INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# MAZDA CAC

# VOQ MAZDA PAGE 305

# DAMAGE CLAIM PAGE 469

# LAWSUIT PAGE 524

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Mazda

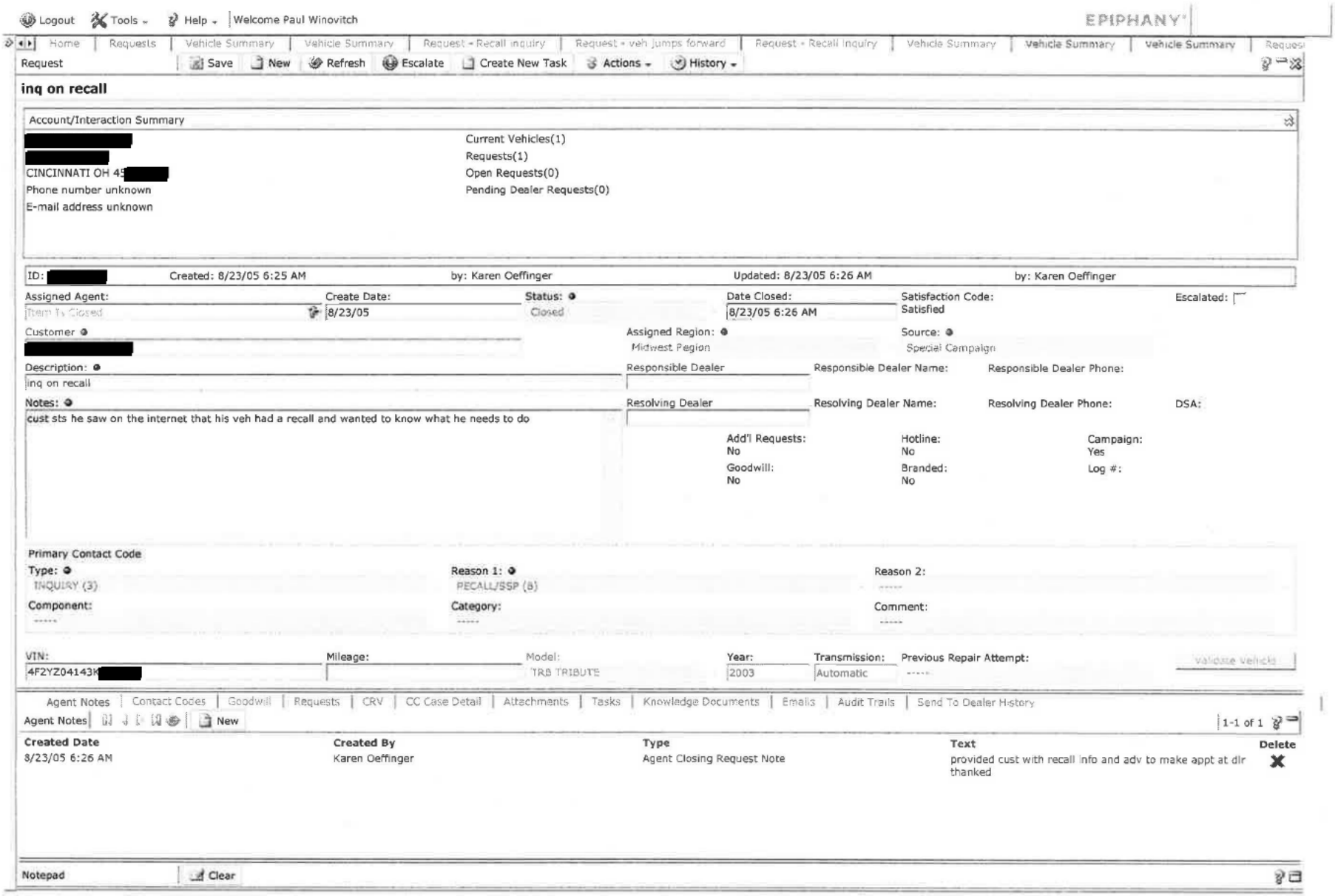
9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC





Logout | Tools | Help | Welcome Paul Winovitch

EPIPHANY

Home | Requests | Vehicle Summary | Vehicle Summary | Request - Recall Inquiry | Request - Veh Jumps Forward | Request - Recall Inquiry | Vehicle Summary | Vehicle Summary | Vehicle Summary | Request

Request | Save | New | Refresh | Escalate | Create New Task | Actions | History

**inq on recall**

Account/Interaction Summary

[redacted]
[redacted]
CINCINNATI OH 45[redacted]
Phone number unknown
E-mail address unknown

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

ID: [redacted] Created: 8/23/05 6:25 AM by: Karen Oeffinger Updated: 8/23/05 6:26 AM by: Karen Oeffinger

| Assigned Agent: | Create Date: | Status: | Date Closed: | Satisfaction Code: | Escalated: |
|---|---|---|---|---|---|
| Item To Closed | 8/23/05 | Closed | 8/23/05 6:26 AM | Satisfied | |

Customer: [redacted]

Assigned Region: Midwest Region

Source: Special Campaign

Description: inq on recall

Responsible Dealer | Responsible Dealer Name: | Responsible Dealer Phone:

Notes: cust sts he saw on the internet that his veh had a recall and wanted to know what he needs to do

Resolving Dealer | Resolving Dealer Name: | Resolving Dealer Phone: | DSA:

Add'l Requests: No
Hotline: No
Campaign: Yes
Goodwill: No
Branded: No
Log #:

Primary Contact Code

| Type: | Reason 1: | Reason 2: |
|---|---|---|
| INQUIRY (3) | RECALL/SSP (8) | ----- |

| Component: | Category: | Comment: |
|---|---|---|
| ----- | ----- | ----- |

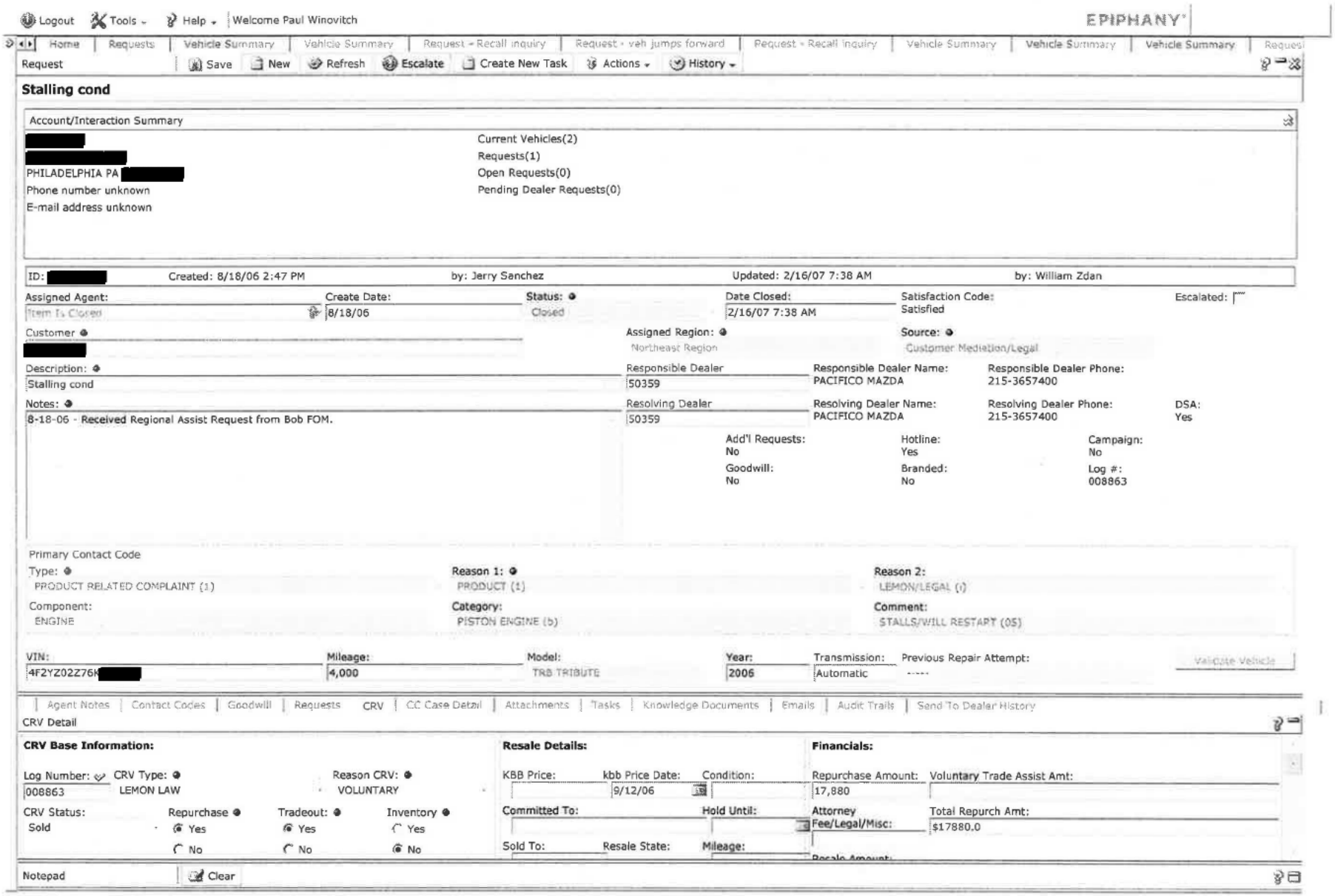
| VIN: | Mileage: | Model: | Year: | Transmission: | Previous Repair Attempt: | Validate Vehicle |
|---|---|---|---|---|---|---|
| 4F2YZ04143K[redacted] | | TRB TRIBUTE | 2003 | Automatic | ----- | |

Agent Notes | Contact Codes | Goodwill | Requests | CRV | CC Case Detail | Attachments | Tasks | Knowledge Documents | Emails | Audit Trails | Send To Dealer History

Agent Notes | New | 1-1 of 1

| Created Date | Created By | Type | Text | Delete |
|---|---|---|---|---|
| 8/23/05 6:26 AM | Karen Oeffinger | Agent Closing Request Note | provided cust with recall info and adv to make appt at dlr thanked | ✖ |

Notepad | Clear



Logout Tools Help Welcome Paul Winovitch EPIPHANY

Home | Requests | Vehicle Summary | Vehicle Summary | Request - Recall inquiry | Request - veh jumps forward | Request - Recall inquiry | Vehicle Summary | Vehicle Summary | Vehicle Summary | Request

Request | Save | New | Refresh | Escalate | Create New Task | Actions | History

**Stalling cond**

Account/Interaction Summary

[redacted]
[redacted]
PHILADELPHIA PA [redacted]
Phone number unknown
E-mail address unknown

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

ID: [redacted] Created: 8/18/06 2:47 PM by: Jerry Sanchez Updated: 2/16/07 7:38 AM by: William Zdan

Assigned Agent: Item Is Closed
Create Date: 8/18/06
Status: Closed
Date Closed: 2/16/07 7:38 AM
Satisfaction Code: Satisfied
Escalated:

Customer [redacted]
Assigned Region: Northeast Region
Source: Customer Mediation/Legal

Description: Stalling cond
Responsible Dealer: 50359
Responsible Dealer Name: PACIFICO MAZDA
Responsible Dealer Phone: 215-3657400

Notes: 8-18-06 - Received Regional Assist Request from Bob FOM.
Resolving Dealer: 50359
Resolving Dealer Name: PACIFICO MAZDA
Resolving Dealer Phone: 215-3657400
DSA: Yes

Add'l Requests: No
Hotline: Yes
Campaign: No
Goodwill: No
Branded: No
Log #: 008863

Primary Contact Code

Type: PRODUCT RELATED COMPLAINT (1)
Reason 1: PRODUCT (1)
Reason 2: LEMON/LEGAL (1)
Component: ENGINE
Category: PISTON ENGINE (b)
Comment: STALLS/WILL RESTART (05)

VIN: 4F2YZ02Z76K[redacted]
Mileage: 4,000
Model: TRB TRIBUTE
Year: 2006
Transmission: Automatic
Previous Repair Attempt: ----
Validate Vehicle

Agent Notes | Contact Codes | Goodwill | Requests | CRV | CC Case Detail | Attachments | Tasks | Knowledge Documents | Emails | Audit Trails | Send To Dealer History

CRV Detail

**CRV Base Information:**

Log Number: 008863
CRV Type: LEMON LAW
Reason CRV: VOLUNTARY
CRV Status: Sold
Repurchase: Yes / No
Tradeout: Yes / No
Inventory: Yes / No

**Resale Details:**

KBB Price:
kbb Price Date: 9/12/06
Condition:
Committed To:
Hold Until:
Sold To:
Resale State:
Mileage:

**Financials:**

Repurchase Amount: 17,880
Voluntary Trade Assist Amt:
Attorney Fee/Legal/Misc:
Total Repurch Amt: $17880.0
Resale Amount:

Notepad | Clear

* Buyback vehicle

PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC



# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | electrical-instrument/display-warning chimes/lights—— | Symptom | burned out |
| Commodity | electrical-instrument/display-warning chimes/lights—— | Symptom | function-malfunction/inoperative |
| Commodity | electrical-instrument/display-warning chimes/lights—— | Symptom | mod-driving condition-at cruise |
| Commodity | electrical-instrument/display-warning chimes/lights—— | Symptom | mod-driving condition-while driving |
| Commodity | electrical-instrument/display-warning chimes/lights—— | Symptom | mod-indicator light/warning chime on |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2003 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 30 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 09-Sep-2003 |
| Version Series Code | AAAAX | Load Date | 14 -Sep-2003 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | UNK |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 14 -Sep-2003 | | |

| | |
|---|---|
| Customer Comment | RCVD LTR FROM CST, STS PURCH VEH W/OUT CRUISE CONTROL, STS DLR HAD INDEP INSTALL CRUISE CONTROL. STS TOOK VEH TO DLR MULTIPLE TIMES FOR CHK ENG LIGHT. STS DLR KEPT REPLACING PARTS. STS NOW VEH OOW AND SHE TOOK VEH TO INDEP AND PROB WAS WITH CRUISE CONTROL INSTALLATION. REQ REIMB. |
| Technician Comment | MAILED LTR TO ADV TO ADDRESS ISSUE WITH DLR AS CONCERN WITH CRUISE CONTROL INSTALLATION IS NOT FACTORY RELATED AS IT WAS DONE BY DLR/INDEP. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU07181K[redacted] | Engine Serial Number | 460374038 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 27-Jul-2000 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Mar-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

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# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 46 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 10-Jan-2005 |
| Version Series Code | AAAQK | Load Date | 13 -Feb-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23716 |
| Causal Part Name | unknown | Dealer Name | HENNESSY MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | MORROW |
| Non Causal Part Numbers | | Dealer State/Province | GA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Feb-2005 | | |

| | |
|---|---|
| Customer Comment | CUST STS ACCELLATOR STICKS, CUST STS ISSUE HAS BEEN NOTICABLE SINCE PURCHASE. CUST STS WANTS ISSUE REPAIRED AT NO COST TO HER. CUST STS SVA [redacted] CUST STS VERY IRRATIC WHEN VEH STICKS/LURCH. CUST STS DLR UNABLE TO DUP/DIAG. |
| Technician Comment | 0012005 01 10CRPP644 REQ DESC INTERMITTENT ACCELLATOR STICKING ADV CUST TO HAVE DLR DIAG ISSUE. ADV CUST WILL CONTACT DLR ON HER BEHALF. THANKED. TT SVM BOB HURST (678) 898 2549, ADV OF CUST ISSUE, ADV VEH MODEL YR NOT PART OF RECALL. REQ SVM RESEARCH VEH HISTORY AND CONTACT TECH LINE FOR REPAIR ASSIST. ADV MAY BE ABLE TO ASSIST IF NECESSARY. NO FURTHER CONTACT FROM CUST. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU09191K[redacted] | Engine Serial Number | 816550086 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 13-Mar-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 06-Apr-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 85000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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Mazda

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REQUEST NUMBER THREE
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Mazda CAC



# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA Care Surveys |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

| | | | |
|---|---|---|---|
| Tread Category Code | 18 | Tread Category Description | speed control |
| Reported in Tread Quarter | Q1 2006 | | |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 37 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Jan-2006 |
| Version Series Code | AAAA5 | Load Date | 16 -Feb-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23877 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | ACCARDI MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | LAKE CITY |
| Non Causal Part Numbers | | Dealer State/Province | FL |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 3867526933 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 16 -Feb-2006 | | |

| | |
|---|---|
| Customer Comment | After receiving a recall notice from Mazda about my 2003 Tribute, I brought it to Eddie Accardi Mazda in Lake City Florida, where I purchased the vehicle and routinely bring it for periodic oil changes and tire rotations. I was told by the service writer that my vehicle was not on the recall list and no recall service was necessary. About two months later I experienced a runaway engine while on the road and fortunately was able to drive the vehicle with much difficulty to Duval Mazda in Gainesville, Florida where the accelerator linkage was replaced as a recall item. This was a scary and dangerous experience as a result of Accardi Mazda's service writer's negligence. Dr[redacted] |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ04163K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 11-Dec-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 23-Jan-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC



# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | GCQIS Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | engine power-misfire/runs rough |
| Commodity | powertrain-engine— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine— | Symptom | unintended acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2002 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | 2[redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | P | Repair/Report/Paid Date | 14-May-2002 |
| Version Series Code | AAAQK | Load Date | 04 -Jan-2003 |
| Causal Part Prefix- Base - Suffix | -Unknown - | Dealer Code | 8409L |
| Causal Part Name | Unknown | Dealer Name | FORD MOTOR CO PROD EVAL SURVEY |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | DEARBORN |
| Non Causal Part Numbers | | Dealer State/Province | MI |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | N |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 18 -Mar-2006 | | |

| | |
|---|---|
| Customer Comment | VEHICLE HESISTATES/SURGES WHEN STARTING FROM STOP. IT SEEMS AS IF THROTTLE PLATE MAY STICK |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU08172K[redacted] | Engine Serial Number | 301995087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 23-Feb-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 20-Mar-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 2500 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECi [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loose |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | misaligned/out of position/adjustment/poor fit |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | loose |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | misaligned/out of position/adjustment/poor fit |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 21 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 08-Apr-2003 |
| Version Series Code | AAAAX | Load Date | 11 -Jun-2003 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23235 |
| Causal Part Name | unknown | Dealer Name | PARKS MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | HIGH POINT |
| Non Causal Part Numbers | | Dealer State/Province | NC |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 3368867889 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 30 -Jun-2003 | | |

| | |
|---|---|
| Customer Comment | THROTTLE BODY WHERE THE INTAKE HOOKS UP IS STICKING.CST STS DLR CANT FIX IT. CST STS THEY TELL HIM ITS NOT COVERED UNDER WTTY AND THEY WANT TO CHARGE HIM $179 FOR REPAIR. CST STS HE CAN FIX IT FOR $2 WITH A CAN OF LUBRUCANT. CST STS HE MAY GO TO ANOTHER DLR FOR HELP. CST STS HIS REAR HATCHBCAK DOOR RATTLES AND THE DLR ONLY PUTS GREESE ON IT TO FIX IT. CST WANTS TO KNOW WHAT HAPPENS WHEN HE GOES OUTSIDE WTTY. |
| Technician Comment | 0012003 04 08CRPC407 AT ATTN SVM PLEASE CLOSE WITH RESOLUTION. THANKS, GRANT ADVISED CUSTOMER THAT THROTTLE BODY LINKAGE STICKING DUE TO CARBON BUILD UP DUE TO FUEL. THIS IS NOT A MFG. DEFECT THEREFORE IT IS NOT COVERED UNDER WARRANTY. ALSO, DISCUSSED REAR HATCH DOOR RATTLE THAT THERE IS AN M TIP OUT ABOUT LUBRICATING THE STRICKER AND ADJUSTING IT. WE HAVE DONE THIS SEVERAL TIMES AND GAVE A TUBE OF LUBRICATE. THIS ALL MAZDA HAS AT THIS TIME ATTN SVM PLEASE CLOSE WITH RESOLUTION. THANKS, GRANT |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU07181K[redacted] | Engine Serial Number | 866890087 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 12-Apr-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 16-Aug-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 22000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | retract-does not retract |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 19 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 23-Jun-2003 |
| Version Series Code | AAAQK | Load Date | 24 -Aug-2003 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 60207 |
| Causal Part Name | unknown | Dealer Name | MAZDA OF BEDFORD |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | BEDFORD |
| Non Causal Part Numbers | | Dealer State/Province | OH |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 4404392323 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 24 -Aug-2003 | | |

| | |
|---|---|
| Customer Comment | CUST STS HE TOOK HIS VEH TO DLR FOR A STICKING THROTTEL. STS HE WAS CHAGED TO A THROTTEL BODY CLEANING AND IT IS STICKING AGAIN (WAS CLEANED 3/03). ALSO SEAT BELT WILL NOT RETRACT. |
| Technician Comment | SPOKE WITH JAMES STILL FEELS THROTTLE STICKS. UNHAPPY WITH OUR SERVICE AND HAS APPOINTMENT SET WITH FRED VINCENT MAZDA FOR DIAGNOSIS. OFFERED TO LOOK AGAIN AND DID NOT WANT TO COME BACK TO OUR SERVICE DEPARTMENT AT THIS TIME. OFFERED TO HANDLE SITUATION PERSONALLY BUT HE DECLINED. TOLD HIM I WAS AT HIS DISPOSAL IF FRED VINCENT DID NOT CLEAR UP ISSUE ATTN SVM PLEASE REVIEW FILE AND CLOSE WITH YOUR FINDINGS. THANK YOU, HEATHER B. 949/727 6435 0022003 06 30CRPC399 SPOKE TO SVA DAVID. HE SAID HAVE CUST CALL THEM FOR APPOINT MENT BUT THEY ARE BOOKED PRETTY SOLID DUE TO 4TH JULY WEEKE NED. STS BETTER OFF GETTING IN NEXT WEEK. THANKED, ADV I'LL NOTIFY CUST. ADV CUST OF INFO ABOVE. CUST THANKED FOR CON TACT PERSON.GAVE VDN#. AT ATTN SVM PLEASE REVIEW FILE AND CLOSE WITH YOUR FINDINGS. THANK YOU, HEATHER B. 949/727 6435 0012003 06 30CRPC399 CUSTOMER CALLED TO FOLLOW UP WITH CRPC444. WAS WAITING FOR HIM TO CALL FRED VINCENT MAZDA TO SET UP AN APPOINTMENT FOR 2ND OPINION. STS THATMAZDA OF BEDFORD TOLD HIM THAT THE STICKING THROTTLE OR GAS PEDAL WAS OPERATING AS DESIGNED AN D SAID THE INTERMITTENT PROBLEM W/THE SEATBELT NOT RETRACTI NG WAS NOT DUPLICATED. CUST STS HE WOULD LIKE TO GET HIS OI L CHANGED & WOULD LIKE TO SEE IF FRED VINCENT COULD PERFORM THE SERVICE AND ALSO LOOK AT THESE PROBS AS A 2ND OPINION. CALLED FRED VINCENT MAZDA INQ IF THEY TAKE APPOINTMENTS |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU09122K[redacted] | Engine Serial Number | 056419087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 11-Sep-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Dec-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 15000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting — Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no keyword found |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no keyword found |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2003 Q1 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 27 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 18-Dec-2003 |
| Version Series Code | AAAQK | Load Date | 11 -Jan-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 61515 |
| Causal Part Name | unknown | Dealer Name | CLIFF WALL MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | GREEN BAY |
| Non Causal Part Numbers | | Dealer State/Province | WI |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 9204688898 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -Jan-2004 | | |

| | |
|---|---|
| Customer Comment | CST STS THAT HIS VEH HAS A PROB W/ THE THROTTLE. CST STS THAT DLR SAID HE NEEDS PART CLEANED. CST STS CLEANING WILL BE MORE THAN $120. CST STS THAT HE HAD THIS DONE A YR AGO & MAZDA PAID FOR. CST STS HE FEELS DEFECT IN PART. CST STS MAZDA SHOULD COVER. CST STS WILL NOT BUY ANOTHER MAZDA IF HE HAS TO INCUR COST FOR CLEANING. CST STS CRAPPY CAR & CRAPPY DLR. |
| Technician Comment | ATTN SVM ADV CST CARBON CLEANING IS MAINTENANCE ITEM & CST PAY. PLS CLOSE FILE UPON RESOLUTION W/ NOTES. THANK YOU, REBECCA 949.727.6849 EXPLAINED THAT THROTTLE BODY CLEANING WAS PART OF MAINTENCE. CUSTOMER DID NOT FEEL HE HAD TO PAY FOR MAINTENCE. SO WE WERE AT A STALEMATE. 0012003 12 18CRPC522 AT ATTN SVM ADV CST CARBON CLEANING IS MAINTENANCE ITEM & CST PAY. PLS CLOSE FILE UPON RESOLUTION W/ NOTES. THANK YOU, REBECCA 949.727.6849 PUT CST ON HOLD; CONTACTED DLR & TT SVM WHO ADV THAT CARBON BUILD UP ON THROTTLE BLADES & BODY ON 1/13/03. ADV CST IS NOT @ DLR NOW & HASN'T BEEN DIAG. ADV CLEANING WOULD BE PART OF 30K & NOT COVERED. THANKED. RELAYED INFO TO CST WHO SAID WENT IN LAST NIGHT & DIDN'T HAVE FORMALLY DIAG, BUT SA TOLD HIM THIS. ADV CST OF WHAT SVM SAID. CST STS GOING TO WRITE LE 0022003 12 18CRPC522 TTER ABOUT HOW BAD VEH IS & SEND TO THE PAPER. APOLOG FOR SIT. ADV CST REV AFTER FORMALLY DIAG. CST STS WILL WRITE LETTER. AGAIN APOLOG. ADV CST OF FILE # & VDN. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU09141K[redacted] | Engine Serial Number | 998812086 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 24-Jul-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 17-Oct-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 29000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-stall |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2003 Q1 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 36 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 19-Dec-2003 |
| Version Series Code | AAAAX | Load Date | 22 -Feb-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 61549 |
| Causal Part Name | unknown | Dealer Name | FOX MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | GRAND RAPIDS |
| Non Causal Part Numbers | | Dealer State/Province | MI |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 6169565511 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 22 -Feb-2004 | | |

| | |
|---|---|
| Customer Comment | PER SUGGESTION FROM THE DLR THE CUST IS CALLING IN TO NOTIFY MAZDA OF CONCERNS WITH HIS VEHICLE. CUST SAYS THE VEHICLE WILL SUDDENLY STALL, SOMETIMES AT SLOW SPEEDS AND HE HAS TO RESTART THE VEHICLE. HE HAS BEEN TO THE DLR FOR THIS CONCERN BEFORE. CUST ALSO STATES THAT THE TRANS BANGS HARD INTO GEAR FIRST THING IN THE MORNING. CUST ALSO HAS A STICKY GAS PEDAL. CUST HAS APPT WITH DLR TO ADDRESS THESE ISSUES BUT WANTS DOCUMENTATION WITH MAZDA |
| Technician Comment | ATTN DCSM/SVM CUST IS CONCERNED THAT HIS ISSUES ARE NOT BEING DEALT WITH UNDER WARRANTY. CUST HAS AN APPOINTMENT WITH YOU NEXT MONDAY AND WOULD LIKE TO HAVE HIS VEHICLE DIAGNOSED. PLEASE REVIEW FILE FOR CUSTOMER CONCERNS AND UPDATE WITH RESOLUTION. THANKS, FRANK 949 727 6631 CUSTOMER CONCERN WAS SOLVED BY INSTALLING NEW THROTTLE BODY TO CURE STICKY ACCEL PEDAL, RETEST OK 0012003 12 19CRPC569 AT ATTN DCSM/SVM CUST IS CONCERNED THAT HIS ISSUES ARE NOT BEING DEALT WITH UNDER WARRANTY. CUST HAS AN APPOINTMENT WITH YOU NEXT MONDAY AND WOULD LIKE TO HAVE HIS VEHICLE DIAGNOSED. PLEASE REVIEW FILE FOR CUSTOMER CONCERNS AND UPDATE WITH RESOLUTION. THANKS, FRANK 949 727 6631 AS REQUESTED BY CUST ...LETTER SENT TO CUST WITH FILE# |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU07121K[redacted] | Engine Serial Number | 590718086 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 21-Sep-2000 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 01-Feb-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 21 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 25-Mar-2004 |
| Version Series Code | AAAA5 | Load Date | 28 -Mar-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | UNK |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 28 -Mar-2004 | | |

| | |
|---|---|
| Customer Comment | CUST SAYS HIS GAS PEDAL STICKS SOMETIMES... |
| Technician Comment | ADV CUST TO VISIT HIS LOCAL MAZDA DLR FOR DIAGNOSIS AND REPAIR. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU081X2K[redacted] | Engine Serial Number | 470126087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 17-Jun-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Jul-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2004 Q2 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 14 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 30-Jan-2004 |
| Version Series Code | AAAQK | Load Date | 13 -Apr-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51512 |
| Causal Part Name | unknown | Dealer Name | FAIRHAVEN MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | FAIRHAVEN |
| Non Causal Part Numbers | | Dealer State/Province | MA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Apr-2004 | | |

| | |
|---|---|
| Customer Comment | CST STS HE HAS BEEN ADDRESSING THIS CONCERN THROTTLE STICKING SINCE HE BOUGHT VEH AND HAVE BEEN ABLE TO DUPLICATE. CST STS NOW THEY WANT TO CHARGE THROTTLE BODY SERVICE WHICH HE DOES NO FEEL HE SHOULD HAVE TO PAY. CST STS HE IS ALSO HAVING TRANS PROB W/ O/D NOT SHIFTING INTO GEAR ON HWY. CST STS HE DOES NOT BELIEVE ITS NORMAL. |
| Technician Comment | 0032004 04 05CRPC174 RECEIVED EMAIL FROM DAN AND KARSTEN ABOUT FILE WITH AN UPDATE FROM SVM CLIFF ABOUT THE RESOLUTION. CLLD SVM CLIFF LEFT VM TO PLS CLOSE FILE W/FINAL RESOLUTION. 0022004 01 30CRPC174 CST. 0012004 01 30CRPC174 AT PLEASE REVIEW FILE AND CLOSE W/RESOLUTION. THX, JERRY S (949) 727 6249 INFORMED CST I DO APOLOGIZE AND WILL CALL DLR SVM TO SEE IF WE CAN COVER THIS THROTTLE SERVICE THIS ONE TIME BUT IT IS NORMALLY MAINT ITEM. INFORMED CST I WILL ALSO MAKE SURE THEY ADDRESS HIS SHIFTING CONCERN ON HWYS. CST STS OK CLLD DLR SPK W/ANDY ASSIST AND ADDRESSED CST CONCERN. INFORMED ANDY TO COVER THE THROTTLE SERVICE IF NEED BE BUT YOUR DLR IS GOLD DSA DLR SO I DONT SEE A PROB AND TEST DRIVE VEH W/ THROTTLE PLATE STICKING CLEANEDTHROTTLE BODY ,PEFORMED FUEL SERVICE CUST HAS NO HISTORY FOR TRANSMISSION CONCERN CUST STATES WILL HAVE CHECKED AT NEXT SERVICE DUE POSS MAY. PLEASE REVIEW FILE AND CLOSE W/RESOLUTION. THX, JERRY S (949) 727 6249 |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ96103K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 19-Sep-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Dec-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 18000 | Vehicle Axle Ratio | |

| Vehicle Restraint Code | | |
|---|---|---|

**Disclaimer:**

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loss of control |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at high rpm |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2004 Q2 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 24 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 29-Mar-2004 |
| Version Series Code | AAAA5 | Load Date | 13 -Apr-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 61521 |
| Causal Part Name | unknown | Dealer Name | SUBURBAN MAZDA OF TROY |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | TROY |
| Non Causal Part Numbers | | Dealer State/Province | MI |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 2486492300 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Apr-2004 | | |

| | |
|---|---|
| Customer Comment | CUST STATES THAT THE VEHICLE REVS TO 6000 RPM WITHOUT STEPPING ON THE GAS PEDAL. CUST IS CONCERNED THAT THE VEHICLE WILL ACCELERATE OUT OF CONTROL IF SHE STEPS OFF THE BRAKE... |
| Technician Comment | 0012004 03 29CRPC569 AT ATTN DCSM/SVM PLEASE REVIEW FILE FOR CUSTOMER CONCERNS... THE CUST WILL BE VISITNG THE DLR TO HAVE THE VEHICLE LOOKED AT...SHE ATTEMPTED TO HAVE IT REPAIRED AT ANOTHER MECHANIC BUT THE VEHICLE IS STILL HAVING THE SAME PROBLEM. ADV CUST TO TAKE IT TO AN AUTHORIZED MAZDA DLR TO HAVE REPAIRS DONE. PLEASE UPDATE FILE WITH RESOLUTION AND CLOSE. 0000 N0 MRS. JENNINGS CALLED ME, EXPLAINED THE PROBLEM. AND TOLD ME THAT SHE WAS GOING BACK TO THE PEOPLE WHO RATTEMPTED TO FIX THE FIRST TIME. IF WE FOUND NO SATISFACTION SHE WOULD CALL ME FOR AN APPT TIME AND DAY. SHE HAS MY DIRECT LINE AND I HAVEN'T HEARD FROM HER YET. ATTN DCSM/SVM PLEASE REVIEW FILE FOR CUSTOMER CONCERNS... THE CUST WILL BE VISITNG THE DLR TO HAVE THE VEHICLE LOOKED AT...SHE ATTEMPTED TO HAVE IT REPAIRED AT ANOTHER MECHANIC BUT THE VEHICLE IS STILL HAVING THE SAME PROBLEM. ADV CUST TO TAKE IT TO AN AUTHORIZED MAZDA DLR TO HAVE REPAIRS DONE. PLEASE UPDATE FILE WITH RESOLUTION AND CLOSE. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU08182K[redacted] | Engine Serial Number | 148592087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 05-Nov-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 29-Apr-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 15 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 02-Jun-2004 |
| Version Series Code | AAAA5 | Load Date | 08 -Jun-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23203 |
| Causal Part Name | unknown | Dealer Name | SKYLAND MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | ASHEVILLE |
| Non Causal Part Numbers | | Dealer State/Province | NC |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 8286675213 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 08 -Jun-2004 | | |

| | |
|---|---|
| Customer Comment | RCV'D C/A VM FROM KEN BROKAW, SVC MGR. STS CUST SAID CONTACTED MNAO FOR GDWL FOR FUEL PEDDLE STICKING. FOUND CARBON BUILD ON THROTTLE BODY. STS IS MAINT ITEM. STS HAS 1 SVC MAINT ON JUNE 2003 FOR OIL. NO OTHER SVC. WILL NOT PROVIDING ANY GDWL FOR VEH. |
| Technician Comment | DOC'D COMMENTS PER SVM. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ94183K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 30-Oct-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 01-Apr-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 27890 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | administrative cost |
| Commodity | powertrain-engine— | Symptom | damage |
| Commodity | powertrain-engine— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 17 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 02-Aug-2004 |
| Version Series Code | AAAA5 | Load Date | 08 -Aug-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | UNK |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 08 -Aug-2004 | | |

| | |
|---|---|
| Customer Comment | CST ADV THAT SHE WAS BROKEN DOWN ON THE SIDE OF THE ROAD AND THEN GAS PEDAL WAS STUCK. ADV SHE NEEDED SOME HELP |
| Technician Comment | ADV CST THE PHONE NUMBER FOR ROAD SIDE ASSISTANCE AND ADV CST THAT THEY WILL TOW VEH TO CLOSEST MAZDA DLR FOR VEH TO BE REPAIRED. ADV THAT IF VEH DAMAGE IS COVERED UNDER WTTY A RENTAL VEH WILL BE PROVIDED. CST THANKED. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ94123K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 25-Nov-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 26-Mar-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 30000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-pedal positions |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 17 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 22-Oct-2004 |
| Version Series Code | AAAA5 | Load Date | 24 -Oct-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | UNK |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 24 -Oct-2004 | | |

| | |
|---|---|
| Customer Comment | STS WIFE WAS RECENTLY DRIVNING VEH AND VEH'S GAS PEDAL GOT STUCK IN ACCELERATION POSITION, NO ONE HURT. STS DLR DIAG VEH AS HAVING STCIKY CABLES AND VEH IS FINE NOW. STS IS NERVOUS ABOUT HAVING WIFE DRIVE VEH. |
| Technician Comment | 0012004 10 22CRPC427 REQ DESC VEHICLE COMPLIANT THANKED CST FOR COMMENTS AND ADVD CST THAT PRODUCT PLANNING AND ENGINEERING DEPTS REVIEW CST'S COMMENTS REGARDING VEHS. ALSO ADVD CST TO CONTACT NHTSA. SUP (MICHELE) APPROVED LTR. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ94183K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 13-Feb-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 05-Jun-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-lack of engagement |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine— | Symptom | unintended acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 26 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 11-Oct-2004 |
| Version Series Code | AAAQK | Load Date | 07 -Nov-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51401 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | RAINES MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SOUTH CHARLESTON |
| Non Causal Part Numbers | | Dealer State/Province | WV |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 21 -Aug-2005 | | |

