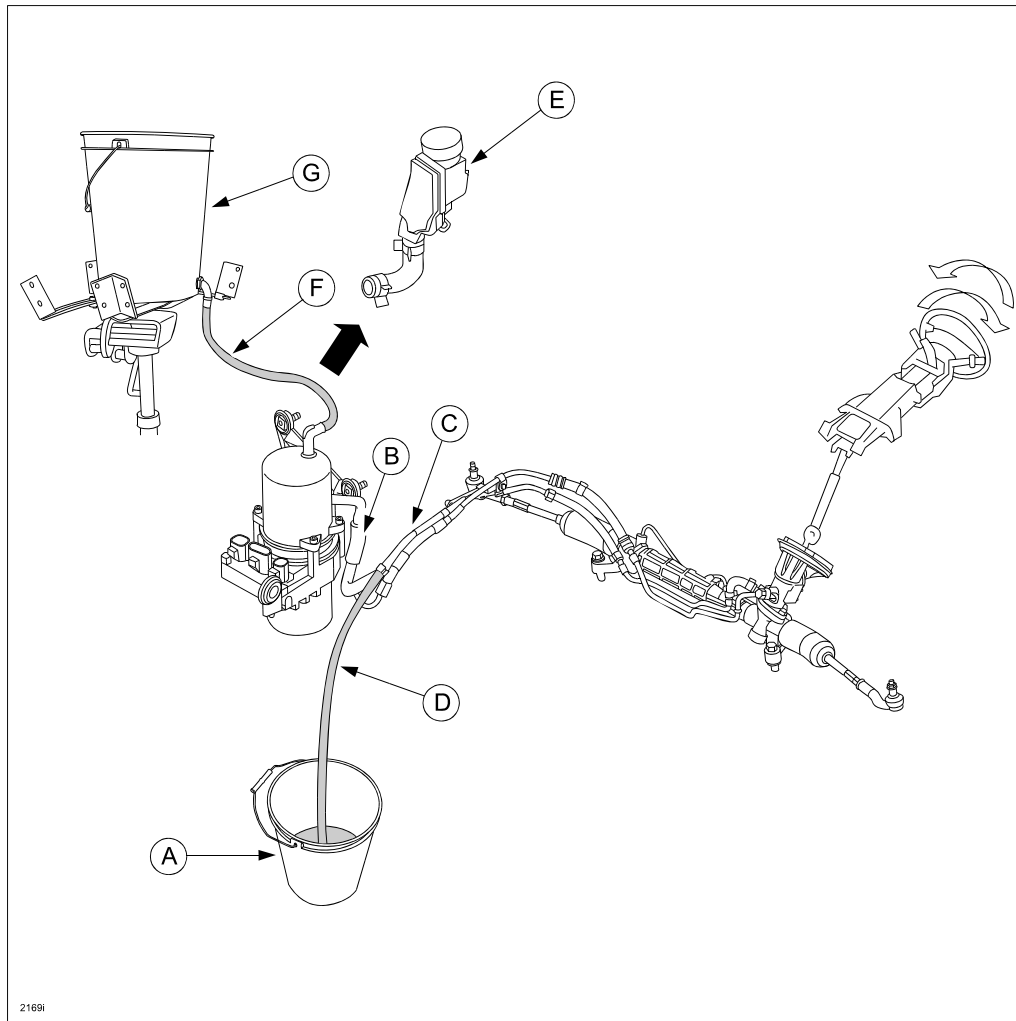
2. Insert fluid fitting into bucket as shown.



**CAUTION:** Extreme care must be taken to avoid contamination of the ATF and the bucket since just a fraction of contamination (about 40-50 micron) might damage the pump. Take proper care when storing or using the ATF and the bucket by placing a lid or cover on them.

## FLUSHING PROCEDURE

1. Raise the car on a hoist and remove the right front wheel.
2. Remove the undercover and right side splash shield.
3. Set the waste bucket or container (A) near the power steering pump.



