

Mazda Response: NHTSA Inquiry NVS-213dlr, PE12-019

Mazda has prepared this response to PE12-019 after a thorough search for the information requested and has made every effort to provide thorough and accurate information to support this information request.

The answers to your questions are set forth below. In accordance to your request, the question is first cited, with the response directly following its question.

Mazda has based the scope of this search on the following criteria:

Subject Vehicles: all MY 2001 through 2004 Mazda Tribute vehicles with 3.0L V6 engines manufactured for sale or lease in the United States.

Peer Vehicles: all other MY 2001 through 2004 Mazda Tribute vehicles manufactured for sale or lease in the United States.

Subject Recalls: Mazda Recall No. 2704L, NHTSA Recall 04V-583.

Subject Component 1: All speed control cable assemblies manufactured for original equipment or service use in the subject vehicles.

Subject Component 2: All accelerator cable assemblies manufactured for original equipment or service use in the subject vehicles.

Alleged defect (Subject Vehicles): One or more of the following symptoms or conditions:

1. Speed control cable assembly failure;
2. Accelerator cable assembly failure;
3. Any interference with the speed control cable assembly or throttle body cam, including from the plastic appearance cover;
4. Failure of the throttle to return to idle when the accelerator pedal is released or
5. Any incidents alleging prolonged incidents of unwanted engine power while driving that resulted in overheated brakes (e.g., brake smoking, evidence of overheating in post-incident inspection) or led the driver to shift to Neutral or turn the engine off to regain control of the vehicle.

Alleged defect (Peer Vehicles): One or more of the following symptoms or conditions:

1. Speed control cable assembly failure;
2. Accelerator cable assembly failure;

3. Any interference with the speed control cable assembly or throttle body cam, including from the plastic appearance cover;
4. Failure of the throttle to return to idle when the accelerator pedal is released or
5. Any incidents alleging prolonged incidents of unwanted engine power while driving that resulted in overheated brakes (e.g., brake smoking, evidence of overheating in post-incident inspection) or led the driver to shift to Neutral or turn the engine off to regain control of the vehicle.

Mazda notes that some of the documents and information that are provided in response to this inquiry might contain personal customer information such as customer names, addresses, and telephone numbers, as well as, full Vehicles Identification Numbers (VINs). Mazda respectfully requests that such personal information not be made public under FOIA Exemption 6. 5 U.S.C. 552 (b) (6).

Request 1. *State, by model and model year the number of subject vehicles Mazda has manufactured for sale or lease in the United States or a Federalized territory. Separate, for each subject and peer vehicle manufactured to date by Mazda, state the following:*

- a. Vehicle identification number (VIN);*
- b. Make;*
- c. Model;*
- d. Model Year;*
- e. Date of manufacture;*
- f. Assembly plant of manufacture;*
- g. Equipped with cruise control as an option (yes/no);*
- h. Subject recall applicability (yes/no);*
- i. Subject recall completion date;*
- j. Date warranty coverage commenced; and*
- k. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).*

Provide the table in Microsoft Access 2007, or a compatible format, entitled "PE12-019 MAZDA PRODUCTION DATA SUBJECT VEHICLES." See Enclosure, Data Collection Disc, for a preformatted table which provides further details regarding this submission.

Response 1

Data collected in response to Request 1 focused on Subject Vehicles (Peer Vehicle information will be provided in Appendix 2, in response to Request 2) and was collected during the weeks of

July 30, 2012 and August 6, 2012 and provides information that is current to that point of collection. The summary table shown below along with the data detail is provided separately in Microsoft Access format entitled **PE12-019 MAZDA PRODUCTION DATA SUBJECT VEHICLES** in Appendix I.

Tribute 3.0L V6	2001	2002	2003	2004	Grand Total
No Cruise Control	12,798	392	159	35	13,384
Cruise Control	39,091	46,712	45,385	29,176	160,364
Grand Total	51,889	47,104	45,544	29,211	173,748

Request 2. *State, by model and model year the number of subject vehicles Mazda has manufactured for sale or lease in the United States or a Federalized territory. Separate, for each subject and peer vehicle manufactured to date by Mazda, state the following:*

- a. Vehicle identification number (VIN);*
- b. Make;*
- c. Model;*
- d. Model Year;*
- e. Date of manufacture;*
- f. Assembly plant of manufacture;*
- g. Equipped with cruise control as an option (yes/no);*
- h. Subject recall applicability (yes/no);*
- i. Subject recall completion date;*
- j. Date warranty coverage commenced; and*
- k. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).*

Provide the table in Microsoft Access 2007, or a compatible format, entitled "PE12-019 MAZDA PRODUCTION DATA PEER VEHICLES." See Enclosure, Data Collection Disc, for a preformatted table which provides further details regarding this submission.