| | |
|---|---|
| Customer Comment | CUST STS THAT WHEN HE APPLIES PRESSURE TO THE ACCELERATOR THE VEH WONT MOVE. WHEN HE APPLIES A LITTLW BIT MORE THE VEH WILL LUNGE FORWARD. CST STS THAT DLR HAS ALREADY REPLACED THE THROTTLE, WHICH HELPED BUT DIDNT RESOLVE. CUST STS THAT DLR STS THAT THEY DOENT KNOW WHAT THE PROBLEM IS. |
| Technician Comment | 0052005 08 16CRPC666 REPLACED THROTTLE BODY FOR STICKY SPOT AND REPLACED THROTTLE CABLE FOR HARD SPOT IN IT. REPLACED THROTTLE BODY FOR STICKY SPOT AND REPLACED THROTTLE CABLE FOR HARD SPOT IN IT. 0042005 07 13CRPC666 RD THIS FILE TO DCSM TO LOOK AT. ADVD CUST TO SCHEDULE APPT WITH SVM IN ORDER TO SPEAK WITH THE DCSM. CASE REOPEN DUE TO NO SOLUTION. 0032005 07 13CRPC666 AT ATTN SVM/DCSM CUST HAS MANY DOCUMENTATION OF THE SAME PROBLEM. AT THIS POINT DLR HAVE TOLD CUST THAT THERE IS NOTHING ELSE THEY COULD DO TO IMPROVE THE SITUATION. REPLACED THROTTLE BODY ONCE. PROBLEM STILL REMAINS. PLEASE KINDLY REVIEW THE FILE AND CLOSE UPON RESOLUTION. THANK YOU. HANS 949 727 6888. 0000 N0CUST CALLED FOR THE SAME PROBLEM. DLR TOLD CUST THAT THERE IS NOTHING ELSE THEY COULD DO TO MEET CUST'S SATISFACTION. ADVD CUST THAT HIS HAS BEEN AN ONGOING PROBLEM AND WOULD FORWA 0022004 12 27CRPC646 CUST STS THAT IS STILL SAME PROBLEMS WITH VEH. AVSD CUST THAT NEEDS TO TAKE VEH TO DLR TO HAVE DIAG. ADV THAT VEH IS STILL UNDER WTTY. 0012004 10 11CRPC609 AT ATTEN DCSM/SVM PLEASE REVIEW FILE FOR ANY POSSIBLE ASSISTANCE. PLEASE CONTACT TECH HOTLINE FOR ANY ADDITIONAL ASSISTANCE. PLEASE CONTACT CUSTOMER, ADD NOTES, AND CLOSE. THANKS CHRIS MNAO (949) 727 6303 REQ DESC THROTTLE PROBLEM REPLACED THROTTLE BODY FOR STICKY SPOT AND REPLACED THROTTLE CABLE FOR HARD SPOT IN IT. REPLACED THROTTLE BODY FOR STICKY SPOT AND REPLACED THROTTLE CABLE FOR HARD SPOT IN IT. REPLACED THROTTLE BODY FOR STICKY SPOT AND REPLACED THROTTLE CABLE FOR HARD SPOT IN IT. ATTEN DCSM/SVM PLEASE REVIEW FILE FOR ANY POSSIBLE ASSISTANCE. PLEASE CONTACT TECH HOTLINE FOR ANY ADDITIONAL ASSISTANCE. PLEASE CONTACT CUSTOMER, ADD NOTES, AND CLOSE. THANKS CHRIS MNAO (949) 727 6303 |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU08152K[redacted] | Engine Serial Number | 472601087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 18-Jun-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 31-Aug-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 32000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | part-missing part |
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 17 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 12-Nov-2004 |
| Version Series Code | AAAA5 | Load Date | 21 -Nov-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51434 |
| Causal Part Name | unknown | Dealer Name | HERITAGE MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | OWINGS MILLS |
| Non Causal Part Numbers | | Dealer State/Province | MD |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 21 -Nov-2004 | | |

| | |
|---|---|
| Customer Comment | CUST COMPLAINT ABOUT CARBON BUILD UP. CUST STS THAT SHE HAS HAD PREVIOUS PROBLEMS WITH GAS PEDAL STICKING. CUST STS THAT DLR ADV HER OF CARBON BUILD UP. CUST STS DLR ADV HER TO SWITCH GAS. DLR ALSO ADV CUST PROBLEM WILL COME BACK. CUST WANTS PROBLEM RESOLVED. STS THAT DLR ALREADY CLEANED CARBON BUILD UP |
| Technician Comment | ATTN DLR/DCSM PLEASE ADD CLOSING NOTES TO CUST FILETHANKSSAM949 727 6582 CALLED CUSTOMER AND TOLD HER WE HAD GOTTEN INFO ON A PART THAT WILL RESOLVE THE CONCERN SHE IS HAVEING WITH HER VAN. I HAVE ORDERED THE PART AND SHE WILL BRING THE VAN THIS WEEK FOR THE REPAIR[redacted] 11 12CRPC607 AT ATTN DLR/DCSM PLEASE ADD CLOSING NOTES TO CUST FILETHANKSSAM949 727 6582 REQ DESC CARBON BUILD UP ADV CUST THAT CARBON BUILD UP IS MAINT ITEM AND CUST PAY. ADV CUST TO FOLLOW DLR SUGGESTION AND SWITCH GAS. ADV CUST IF PROBLEM COMES BACK TO CALL BACK CAC AND INQ IF THERE IS ANYTHING CR CAN DO TO ASSIST. ADV CUST IF SHE IS NOT SATISIFIED WITH DLR SVC TO TAKE VEH TO OTHER DLR AND SEEK 2ND OPINION |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ94173K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 10-Oct-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 05-Jul-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 21000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 28 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 16-Nov-2004 |
| Version Series Code | AAAQK | Load Date | 21 -Nov-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34486 |
| Causal Part Name | unknown | Dealer Name | INGRAM PARK MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SAN ANTONIO |
| Non Causal Part Numbers | | Dealer State/Province | TX |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 2104060122 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 21 -Nov-2004 | | |

| | |
|---|---|
| Customer Comment | CUST STS THAT HER GAS PEDAL WAS STICKING. STS THAT DLR ADV HER SHE NEEDS CARBON CLEAN UP. CUST STS THAT IT IS NOT MENTIONED ANYWHERE IN THE OWNERS MANUAL |
| Technician Comment | 0012004 11 16CRPC607 AT ATTN DLR PLEASE ADD CLOSING NOTES TO CUST FILETHANKSSAM949 727 6582 REQ DESC CARBON CLEAN UP CALLED DLR AND TT MARK IN SVC. STS THAT CARBONBUILD UP IS MAINT AND CUST JUST NEEDS THE CARBON CLEANED UP CALLED BACK CUST AND ADV CUST THAT CARBON BUILD UP IS MAINT BUT MAZDA WILL GOODWILL CLEAN UP FOR CUST. APOLOGIZED FOR INCONVEIENCE FOR CUST. ADV CUST WILL SEND GC DEALER DID NOT OFFER ASSISTANCE SINCE VEHICLE NEEDED JUST ROUTINE MAINT.CUST HAS DONE NO MAINT WITH DEALER. CUST SAYS MAZDA SENDING THEM GIFT CERTIFICATE. ATTN DLR PLEASE ADD CLOSING NOTES TO CUST FILETHANKSSAM949 727 6582 |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU09192K[redacted] | Engine Serial Number | 339178087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 21-Mar-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 19-Aug-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 35000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no keyword found |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 10 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 29-Nov-2004 |
| Version Series Code | AAAQK | Load Date | 05 -Dec-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | UNK |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 05 -Dec-2004 | | |

| | |
|---|---|
| Customer Comment | CST STS THROTTLE PLATE WAS STICKING AND HE HAD TO HAVE THROTTLE BODY REPLACED. CST STS DLR ADV HIM THIS WAS NOT COVERED UNDER WARRANTY B/C IT IS A MAINTENANCE ITEM. CST INQ IF THIS IS TRUE. |
| Technician Comment | 0012004 11 29CRPC638 REQ DESC THROTTLE PLATE STICKING ADV CST THE DLR IS CORRECT. THE THROTTLE BODY IS A MAINTENANCE ITEM AND NOT COVERED UNDER WARRANTY. CST THANKED. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ96194R[redacted] | Engine Serial Number | |
| Model Year | 2004 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 23-Jul-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 19-Feb-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 33 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 03-Dec-2004 |
| Version Series Code | AAAA5 | Load Date | 19 -Dec-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 61422 |
| Causal Part Name | unknown | Dealer Name | EVERHART O'LEARY MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | JANESVILLE |
| Non Causal Part Numbers | | Dealer State/Province | WI |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 19 -Dec-2004 | | |

| | |
|---|---|
| Customer Comment | CUST STS THAT THIS WILL BE HER 4TH TIME TO DLR FOR SAME ISSUE. CUST STS THAT WHEN YOU PRESS ON THE GAS NOTHING HAPPENS AND WHEN YOU PRESS REALLY HARD IT JUMPS DOWN AND FINALLY GOES. CUST ST SDLR FOUND CARBON BUILD UP ON THROTTLE CABLE AND FIXED, BUT IT IS STILL HAVING ISSUE. |
| Technician Comment | ATTN SVM/DCSM/QA PLEASE REVIEW FILE AND CLOSE UPON RESOLUTION. PLEASE CONTACT TECHNICAL SUPPORT FOR ASSISTANCE. THANKS DAN MNAO 949 727 6481NOTE TO QA VEH GOING TO DLRSHIP. ADVISED CUSTOMER THAT WE CAN CLEAN THROTTLE BODY FOR STICKING,NO REALFIX FOR REPAIR OUT AT THIS TIME,CUSTOMER WILL COME IN FOR REPAIR. 0012004 12 03CRPC598 AT ATTN SVM/DCSM/QA PLEASE REVIEW FILE AND CLOSE UPON RESOLUTION. PLEASE CONTACT TECHNICAL SUPPORT FOR ASSISTANCE. THANKS DAN MNAO 949 727 6481NOTE TO QA VEH GOING TO DLRSHIP. REQ DESC ACCELERATOR STICKING 0022004 12 10CRPC607 CUST CALLED STS THAT SHE IS UPSET THAT SHE HAS TO CLEAN THROTTLE BODY FOR CARBON CLEAN UP. CUST STS THAT SHE HAS HAD TO TAKE VEH TO DLR 4 TIMES FOR CLEANING. CUST WAS ADV THAT THIS IS COMMON PROBLEM ON VEH. ADV CUST TO TRY SWITCHING GAS. APOLOGIZED FOR INCONVEINCE BUT ADV CUST THIS IS MAINT ITEM THAT IS WITH ALL VEH MANUFACTURE. ADV CUST TO TRY SWITCHING GAS TO HIGHER OCTANE AND BRAND NAME GAS. ADV IF PROBLEM PERSISTS TAKE VEH TO DLR AND HAVE DLR CALL TECH LINE FOR ANY RECOMMENDED FIX |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU08102K[redacted] | Engine Serial Number | 213228087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 21-Dec-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Mar-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 39000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 21 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 09-Dec-2004 |
| Version Series Code | AAAQK | Load Date | 19 -Dec-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23834 |
| Causal Part Name | unknown | Dealer Name | CLASSIC MAZDA OF MOTORCARS |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | ORLANDO |
| Non Causal Part Numbers | | Dealer State/Province | FL |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 4078518510 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 19 -Dec-2004 | | |

| | |
|---|---|
| Customer Comment | CST STS THAT SHE WAS DRIVING VEH WITH HUSBAND AND IT ACCELERATED FROM 40 MPH TO 70 WITH OUT A NY TOUCH OF THE THE ACCELRATOR. CST STS VEH AT DLR AND THEY STATE THAT THEY ARE REPAIRING THE VEH. CST STS THAT SHE IS SCARED TO DRIVE VEH. CST DOESNT WANT VEH ANYMORE. |
| Technician Comment | 0012004 12 09CRPC609 AT ATTEN SVM/DCSM PLEASE REVIEW FILE FOR ANY POSSIBLE ASSISTANCE. PLEASE CONTACT TECH HOTLINE FOR ANY ADDITIONAL ASSISTANCE. PLEASE ADD NOTES AND CLOSE. CHRIS MNAO (949) 727 6303 REQ DESC ACCELERATOR PROBLEM ADV CUST THAT I WILL DOCUMENT THIS AND SEND TO EVERY PARTY THAT I CAN TO KEEP A GOOD RECORD OF THIS AND DO EVERYTHING WE CAN TO REPAIR THE VEH. ADV CUST THAT ALL BUYBACKS OR TRADES ARE EAITHER HANDLED BY DLR OR LEMON LAW. THANKED ADVISED OWNER THROTTLE BODY AND CABLE IS BEING REPLACED TO CORRECT CONDITION. WILL TEST DRIVE EXTENSIVELY; VEHICLE WILL BE REPAIRED BACK TO FACTORY SPECS. ATTEN SVM/DCSM PLEASE REVIEW FILE FOR ANY POSSIBLE ASSISTANCE. PLEASE CONTACT TECH HOTLINE FOR ANY ADDITIONAL ASSISTANCE. PLEASE ADD NOTES AND CLOSE. CHRIS MNAO (949) 727 6303 |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ06183K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 31-Jan-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 03-Apr-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 30000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | improper assembly |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 14 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 27-Dec-2004 |
| Version Series Code | AAAQK | Load Date | 02 -Jan-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51495 |
| Causal Part Name | unknown | Dealer Name | WYOMING VALLEY MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | LARKSVILLE |
| Non Causal Part Numbers | | Dealer State/Province | PA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 5702887411 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 02 -Jan-2005 | | |

| | |
|---|---|
| Customer Comment | CST CALLED STD ACCELERATOR PEDAL FEELS VERY TIGHT. STD WHEN ACCELERATING EVEN SLIGHTLY, PEDAL FEELS TIGHT THEN VEH SEEMS TO SURGE FORWARD. STD WILL CONTACT DLR SVC FOR APPT / REQ CONCERN DOC'D. |
| Technician Comment | ATTN SVC/DCSM PLEASE BE AWARE OF CUST CONCERN. PLEASE NOTATE AND CLOSE FILE WHEN POSSIBLE. THANKS, SID AT MNAO. 949 727 6413. CUSTOMER HAS NOT CONTACTED US IN REFERENCE TO THEIR PROBLEM FOR AN APPOINTMENT, AS SOON AS THEY DO COME IN WE WILL RECTIFY. 0012004 12 27CRPC294 AT ATTN SVC/DCSM PLEASE BE AWARE OF CUST CONCERN. PLEASE NOTATE AND CLOSE FILE WHEN POSSIBLE. THANKS, SID AT MNAO. 949 727 6413. REQ DESC ACCELERATOR PEDAL |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ96194K[redacted] | Engine Serial Number | |
| Model Year | 2004 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 23-Sep-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 29-Nov-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 19000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | unintended acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 18 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 28-Dec-2004 |
| Version Series Code | AAAQK | Load Date | 06 -Mar-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23454 |
| Causal Part Name | unknown | Dealer Name | JIM ELLIS MAZDA OF MARIETTA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | MARIETTA |
| Non Causal Part Numbers | | Dealer State/Province | GA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 06 -Mar-2005 | | |

| | |
|---|---|
| Customer Comment | CST STS ON COLD MORNINGS WHEN YOU GIVE THE VEH A LITTLE GAS THE VEH SURGES. CST STS CONTACTED THE DLR AND THEY ADV THAT THIS IS PROBABLY DUE TO THE WAY THE GAS BURNS AND THE THROTTLE BODY WILL MOST LIKELY NEED TO BE CLEANED.DLR HAS ADV THIS WILL COST $300. CST INQ WHAT CAN BE DONE. HE IS STILL WITHIN WARRANTY AND DOES NOT WANT TO PAY. |
| Technician Comment | CLOSING REQUEST. DID NOT HEAR BACK FROM CST. 0012004 12 28CRPC638 REQ DESC VEH SURGES ADV CST TO TAKE VEH TO DLR AND HAVE VEH DIAGNOSED. ONCE WE KNOW FOR SURE WHAT NEEDS TO BE DONE WE CAN LOOK INTO POSSIBLE ASSISTANCE SHOULD THE CST HAVE TO PAY FOR REPAIRS. CST STS HE WILL TRY TO WORK THIS OUT WITH THE DLR AND WILL CALL ME BACK IF HE HAS ANY FURTHER PROBLEMS OR QUESTIONS. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ06153K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 25-Feb-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Jul-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | engine power-stall |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-child related |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 9 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 04-Apr-2005 |
| Version Series Code | AAAQK | Load Date | 17 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 61457 |
| Causal Part Name | unknown | Dealer Name | JACOBS' TWIN MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | CHICAGO |
| Non Causal Part Numbers | | Dealer State/Province | IL |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 17 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | . CUST STS THAST SHE HAD A RECALL ON THE THROTTLE CABLE. CUST STS THAT SHE TOOK IT TO HER DLR AND THEY CHANGE THE CABLE. CUST STS THAT SHE DECIDE TO DRIVE 4 HOURS AWAY TO THE CHICAGO BULLS GAME. CUST STS THAT AFTER THE GAME HER VEH KEPT REV UP TO 500RPM AND THE THROTTLE KEPT STICKING. CUST STS THAT HER AND HER 9 YEAR OLD SON WAS IN A PARKING LOT WITH A BUNCH OF DRUNK PEOPLE AT 11 30 @ NIGHT. CUST STS THAT HER VEH WAS TOWED AND SHE HAD TO SPEND THE NIGHT @ A HOTEL. |
| Technician Comment | ATTN SVM/DCSM PLEASE BE AWARE OF CUSTOMER CONCERNS. PLEASE REVIEW AND CLOSE WITH COMMENTS. THANKS TERELL (949) 727 6516 REPAIRED VEHICLE RETURNED TO CUSTOMER 04.06.05. DCSM HAS AUTHORIZED REIMB FOR SOME INCIDENTAL EXPENSES IN INTERREST OF CSI. 0012005 04 04CRPC599 AT ATTN SVM/DCSM PLEASE BE AWARE OF CUSTOMER CONCERNS. PLEASE REVIEW AND CLOSE WITH COMMENTS. THANKS TERELL (949) 727 6516 REQ DESC STALLED CUST STS THAT SHE NEEDS A VEH I ADV TO GO TO ENT. CUST STS THAT SHE WILL NOT DRIVE BACK TO GET HER VEH. I ADV CUST THAT IF IT IS MAZDA FAULT THAT WE WILL REVIEW HER FILE FOR REIMBURSEMENT. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ96194K[redacted] | Engine Serial Number | |
| Model Year | 2004 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 13-Jun-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 15-Jul-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loose |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 17 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 15-Apr-2005 |
| Version Series Code | AAAA5 | Load Date | 24 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 61454 |
| Causal Part Name | unknown | Dealer Name | RICART MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | GROVEPORT |
| Non Causal Part Numbers | | Dealer State/Province | OH |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 24 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | CUST IS UPSET THAT HER ACCELERATOR PEDAL STUCK AFTER SHE HAS HAD SEVERAL RECALLS ON THE VEHICLE. CUST WANTS IT DOCUMENTED THAT THE PROBLEM PUT HER IN A DANGEROUS SITUATION AND COULD HAVE CAUSED AN ACCIDENT. CUST STATES SHE WANTS TO TALK TO SOMEONE ABOUT MAZDA TAKING BACK THE VEHICLE. CUST SAYS SHE IS TAKING THE VEHICLE TO DLR 61454 TO HAVE IT FIXED |
| Technician Comment | 0012005 04 15CRPC569 AT ATTN DCSM/SVM DLR FYI THE CUST MAY BE VISITING YOU...PLEASE UPDATE NOTES WITH REPAIR INFO AND CLOSE. THANKS, FRANK 949 727 6631 REQ DESC ACCELERATOR PEDAL STUCK VEHICLE COMPLETED ON APRIL 15 2005 RESECURED ACCELERATOR CABLE TO GAS PEDAL AND DROVE 4 MILES ALL SYSTEMS CHECKING OK AT THIS TIME ATTN DCSM/ SVM DLR FYI THE CUST MAY BE VISITING YOU...PLEASE UPDATE NOTES WITH REPAIR INFO AND CLOSE. THANKS, FRANK 949 727 6631 |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ94114K[redacted] | Engine Serial Number | |
| Model Year | 2004 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Nov-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 9 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 04-May-2005 |
| Version Series Code | AAAGH | Load Date | 22 -May-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 50360 |
| Causal Part Name | unknown | Dealer Name | RAY PRICE MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | EAST STROUDSBURG |
| Non Causal Part Numbers | | Dealer State/Province | PA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 5704762800 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 22 -May-2005 | | |

| | |
|---|---|
| Customer Comment | CUST IS UPSET THAT THE THROTTLE BODY REPLACEMENT 2ND TIME IS CAUSING PROBLEMS FOR HIM AND HIS WIFE AS THEY ARE AFRAID OF DRIVING THE VEHICLE AS THIS REPAIR DID NOT FIX THE STICKING ACCELERATOR LAST TIME. CUST ASKING TO HAVE HIS CONCERNS ABOUT THE VEHICLE DOCUMENTED AS THEY FEEL THE VEHICLE WILL GET IN A CRASH. CUST ALSO ADVISED THAT HE IS CONSIDERING THE LEMON LAW |
| Technician Comment | ATTN DCSM/SVM PLEASE REVEIW FILE FOR CUSTOMER CONCERNS. DLR PLEASE PUT IN CLOSING NOTES WITH DOCUMENTATION AFTER REPAIR IS COMPLETED. DCSM FYI THE CUST IS ASKING ABOUT LEMON LAW. THANKS, FRANK 949 727 6631 THROTTLE STICK CHECK VEHICLE OVER CALL TECH IN REF# [redacted] REPLACE THROTTLE BODY AND CHEKC AFTER REPAIRS OPERATING OK 0012005 05 04CRPC569 AT ATTN DCSM/SVM PLEASE REVEIW FILE FOR CUSTOMER CONCERNS. DLR PLEASE PUT IN CLOSING NOTES WITH DOCUMENTATION AFTER REPAIR IS COMPLETED. DCSM FYI THE CUST IS ASKING ABOUT LEMON LAW. THANKS, FRANK 949 727 6631 REQ DESC THROTTLE BODY REPLACEMENT 2ND TIME |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ92Z95K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 17-May-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 20-Aug-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 5000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 24-Jun-2005 |
| Version Series Code | | Load Date | 26 -Jun-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 26 -Jun-2005 | | |

| | |
|---|---|
| Customer Comment | CASE#[redacted] CUST STS THAT WHEN HE PUSHES ON THE GAS THERE IS A HARD SPOT WHILE PRESSING DOWN BUT ONCE YOU GET PAST THAT POINT EVERYTHIN GIS FINE. CUST WONDERING OUR THOUGHTS ON IT. |
| Technician Comment | 0012005 06 24CRPC598 REQ DESC TREAD ACCELERATOR PEDAL DOCUMENTATION FOR TREAD PURPOSE ADV CUST NOT TECH TRAINED. ADV CUST TO CONTACT DLR TO HAVE THEM FORMALLY DIAG CONCERN AS THIS IS NOT SOMETHIGN CAN DIAG OVER E MAIL. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z35K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 11-Oct-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 29-Sep-2009 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| ECI Record | [redacted] | Source Code | MAZDA CAC |
|---|---|---|---|