4. Remove the return hose (B) from the return pipe (C) and connect a drain hose (D) to the return pipe with a hose clamp, then plug or clamp the return hose.
5. Lower the vehicle (It is not necessary to set the tires on the floor).
6. Remove the reservoir and hose (E) from the pump and connect the suction hose (F) from the bucket (G) to the top of the pump unit.

**NOTE:** Secure the suction hose with hose clamps to avoid it from disconnecting.

7. Fill the bucket with 10 quarts of new fluid and place above the power steering pump.

**Power steering fluid specification: ATF M-III or equivalent**

**NOTE:** The power steering fluid is going to be gravity fed, so place the bucket above the pump. Suggest placing it on a transmission jack.

8. Start the engine and turn the steering wheel back and forth to move the fluid through the gear box and the pipe assemblies. Stop the engine as soon as all 10 quarts of fluid has been used up, which can be seen through the clear vinyl suction hose.

**NOTE:** The pump will draw 10 quarts of fluid in about 2 minutes. Within 2 minutes, turn the steering lock to lock at least 6 times, or until the fluid is gone from the bucket. A continuous flow of 10 quarts of fluid is required for best results.

**CAUTION:** DO NOT turn the steering wheel if the fluid is gone from the bucket - no fluid is shown in the suction hose. Otherwise, the steering gear and linkage could be damaged.

9. Recycle the waste oil according to local regulations.

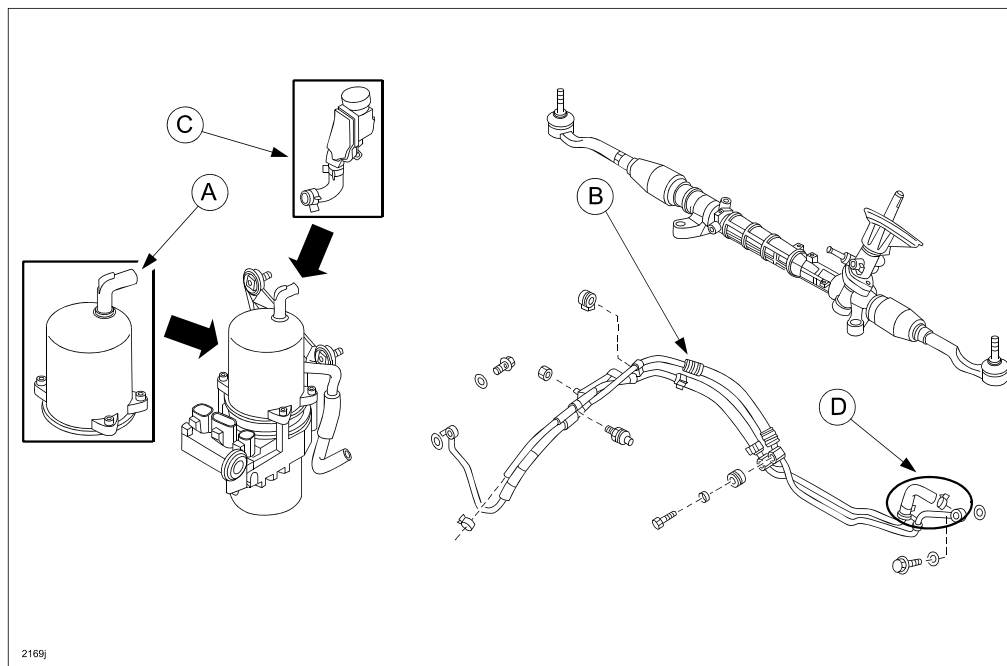
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**NOTE:** The Workshop Manual procedure may have you remove the front bumper and washer tank, but it is NOT necessary.

Outline of this procedure: Replace the pump unit (A) of the electric power steering oil pump assembly and pipe assembly (B), reusing the reservoir (C) and return hose (D).