Response 2

Data collected in response to Request 2 focused on Peer Vehicles (Subject Vehicle information was provided in Appendix 1, in response to Request 1). This data was collected during the

weeks of July 30, 2012 and August 6, 2012 and provides information that is current to that point of collection. The summary table shown below along with the data detail is provided separately in Microsoft Access format entitled **PE12-019 MAZDA PRODUCTION DATA PEER VEHICLES** in **Appendix 2**. Cruise Control was not an option that was available on Tribute 2.0L vehicles for the model years 2001-2004.

Tribute 2.0L I-4 Engine	2001	2002	2003	2004	Grand Total
No Cruise Control	3,926	2,458	1,558	1,313	9,255
Cruise Control	0	0	0	0	0
Grand Total	3,926	2,458	1,558	1,313	9,255

Request 3. *State the number of each of the following, received by Mazda, or of which Mazda is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:*

- a. Consumer complaints, including those from fleet operators;*
- b. Field reports, including dealer field reports;*
- c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints of field reports;*
- d. Property damage claims;*
- e. Third-party arbitration proceedings where Mazda is or was a party to the arbitration; and*
- f. Lawsuits, both pending and closed, in which Mazda is or was a defendant or codefendant.*
- g. Expert reports prepared by Mazda and provided to the opposing party or provided by the opposing party and given to Mazda regarding matters in litigation or arbitration, other than as to damages.*

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

In addition, for items “c” through “f” provide a summary description of the alleged problem and causal and contributing factors and Mazda’s assessment of the problem, with a summary of the significant underlying facts and evidence. For items “e” and “f” identify the parties to the action,

as well as the caption, court docket number, and date on which the complaint or other document initiating the action was filed.

Response 3

The results of data collected for Request 3 (SUBJECT), “a” through “f” are summarized in the chart below and includes reports collected through August 6, 2012. Multiple incidents involving the same vehicle have been counted separately and multiple reports in regard to the same incident have also been counted separately.

Source Category	Total VIN	Crash	Prop Dam	Injury	Fatality
Arbitration/Mediation	14	3	0	0	0
Consumer Reports	426	67	24	6	0
Field Report	5	0	0	0	0
Lawsuit	9	3	2	1	0
Damage / Claim	18	17	14	11	0
Grand Total	472	90	40	18	0

Included in the consumer reports made to Mazda, a search for VOQ’s meeting our search criteria identified a total of 54 VOQ’s (includes the 26 reports provided by NHTSA with this PE) meeting the alleged defect for subject vehicles or unknowns where the engine could not be identified due to lack of VIN information.

Individual vehicles that might be reporting one of the alleged defects by Model Year:

Subject / MY	2001	2002	2003	2004
Reports	48	119	164	111

Request 4. *Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 3, state the following information:*

- a. Mazda’s file number or other identifier used;*
- b. The category of the item, as identified in Request No., 3 (i.e., consumer complaint, field report, etc.);*
- c. Vehicle owner’s or fleet name (and fleet contact person),*
- d. Vehicle owner’s or fleet address*
- e. Vehicle owner’s or fleet telephone number*
- f. Vehicle’s VIN;*

- g. Vehicle's make;*
- h. Vehicle's model;*
- i. Vehicle's model year;*
- j. Vehicle's mileage at time of incident'*
- k. Incident date;*
- l. Report or claim date;*
- m. Whether a crash is alleged;*
- n. Whether property damage is alleged;*
- o. Number of alleged injuries, if any; and*
- p. Number of alleged fatalities if any.*

Provide this information in Microsoft Access 2007, or a compatible format, entitled "PE12-019 MAZDA REQUEST NUMBER THREE DATA (SUBJECT)." See Enclosure, Data Collection Disc, for a pre-formatted table which provides further detail regarding this submission.

Response 4

The requested information, to the extent it is available, for consumer complaints, field reports, property damage claims and lawsuits in response to 'Request 4' is provided in Appendix 3 on the enclosed CD (file name: Appendix 3-PE12-019 MAZDA REQUEST NUMBER THREE DATA (SUBJECT)).