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | administrative cost |
| Commodity | powertrain-engine— | Symptom | charge-low/no/under |
| Commodity | powertrain-engine— | Symptom | engine power-misfire/runs rough |
| Commodity | powertrain-engine— | Symptom | engine power-stall |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | administrative cost |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-stall |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | misaligned/out of position/adjustment/poor fit |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine-electronic engine control— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-electronic engine control— | Symptom | misaligned/out of position/adjustment/poor fit |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine-electronic engine control-module- | Symptom | administrative cost |
| Commodity | powertrain-engine-electronic engine control-module- | Symptom | engine power-stall |
| Commodity | powertrain-engine-electronic engine control-module- | Symptom | function-malfunction/inoperative |
| Significant Event | | Verified | N |

## Tread Information

| Reported in Tread Quarter | Q3 2005 |
|---|---|

## Report Details

| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
|---|---|---|---|
| Corporate Product Systems Classification (CPSC) | | Time in Service | 38 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 07-Sep-2005 |
| Version Series Code | AAAA5 | Load Date | 11 -Sep-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23794 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | CORY FAIRBANKS MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | LONGWOOD |
| Non Causal Part Numbers | | Dealer State/Province | FL |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -Sep-2005 | | |

| | |
|---|---|
| Customer Comment | CST STS VEH WOUD START BUT WON'T IDLE. STS TOOK VEH INTO DLR SAT & LEFT IT OVER WEEKEND. STS CALLED 2X TUES & TOLD VEH READY, REPAIR COST $135. CST STS VEH WANTED TO STOP WHEN SHE BEGAN TO DRIVE OFF. STS TT DLR & THEY TOOK BACK VEH & PUT CST ON RENTAL. CST STS TOLD THAT SHE HAS TO PAY FOR ADDITIONAL REPAIRS. STS TT SVM & TOLD PROB COULD HAVE HAPPENED AFTER. CST STS REFUSES TO PAY MORE. |
| Technician Comment | 0052005 09 08CRPC568 WE REPAIRED THE VEHICLE NO CHARGE TO CUSTOMER 0042005 09 07CRPC568 STS WILL NOT PAY ANYTHING. 0032005 09 07CRPC568 SENT OUT E MAIL TO CAC ADV TO FWD CST TO ME. CST CALLED & GAVE [redacted] C/B # [redacted] CALLED CST & ADV DLR DID FIND PROB W/TPS AND ADJUSTED IDLE. ADV THAT VEH IDLED FOR 4 HRS & THAT THEY TEST DROVE VEH & IT WAS FINE. ADV ONCE PROB WAS DISCOVERED, DLR TOOK IN VEH AND DIAG, PUT CST IN RENTAL WHICH DLR IS PAYING FOR. DLR WAS GOING TO COVER REPAIR WHEN HUSBAND CALLED & TOLD DLR THEY WOULD PAY FOR REPAIR. STS DLR GIVING CST DISCOUNT ON PARTS AND NOT CHARGING LABOR. CST STS THE VEH IS HERS NOT HER HUSBANDS. STS HUSBAND IS IN GA. 0022005 09 07CRPC568 CALLED DLR AND TT SVA BILL, PUT ON HOLD, DLR GETTING SVM. SVA JOHN, DID ADJUST ON TPS IDLED FOR 4HRS, DID TEST DRIVE. VEH STALLED ON CST, BROUGHT BACK. DLR SAID WILL LOOK @ VEH & PUT CST IN RENTAL. FOUND BAD IAC MOTOR, SVM TT CST & TOLD HER DLR WILL PUT ON PART NO CHARGE. 5 MINUTES LATER HUSBAND CALLED, HUSBAND SAID THEY WOULD PAY FOR PART. DLR GAVE DISCOUNT ON PART & PUTTING PART ON FOR NO CHARGE FOR LABOR. DEALER PAYING FOR RENTAL. CST DISCONNECTED FROM CALL. CALLED CST #, CST NOT AVAIL. LFT MSG FOR C/B W/LESLIE. 0012005 09 07CRPC568 AT ADV CST DLR PROVIDED HER W/RENTAL, IS GIVING HER A DEAL ON THE PART, & NOT CHARGING ANYTHING FOR LABOR. ADV CST HER HUSBAND CALLED DLR AND TOLD DLR TO CHARGE FOR PART. CST STS THE VEHICLE IS HERS. STS HER HUSBAND IS IN GA & DOESN'T KNOW WHAT HE IS TALKING ABOUT. CST STS SHE WILL NOT PAY FOR ANYTHING. RECOMMEND CST TT HER HUSBAND & TO DLR. PLS0000 N0REQ DESC VEH WON'T IDLE PUT CST ON HOLD AND CALLED DLR & ASKED FOR SVM, SVM NOT ANSWERING GIVEN SVM MOBILE #404 402 6664. CALLED # & GOT V/M. WE REPAIRED THE VEHICLE NO CHARGE TO CUSTOMER ADV CST DLR PROVIDED HER W/RENTAL, IS GIVING HER A DEAL ON THE PART, & NOT CHARGING ANYTHING FOR LABOR. ADV CST HER HUSBAND CALLED DLR AND TOLD DLR TO CHARGE FOR PART. CST STS THE VEHICLE IS HERS. STS HER HUSBAND IS IN GA & DOESN'T KNOW WHAT HE IS TALKING ABOUT. CST STS SHE WILL NOT PAY FOR ANYTHING. RECOMMEND CST TT HER HUSBAND & TO DLR. PLS |

| CQIS Recommendations | |
|---|---|

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU09172K[redacted] | Engine Serial Number | 338596087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 26-Jun-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 04-Aug-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 51000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

**Disclaimer:**

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 55 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 11-Oct-2005 |
| Version Series Code | AAAAX | Load Date | 16 -Oct-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 16 -Oct-2005 | | |

| | |
|---|---|
| Customer Comment | CST STS GAS PEDAL STICKS AND HEARD OF A RECALL RELATING TO THIS |
| Technician Comment | ADV CST OF RECALL 1503L REGARDING SEATBELT BUCKLE...UPDATED OWNERSHIP... 0012005 10 11CRPC606 REQ DESC RECALL INQ ADV CST OF RECALL 1503L REGARDING SEATBELT BUCKLE...UPDATED OWNERSHIP... |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU07B01K[redacted] | Engine Serial Number | |
| Model Year | 2001 | Engine Description | 2.0L DOHC EGI I4 NA*GAS |
| Transmission | 5 SPD MAN TRANS MAZDA M5 | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 30-Mar-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 18-Apr-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 144400 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting — Report Detail

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

| ECI Record | [redacted] | Source Code | MAZDA CAC |
|---|---|---|---|

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no keyword found |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 29 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 07-Dec-2005 |
| Version Series Code | AAAQK | Load Date | 11 -Dec-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 61534 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | LUTHER MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | BROOKLYN CENTER |
| Non Causal Part Numbers | | Dealer State/Province | MN |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 7635665600 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -Dec-2005 | | |

| | |
|---|---|
| Customer Comment | CST STS HIS THROTTLE HAS BEEN STICKING. CST STS DLR RECOM THROTTLE BODY CLEANING AT $130.00 AND IT ISN'T CVRD UNDER WTTY. CST INQ WHY IT ISN'T. |
| Technician Comment | 0012005 12 07CRPC673 REQ DESC THROTTLE BODY CLEANING ADV CST THAT IS A SERVICE NOT NORMALLY CVRD UNDER WTTY. ADV CST I WILL REIMB HIM IF HE CAN FAX ME A PAID RECEIPT AS GOODWILL ASSISTANCE. ADV CST OF FAX NUMBER. CST THANKED. UPDATED CST ADDRESS. ADV CST THAT IS A SERVICE NOT NORMALLY CVRD UNDER WTTY. ADV CST I WILL REIMB HIM IF HE CAN FAX ME A PAID RECEIPT AS GOODWILL ASSISTANCE. ADV CST OF FAX NUMBER. CST THANKED. UPDATED CST ADDRESS. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ961X3K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 27-Feb-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 05-Aug-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 45200 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-exhaust-muffler/resonator | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-exhaust-muffler/resonator | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-exhaust-muffler/resonator | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-exhaust-muffler/resonator | Symptom | separation |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 5 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 30-Dec-2005 |
| Version Series Code | AAAGJ | Load Date | 01 -Jan-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34525 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | TANNER MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | BRAINERD |
| Non Causal Part Numbers | | Dealer State/Province | MN |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Jan-2006 | | |

| | |
|---|---|
| Customer Comment | CST STS WHEN SHE WAS TRAVELING ON THE ROAD WITH HER FAMILY THE THROTTLE GOT STUCK, HAD TO SHUT OFF ENGINE WHEN GOING 90 MPH. STS HER AND HER FAMILY WAS NEARLY KILLED. VEH WAS TOWED TO DLR 34525 AND AFTER INSPECTION DLR STS THERE WAS A PIECE OF PLASTIC STUCK IN THE ENGINE CAUSING THE THROTTLE TO GET STUCK. PLASTIC WAS TAKEN OUT AND WHEN SHE DROVE VEH, THE MUFFLER IS COMING OFF. |
| Technician Comment | 0012005 12 30CRPP038 AT ATTN DCSM, SVC MGR. CUSTOMER STATES SHE AND HER FAMILY NEARLY LOST THEIR LIVES DRIVING THIS VEH. CUSTOMER IS LODGING COMPLAINT ON VEH TO LET MAZDA KNOW THAT THIS INCIDENT MAYBE HAPPENING TO OTHER VEHICLES LIKE HERS. SHE WILL BE BRING VEH IN, MUFFLER IS FALLING OFF. REQ DESC THROTTLE ADVD CST TO TAKE VEH BACK TO DLR, CONTACTED ROADSIDE;VEH TO BE TRANSPORTED BACK TO DLR TANNER MAZDA. ADVD CST TO TAKE VEH BACK TO DLR, CONTACTED ROADSIDE;VEH TO BE TRANSPORTED BACK TO DLR TANNER MAZDA. ATTN DCSM, SVC MGR. CUSTOMER STATES SHE AND HER FAMILY NEARLY LOST THEIR LIVES DRIVING THIS VEH. CUSTOMER IS LODGING COMPLAINT ON VEH TO LET MAZDA KNOW THAT THIS INCIDENT MAYBE HAPPENING TO OTHER VEHICLES LIKE HERS. SHE WILL BE BRING VEH IN, MUFFLER IS FALLING OFF. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ96185K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 11-Oct-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 20-Aug-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 8000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loss of control |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | Y |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2006 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 31 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 15-Jun-2006 |
| Version Series Code | AAAA5 | Load Date | 18 -Jun-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 70927 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | FRANK BOMMARITO MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | ELLISVILLE |
| Non Causal Part Numbers | | Dealer State/Province | MO |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 6363910073 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 18 -Jun-2006 | | |

| | |
|---|---|
| Customer Comment | CUST CALLED, STATES SHE WAS ADVISED BY THE DLR TO CALL HERE AND GET A CASE NUMBER....SO THAT AN INVESTIGATOR CAN COME OUT AND LOOK AT THE VEH.CUST STATES THAT VEHICLE REVERSED OUT OF THE DRIVEWAY AND HIT 2 TRESS AND CAME TO A STOP. CUST STATES NO INJURIES.VEH IS AT BOMMARITO MAZDA. |
| Technician Comment | 0032006 06 16CRPP921 CUSTOMER CONT BY CUSTOMER ON 16 JUNE 2006 AT 1445 ADVISED CUSTOMER THAT VEHICLE WAS INSPECTED BY DCSM ERIC NAPPLE ON THIS DATE AT APPX 10AM AND HIS INFORMATION FORWARED TO CORP FORCONSIDERATION. CUST ASKED MY OPINION AND EXPLAINED TO HI THAT A AFT RUBBER FLOOR MAT HAD BEEN INSTALLED OVER THE FAC CARPET MAT AND WAS INTERFERRING WITH THE THROTTLE PEDAL. CUST AGREED FINDAND THE FACT THAT HIS [redacted] YEAR OLD SON WAS DRVING IS TURNING IT OVER TO HIS INSURANCE TO REPAIR 0022006 06 15CRPP921 AS ACTUALLY SIDESWIPED BY ANOTHER VEH WHILE LEAVING THE DRIVEWAY AFTERWICH LOSS OF CONTROL OCCURED, STATES VEH IS CURRENTLY AT THE DLR BODYSHOP. SM TO ADD NECESSARY COMMENTS IN FILE. SM CALLED BACK, STATES CUST HAS 2 FLOOR MATS IN THE DRIVERS SIDE AND ARE BUNCHED UP WITH THE ACCELERATOR PEDAL. SM STATES THAT HE IS TAKING PICTURES OF THE SITUATION AND WILL CONTACT HIS DCSM AND INFORM OF THE SITUATION AND FORWARD HIM PICS IF NECESSARY OR HAVE DCSM LOOK AT THE VEH. 0012006 06 15CRPP921 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTACT TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION. THANKS. DAN (949) 727 6888 REQ DESC VEH ACCELERATED AND HIT 2 TREES ADVISED CUST THAT HER ISSUE IS DOCUMENTED, ISSUED FILE NUMBER AND ADVISED WILL FORWARD CASE TO THE DLR AND SPEAK WITH THE SM ON THE ISSUE. CALLED THE DLR AND SPOKE WITH THE SM WHO INDICATED VEHICLE W CUSTOMER CONT BY CUSTOMER ON 16 JUNE 2006 AT 1445 ADVISED CUSTOMER THAT VEHICLE WAS INSPECTED BY DCSM ERIC NAPPLE ON THIS DATE AT APPX 10AM AND HIS INFORMATION FORWARED TO CORP FORCONSIDERATION. CUST ASKED MY OPINION AND EXPLAINED TO HI THAT A AFT RUBBER FLOOR MAT HAD BEEN INSTALLED OVER THE FAC CARPET MAT AND WAS INTERFERRING WITH THE THROTTLE PEDAL. CUST AGREED FINDAND THE FACT THAT HIS 16 YEAR OLD SON WAS DRVING IS TURNING IT OVER TO HIS INSURANCE TO REPAIR ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTACT TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION. THANKS. DAN (949) 727 6888 |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ04114K[redacted] | Engine Serial Number | |
| Model Year | 2004 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |

| | | | |
|---|---|---|---|
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 18-Jun-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 05-Dec-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 30000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | part-missing part |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-catastrophic failure |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | part-missing part |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2006 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 69 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 27-Jun-2006 |
| Version Series Code | AAAQK | Load Date | 02 -Jul-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 02 -Jul-2006 | | |

| | |
|---|---|
| Customer Comment | [redacted](FRIEND) CALLED FOR CST. STS CST THROTTLE STUCK, ENGINE RUINED. STS FOUND LISTING FOR RECALL ON CRUISE CONTROL CABLE |
| Technician Comment | ADV RECALL FOR THROTTLE CABLE DOES NOT APPEAR ON CST VEH. ADV CST VEH IS OOW. 0012006 06 27CRPC568 REQ DESC THROTTLE STUCK ADV RECALL FOR THROTTLE CABLE DOES NOT APPEAR ON CST VEH. ADV CST VEH IS OOW. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU09101K[redacted] | Engine Serial Number | 509028039 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 19-Jul-2000 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 28-Oct-2000 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 94000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2007 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 37 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 16-Jan-2007 |
| Version Series Code | AAAA5 | Load Date | 21 -Jan-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 42045 |
| Causal Part Name | unknown | Dealer Name | D DAHLE MAZDA OF MURRAY |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | MURRAY |
| Non Causal Part Numbers | | Dealer State/Province | UT |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 8012660033 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 21 -Jan-2007 | | |