**NOTE:** If a new return hose comes with the pipe assembly, use the new return hose.



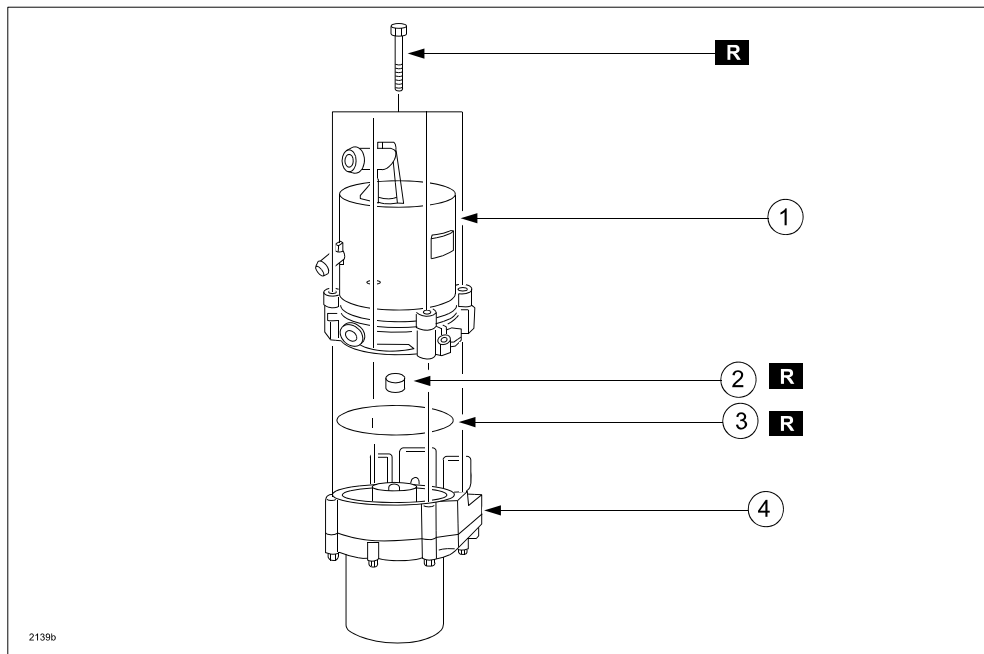
### NOTE:

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- Steps 2-4 are for replacement of the oil pump of the electric power steering oil pump assembly. Before performing the steps, inspect the EHPAS control module and motor visually, and replace the electric power steering oil pump assembly if a malfunction or damage is found.



**CAUTION:**

- The internal parts of the EHPAS control module and motor could be damaged if they receive an impact. Be careful when handling the EHPAS control module and motor to prevent it from impacting anything. Replace the electric power steering oil pump assembly if it has received an impact.
  - If fluid or foreign matter enter the motor, it could damage the motor. Be careful to not allow fluid or foreign matter to enter the motor. Even if a small amount of fluid or foreign material has entered the motor, replace the electric power steering oil pump assembly.
  - Do not use a vise to secure parts as the EHPAS control module or the motor could be damaged.
2. Drain the power steering fluid. After draining the power steering fluid, wipe off any fluid remaining around the port area of the power steering oil pump using a clean rag.
  3. Disassemble in the order indicated in the figure.



1	Power steering oil pump (See Power Steering Oil Pump Disassembly Note.) (See Bushing, Power Steering Oil Pump Assembly Note.)
2	Bushing (See Bushing, Power Steering Oil Pump Assembly Note.)
3	O-ring (See O-ring Disassembly Note.) (See O-ring Assembly Note.)
4	EHPAS Control Module and Motor

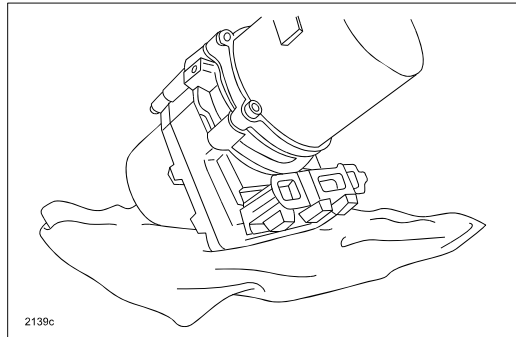
4. Assemble in the reverse order of disassembly.