Each file has been assigned an allegation code to help sort the information. The key detail to the allegation coding is contained within the database.

Of the 472 reports:

- 102 of them allege a cable concern that may be attributed to the alleged defect,
- 129 of them relate the condition to the recall,
- 186 report condition that might relate to the alleged defect without relating a cause, and
- 55 report throttle body, PCM, icing, or other known causes for similar symptoms.

Request 5. *Produce copies of all documents related to each item within the scope of Request No.3. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Mazda used for organizing the documents.*

Response 5

Documents responsive to this information request related to the consumer complaints and field reports in the NNS (*) database at MNAO identified in response to request 3 are provided electronically in the folder named Appendix 3 – PE12-019 MAZDA REQUEST NUMBER THREE DOCUMENTS (SUBJECT). All documents are organized in sub-folders for each of the requested categories. Reports that correspond to the itemized list provided in Appendix 3 are titled with the Mazda file number. In some cases, no document is available. In records that show source code ‘accident’ or ‘telephone’, the notes are maintained in our Epiphany System, and are extracted in their entirety into the data base requested. In many cases, documents have been purged in accordance with Mazda’s File Retention Policies. Incorporated into Appendix 3 data base is a ‘Print Appendix’ that will provide each record in an individual document report.

(*)NNS: New National System is a database system maintained by Mazda North American Operations (MNAO). It is a core information system and supports various customer service activities such as customer relations, repair inquiry, warranty claim submission and others.

Request 6. *State the number of each of the following, received by Mazda, or of which Mazda is otherwise aware, which relate to, or may relate to, the subject condition in peer vehicles:*

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

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

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

Response 6

The results of data collected for Request 6 (PEER), “a” through “f” are summarized in the chart below and includes reports collected through August 6, 2012. Multiple incidents involving the same vehicle have been counted separately and multiple reports in regard to the same incident have also been counted separately.

Source Category	Total VIN	Crash	Prop Dam	Injury	Fatality
Arbitration/Mediation	0	0	0	0	0
Consumer Reports	17	0	0	0	0
Field Report	0	0	0	0	0
Lawsuit	0	0	0	0	0
Damage / Claim	0	0	0	0	0
Grand Total	17	0	0	0	0

Request 7. *Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 6, state the following information:*

- a. Mazda’s file number or other identifier used;*
- b. The category of the item, as identified in Request No., 6 (i.e., consumer complaint, field report, etc.);*
- c. Vehicle owner’s or fleet name (and fleet contact person),*
- d. Vehicle owner’s or fleet address*
- e. Vehicle owner’s or fleet telephone number*
- f. Vehicle’s VIN;*
- g. Vehicle’s make;*
- h. Vehicle’s model;*
- i. Vehicle’s model year;*
- j. Vehicle’s mileage at time of incident’*
- k. Incident date;*
- l. Report or claim date;*
- m. Whether a crash is alleged;*
- n. Whether property damage is alleged;*
- o. Number of alleged injuries, if any; and*
- p. Number of alleged fatalities if any.*

Provide this information in Microsoft Access 2007, or a compatible format, entitled “PE12-019 MAZDA REQUEST NUMBER THREE DATA (PEERS).” See Enclosure, Data Collection Disc, for a pre-formatted table which provides further detail regarding this submission.

Response 7

The requested information, to the extent it is available, for consumer complaints, field reports, property damage claims and lawsuits in response to ‘Request 6’ is provided in Appendix 6 on the enclosed CD (file name: Appendix 6-PE12-019 MAZDA REQUEST NUMBER SIX DATA (PEERS)).

Each file has been assigned an allegation code to help sort the information. The key detail to the allegation coding is contained within the database.

Of the 17 report:

- 3 of them allege a cable concern that may be attributed to the alleged defect,
- 12 reports that might relate to the alleged defect without relating a cause, and
- 2 report throttle body, PCM, icing, or other known causes for similar symptoms.

***Request 8.** Produce copies of all documents related to each item within the scope of Request No.3. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Mazda used for organizing the documents.*

Response 8

Documents responsive to this information request related to the consumer complaints and field reports in the NNS (*) database at MNAO identified in response to request 6 are provided electronically in the folder named Appendix 6 – PE12-019 MAZDA REQUEST NUMBER SIX DOCUMENTS (PEERS). This folder provides on one available report found in Mazda’s document files. As reported in Response 5, many reports from telephone or labeled as accident do not have reports, only notes maintained in our system. In addition, many of the older documents have been purged in accordance with Mazda Record Retention Policies.