| | |
|---|---|
| Customer Comment | CUST STS THE GAS PEDAL ACCELERATED AND THE CABLE BROKE. STS HAD THE CABLES BROKE. STS HE PAID FOR THE RPRS & THE ISSUES OCCURRED. STS ISSUE HAS NOT BEEN DIAGNOSED @ A DLRSHIP. STS WANTS A GUARANTEE BEFORE VEH IS TAKEN IN HE WILL NOT BE RESPONSIBLE FOR ENTIRE COST OF RPR. STS CONTACTED DLR42045 & FLS THEY WERE RUDE WHEN HE ASKED THEM TO COVER THE COST OF THESE RPRS. |
| Technician Comment | CAS APOL & ADV'D IF CUST WISHES FOR CAC TO REVIEW FOR POSSIBLE ASSIST FIRST STEP IS TO TAKE VEH TO DLR FOR DIAGNOSIS. ADV'D W/OUT DIAGNOSIS NO ASSIST COULD BE OFFERED. CUST DECLINED AND WAS ABUSIVE TOWARDS CAS. CUST DISCONNECTED CALL. 0012007 01 16CRPP177 REQ DESC AWA ON RPR FOR ACCELERATOR PEDAL CAS APOL & ADV'D IF CUST WISHES FOR CAC TO REVIEW FOR POSSIBLE ASSIST FIRST STEP IS TO TAKE VEH TO DLR FOR DIAGNOSIS. ADV'D W/OUT DIAGNOSIS NO ASSIST COULD BE OFFERED. CUST DECLINED AND WAS ABUSIVE TOWARDS CAS. CUST DISCONNECTED CALL. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ94124K[redacted] | Engine Serial Number | 003104117086 |
| Model Year | 2004 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 11-Oct-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 17-Jan-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 53000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | engine power-stall |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-stall |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2007 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 25 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 30-Mar-2007 |
| Version Series Code | AAAGH | Load Date | 01 -Apr-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51416 |
| Causal Part Name | unknown | Dealer Name | PRESTON MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | HURLOCK |
| Non Causal Part Numbers | | Dealer State/Province | MD |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 4106737171 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2007 | | |

| | |
|---|---|
| Customer Comment | CUST STS THAT SHE HAD THROTTLEBODY REPLACED AFTER REPAIR VEH STALLS WHILE DRIVING ON FREEWAY/HIGHWAY RANDOMLY. CUST IS CONCERNED AND WANTS TO KNOW WHY THE DLR CANNOT FIX. ALSO ISSUE WITH THROTTLEBODY, GAS PEDAL WAS STICKING DLR REPAIRED BUT CUST WANTED TO KNOW WHY THIS REPAIR WAS NOT UNDER WTTY. |
| Technician Comment | ADV CUST OF WTTY INFO AND SVM COMMENTS. THANKED 0012007 03 30CRPP230 SM *** FYI *** PLEASE TAKE ACTION W/ CUSTOMER, AS NECESSARY. CUST STS THAT SHE WILL SELL VEH IF STALLING CONDITION IS NOT REPAIRED. WHAT ABOUT TECHLINE DO THEY HAVE FIX THANKS. CHRIS 949 727 6567 REQ DESC 2005 TRIBUTE STALLS WHILE DRIVEING TT PETER SVM AT DLR. HE ADV ME THAT THEY HAD THE VEH FOR A FEW DAYS TO SEE ABOUT REPRODUCING CONDITION. DRIVEN APPROX. 40 MILES NOT SURE BUT CANNOT REPRODUCE CONDITION. STS THAT HE PUT THEM INTO A RENTAL. ALSO GAVE ME VIN FOR VEH 4F2YZ02Z15 0022007 03 30CRPP230 KM54094. ADV CUST THAT DLR AND MAZDA BELIEVE HER, HOWEVER IF DLR CANNOT REPRODUCE CONDITION THERE IS NOTHING WE CAN DO. ADV CUST THAT THE SAFETY WTTY WAS SAFETY RESTRAINT WTTY AND ONLY COVERS THE AIR BAGS AND THE SEAT BELTS. CUST ASKED IF THIS WILL BE DOCUMENTED AND I TOLD HER YES. CUST STS SHE WAS CONCERNED THAT THIS INFO WOULD HURT RESALE VALUE OF VEH. I ADV CUST THAT SERV HISTORY IS NOT REVIELED TO POTENTIAL OWNERS. ADV CUST OF WTTY INFO AND SVM COMMENTS. THANKED |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z15K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 09-Feb-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 58000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | no problem found |
| Commodity | powertrain-engine— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on grade |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | Y |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2007 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 30 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 25-Jun-2007 |
| Version Series Code | AAAGJ | Load Date | 01 -Jul-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34347 |
| Causal Part Name | unknown | Dealer Name | CLASSIC MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | TEXARKANA |
| Non Causal Part Numbers | | Dealer State/Province | TX |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 9033346413 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Jul-2007 | | |

| | |
|---|---|
| Customer Comment | CST STS WHEN USING CRUISE CONTROL AND ACCELERATING, THE GAS PEDAL WILL HIT THE FLOOR AND THEN POP BACK UP. STS THIS IS NOT NORMAL LIKE WHEN YOU ARE GOING UP A HILL AND THE PEDAL GOES DOWN MORE BECAUSE THE ENGINE IS SPEEDING UP. STS THAT HE SPOKE TO DLR ABOUT 3 WEEKS AGO AND THEY TOLD HIM THEY HAVE NEVER HEARD OF THE ISSUE BUT WHEN HE WENT A WEEK AGO, THE DLR ADV HIM THIS IS A COMMON PROBLEM. STS CB IS [redacted] |
| Technician Comment | CAS ADV CST OF DLR CMTS. ADV CST THAT DLR IS UNABLE TO REPAIR A VEH IF THEY CANNOT PROPERLY DIAGNOSE OR DUPLICATE ISSUE. ADV CST CAN CONTACT ANOTHER DLR FOR A SECOND OPINION. CST THANKED 0012007 06 25CRPP214 REQ DESC ISSUES W/GAS PEDAL STICKING 0022007 06 26CRPP214 CAS ADV CST WILL F/U AFTER SPEAKING TO DLR. CST THANKED TT RICKY IN SVC WHO STS TECH LINE HAS NEVER HEARD OF IT AND HAVE NOT BEEN ABLE TO DUPLICATE IT. STS THAT UNSURE IF IT IS A PROBLEM OR IF THERE IS A FIX. STS ADV CST THAT IF YOU HIT AN INCLINE THE PEDAL WILL GO DOWN TO KEEP SPEED WHILE IN CRUISE CONTROL. STS HAD SEVERAL TECHS AND EMPLOYEES DRIVE VEH, NONE WHERE ABLE TO DUPLICATE CONCERN. STS NO ONE AT DLR EVER TOLD HIM THIS WAS A COMMON PROBLEM. RICKY THANKED CAS CLLD CST LEFT V/M REQ C/B. PROVIDED PH#/ VDN 0032007 06 26CRPP214 CAS ADV CST OF DLR CMTS. ADV CST THAT DLR IS UNABLE TO REPAIR A VEH IF THEY CANNOT PROPERLY DIAGNOSE OR DUPLICATE ISSUE. ADV CST CAN CONTACT ANOTHER DLR FOR A SECOND OPINION. CST THANKED |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ06135K[redacted] | Engine Serial Number | 104239400026 |
| Model Year | 2005 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 02-Feb-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 29-Jan-2005 |

| | | | |
|---|---|---|---|
| Build Country Code | | Transmission Serial Number | |
| Mileage | 46000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2007 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 17 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 06-Aug-2007 |
| Version Series Code | AAAGH | Load Date | 12 -Aug-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 42070 |
| Causal Part Name | unknown | Dealer Name | PREMIER MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | MILWAUKIE |
| Non Causal Part Numbers | | Dealer State/Province | OR |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 5033530800 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 12 -Aug-2007 | | |

| | |
|---|---|
| Customer Comment | CST, [redacted] STS GAS PEDAL WILL GO TO THE FLOOR AND STAY THERE. CST STS THIS HAPPENED IN APRIL OF '06 AND AGAIN NOW. CST STS THERE IS NO WARNING OR REASON FOR PEDAL TO GO THE FLOOR. CST STS HE DOESN'T FEEL SAFE IN THE VEH. CST STS HE READ THAT IF A VEH HAS BEEN IN THE SHOP FOR 3 X MAZDA WILL TAKE THE VEH BACK. |
| Technician Comment | ADV CST THAT I WILL DOC HIS CONCERN AND THIS INCIDENT. ADV CST THAT THIS IS ONLY THE SECOND TIME IN THE DLRSHIP FOR THIS REPAIR. ADV CST TO SPEAK DIRECTLY WITH THE SVC MGR OF THE DLRSHIP AS TO WHY THIS HAPPENED A SECOND TIME. 0012007 08 06CRPP206 REQ DESC GAS PEDAL ADV CST THAT I WILL DOC HIS CONCERN AND THIS INCIDENT. ADV CST THAT THIS IS ONLY THE SECOND TIME IN THE DLRSHIP FOR THIS REPAIR. ADV CST TO SPEAK DIRECTLY WITH THE SVC MGR OF THE DLRSHIP AS TO WHY THIS HAPPENED A SECOND TIME. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z16K[redacted] | Engine Serial Number | 160805132443 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 5 SPD MAN TRANS MAZDA M5 | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 09-Sep-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 01-Apr-2006 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 33000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | engine power-stall |
| Commodity | powertrain-engine— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | high effort |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine— | Symptom | unintended acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on deceleration/braking |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-on deceleration/braking |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | unintended acceleration |
| Significant Event | | Verified | Y |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2007 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 75 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Aug-2007 |
| Version Series Code | AAAQK | Load Date | 19 -Aug-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51571 |
| Causal Part Name | unknown | Dealer Name | ALL STAR MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | HEMPSTEAD |
| Non Causal Part Numbers | | Dealer State/Province | NY |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 5162927827 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 19 -Aug-2007 | | |

| | |
|---|---|
| Customer Comment | CUST STS VEH JUMPS SPERATICLY WHEN SLOWING DOWN AND JUMPS FORWARD. STS CAR CLUNKS OUT. STS THAT DLR SAID THIS IS REOCCURRING PROBLEM IN OTHER VEH. STS CUST WAS IN ACCIDENT DUE TO NEEDED REPAIR ALL COSMETIC. STS VEH JUMPED FORWARD WHILE TRYING TO PARK AND HIT PARKED VEH. CUST STS LOOKING FOR ASSIST ON REPAIR OF THROTTLE BODY SERVICE QUOTE OF $1120.80. CUST STS TO CALL MIKE FRACNO AT DEALER |
| Technician Comment | ADV CUST THAT NO ASSIST WILL BE GIVEN AT THIS TIME, CUST STD THAT HE WAS GOING TO HAVE DLR EMAIL DCSM, THANKD 0012007 08 14CRPP274 REQ DESC VEH JUMPS FORWARD TT MIKE FRANCO SRV MGR STS FAXING OVER BULLETIN 0022007 08 15CRPP274 HELLO TINA, CUSTOMER [redacted] CALLED IN YESTERDAY REGARDING A SITUATION ON HIS TRIBUTE INTERMITTEN ENGINE QUIT OR IDLE DIP FOR TRIBUTES 2001 2003A TSB DID GO OUT TO THE DEALERSHIP WHICH I HAD THE SRV MGR FAX OVER TO ME THIS MORNING. CUSTOMER IS AT DEALERSHIP AND WOULD LIKE MAZDA TO COVER THE AMOUNT OF COST NOTED BELOW. THE FILE DOES SHOW SERVICE HISTORY. WOULD YOU BE WILLING TO GIVE ASSISTANCE SO THEY CAN GET STARTED WORKING ON THE VEHICLE TT MIKE AT DLR STD WAITING ON RESPONSE FROM DCSM 0032007 08 15CRPP274 ADV BY DCSM TINA THAT NO ASSISTANCE WILL BE GIVEN ADV CUST THAT NO ASSIST WILL BE GIVEN AT THIS TIME, CUST STD THAT HE WAS GOING TO HAVE DLR EMAIL DCSM, THANKD |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU08151K[redacted] | Engine Serial Number | 917996087 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 24-May-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |

| | | | |
|---|---|---|---|
| Build Region | | Warranty Start Date | 30-Jun-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 80000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-wet |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | start-will not start |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2007 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 33 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 08-Dec-2007 |
| Version Series Code | AAAGH | Load Date | 09 -Dec-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 09 -Dec-2007 | | |

| | |
|---|---|
| Customer Comment | CST STS THROTTLE IS STICKING DURING COLD WEATHER,CST STS USUALLY EXPERIENCES PEDAL STICKING WHEN VISITING HIS SISTER IN APPLE VALLEY,STS SINCE IT HAS BEEN RAINING,HAS BEEN EXPERIENCING PEDAL STICKING AT HOME AREA.STS ATTEMPT TO GET ISSUE ADDRESS PREVIOUSLY,BUT LONG BEACH MAZDA WOULD NOT START VEH UNTIL WEATHER WAS WARMER |
| Technician Comment | CAC AGENT ADVS VEH NEEDS TO BE DIAGNOSED AT A DEALER,ADVS THAT CAN TAKE VEH TO A DIFFERENT DLR OTHER THAN LONG BEACH MAZDA 0012007 12 07CRPP121 REQ DESC THROTTLE STICKING 0022007 12 08CRPP121 CAC AGENT ADVS VEH NEEDS TO BE DIAGNOSED AT A DEALER,ADVS THAT CAN TAKE VEH TO A DIFFERENT DLR OTHER THAN LONG BEACH MAZDA |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z35K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 5 SPD MAN TRANS MAZDA M5 | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 08-Dec-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 04-Apr-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 37000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2007 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 33 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 26-Dec-2007 |
| Version Series Code | AAAGH | Load Date | 30 -Dec-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 30 -Dec-2007 | | |

| | |
|---|---|
| Customer Comment | CUST STS THE GAS PEDAL STICKS. CUST STS SHE CALLED THE DLR AND WAS ADVISED A DIAG FEE WILL BE CHARGED. CUST STS SHE READ ON THE INTERNET THAT THIS IS A COMMON ISSUE WITH THE TRIBUTE. |
| Technician Comment | FILE CLOSED. 0012007 12 26CRPP229 REQ DESC GAS PEDAL STICKS CUST WAS ADVISED A DIAG FEE MAY BE CHARGED UNTIL THE DLR IS ABLE TO DETERMINE THAT THE REPAIR NEEDED IS WARRANTABLE. CUST WAS ADVISED HER CONCERNS HAVE BEEN DOCUMENTED AND THE REPAIR WILL BE COVERED IF THE DLR IS ABLE TO DUPLICATE THE ISSUE AND DETERMINE THE REPAIR IS WARRANTABLE. CUST UNDERSTOOD AND THANKED, CALL ENDED. FILE CLOSED. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ92Z35K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 5 SPD MAN TRANS MAZDA M5 | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 13-Jan-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 20-Apr-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 30000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 44 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 22-Feb-2008 |
| Version Series Code | AAAGH | Load Date | 24 -Feb-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 24 -Feb-2008 | | |

| | |
|---|---|
| Customer Comment | CUST STS THAT SHE HAS BEEN IN A DANGEROUS SITUATION WHERE HER THROTTLE CABLE WILL STICK. SEEKS TO KNOW IF THERE ARE ANY RECALLS AND WILL SHE HAVE TO PAY FOR THE REPAIR. |
| Technician Comment | CAS REVIEWED AND ADV CUST SHE IS NOT INVOLVED IN ANY RECALLS. ADV CUST SHE WILL NEED TO HAVE DIAGD AT DLRSHP AND VEH DOES HAVE WTTY LEFT. CUST THANKED. 0012008 02 22CRPP254 REQ DESC THROTTLE CABLE STICKING CAS REVIEWED AND ADV CUST SHE IS NOT INVOLVED IN ANY RECALLS. ADV CUST SHE WILL NEED TO HAVE DIAGD AT DLRSHP AND VEH DOES HAVE WTTY LEFT. CUST THANKED. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z05K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 26-May-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Jul-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 30000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | frozen/seized |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | leak-water leak/entry |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | leak-water leak/entry |
| Commodity | powertrain-engine-emissions-pcv system- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | leak-water leak/entry |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 49 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 13-Mar-2008 |
| Version Series Code | AAAQK | Load Date | 30 -Mar-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 60326 |
| Causal Part Name | unknown | Dealer Name | HALBINSEL MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | ESCANABA |
| Non Causal Part Numbers | | Dealer State/Province | MI |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 30 -Mar-2008 | | |

| | |
|---|---|
| Customer Comment | CST, [redacted] STS THE GAS PEDAL WILL STICK CAUSING VEH NOT TO BE ABLE TO BRAKE. CST STS VEH HAS BEEN BACK & FORTH TO THE DLRSHP FOR A MONTH NOW. CST STS DLRSHP IS NOW WAITING ON MAZDA TO FIX THE PROBLEM AND DLRSHP DOESN'T KNOW WHAT TO DO. CST STS HE DOESN'T WANT THE VEH ANY MORE AS IT ISN'T A SAFE VEH. [redacted] CELLHM [redacted] |
| Technician Comment | TT DLRSHP WHO STS VEH HAS BEEN REPAIRED AND CST IS PICKING VEH UP TODAY. 0012008 03 13CRPP206 REQ DESC GAS PEDAL STICKING TT DAN @ DLRSHP WHO STS VEH CAME IN FOR THROTTLE SYSTEM FREEZING UP ON 1/28 AND LEFT AGAIN ON 1/30. DAN STS VEH CAME BACK IN ON 1/31 AND LEFT ON 2/5 AND RETURNED AGAIN ON 3 1 AND IS STILL AT THE DLRSHP. DAN STS HE IS WAITING ON THE TECH HOTLING TO ADVISE OF A RESOLUTION AND THE DCSM HAS ASKED TO KEEP HIM IN THE LOOP. DAN STS VEH IS NOT SAFE TO DRIVE. TT DCSM, ADAM SWANSON, WHO STS THE BEST REGIONAL SPECALISTS ARE WORKING ON THE VEH. ADAM STS HE WILL TOUCH BASES WITH TH 0022008 03 13CRPP206 E DOM AND THE SPECIALISTS TO SEE WHAT IS HAPPENING WITH THIS VEH AND GIVE ME A C/B. 0032008 03 17CRPC775 CST STS WOULD LIKE TO SPEAK WITH AGENT. WITH AGENTS OKAY SENT THE CALL OVER, THANKED. 0042008 03 17CRPP206 CST C/B AND STS RENTAL IS A GAS HOG AND WHAT IS HAPPENING WITH HER VEH. ADV CST I WILL CONTACT THE DLR/DCSM TO SEE WHAT I CAN FIND OUT REGARDING THE STATUS OF HER REPAIR. CALLED DLRSHP, BUT SVC DEPT HAD ALREADY CLOSED. E MAIL TO DCSM, ADAM SWANSON ADAM,DO YOU HAVE ANY UPDATE ON THE REPAIR BEING DONE AT HALBINSEL MAZDA TO THE 2004 TRIBUTE WITH THE GAS PEDAL STICKING THANKS, 0052008 03 18CRPP206 E MAIL FROM DCSM, ADAM SWANSON WE ARE STILL WORKING THIS OUT, THE DEALER DID DUPLICATE THEIR SYMPTOM PRIOR BUT THEY CANNOT ANY MORE DUE TO THE INCREASE IN TEMPERATURE OUTSIDE. I WILL BE CONTACTING THE TECHNICAL OPERATIONS MANAGER TODAY AND WE ARE ACTIVELY TRYING TO MAKE THE APPROPRIATE DECISION/REPAIR. I WOULD HOLD OFF UPDATING THE CUSTOMER ON OUR SITUATION UNTIL I CAN HAVE SOME SOLID ANSWERS FOR YOU. IF YOU HAVE FURTHER QUESTIONS JUST CALL ME THANKS. 0062008 03 19CRPP206 E MAIL FROM DCSM, ADAM SWANSON GLYNN, WE ARE GOING TO REPLACE THE PCV VALVE ON THIS CAR AS WE BELIEVE THIS IS THE MOST LIKELY SOURCE OF THE MOISTURE THAT IS ACCUMULATING ON THE THROTTLE BODY. AFTER THIS REPAIR IS COMPLETED THE CUSTOMER SHOULD PICK UP THEIR VEHICLE. I HAVE AUTHORIZED CSO OVERNIGHT SHIPPING ON THE PART SO THE CAR WILL HOPEFULLY BE REPAIRED BEFORE THE END OF THE WEEK. IF YOU HAVE FURTHER QUESTIONS PLEASE LET ME KNOW. THANKS. 0072008 03 27CRPP206 TT DLRSHP WHO STS VEH HAS BEEN REPAIRED AND CST IS PICKING VEH UP TODAY. |
| CQIS Recommendations | |