**POWER STEERING OIL PUMP DISASSEMBLY NOTE**

a. Remove the power steering oil pump installation bolts (4).

**CAUTION:** DO NOT remove / loosen the motor to control unit bolts. Once they are loosened, they cannot be retorqued properly. If the bolts are loosened or removed, replace the motor and control unit.

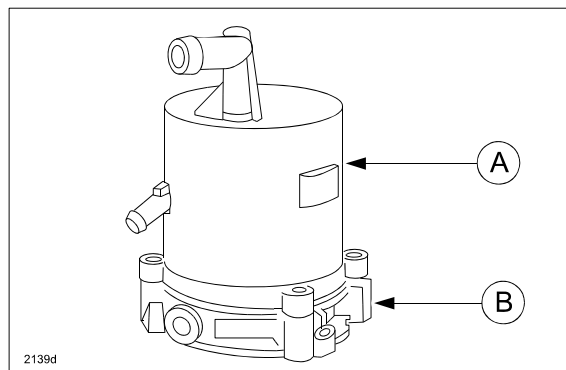
**NOTE:** Remove the control module and securely set on clean rags or a mat so that the EHPAS control module and motor do not get scratched.



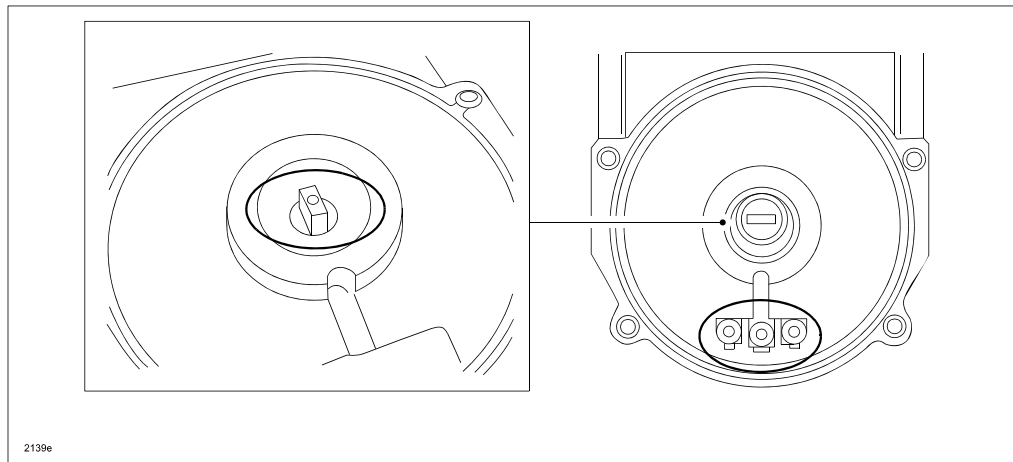
b. Remove the power steering oil pump from the EHPAS control module and motor.

**CAUTION:**

- If the pump (A) and housing (B) become separated when removing the power steering oil pump, the housing could fall and damage the part. When removing, be careful to not allow the pump and housing to become separated.



- Be especially careful that fluid does not get on the area shown in the figure as it could enter the EHPAS control module and motor, and then damage the motor by shorting it out when removing the power steering oil pump.



**O-RING DISASSEMBLY NOTE**

- a. Remove the O-ring.

**CAUTION:** When removing the O-ring, do not use a screwdriver or similar tool as it could damage the O-ring installation area of the motor. If the O-ring installation area is inadvertently damaged, replace the electric power steering oil pump.

- b. Wipe off any fluid from around the oil pump installation surface of the EHPAS control module and motor using a clean cloth.