Request 9. *State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Mazda to date that relate to, or may relate to, the alleged defect in subject vehicles the peer vehicles: warranty claims, extended warranty claims, claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.*

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

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

Provide this information in Microsoft Access 2007, or a compatible format, entitled "PE12-019 MAZDA WARRANTY DATA SUBJECT VEHICLES." See Enclosure, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response 9.

In response to request 9, a search of the Mazda Global Warranty System has been completed and the results are provided in Appendix 9 – Warranty Data. A summary of the data is provided below, broken down in the following categories:

1. Warranty claims,
2. Recall 93008 claims, and
3. Recall 2704L claims.

Please note that these claims are submitted to Mazda by dealers to seek payment for repairs, which they have made, and often contain insufficient information to accurately determine why a repair was made, if the repair was appropriate, or even if the repair was necessary.

Causal Part \ Model Year		2001	2002	2003	2004	Grand Total
Recall 93008 - NHTSA Recall 00V-210.02		60				60
EC0566311B	WIRE,A.C.C.	19				19
EC0566311D	ACC WIRE	40				40
EC0566311F	WIRE,A.C.C.	1				1
Recall 2704L - NHTSA Recall 04V-583			39,891	39,867	26,727	106,485
EC0541660F	CABLE,ACCEL (W/O BRKT)		39,891	39,867	26,727	106,485
Non-Recall		2,595	3,714	3,753	1,473	11,535
AJ0313640	BODY,THROTTLE	9	13	5	2	29
AJ0313640A	THROTTLE BODY	815	730	377	38	1,960
AJ0313640B	THROTTLE BODY	829	1,043	737	42	2,651
AJ0313640C	BODY,THROTTLE	298	1,091	1,621	777	3,787
AJ0313655	GASKET, THROTTLE BODY	49	77	92	34	252
EC0141660	CABLE,ACCEL.	2				2
EC0141660E	ACCEL CABLE		4	6	4	14
EC0141660F	CABLE (W/O BRACKET)			1	1	2
EC0166311D	ACC WIRE	6	6	5		17
EC0166311F	WIRE,A.C.C. /NLA			1	2	3
EC0541660	CABLE,ACCEL.	2	2	1		5
EC0541660D	ACCEL CABLE	65	23	2		90
EC0541660E	CABLE,ACCEL NLA 1076	62	262	272	47	643
EC0541660F	CABLE,ACCEL (W/O BRKT)	25	151	219	165	560
EC0566311B	WIRE,A.C.C.	3		1		4
EC0566311C	ACC WIRE			1		1
EC0566311D	ACC WIRE	198	60	10	10	278
EC0566311E	WIRE,A.C.C. /INAC		1			1
EC0566311F	WIRE,A.C.C.	142	143	330	293	908
EC0566312D	ACTUATOR,A.C.C.	89	108	71	57	325
EF9566311B	WIRE,A.C.C.				1	1
LA0166311B	ACC WIRE			1		1
ZZP066311	WIRE,A.C.C.	1				1
Grand Total		2,655	43,605	43,620	28,200	118,080

Request 10. Describe in detail the search criteria used by Mazda to identify the claims identified in response to Request No.9, including the labor operations, problem codes, part number and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty

coverage offered by Mazda on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Mazda offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Response 10.

Mazda Global Warranty System was used to provide an initial search of all warranty claims that may have occurred.

Search Criteria:

Model Year: 2001-2004

Mazda Tribute, 3.0L V6 Engine

Claim Received Date: All claims received through July 17, 2012

Causal part is any of the following:

- Throttle Body - AJ03-13-640*
- Throttle Body Gasket - AJ03-13-655
- Accelerator Cable - *41-660*
- A.C.C. Wire - *66-311*
- A.C.C. Actuator - EC05-66-312*

Mazda Tribute Warranty Coverage:

Model Year	Warranty Type	Term in Months	Term in Miles
2001	NVLW	36	50,000
2001	DPFE warranty extension (Service Campaign SSP59)	60 (total)	74,000 (total)
2002	NVLW	36	50,000
2002	DPFE warranty extension (Service Campaign SSP59)	60 (total)	74,000 (total)
2003	NVLW	48	50,000
2004	NVLW	48	50,000

Request 11. *Produce copies of all service, warranty and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Mazda has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other*

documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Mazda is planning to issue within the next 120 days.