## Tire Information

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

| | | | |
|---|---|---|---|
| DOT Spare | | | |

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ96134R[redacted] | Engine Serial Number | 203187658086 |
| Model Year | 2004 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 11-Dec-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 19-Mar-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-hesitates |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 39 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 07-Apr-2008 |
| Version Series Code | AAAGH | Load Date | 14 -Apr-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 42004 |
| Causal Part Name | unknown | Dealer Name | OAK TREE MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SAN JOSE |
| Non Causal Part Numbers | | Dealer State/Province | CA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 4085536300 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 14 -Apr-2008 | | |

| | |
|---|---|
| Customer Comment | CST STD BROUGHT VEH TO DLR FOR SERIVCE AND ADV DLR INTERMITTEN ISSUE THAT HAPPENS AT MOST, ONCE A WEEK WHEN ACCELERATING VEH, PEDAL WILL STICK FOR A SECOND OR TWO AND THEN ALLOW HER TO ACCELERATE. STD THAT DLR ADV UNABLE TO DIAG IF UNABLE TO DUPLICATE PROBLEM. STD DLR ADV TO KEEP TRACK OF WHEN HAPPENS TO VEH SO DLE CVAN HAVE A BETTER IDEA OF HOW TO DUPLICATE. CST INQ IF ANY OTHER INFO AVAILABLE FROM MNAO. |
| Technician Comment | CAS ADV CST THAT NOT TECH TRAINED AT THIS OFFICE. ADV CST THAT DLR IS CORRECT, WOULD NEED TO DUPLICATE TO DIAG AND REPAIR. ADV CST I WOULD RECOMMEND KEEPING TRACK OF WHEN HAPPENS SO DLR HAS BETTER CHANCES OF DUPLICATING. CST STD UNDERSTANDS AND WILL KEEP TRACK OF INTERMITTEN ISSUE AND SCH APPT WITH DLR LATER. CAD INQ IF ANY FURTHER ASSISTANCE NEEDED AND CST STD NOTHING ELSE NEEDED. CST THANKED. 0012008 04 07CRPC777 REQ DESC TECH QUESTION/GAS PEDAL HESITATION CAS ADV CST THAT NOT TECH TRAINED AT THIS OFFICE. ADV CST THAT DLR IS CORRECT, WOULD NEED TO DUPLICATE TO DIAG AND REPAIR. ADV CST I WOULD RECOMMEND KEEPING TRACK OF WHEN HAPPENS SO DLR HAS BETTER CHANCES OF DUPLICATING. CST STD UNDERSTANDS AND WILL KEEP TRACK OF INTERMITTEN ISSUE AND SCH APPT WITH DLR LATER. CAD INQ IF ANY FURTHER ASSISTANCE NEEDED AND CST STD NOTHING ELSE NEEDED. CST THANKED. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z95K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 28-Jan-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 19-Feb-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 36000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | circuit-poor contact/poor ground |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | administrative cost |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 9 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 10-Jun-2008 |
| Version Series Code | AAAGH | Load Date | 06 -Jul-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 50514 |
| Causal Part Name | unknown | Dealer Name | DUNCAN MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | BLACKSBURG |
| Non Causal Part Numbers | | Dealer State/Province | VA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 07 -Oct-2008 | | |

| | |
|---|---|
| Customer Comment | CST STS DLR COULDN'T PROVIDE A RENTAL AND WOULD LIKE TO KNOW IF A RENTAL COULD BE PROVIDED IF THE VEH ISN'T FIXED. STS THE GAS PEDAL STICKS AND VEH KEEPS GOING. STS UNHAPPY HIS SELLING DLR COULDN'T SOLVE THE ISSUE IN THREE ATTEMPTS BUT DLR 50514 WAS ABLE TO. STS WOULD LIKE TO KNOW WHAT COULD BE DONE TO GET HIM A LOANER IF VEH IS NOT READY TONIGHT. |
| Technician Comment | CST HAS NOT CONTACT CAC SINCE 06/10/2008 INREGARDS TO THIS ISSUE. IF CST CALLS INTO THE CAC INREGARDS TO THIS CONCERN PLEASE REVEIW AND ASSIST ACCORDINGLY. 0012008 06 10CRPP177 REQ DESC DOC CONCERNS W/RENTAL AND GAS PEDAL ISSUES CAS ADV'D IF VEH IS NOT READY AND CST NEEDS A RENTAL PROVIDED I WOULD REVIEW FOR POSSIBLE ASSIST. ADV'D VDN AND FOR CST TO CALL BACK @ THAT TIME.. 0022008 09 29CRPP187 CST HAS NOT CONTACT CAC SINCE 06/10/2008 INREGARDS TO THIS ISSUE. IF CST CALLS INTO THE CAC INREGARDS TO THIS CONCERN PLEASE REVEIW AND ASSIST ACCORDINGLY. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ02Z88K[redacted] | Engine Serial Number | 300707033352 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 5 SPD MAN TRANS AKK | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 31-Aug-2007 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Oct-2007 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | separation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 48 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 09-Jul-2008 |
| Version Series Code | AAAQK | Load Date | 13 -Jul-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34611 |
| Causal Part Name | unknown | Dealer Name | WYATT JOHNSON MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | CLARKSVILLE |
| Non Causal Part Numbers | | Dealer State/Province | TN |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 9316484300 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Jul-2008 | | |

| | |
|---|---|
| Customer Comment | CST STS VEH THROTTLE CABLE BROKE OFF AND THE GAS PEDAL WENT TO THE FLOOR. ADV THAT VEH IS ON THE SIDE OF THE ROAD AWAITING A TOW. ADV THAT VEH IS BEING TOWED TO DLR FOR INSPECTION. STS VEH ONLY HAS 59K MILES AND SHOULD NOT HAVE THIS ISSUE. STS AC SYSTEM IS NOT FUNCTIONING PROPERLY AND WAS REPAIRED UNDER NVLW. STS AC SHOULD BE REPAIRED AGAIN AUTOMATICALLY AS IT WAS A PRIOR ISSUE. STS VEH IS OOW WITH 59KMILES. |
| Technician Comment | CONTACTED CST ADV OF CONVERSATION WITH SVM. ADV THAT RECALL HAD BEEN PERFORMED AND CLOSED AS OF 2005. ADV THAT ONCE A RECALL IS REPAIRED ISSUE IS CONSIDERED RESOLVED. ADV THAT VEH IS 9K MILES OOW. ADV THAT DUE TO VEH MILEAGE AND PRIOR RECALL I HAD MADE THE GW DECISION TO AUTHORIZE REPLACEMENT OF THROTTLE CABLE. ADV CST THAT AC ISSUE IS COMPLETELY SEPERATE ISSUE AND SINCE DLR WAS NOT AUTHORIZED TO INSPECT I COULD NOT REVIEW THIS. ADV THAT CST WOULD INCCUR AN INITIAL DIAG 0012008 07 09CRPC763 REQ DESC THROTTLE CABLE ADV CST THAT VEH IS OOW WRTTY BY TIME. ADV THAT REGARDLESS OF PAST ISSUES W/VEH ONCE A VEH IS OOW REPAIRS ARE CST RESPONSIBILITY. ADV CST OF AWA BASICS AND TO CONTACT ME WHEN VEH IS AT DLR FOR INSPECTION. ADV CST VDN AND FILE#. [redacted] 07 09CRPP256 CUSTOMER CALLED INFORMED STEVE, WAS ON ANOTHER LINE. CUSTOMER STATES VEH IS AT WYATT MAZDA. WOULD LIKE A CALL BACK AT [redacted] (MOBILE) INFORMED CUSTOMER STEVE WOULD FOLLOW UP ONCE HE SPEAKS WITH DEALER SERVICE. 0032008 07 10CRPC763 CONTACTED SVM WAYNE AT DLR. ADV THAT VEH HAS 59K MILES AND NEEDS A THROTTLE CABLE. ADV THAT CABLE BROKE OFF FROM BACK OF PEDAL. ADV THAT AS OF 7/9/07 AC HOSE WAS DONE UNDER WRTTY AND CUSTOMER PAY FOR BRAKE. ADV THAT AS OF A 10K SERVICE WAS DONE AND MOST RECENTLY AS OF 1/08 AN OIL SERVICE WAS DONE. ADV THAT VEH HAS NOT BEEN INSPECTED FOR AN AC ISSUE AS THE CST DID NOT ADV DLR TO INSPECT. ADV SVM THAT I WOULD AUTH REPLACEMENT OF THROTTLE CABLE AT $175.54 AS IT HAD ALREADY BEEN ADDRESSED BY A RECALL, CST HAD A 10K SERVICE, BRAKE SE 0042008 07 10CRPC763 RVICE AND 2 ADDITIONAL OIL SERVICES. ADV SVM OF AUTH # LEFT V/M FOR CST C/B. 0052008 07 10CRPP206 CST C/B AND STS DLRSHP IS WAITING ON AN ANS. CST STS HE DOESN'T THINK HE SHOULD HAVE TO PAY FOR THE THROTTLE CABLE. ADV CST STEVE, THE CAS, HE IS WORKING WITH IS ON THE PHONE, BUT HAS ADVISED ME THAT HE WILL GIVE CST A C/B AS SOON AS HE IS OFF THE PHONE. ADV CST I WILL SEND STEVE A MESS THAT CST IS WAITING ON A C/B. SCREEN SHOT TO STEVE 0062008 07 10CRPC763 CONTACTED CST ADV OF CONVERSATION WITH SVM. ADV THAT RECALL HAD BEEN PERFORMED AND CLOSED AS OF 2005. ADV THAT ONCE A RECALL IS REPAIRED ISSUE IS CONSIDERED RESOLVED. ADV THAT VEH IS 9K MILES OOW. ADV THAT DUE TO VEH MILEAGE AND PRIOR RECALL I HAD MADE THE GW DECISION TO AUTHORIZE REPLACEMENT OF THROTTLE CABLE. ADV CST THAT AC ISSUE IS COMPLETELY SEPERATE ISSUE AND SINCE DLR WAS NOT AUTHORIZED TO INSPECT I COULD NOT REVIEW THIS. ADV THAT CST WOULD INCCUR AN INITIAL DIAG FEE FOR POSSIBLE ASSISTANCE. ADV AC ISSUE IS NEW AND SEPER 0072008 07 10CRPC763 ATE. CST THANKED FOR GW ON CABLE AND WILL DECIDED ON AC CONCERN. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ06154K[redacted] | Engine Serial Number | 003125379087 |
| Model Year | 2004 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 28-Oct-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 31-Jul-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 59000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | separation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loose |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 11 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 12-Aug-2008 |
| Version Series Code | AAAGH | Load Date | 17 -Aug-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 17 -Aug-2008 | | |

| | |
|---|---|
| Customer Comment | CST STS HE HAD AN ISSUE WHERE THE GAS PEDAL FELL TO THE FLOOR. STS HAD THE VEH TAKEN TO HIS LOCAL DLR AND IT WAS RPR'D. STS THINKS THIS WILL HAPPEN AGAIN AND WANTS OUT OF THE VEH. |
| Technician Comment | CAS APOL & INQUIRED TO KNOW IF THE CST ONLY SEEKED TO BE PULLED OUT OF THE VEH. CST STS YES. CAS ADV'D BBB CONTACT INFO. CST THANKED. 0012008 08 12CRPP177 REQ DESC INQ RE BUY BACK CAS APOL & INQUIRED TO KNOW IF THE CST ONLY SEEKED TO BE PULLED OUT OF THE VEH. CST STS YES. CAS ADV'D BBB CONTACT INFO. CST THANKED. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ02Z58K[redacted] | Engine Serial Number | 300707104355 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 10-Aug-2007 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 06-Oct-2007 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

eci [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 67 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 10-Sep-2008 |
| Version Series Code | AAAA5 | Load Date | 15 -Sep-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23710 |
| Causal Part Name | unknown | Dealer Name | OCEAN MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | MIAMI |
| Non Causal Part Numbers | | Dealer State/Province | FL |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 7864641100 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 15 -Sep-2008 | | |

| | |
|---|---|
| Customer Comment | RCVD LTR FROM CST, STS WAS DRIVING AT HIGHWAY SPEEDS, STS ACCELERATOR GOT STUCK AND SHE WAS UNABLE TO STOP THE VEHICLE. STS THAT BRAKES WOULD NOT STOP VEH AND IF SHE LET OFF THE BRAKE THE VEH WOULD ACCELERATE. STS EMERGENCY BRAKE WOULDN'T STOP VEH. STS LUCKILY DIDN'T HAVE VEHS IN FRONT OF HER SO WAS ABLE TO AVOID ACCIDENT. STS HAS HAD ALL MAINT DONE, JUST HAD BRAKES AND TIRES DONE. REQ REIMB FOR REPAIRS AND MAINT DIR ADVD SHOULD BE DONE DUE TO CONCERN. |
| Technician Comment | SUBMITTED CHECK REQUEST 0012008 09 10CRPC489 REQ DESC THROTTLE STUCK OPEN CLLD CST, APOLOGIZED FOR CONCERN SHE HAD IN VEH. ADVD CAS UNDERSTANDS HOW FRIGHTENED SHE MUST HAVE BEEN. ADVD NOT AWARE OF SIMILAR CONCERNS WITH VEHS. ADVD UNDER CIRCUMSTANCES CAS WILL REIMB REPAIR COSTS AND MAINT THAT DLR RECOMMENDED BECAUSE SHE IS ORIG OWNER, DOES MAINT AT THE DEALER AND CAS WANTS TO RESTORE FAITH IN MAZDA BRAND. CST THANKED. ADVD WILL DOC CONCERN FOR QUALITY DEPT IN CORPORATE RECORDS AND TO CALL IF ANY FURTHER CONCERNS ARISE. 0022008 09 10CRPC489 SUBMITTED CHECK REQUEST |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ041X3K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 06-Dec-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 05-Apr-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 82000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accessory drive-belts- | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-accessory drive-belts- | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-accessory drive-belts- | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accessory drive-belts- | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accessory drive-belts- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 20-Oct-2008 |
| Version Series Code | | Load Date | 27 -Oct-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 27 -Oct-2008 | | |

| | |
|---|---|
| Customer Comment | CST STS THAT BELTS ARE NOISY AND THAT THE THROTTLE STICKS WHEN COLD. |
| Technician Comment | PROVIDED CUST WITH RSA #. ADVSISED RSA WILL TOW TO LOCAL DEALER. 0012008 10 20CRPP933 REQ DESC BELTS NOISY PROVIDED CUST WITH RSA #. ADVSISED RSA WILL TOW TO LOCAL DEALER. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ02Z68K[redacted] | Engine Serial Number | 301007221310 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 09-Nov-2007 | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | frozen/seized |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | frozen/seized |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no keyword found |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 32 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 21-Oct-2008 |
| Version Series Code | AAAGH | Load Date | 27 -Oct-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34476 |
| Causal Part Name | unknown | Dealer Name | HIXSON AUTO OF ALEX MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | ALEXANDRIA |
| Non Causal Part Numbers | | Dealer State/Province | LA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 27 -Oct-2008 | | |

| | |
|---|---|
| Customer Comment | CUST STS WHILE DAUGHTER DRIVING GAS PEDAL FROZE. STS NEEDS NEW THROTTLE BODY & DLR. ADVD OUT OF WTTY. CUST REQ AWA.337.298.9207 |
| Technician Comment | LEFT V/M STATING CAS WAS AWARE THAT DSM WAS @ DLR & APPROVED THE REPAIR. *NO FURTHER ACTION TAKEN* 0012008 10 21CRPP233 REQ DESC THROTTLE BODY/AWA WITH CUST ON HOLD, TT SVC ADVISOR AL WHO STD CUST JUST OUT OF WTTY & NEEDS THROTTLE BODY. ASKED HIM IF HE CLD CONTACT DSM TO AUTHOR. PART & TO CALL CAS BACK WITH DECISION. ADVD CUST WLD CALL HER WITH DSM DECISION. ADVD DSM HIGHEST FORM OF ESACALATION & DECISION IS FINAL. 0022008 10 22CRPP233 TT AL @ DLR WHO STD DSM HAPPENED TO BE THERE YESTERDAY & APPROVED THE REPAIR. STS CUST HAPPY. LEFT V/M STATING CAS WAS AWARE THAT DSM WAS @ DLR & APPROVED THE REPAIR. *NO FURTHER ACTION TAKEN* |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z36K[redacted] | Engine Serial Number | 151205150553 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 25-Jan-2006 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 09-Mar-2006 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 50590 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-catastrophic failure |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | leak/odor-fuel |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pressure-low |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-base engine— | Symptom | damage-catastrophic failure |
| Commodity | powertrain-engine-base engine— | Symptom | pressure-low |
| Commodity | powertrain-engine-base engine— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 22-Oct-2008 |
| Version Series Code | AAAGH | Load Date | 08 -Nov-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 08 -Nov-2008 | | |

| | |
|---|---|
| Customer Comment | CUST STS THE ENGINE IS BLOWN AND THE GAS PEDAL STICKS AND IS HARD TO PRESS DOWN. WANTS ALL REPAIRED UNDER WTTY OR EXT WTTY. |
| Technician Comment | LEFT ANOTHER PHONE MESSAGE FOR CUSTOMER ASKING HER TO CALL BACK TO DISCUSS. ADVISED CUSTOMER WILL BE CLOSING THE FILE THIS TIME, BUT CAN REFERENCE BACK IF SHE IS STILL SEEKING ASSISTANCE. 0012008 10 22CRPP254 REQ DESC BBB AUTO LINE CLAIM FORM CAS CALLED CUSTOMER AND LEFT MSG FOR CALL BACK REGARDING VEH ISSUES. 0022008 10 24CRPP254 EMAILED CUSTOMER. WAITING FOR REPLY. 0032008 10 28CRPP254 LEFT ANOTHER PHONE MESSAGE FOR CUSTOMER ASKING HER TO CALL BACK TO DISCUSS. ADVISED CUSTOMER WILL BE CLOSING THE FILE THIS TIME, BUT CAN REFERENCE BACK IF SHE IS STILL SEEKING ASSISTANCE. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z26K[redacted] | Engine Serial Number | 290905155259 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 12-Oct-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 48000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-poor performance |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | engine power-poor performance |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | separation |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 41 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Oct-2008 |
| Version Series Code | AAAGH | Load Date | 14 -Dec-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34421 |
| Causal Part Name | unknown | Dealer Name | WORLD CAR MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | NEW BRAUNFELS |
| Non Causal Part Numbers | | Dealer State/Province | TX |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 14 -Dec-2008 | | |