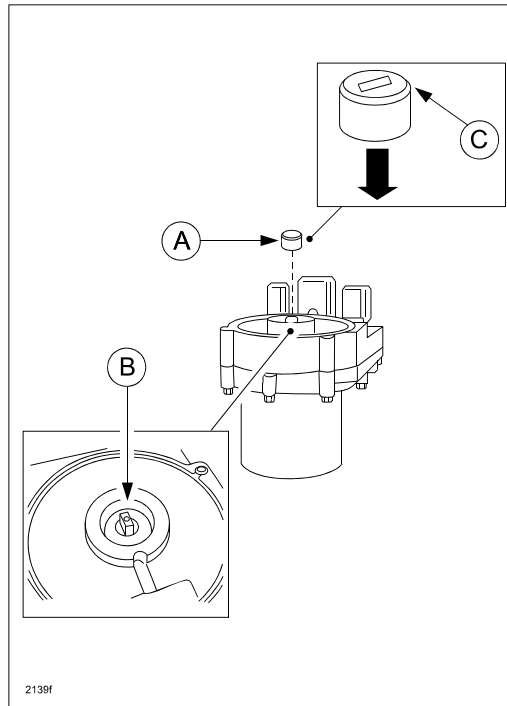
**O-RING ASSEMBLY NOTE**

- a. Verify that no foreign material is adhering to the O-ring installation area and assemble the O-ring.

**CAUTION:** If there is foreign matter adhering to the O-ring installation area, carefully remove it so that the O-ring installation area is not damaged. If the O-ring installation area is inadvertently damaged, replace the electric power steering oil pump assembly.

**BUSHING, POWER STEERING OIL PUMP ASSEMBLY NOTE**

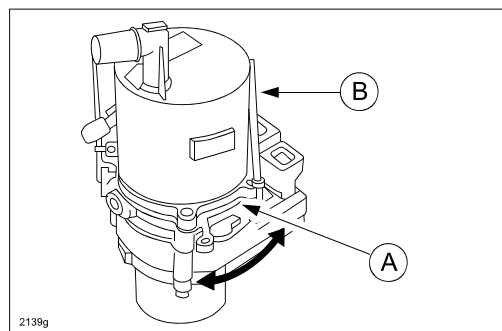
- a. Before assembling the bushing, verify that there is no fluid or foreign matter adhering to the oil pump installation surface of the EHPAS control module and motor. Wipe off any fluid or foreign matter using a clean cloth.
- b. Install the bushing (A) to the EHPAS control module and motor shaft (B) with the chamfer area (C) oriented to the power steering oil pump side



- c. Insert the pump shaft of the power steering oil pump into the bushing and temporarily install the power steering oil pump.

**NOTE:** The new power steering oil pump is secured to the pump and housing with a temporary band. Temporarily install it with the band left on.

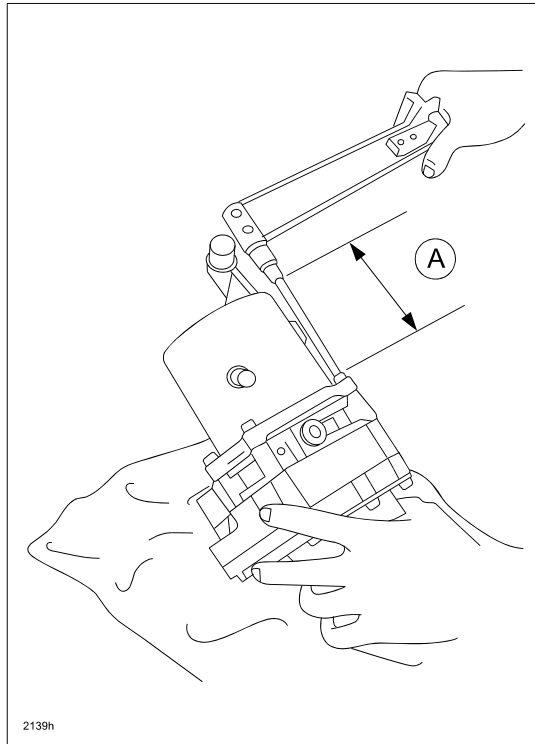
- d. Rotate the pump left and right in the area shown (A) so that the pump shaft securely engages with the bushing on the motor shaft and the temporary band (B) does not contact the motor housing.



- e. Remove the band and tighten the power steering oil pump installation bolts using a hexagonal bit socket with a bit area length of 90 mm (3.5 in.) or more (A).