Response 11.

Appendix 11 – DEALER COMMUNICATIONS provides copies of all service, warranty or other documents that may relate to the alleged defect in the subject vehicles.

***Request 12.** State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Mazda to date that relate to, or may relate to, the peer vehicles: warranty claims, extended warranty claims, claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.*

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

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

Provide this information in Microsoft Access 2007, or a compatible format, entitled "PE12-019 MAZDA WARRANTY DATA PEER VEHICLES." See Enclosure, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

Response 12.

In response to request 12, a search of the Mazda Global Warranty System has been completed and the results are provided in Appendix 12 – WARRANTY DATA. A summary of the data is provided below, broken down by causal part.

Please note that these claims are submitted to Mazda by dealers to seek payment for repairs, which they have made, and often contain insufficient information to accurately determine why a repair was made, if the repair was appropriate, or even if the repair was necessary.

Causal Part \ Model Year		2001	2002	2003	2004	Grand Total
AJ0313640	BODY,THROTTLE		1			1
AJ0313640A	THROTTLE BODY	8	12	1		21
AJ0313640B	THROTTLE BODY		3	1	1	5
AJ0313640C	BODY,THROTTLE		1	1	1	3
AJ0313655	GASKET, THROTTLE BODY		2			2
EC0141660	CABLE,ACCEL.	4				4
EC0141660E	ACCEL CABLE	16	30	8	3	57
EC0141660F	CABLE (W/O BRACKET)	1	5	8	13	27
EC0166311D	ACC WIRE		1			1
EC0541660	CABLE,ACCEL.	1				1
EC0541660D	ACCEL CABLE	1				1
EC0541660E	CABLE,ACCEL NLA 1076	1				1
Grand Total		32	55	19	18	124

Request 13. Describe in detail the search criteria used by Mazda to identify the claims identified in response to Request No.12, including the labor operations, problem codes, part number and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Mazda on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Mazda offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.

Response 13.

Mazda Global Warranty System was used to provide an initial search of all warranty claims that may have occurred.

Search Criteria:

Model Year: 2001-2004

Mazda Tribute, 2.0L I4 engine

Claim Received Date: All claims received through July 17, 2012

Causal part is any of the following:

- Throttle Body - AJ03-13-640*
- Throttle Body Gasket - AJ03-13-655
- Accelerator Cable - *41-660*
- A.C.C. Wire - *66-311*
- A.C.C. Actuator - EC05-66-312*

Mazda Tribute Warranty Coverage:

Model Year	Warranty Type	Term in Months	Term in Miles
2001	NVLW	36	50,000
2001	DPFE warranty extension (Service Campaign SSP59)	60 (total)	74,000 (total)
2002	NVLW	36	50,000
2002	DPFE warranty extension (Service Campaign SSP59)	60 (total)	74,000 (total)
2003	NVLW	48	50,000
2004	NVLW	48	50,000

Request 14. *Produce copies of all service, warranty, and other documents that relate to, or may relate to, the subject condition in the peer vehicles, that Mazda has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Mazda is planning to issue within the next 120 days.*

Response 14.

Mazda has completed a search of dealer, and all internal field or fleet purchaser communication on peer vehicles that might relate to the subject condition and has found no such communications, nor are there any plans for such communications planned by Mazda at this time.

***Request 15.** State the number of each of the following that Mazda has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):*

- a. Subject component;*
- b. Add any further requests or delete all, including requests for similar or substantially similar components; and*
- c. Any kits that have been released, or developed, by Mazda for use in service repairs to the subject component/assembly.*

Response 15.

In conversations with Mr. Derek Rinehardt on August 2, 2012, it was agreed that Mazda need only respond to Request 16, since Question 15 and Question 16 are nearly identical.

***Request 16.** State the number of subject components that Mazda has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable).*

Response 16.

Mazda service parts are sold to authorized Mazda dealers for their part sales and service requirements. Mazda has no means to determine if and when and if the parts were actually used by the dealer parts department.

Subject Component 1: All speed control cable assemblies manufactured for original equipment or service use in the subject vehicles.

The data provided for each subject component includes all part numbers including supersession chains. The information below includes all piece sales to US Dealers (less returns) by calendar year.