| | |
|---|---|
| Customer Comment | CSTMER CLED ABOUT HIS VEHICLE; THOUGHT HIS WRTY WAS THROUGH MAZDA BUT FINDS IT'S NOT, A 3RD PARTY WRTY. 3RD PARTY WRTY DENIED HIS CLAIM BUT IS STILL WORKING WITH THEM. STS HIS GAS PEDAL IS STUCK, VEHICLE DOESN'T ACCELERATE. DIAGNOSIS IS $197 TO DECARBONIZE HIS THROTTLE BODY. STS THE MAZDA DLER SHOULD ONLY SELL MEPP & NOT THE 3RD PARTY WRTY HE WAS SOLD. |
| Technician Comment | FILE CLOSED AS CUSTOMER NEVER RE CONNECT. DEALER SERVICE ADVISED CUSTOMER HAD DECLINED SERVICE & WAS OUT OF WARRANTY. 0012008 10 14CRPP251 REQ DESC RECALL INQUIRY 0022008 10 22CRPP251 ADVISED CSTMER I WOULD RESEARCH HIS CONCERN ON THROTTLE BODY & RE CONNECT. LM FOR SVW MATT TO RE CONNECT WITH DIAGNOSIS. 0032008 12 11CRPP251 FILE CLOSED AS CUSTOMER NEVER RE CONNECT. DEALER SERVICE ADVISED CUSTOMER HAD DECLINED SERVICE & WAS OUT OF WARRANTY. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z75K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 5 SPD MAN TRANS MAZDA M5 | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 31-Jan-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 27-Jun-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 63000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 30-Jan-2009 |
| Version Series Code | AAAGH | Load Date | 02 -Feb-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 42040 |
| Causal Part Name | unknown | Dealer Name | SANTA MARIA MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SANTA MARIA |
| Non Causal Part Numbers | | Dealer State/Province | CA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 8059250077 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 02 -Feb-2009 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THAT ACCELORATOR PEDAL GETS STUCK THAT IT GETS STUCK AND IT DOESN'T GO. STATES THAT HE HASN'T TAKE VEHICLE BACK INTO SERVICE FOR A FEW MONTHS. |
| Technician Comment | ADVISED CUSTOMER ON BELOW NOTES CUSTOMER DECLINED SERVICE STATES HE DID BECAUSE HE DID NOT WANT TO PERFORM ANY MAINTINANCE ON VEHICLE AT DEALER AND ONLY WANTED REPAIR BUT DECLINED AS WELL ADVISED CUSTOMER TO TAKE VEHICLE IN FOR SERVICE/DIAGNOSIS IN REGARDS TO CONCERN. SUGGEST TO CUSTOMER IF HE DOES NOT AGREE WITH DEALERSHIPS DIAGNOSIS TO TAKE VEHICLE IN TO ANOTHER LOCAL MAZDA DEALERSHIP CUSTOMER THANKED 0012009 01 30CRPP256 REQ DESC ACCELORATION CONTACTED SERVICE MANAGER AT DEALER# 42040 IN REGARDS TO CUSTOMER CONCERN WITH VEHICLE REPAIR STATES THAT CUSTOMER LAST BROUGHT VEHICLE IN FOR SERCICE ON 11 24 08 AND DECLINED SERVICE FOR CARBON BUILD UP, AND MAINTINANCE CONCERN STATES WAS NOT A WARRANTY REPAIR. CUSTOMER DECLINED REPAIR BECAUSE HE FELT THAT IT SHOULD BE WARRANTY REPAIR. ADVISED CUSTOMER ON BELOW NOTES CUSTOMER DECLINED SERVICE STATES HE DID BECAUSE HE DID NOT WANT TO PERFORM ANY MAINTINAN 0022009 01 30CRPP256 CE ON VEHICLE AT DEALER AND ONLY WANTED REPAIR BUT DECLINED AS WELL ADVISED CUSTOMER TO TAKE VEHICLE IN FOR SERVICE/DIAGNOSIS IN REGARDS TO CONCERN. SUGGEST TO CUSTOMER IF HE DOES NOT AGREE WITH DEALERSHIPS DIAGNOSIS TO TAKE VEHICLE IN TO ANOTHER LOCAL MAZDA DEALERSHIP CUSTOMER THANKED |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z25K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 27-Oct-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 45000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 108 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 25-Jun-2009 |
| Version Series Code | AAAA5 | Load Date | 05 -Jul-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 60433 |
| Causal Part Name | unknown | Dealer Name | BASNEY MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SOUTH BEND |
| Non Causal Part Numbers | | Dealer State/Province | IN |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 5742728504 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 05 -Jul-2009 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER CALLED, 2ND OWNER, THE THROTTLE CABLE IS STICKING. CUSTOMER HAS NOT TAKEN VEHICLE INTO THE DEALER. FEELS THIS IS A SAFETY ISSUE AND SHOULD BE COVERED BY MAZDA. HAS RESEARCHED THE THROTTLE CABLE ONLINE AND CAN'T UNDERSTAND WHY HER VEHICLE DOESN'T QUALIFY. |
| Technician Comment | NO RE CONNECT FROM CUSTOMER NOR DEALER SERVICE. 0012009 06 25CRPP251 REQ DESC RECALL INQUIRY LEFT MESSAGE FOR DEALER SERVICE, ADVISED CUSTOMER MIGHT COME IN BUT MADE NO PROMISE OF AWA. CONFIRMED NO RECALL SHOWING FOR THROTTLE CABLE. LEFT CONTACT INFO. 0022009 06 29CRPP251 NO RE CONNECT FROM CUSTOMER NOR DEALER SERVICE. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU08161K[redacted] | Engine Serial Number | 511843038 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 19-Jul-2000 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 07-Sep-2000 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 92000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| ECI Record | [redacted] | Source Code | MAZDA CAC |
|---|---|---|---|

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | circuit-open |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | repair-similar failures on other vehicles mentioned |
| Commodity | powertrain-engine— | Symptom | separation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-stall |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | engine power-stall |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-electronic engine control— | Symptom | engine power-stall |
| Commodity | powertrain-engine-electronic engine control— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-electronic engine control— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-electronic engine control— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | engine power-stall |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-valve train— | Symptom | engine power-stall |
| Commodity | powertrain-engine-valve train— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-valve train— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-valve train— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-valve train— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-valve train— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-valve train— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 57 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 26-Jun-2009 |
| Version Series Code | AAAGJ | Load Date | 05 -Jul-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23725 |
| Causal Part Name | unknown | Dealer Name | ANDY JONES MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | NORTH AUGUSTA |
| Non Causal Part Numbers | | Dealer State/Province | SC |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 05 -Jul-2009 | | |

| | |
|---|---|
| Customer Comment | CALLED ABOUT HAVING TO REPAIR THE VEHICLE, TOWED INTO DEALER SUNDAY NIGHT, 06/21/09 WITH PROBLEM OF ENGINE CUTTING OUT/THROTTLE STICKING. DIAGNOSED INTERMITTENT IDLE CONTROL VALVE, IAC & THROTTLE BODY. DEALER ADVISED THROTTLE BODY WAS THE PROBLEM. PICKED UP VEHICLE LAST NIGHT AND NOW BACK INTO DEALER FOR SAME PROBLEM. STEVEN IN SERVICE. WORK [redacted] WANTS TO KNOW WHY THIS IS HAPPENING AT 72,000 MILES. |

| | |
|---|---|
| Technician Comment | ATTN DCSM/SVM PER CONVERSATION WITH STEVE, SERVICE MANAGER, DEALER IS WORKING WITH MEPP ON REPAIRING THE VEHICLE. PLEASE CLOSE UPON RESOLUTION. THANKS. 0012009 06 26CRPP251 REQ DESC VEHICLE SERVICE INQUIRY ADVISED I WOULD RESEARCH & RE CONNECT. 0022009 06 30CRPP251 AT ATTN DCSM/SVM PER CONVERSATION WITH STEVE, SERVICE MANAGER, DEALER IS WORKING WITH MEPP ON REPAIRING THE VEHICLE. PLEASE CLOSE UPON RESOLUTION. THANKS. STEVE, SERVICE MANAGER ADVISED CUSTOMER REQUESTED ALL HIS REPLACED PARTS, CUSTOMER KEEPS INSISTING HE'S NEVER HAD THESE PROBLEMS WITH ANOTHER VEHICLE, CONFIRMED THROTTLE SENSOR PROBLEMS/CODES FOR THROTTLE SENSOR REMAINS OPEN, RECOMMENDED BASIC CLEANING MAINTENANCE OF THROTTLE, INJECTOR & TEST DROVE OK. CUSTOMER RETURNED NEXT DAY AND NOW DIAGNOSED TORQUE CONV 0032009 06 30CRPP251 ERTOR SOLENOID & TRYING TO WORK WITH MEPP. CONFIRMED CUSTOMER HAS SPENT MONEY AT DEALER. ADVISED I WOULD FORWARD FILE TO DEALER. ADVISED CUSTOMER STEVE, SERVICE MANAGER IS WORKING ON CUSTOMER CONCERNS AND WILL RE CONNECT IF FURTHER PROBLEMS ARISE. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ04155K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 30-Aug-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 05-Nov-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 72400 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

**Disclaimer:**

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-engine-hot |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | mod-driving condition-when engine/ignition turned off |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | no keyword found |
| Significant Event | Fire; | Verified | Y |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 92 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 20-Aug-2009 |
| Version Series Code | AAAQK | Load Date | 05 -Oct-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 10169 |
| Causal Part Name | unknown | Dealer Name | PARR MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | BREMERTON |
| Non Causal Part Numbers | | Dealer State/Province | WA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 05 -Oct-2009 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THAT SHE HAD THE RECALL ON HER ACCELERATOR CABLE DONE ABOUT 2 YEARS. ON MONDAY HER ACCELERATOR PEDAL DID NOT RETURN TO IDLE AND HAD TO BURN THROUGH THE BRAKE PAD AND ROTORS IN ORDER TO STOP THE CAR. TOOK THE CAR TO AN INDEPENDENT SHOP WHO DETERMINED THAT THE ACCELERATOR CABLE NEEDED TO BE REPLACED. RECALL DONE IN 2005. |

| | |
|---|---|
| Technician Comment | ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST FOR INSPECTION OF BROKEN ACCELERATOR CABLE, PLEASE CONTACT AGENT UPON RESOLUTION. THANKS. PAUL STEINBRUNER 949 727 6691 VEHICLE HAS ISSUE WITH CABLE CONTACT WITH ENGINE COVER GAVE CUSTOMER EST. CUSTOMER DECLINED REPAIR AGENT CLOSED DUE TO INACTIVITY. 0012009 08 20CRPP172 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST FOR INSPECTION OF BROKEN ACCELERATOR CABLE, PLEASE CONTACT AGENT UPON RESOLUTION. THANKS. PAUL STEINBRUNER 949 727 6691 REQ DESC BROKEN ACCELERATOR CABLE AGENT CONTACTED DEALER, SPOKE TO GREG STEEL. INFORMED GREG THAT AGENT ADVISED CUSTOMER TO BRING VEHICLE INTO DEALERSHIP FOR INSPECTION OF BROKEN PART AND INSTALLATION. AGENT ADVISED THAT MAZDA WOULD COVER DIAGNOSES, $50, VIA AUTHORIZATION. AGENT REQUESTED CALL BACK WITH FINDINGS. AGENT WILL SEND FIL 0022009 08 20CRPP172 E TO DEALER FOR REVIEW. 0032009 08 24CRPP172 GREG STEEL AT DEALER STATED CRUISE CONTROL CABLE WAS CAUGHT ON THE ENGINE COVER. STATED THE TECHNITION FOUND NOTHING WRONG WITH THE THROTTLE CABLE. STATED THAT THE INDEPEDENT SHOP REPLACED THE BRAKES AND THROTTLE CABLE. DEALER INSPECTED THE THROTTLE CABLE THAT WAS REPLACED FOR PROPER OPERATION. STATED HE HAD SPOKEN TO THE CUSTOMER WHO WAS CONCERENED THERE WAS STILL A SAFTEY ISSUE WITH THE VEHICLE. DEALER STATED THAT THE CAR IS PERFECTLY SAFE TO DRIVE WITH THE ENGINE COVER OFF. DEALER WILL CALL AGENT WITH COST OF REPAIR. AGENT WILL THE 0042009 08 24CRPP172 N MAKE AWA DECISION AND CONTACT CUSTOMER. 0052009 08 25CRPP172 AT ATTN DCSM/GREG STEEL PER CONVERSATION, PLEASE REVIEW REQUEST, AGENT HAS AUTHORIZED FOR REPAIRS TO BE DONE AT NO COST TO CUSTOMER. PLEASE CLOSE UPON COMPLETION OF REPAIR. THANKS. PAUL STEINBRUNER 949 727 6691 LEFT MESSAGE FOR GREG REQUESTING CALL BACK. GREG FROM DEALERSHIP CALLED. RECIEVED PRICE FOR PART EC50 66 312D, CRUISE CONTROL ACTUATOR, WARRANTY PRICE $255.86 + 1 HOUR LABOR AT 89.50 (RETAIL PRICE). AGENT ADVISED THAT MAZDA WOULD PAY FOR COST OF REPAIR AND AUTHORIZE $350.00 FOR REPAI 0062009 08 25CRPP172 RS. FILE NUMBER GIVEN TO GREG FOR AUTHORIZATION. GREG WILL CONTACT CUSTOMER WITH INFORMATION. 0072009 09 16CRPP172 VEHICLE HAS ISSUE WITH CABLE CONTACT WITH ENGINE COVER GAVE CUSTOMER EST. CUSTOMER DECLINED REPAIR [redacted] DEALER CALLED IN FOR AGENT. WARM TRANSFERRED WITH PERMISSION. 0092009 09 18CRPP172 GREG FROM DEALER 10169 CALLED. STATED THAT THEY SUBMITTED A CLAIM FOR THE LABOR WHICH WENT THROUGH. STATES THAT THE CLAIM FOR THE PARTS KEEP ON COMING BACK. AGENT ADVISED THAT HE IS AWARE OF THE SITUATION AND SUBMITTED AN UPDATED CLAIM THIS MORNING. ADVISED THAT IF THE CLAIM COMES BACK AGAIN HE WILL SPEAK WITH HIS SUPERVISOR ON HOW TO APPROVE IT. AGENT REQUESTED FOR GREG TO UPDATE CLOSING NOTES ON FILE SINCE CUSTOMER DID HAVE THE REPAIR PERFORMED. 0102009 10 06CRPP172 AGENT CLOSED DUE TO INACTIVITY. 0112009 10 07CRPP206 GREG FROM DEALERSHIP CALLED BACK AND REQUESTED TO SPEAK WITH PAUL. TRANSFERRED GREG TO PAUL WITH PERMISSION. 0122009 10 07CRPP172 GREG FROM DEALER 10169 CALLED STATING THAT THE WARRANTY PAYMENT HAD NOT GONE THROUGH. AGENT ADVISED THAT HE SUBMITTED THE WARRANTY DOCUMENTATION ON 9/18 AND HAS NOT RECIEVED AT NOTIFICATION SINCE THEN. GREG ADVISED THAT HE WILL CHECK WITH HIS WARRANTY DEPARMENT TO SEE IF IT HAS SINCE GONE THROUGH. AGENT PROVIDED GREG WITH DIRECT LINE. 0132009 10 15CRPP172 DEBBY PARR FROM DEALER 10169 CALLED. STATED THAT GREG STEEL IS NO LONGER WITH DEALERSHIP. ADVISED THAT THE PAYMENT FOR THE PART HAS STILL NOT GONE THROUGH. AGENT ADVISED THAT HE HAD PUT THE AUTHORIZATION THROUGH AND IT HAS NOT COME BACK AS INVAILID. AGENT SPOKE WITH SUPERVISOR LINDA WHO ADVISED SHE WILL MANUALLY APPROVE THE CLAIM. AGENT ADVISED DEBBY THAT SUPERVISOR WILL APPROVE WORK. DEBBY REQUESTED TO BE CONTACTED WHEN AUTHORIZATION HAS BEEN COMPLETED. EXT 1244. 0142009 11 12CRPP172 AGENT UPDATED WARRANTY APPROVAL TO REFLECT THAT THE AUTHORIZATION COVERS PARTS. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU081X2K[redacted] | Engine Serial Number | 206301087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 18-Dec-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 17-Feb-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 113000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

**Disclaimer:**

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on grade |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | Y |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 61 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Dec-2009 |
| Version Series Code | AAAGH | Load Date | 06 -Dec-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 06 -Dec-2009 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER EMAILED; MY CAR IS CURRENTLY IN THE SHOP BECAUSE THE GAS PEDAL GOT STUCK LAST NIGHT AND I COULDN'T GET IT UP THE HILL I WAS CLIMBING. I WAS ON A BUSY STREET AND HAD TO WAIT IN THE MIDDLE OF THE ROAD UNTIL ALL THE TRAFFIC PASSED SO I COULD ROLL BACKWARDS ONTO A SIDE STREET. IT WAS A VERY DANGEROUS SITUATION. WHEN I GOT HOME I GOOGLED THIS AND FOUND THAT MANY PEOPLE ARE HAVING THE SAME PROBLEM AND SEVERAL HAVE HAD ACCIDENTS. |
| Technician Comment | CONFIRMED CUSTOMER HAS NO OPEN RECALLS & ADVISED CUSTOMER TO POSSIBLY INVESTIGATE A DEALER DIAGNOSIS & POSSIBLE AWA. 0012009 12 01CRPP251 REQ DESC STUCK ACCELERATOR CONCERN CONTINUED; MY CAR HAS 32,000 MILES ON IT BUT IS OUT OF WARRANTY BECAUSE OF ITS AGE. I FEEL THAT YOU SHOULD RECALL THESE VEHICLES AND FIX THE PROBLEM BECAUSE IT IS A SAFETY ISSUE AND EVENTUALLY SOMEONE WILL BE SERIOUSLY HURT. HI MS. SELIG, THANK YOU FOR CONTACTING MAZDA AND MY APOLOGIES FOR THE VEHICLE CONCERNS. I FOUND NO RECALL FOR THE CONCERN YOU DESCRIBE. I WOULD RECOMMEND THAT YOU SEEK A DIAGNOSIS FROM A MAZDA DEALER. THEY WOULD BE ABLE TO TELL MAZDA IF THE 0022009 12 01CRPP251 Y FEEL YOUR PARTICULAR CONCERN WOULD WARRANT WARRANTY ASSISTANCE. WE APPRECIATE YOUR TAKING THE TIME TO INFORM US ABOUT YOUR RECENT VEHICLE EXPERIENCE.SINCERELY,FRANK BRCAKREPRESENTATIVE, MAZDA CUSTOMER ASSISTANCE CONFIRMED CUSTOMER HAS NO OPEN RECALLS & ADVISED CUSTOMER TO POSSIBLY INVESTIGATE A DEALER DIAGNOSIS & POSSIBLE AWA. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ92Z25K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 5 SPD MAN TRANS MAZDA M5 | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 27-Aug-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 18-Dec-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 32000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | field service action |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-electronic engine control— | Symptom | field service action |
| Commodity | powertrain-engine-electronic engine control— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | field service action |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | Y |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 100 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 02-Dec-2009 |
| Version Series Code | AAAAX | Load Date | 06 -Dec-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51608 |
| Causal Part Name | unknown | Dealer Name | LIBERTY MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | WAKEFIELD |
| Non Causal Part Numbers | | Dealer State/Province | MA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 7812458000 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 06 -Dec-2009 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES VEHICLE INVOLVED IN ACCIDENT ACCELERATOR BINDING, THROTTLE BODY DIRTY AND BINDING, IAC VALVE WAS STUCK OPEN. LIBERTY MAZDA INSPECTED VEHICLE AND STATED THIS WAS THE CAUSE OF THE ACCIDENT. THE ACCELERATOR REPAIRED EARLIER UNDER RECALL. THEN THE VEHICLE IN ACCIDENT 10/13/2009 AND VEHICLE REPAIRED BY MAZDA DEALER ($4000). |
| Technician Comment | AGENT CONFIRMED CUSTOMER INSURANCE COMPANY INVOLVED. AGENT ADVISED CUSTOMER IF INSURANCE COMPANY CONCLUDES VEHICLE DEFECT CAUSE OF ACCIDENT THEN THE INSURANCE COMPANY NEEDS TO SUBMIT IN WRITING ON COMPANY LETTER HEAD WHAT THEIR FINDINGS ARE. IN AN ACCIDENT MAZDA DOES NOT INVESTIGATE CAUSE OF ACCIDENT. 0012009 12 02CRPP235 REQ DESC ACCIDENT VEHICLE IN 2ND ACCIDENT FOR ACCELERATOR STICKING AND NOW THE MAZDA DEALER AFTER TALKING TO MAZDA WILL NOT TOUCH VEHICLE OR INSPECT. CUSTOMER INQUIRED WHY, VEHCIEL MIGHT BE TOTALED AGENT CONFIRMED CUSTOMER INSURANCE COMPANY INVOLVED. AGENT ADVISED CUSTOMER IF INSURANCE COMPANY CONCLUDES VEHICLE DEFECT CAUSE OF ACCIDENT THEN THE INSURANCE COMPANY NEEDS TO SUBMIT IN WRITING ON COMPANY LETTER HEAD WHAT THEIR FINDINGS AR 0022009 12 02CRPP235 E. IN AN ACCIDENT MAZDA DOES NOT INVESTIGATE CAUSE OF ACCIDENT. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU06152K[redacted] | Engine Serial Number | 003331086 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 31-Jul-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 07-Oct-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 89000 | Vehicle Axle Ratio | |