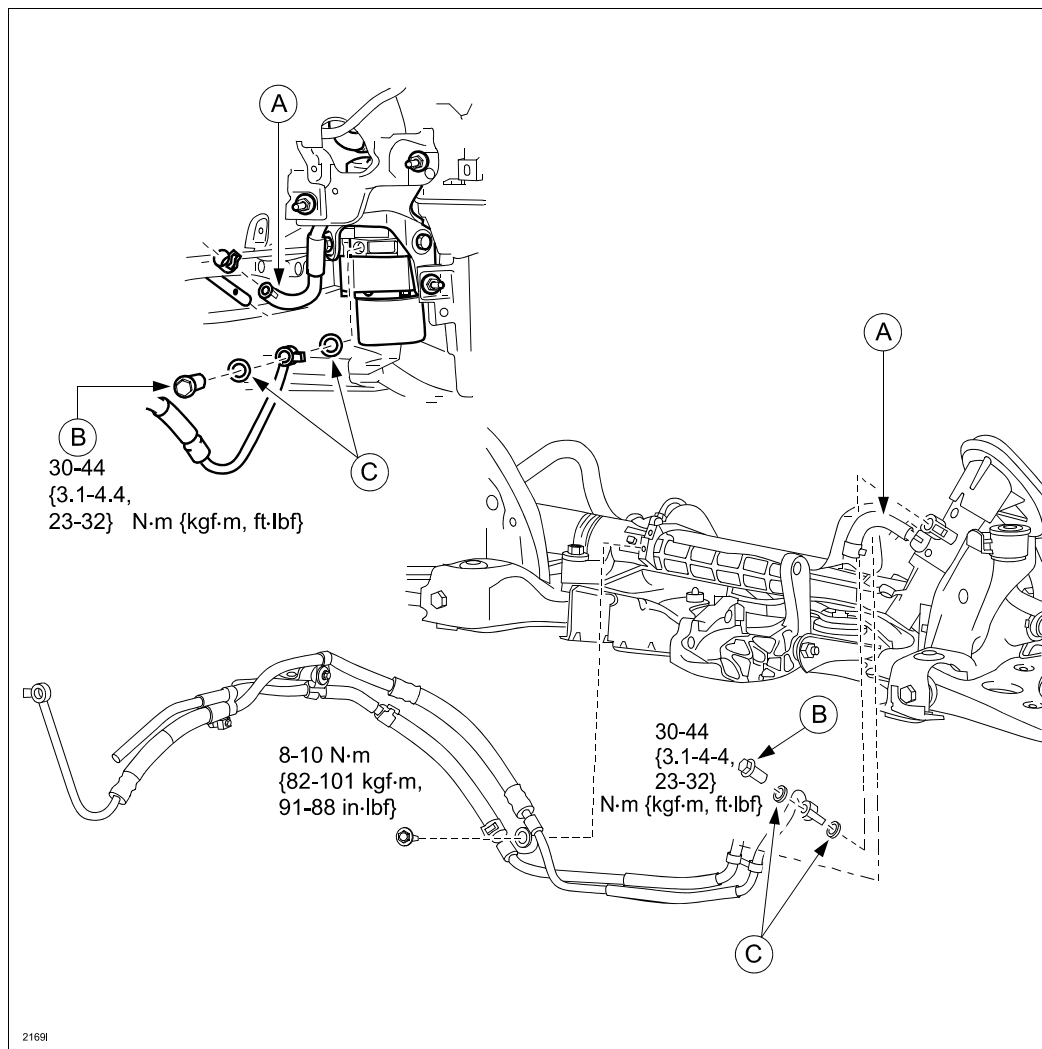
**Tightening torque: 7-10 Nm (72-101 kgfcm, 62-88 in-lbf)**

**NOTE:** Install the control module with it securely set on clean rags or a mat so that the EHPAS control module and motor do not get scratched.



5. Install the electric power steering oil pump assembly by tightening the bolts. Refer to MS3 online instructions or the Workshop Manual section 06-14.

6. Install the new pipe assembly, connecting the return hoses (A) and installing the connecting bolts (B) with new gaskets (C).