Subject Component 1: Speed Control Cable

PART NO	APPLICATION WITHIN TRIBUTE 01-04 MODEL	PART NUMBER DESCRIPTION	PIECES SOLD (LESS RETURNS) TO U.S. DEALERS BY CALENDAR YEAR											Grand Total	
			2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012 (thru July)		
EC05-66-311B	2001-04	WIRE,A.C.C.		9											9
EC05-66-311C	2001-04	ACC WIRE	1												1
EC05-66-311D	2001-04	ACC WIRE	160	105	-1	1	-2		0						263
EC05-66-311F	2001-04	WIRE,A.C.C.		150	304	397	622	541	371	286	248	205	123		3,247

Subject Component 2: Accelerator Cable

PART NO	APPLICATION WITHIN TRIBUTE 01-04 MODEL	PART NUMBER DESCRIPTION	PIECES SOLD (LESS RETURNS) TO U.S. DEALERS BY CALENDAR YEAR											Grand Total	
			2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012 (thru July)		
EC05-41-660	2001-04	CABLE,ACCEL.													0
EC05-41-660D	2001-04	ACCEL CABLE	107	3											110
EC05-41-660E	2001-04	CABLE,ACCEL NLA	7	199	639	-45	-4	-3	-1					-10	782
EC05-41-660F	2001-04	CABLE,ACCEL (W/O BRKT)			43	90,158	5,756	4,317	2,372	1,640	642	594	948		106,470

Request 17. *Provide copies of all communications to and from Mazda North American Operations (or Mazda Motor Corporation) regarding problems related to Ford Recall No. 04S25 and Mazda Recall No. 2704L, before October 6, 2005 and communications with Mazda related to what became or was the subject recall update including potential for speed control cable assembly damage occurring during accelerator cable replacement.*

Response 17.

Mazda North American Operations and Mazda Motor Corporation have searched e-mail notice and communication for notification and or discussion that might be related to problems affecting the subject recall prior to October 6, 2005 and finds none either internal to Mazda or between Mazda and Ford Motor Company. On June 15, 2012, Mazda became aware of an update to dealer instruction for Ford Recall No. 04S25 issued by Ford in October, 2005 that provided additional cautions for handling the cruise control to prevent damage to the cable. Mazda immediately began investigation. Mazda found that more than 87% of the subject recalled vehicles had been repaired; however, since other recall activity has recently issued on the same population of vehicles it was decided additional vehicles with open 2704L might come to dealers for repair of all open recalls. Mazda issued an update to dealer instruction with the added cautions on July 13, 2012 to assure Mazda technicians would take the necessary precautions when working around the speed control cable.

Please find copies of e-mail correspondence in Appendix 17 – COMMUNICATIONS.

Request 18. *Identify all repair procedures in the subject vehicles that: (a) may involve removal or disturbance of the accelerator cable or speed control cable from the throttle body cam; or (b) Mazda believes may result in damage to the accelerator or speed control cables and provide the following information about each:*

- a. A copy of the repair procedure;*
- b. Counts by subject recall applicability, model year, engine and claim year for all warranty claims (including extended warranty) related to the procedure/labor operation; and*
- c. If the procedure involves a part replacement (e.g. throttle body), state the applicable part sales numbers by calendar year.*

Response 18.

- a. A copy of all repair procedures is provided that are contained in our service information manual along with any appropriate technical bulletins for the subject vehicles in and around the accelerator or speed control cables that might (if due care and caution are not taken by service technician) result in damage to the aforesaid cables. Copies of these documents are provided in Appendix 18 - Response 18a – Copy of Repair Procedures.
- b. Appendix 18 - Response 18b provides Subject recall counts through July 17, 2012. As the subject recall only affects 3.0L, all counts apply to 3.0L V6 engine vehicles only.
- c. Appendix 18 - Response 18c provides part sales through July 31, 2012 for the parts mentioned in the Repair Procedures in item 18.a. Please note that some of these parts were also used in later model years, however, we cannot specify what model year the part was installed on.

Request 19. *Furnish Mazda's assessment of the alleged defect in the subject vehicle, including:*

- a. The causal or contributory factor(s);*
- b. The failure mechanism(s);*
- c. The failure modes(s);*
- d. The risk to motor vehicle safety that it poses;*
- e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and*
- f. The reports included with this inquiry.*
- g. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and*
- h. The reports included with this inquiry.*

Response 19.

In searching and analyzing records reporting defects in the subject vehicles that might pertain to one or more of the alleged defects Mazda found that the reports of concern were often extremely ambiguous and provided little help in defining the actual cause of the customer concern. The majority of consumer concerns were reported prior to the vehicle being seen by a dealer or technician. The customers often reported only sticky throttle, cable or pedal and it could not be discerned if the throttle or pedal might be causing an inability to accelerate, a stall condition or a failure of the engine to return to idle. In these cases Mazda has included those ambiguous reports, but cannot assess the failure mechanism, mode or safety risk.

Mazda further recognizes that within the scope of the subject vehicles, there have been two (2) separate cruise control cable recalls (93008 and 6812G) and an accelerator cable recall (2704L) that have provided a number of reports from customers of an incident that occurred either prior to the recall being issued or about a concern that occurred while there was ~~an~~ an open recall on the vehicle.

Even with the extremely broad definition of the alleged defects used in this investigation, the rate of reported concerns for 2001 model year is approximately 0.09% and from an overall perspective is shown to be less than 0.3% which is significantly low.

Mazda has identified two key causes that may result in throttle failing to return to idle on the Tribute vehicles.

The speed control cable that might contact the engine cover due to limited clearance. The Voluntary Recall 6812G has been issued to address this concern.

The accelerator cable liner could migrate out of the conduit. The Voluntary Recall 2704L has been issued to address this concern.

Alleged Defective Component - Speed Control Cable Assembly:

A total of 5 reports were found that clearly suggest that the speed control cable may have contacted the engine cover reportedly preventing the throttle from returning to idle. Mazda found in a recent investigation into this phenomenon that if the outer casing of the speed control cable is separated from the tip of the cable that in some rare instances, it is possible for the cable to pivot in such a manner as to come in contact with the engine cover when the vehicle is under full throttle.

Even though the occurrence rate is extremely low⁷, and the damaged speed control cable itself does not pose a safety risk immediately, considering the potential of the interference with engine cover due to inadequate clearance and the fact that the phenomenon of the throttle not returning to idle would potentially occur with no warning signs to driver, Mazda has issued a voluntary recall (6812G).

Alleged Defective Component – Accelerator Cable Assembly:

In reviewing reports for concerns with the accelerator cable assembly that may have occurred outside of scope of the voluntary recall 2704L, Mazda carefully reviewed allegations that reported cable concerns to the 2001MY vehicles. Only 16 reports of 2001MY vehicles claims indicate that there was a concern with the cable. Of those 16 reports, 1 reports a stuck/sticky throttle or pedal, 1 cites a fast idle, and 1 reports a failure to return to idle. There are; however, 4 reports of speed control that does not disengage and 8 reports concerning other cable concerns.

Mazda also reviewed the claims of post recall repaired vehicles for concerns that might relate to the alleged defect. Of the 84 remaining claims that report concerns for the throttle/speed control cable, 30 reported concerns prior to having the recall repair completed. The vast majority of the remaining 54 reports allege that the cable is broken or that the cable needs to be replaced and simply want to know if it is covered under warranty.

In reviewing the claims of crash, Mazda finds 80 unique VINS reporting crash incidents that might be related to the alleged defects. Five such reports are on 2001 vehicles and 75 are on vehicles that were included in the recall 2704L. Only 17 of those reports^s of accident or property damage were post recall 2704L. The remaining 16 allegations of stuck accelerator are generic and unable to necessarily provide a root cause of the incident.

VOQ Reports Provided by NHTSA

Mazda has reviewed the 26 VOQ's provided by NHTSA and our data systems for vehicle history and additional information when available.

- 10 reports pertain to 2001MY vehicles that are outside the scope of Recall 2704L
 - 2 Speed Control Cable concerns that might be related to the recent voluntary Recall 6812G
 - 1 dealer confirmed misplaced aftermarket floor mat interference
 - 7 reports that Mazda was unable to discern cause and finds no additional information on.
- 16 reports are within the scope of the subject recall.

- 2 reports of cruise control concerns that might be related to recall 6812G
- 4 alleged a concern to the accelerator cable long after 2704L replaced the cable.
- 10 reports that Mazda was unable to discern cause and finds no additional information on.

In conclusion of this investigation, Mazda believes that suitable actions on the appropriate vehicles have been taken with each of the recalls.