7. Refill the reservoir with power steering fluid.  
**Power steering fluid specification: ATF M-III or equivalent**
8. Bleed air from the system. Refer to MS3 online instructions or Workshop Manual section 06-14.  
**NOTE:** It is not necessary to perform "Programmable Module Installation (PMI)" when using the Oil Pump Service Kit because the control module is not being replaced.
9. Verify repair.
10. Install the undercover and the right side splash shield.

**PART(S) INFORMATION**

Part Number	Description	Qty.	Note
BBM4-32-68Z	Oil Pump Service Kit	1	Kit consists of oil pump (B), bolts (C), joint (D), and O-ring (E).
BP4L-32-47YM	Pipe Assembly	1	
9956-21-400	Gasket	4	
0000-77-110E-01	ATF		Up to 12 Quarts

A: MOTOR AND CONTROL UNIT

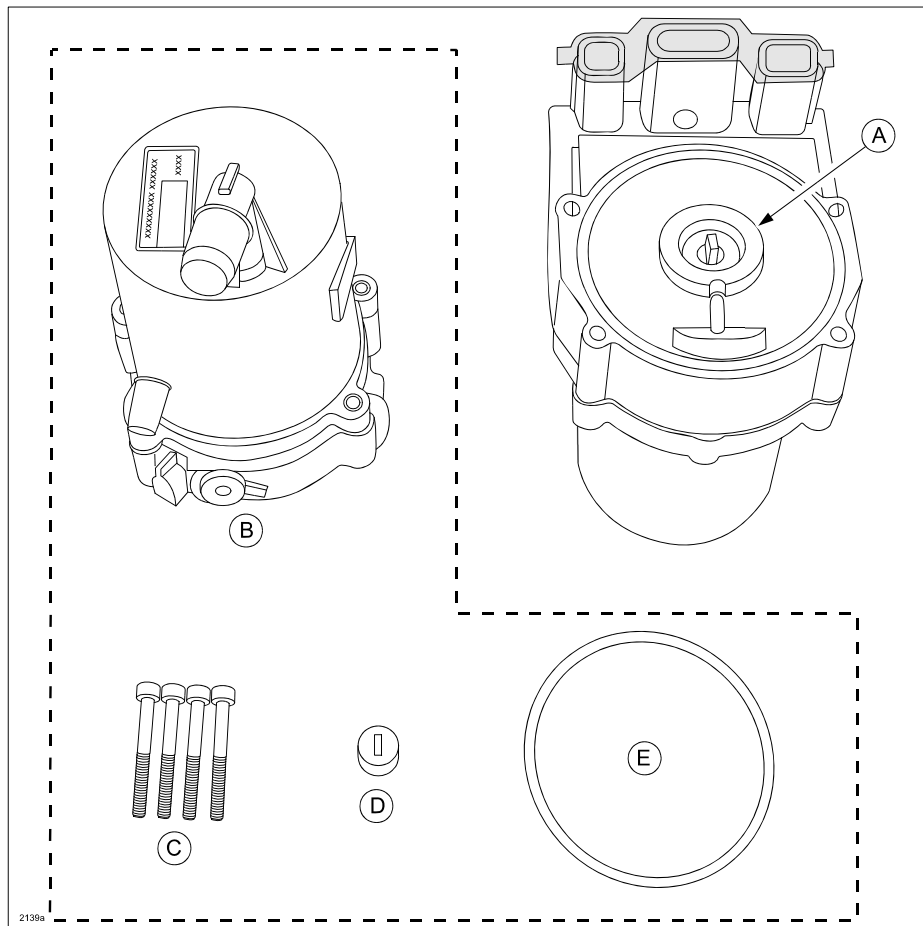
Oil Pump Service Kit consists of:

B: OIL PUMP

C: BOLTS

D: JOINT

E: O-RING



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## WARRANTY INFORMATION

**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	74
Damage Code	92
Part Number Main Cause	BP4L-32-47YM
Quantity	1
Operation Number / Labor Hours:	XXE30XRX / 1.6 Hrs