| Vehicle Restraint Code | | |
|---|---|---|

**Disclaimer:**

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | field service action |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 80 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 07-Dec-2009 |
| Version Series Code | AAAA5 | Load Date | 13 -Dec-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34648 |
| Causal Part Name | unknown | Dealer Name | RAY BRANDT MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | HARVEY |
| Non Causal Part Numbers | | Dealer State/Province | LA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 5043631405 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Dec-2009 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THROTTLE CABLE IS STUCK, AND HE THINKS IT IS RELATED TO OPEN RECALL 2704L. [redacted] OR [redacted] CUSTOMER IS AT WORK LOCATION [redacted] GRETNA LA [redacted] |
| Technician Comment | ADVISED CUSTOMER PER KEITH AT DEALER, FAILURE IS UNRELATED TO RECALL, HOWEVER THEY WILL BE PERFORMING RECALL FOR CUSTOMER. CUSTOMER DISAGREES THAT FAILURE IS UNRELATED AND MAY CONTACT ATTORNY. ADVISED CUSTOMER DEALER WILL BE MORE THAN HAPPY TO EXPLAIN FAILURE IN MORE DETAIL AS THIS OFFICE IS NOT TECHNICALLY TRAINED. 0012009 12 07CRPP229 REQ DESC RECALL INQUIRY/THROTTLE CABLE STUCK PLACED CUSTOMER ON HOLD AND SPOKE WITH SUPERVISOR REGARDING AUTHORIZING TOW AS CUSTOMERS FEELS FAILURE IS RELATED TO OPEN RECALL. ADVISED RECEIVED ADDRESS OF WHERE CUSTOMER IS LOCATED, AND STATED WILL BE CALLING ROADSIDE ASSISTANCE TO AUTHORIZE FREE TOW TO CLOSEST DEALER. CALLED CUSTOMER WHO STATED HE HAS NOT HEARD FROM RSA YET. INFORMED HIM AGENT SPOKE WITH DARALYN AT RSA, WHO INFORMED AGENT SHE WILL BE CALLING CUSTOMER AT TWO NUMBERS PROVIDED. ADV 0022009 12 07CRPP229 ISED GAVE RSA ADDRESS TO WHERE VEHICLE IS AND AUTHORIZED FREE TOW. ADVISED ONCE VEHICLE IS AT DEALER, THEY WILL BE ABLE TO DETERMIN IF PROBLEM FALLS UNDER RECALL OR NOT. GAVE CUSTOMER DIRECT CONTACT INFO IF HE DOES NOT HEAR FROM ROADSIDE ASSISTANCE TO CALL. WILL LEAVE OPEN FOR THE DAY. 0032009 12 08CRPP104 CUSTOMER CALLED FOR AGENT, TRANSFERRED CALL 0042009 12 08CRPP229 CUSTOMER STATES EVENTHOUGH PART SHOULD BE COVERED BECAUSE OF RECALL, DEALER HAS SAID THERE IS A CHARGE. AGENT ADVISED MAZDA WILL ONLY BE ABLE TO ASSIST WITH PERFORMING RECALL. ADVISED IF DEALER HAS DETERMINED FAILURE IS UNRELATED TO RECALL, THEN IT WOULD BE CUSTOMER PAY. ADVISED CUSTOMER AGENT WILL CONTACT DEALER FOR FURTHER CLARIFICATION. LEFT MESSAGE FOR KEITH IN SERVICE FOR EXPLANATION. SPOKE WITH KEITH AT DEALER. STATES THROTTLE BODY HAS FAILED WHICH IS COMPLETELY UNRELATED TO OPEN RECALL. STATES THEY WI 0052009 12 08CRPP229 LL BE COMPLETING RECALL FOR CUSTOMER. ADVISED CUSTOMER PER KEITH AT DEALER, FAILURE IS UNRELATED TO RECALL, HOWEVER THEY WILL BE PERFORMING RECALL FOR CUSTOMER. CUSTOMER DISAGREES THAT FAILURE IS UNRELATED AND MAY CONTACT ATTORNY. ADVISED CUSTOMER DEALER WILL BE MORE THAN HAPPY TO EXPLAIN FAILURE IN MORE DETAIL AS THIS OFFICE IS NOT TECHNICALLY TRAINED. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ04133K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 02-Dec-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 11-Jun-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 130000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | administrative cost |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | high effort |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine— | Symptom | separation |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no keyword found |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no keyword found |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 57 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 08-Dec-2009 |
| Version Series Code | AAAGH | Load Date | 13 -Dec-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34581 |
| Causal Part Name | unknown | Dealer Name | BOMMARITO MAZDA SOUTH |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SAINT LOUIS |
| Non Causal Part Numbers | | Dealer State/Province | MO |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 3144879800 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Dec-2009 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES ACCELERATOR IS STUCK AND WILL NOT GO DOWN TO PROVIDE GAS, THIS HAS JUST HAPPEN ONCE SINCE THE REPAIR IN NOVEMBER 2007 WHERE THE ACCELERATOR WAS STUCK ACCELERATING VEHICLE WHILE DRIVING. CUSTOMER STATES VEHICLE IS OUT OF WARRANTY AND WOULD LIKE MNAO TO ASSIST WITH REPAIR VEHICLE IS NOT AT A MAZDA DEALER |
| Technician Comment | AGENT CONFERENCE CALL CUSTOMER & SERVICE ADVISOR GREG BAMBERG OF DEALER # 34581. AGENT EXPLAINED TO DEALER CUSTOMER TO PAY FOR INSPECTION AND AWA WILL BE CONSIDERED. DEALER AND CUSTOMER GIVEN FILE # AND AGENTS CONTACT # 0012009 12 08CRPP235 REQ DESC AWA CUSTOMER ADVISED THERE ARE NO RECALLS FOR THIS PROBLEM AND AWA CANNOT BE CONSIDERED UNTIL A VEHICLE IS INSPECTED BY A MAZDA DEALER AND CUSTOMER IS RESPONSIBLE TO PAY FOR INSPECTION. AGENT ADVISED CUSTOMER THERE IS NO GUARANTEE OF ASSISTANCE, BUT AGENT WILL CONSIDER AGENT CONFERENCE CALL CUSTOMER & SERVICE ADVISOR GREG BAMBERG OF DEALER # 34581. AGENT EXPLAINED TO DEALER CUSTOMER TO PAY FOR INSPECTION AND AWA WILL BE CONSIDERED. DEALER AND C 0022009 12 08CRPP235 USTOMER GIVEN FILE # AND AGENTS CONTACT # [redacted] 12 09CRPP235 CUSTOMER LEFT VOICE MAIL STATING SHE WAS OFFERED A 50/50 SPLIT FOR THE REPAIR TO THROTTLE AND UNDERSTANDS THE VEHICLE IS OUT OF WARRANTY. CUSTOMER CALLED TO EXPRESS CONCERN THAT SHE BELIEVES THE REPAIR DONE TWO YEARS AGO WAS NOT DONE PROPERLY AND THIS IS NOW CAUSING MONEY TO COME OUT OF HER POCKET. CUSTOMER STATES SHE NOT HAPPY A LOANER VEHICLE WAS NOT PROVIDED, AND SHE IS NOT SURE SHE WILL RETURN TO MAZDA DUE TO THE LEVEL OF CUSTOMER SERVICE SHE HAS RECEIVED.AGENT CONTACTED SERVICE ADVISOR GREG BAMBERG TO REVIEW WHAT WAS APPROVED F 0042009 12 09CRPP235 OR ASSISTANCE AND BY WHOM. GREG INDICATES THE REPAIR IS FOR THE THROTTLE BODY AND SAME REPAIR THAT WAS COMPLETED UNDER WARRANTY 11/2007. DEALER CONTACTED THE DSM WHO APPROVED A 50/50 SPLIT AND PRICING SET AT WARRANTY PRICING. CUSTOMER TO PAY ESTIMATED $92 AND RETAIL PRICE WOULD HAVE BEEN $380. GREG STATES HE ATTEMPTED TO CONTACT CUSTOMER TODAY TO UPDATE HER PORTION WAS LOWER THAN YESTERDAYS QUOTE OF $160. GREG STATES CUSTOMER WAS PLEASED YESTERDAY WITH THE ASSISTANCE THAT WAS BEING PROVIDED.AGENT ADVISED THAT CUSTOMER HAS CALLED L 0052009 12 09CRPP235 EAVING VOICE EXPRESSING HER DISSATISFACTION WITH THE 50/50 SPLIT, BUT AGENT WILL CALL CUSTOMER TO ADDRESS HER CONCERNS AGENT HAS LEFT 2 MESSAGES TODAY AT REQUESTED CALL BACK # [redacted] CUSTOMER CALLED BACK AGENT EXPLAINED WHO AND WHY THE OFFER OF GOODWILL ASSISTANCE WAS MADE AND WHY A RENTAL OR LOANER CAR WOULD NOT BE PROVIDED. CUSTOMER THANKED AGENT FOR HIS ASSISTANCE |
| CQIS Recommendations | |

## Tire Information

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

| | | | |
|---|---|---|---|
| DOT Spare | | | |

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z25K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 05-Apr-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 23-Apr-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 50150 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | administrative cost |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | administrative cost |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no keyword found |
| Commodity | powertrain-engine-fuel system— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-fuel system— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 22 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 08-Dec-2009 |
| Version Series Code | | Load Date | 21 -Dec-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51597 |
| Causal Part Name | unknown | Dealer Name | MAZDA OF LODI |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | LODI |
| Non Causal Part Numbers | | Dealer State/Province | NJ |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 9735941700 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 21 -Dec-2009 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THAT HER VEHICLE HAS BEEN IN THE DEALERSHIP MULTIPLE TIME FOR THE SAME CONCERN REGARDING THE THROTTLE STICKING. CUSTOMER STATES THE DEALERSHIP HAS MADE MULTIPLE REPAIRS TO FIX THE CONCERN, AND NOTHING HAS FIXED IT YET. STATES THE DEALERSHIP IS RECOMMENDING FUEL INJECTION SERVICE. WOULD LIKE MAZDA TO ASSIST IN MAKING SURE THE CONCERN IS ADDRESSED. |
| Technician Comment | ATTN DCSM/SVM PLEASE REVIEW CUSTOMER REQUEST. CUSTOMER HAS HAD VEHICLE AT DEALERSHIP MULTIPLE TIMES FOR THE SAME CONCERN. CUSTOMER STATES THE VEHICLE IS STILL HAVING THE SAME ISSUE UPON DELIVERY. WOULD LIKE MAZDA TO ASSIST IN REPAIRING THE VEHICLE AND TO PROVIDE A RENTAL IF POSSIBLE. REPLACED THROTTLE BODY 0012009 12 08CRPC325 AT ATTN DCSM/SVM PLEASE REVIEW CUSTOMER REQUEST. CUSTOMER HAS HAD VEHICLE AT DEALERSHIP MULTIPLE TIMES FOR THE SAME CONCERN. CUSTOMER STATES THE VEHICLE IS STILL HAVING THE SAME ISSUE UPON DELIVERY. WOULD LIKE MAZDA TO ASSIST IN REPAIRING THE VEHICLE AND TO PROVIDE A RENTAL IF POSSIBLE. REQ DESC THROTTLE STICKS / HARD ACCELERATION AGENT ADVISED THE CUSTOMER THAT I WOULD LIKE TO CONTACT THE DEALERSHIP AND ALSO THE DSM TO GET MORE INFORMATION ON HOW WE CAN ASSIST. CUSTOMER UNDERSTOOD. 0022009 12 08CRPC325 AGENT CONTACTED THE DEALERSHIP AND SPOKE WITH HENRY IN SERVICE. HENRY ADVISED THAT THEY REPLACED THE GAS PEDAL AND ALL THE WIRINGS, AND THEY FOUND NO ISSUE WITH THE VEHICLE WHEN THEY TEST DROVE IT. ADVISED THAT IF THE CUSTOMER IS STILL CONTINUING TO EXPERIENCE THE CONCERNS, SHE NEEDS TO BRING THE VEHICLE IN TO THE DEALERSHIP. AGENT SENT AN EMAIL MESSAGE WITH CUSTOMER REQUEST TO DSM DAN. AWAITING REPLY. 0032009 12 14CRPC325 AGENT CONTACTED THE CUSTOMER. CUSTOMER STATES THAT THE DEALERSHIP DIAGNOSED THE CONCERN, AND REPAIRED THE ISSUE. CUSTOMER THANKED ME FOR MY HELP AND TIME, AND STATES THAT SHE WAS VERY APPRECIATIVE FOR OUR INTERVENTION. AGENT THANKED CUSTOMER. CUSTOMER REQUEST RESOLVED. AWAITING FILE CLOSURE BY DEALERSHIP OR DSM. 0042009 12 16CRPC325 REPLACED THROTTLE BODY |
| CQIS Recommendations | |

## Tire Information

| | | | |
|---|---|---|---|
| Tire Manufacturer | Unknown | Tire Size | P235/70R 16T BSW A S |
| Tire Brand Series | | Wheel | |
| DOT Left Front | | DOT Right Front | |
| DOT Left Rear | | DOT Right Rear | |
| DOT Left Inner | | DOT Right Inner | |
| DOT Spare | | | |

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ92Z48K[redacted] | Engine Serial Number | 191207102801 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 4 WHL L/H FULL TIME DRIVE |
| Production Date | 14-Jan-2008 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 28-Feb-2008 |
| Build Country Code | | Transmission Serial Number | 010880040385 |
| Mileage | 22000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | no keyword found |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 21-Dec-2009 |
| Version Series Code | AAAGH | Load Date | 29 -Dec-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Dec-2009 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THE ACCELERATOR GETS STUCK AND THEN POWER IS GIVEN AFTER A DELAY. THE FORD DEALER HAS ADVISED A VALVE IN A THROTTLE BODY FLAP IS GETTING STUCK AND NEEDS TO BE CLEAN. THIS HAS OCCURRED 3 TIMES, EVERY 30K. CUSTOMER INQUIRED WHAT CAN BE DONE |
| Technician Comment | AGENT ADVISED NO RECALLS AND AGENT RECOMMEND THANKING VEHICLE TO MAZDA DEALER FOR INSPECTION 0012009 12 21CRPP235 REQ DESC THROTTLE VALVE AGENT ADVISED NO RECALLS AND AGENT RECOMMEND THANKING VEHICLE TO MAZDA DEALER FOR INSPECTION |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z26K[redacted] | Engine Serial Number | 290705234215 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 11-Aug-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 73000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | administrative cost |
| Commodity | powertrain-engine— | Symptom | damage |
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-pre delivery |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine— | Symptom | start-will not start |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 38 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 23-Oct-2009 |
| Version Series Code | | Load Date | 06 -Jan-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34554 |
| Causal Part Name | unknown | Dealer Name | NORTH POINT MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SHERWOOD |
| Non Causal Part Numbers | | Dealer State/Province | AR |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 5019455353 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 27 -Dec-2010 | | |

| | |
|---|---|
| Customer Comment | LOG NO 2029 NO START, HIGH IDLE ON 10/23/09 RCVD ATTY LTR FROM ANIBLE & EDWARDS. STS REPRESENTS CUST PURSUANT TO THE AR NEW MOTOR VEH QUALITY ASSURANCE ACT. CUST CONTACTED CUSTOMER MEDIATION & BBB BACK IN JUNE 2008 SEEKING REPURCHASE. STS CUST IS STILL EXPERIENCING SAME CONCERNS WITH TRANSMISSION & ENGINE AS BEFORE. CUSTOMER MEDIATION HANDLING CHARLIE KIM |

| | |
|---|---|
| Technician Comment | CORPORATE REPURCHASE DUE TO MULTIPLE REPAIRS. REPLACED ALTERNATOR, TRANSMISSION, THROTTLE BODY. RCVD CONFIRMATION FROM VANESSA YU IN FINANCE THAT WIRED FUNDS WERE RCVD FROM RIVERSIDE AUTO AUCTION ON 12/21/10 FROM SALE OF VEHICLE 0012009 10 23CRPC408 REQ DESC ATTY LEMON LAW DEMAND 0022009 10 28CRPC408 SENT EMAIL TO ATTORNEY. ADVISED OF ORIGINAL IN SERVICE DATE. ADVISED WE HAVE COPY OF SALES CONTRACT FROM ORIGINAL OWNER. ADVISED MAZDA WILL OFFER $2500, INCLUSIVE OF ATTORNEY FEES. 0032009 10 30CRPC408 RECEIVED EMAIL FROM ATTORNEY. ATTORNEY INQUIRING IF MAZDA WILL CONSIDER REPURCHASING THE VEHICLE. CALLED AND SPOKE WITH ATTORNEY. ADVISED MAZDA HAS NOT PRECLUDED THE POSSIBILITY OF REPURCHASE AS AN OPTION IF NECESSARY. ATTORNEY STATES WILL REVIEW OFFER WITH CLIENT AND CALL ME BACK. 0042009 11 20CRPC408 RECEIVED EMAIL FROM ATTORNEY DEAR MR. KIM,I UNDERSTAND THAT MAZDA USA WILL INDEMNIFY NORTH POINT MAZDA WITH RESPECT TO ITS LIABILITY IN THIS MATTER. I HAVE CONSULTED WITH MY CLIENT REGARDING YOUR REQUEST FOR A SETTLEMENT COUNTER OFFER. MY CLIENT STANDS FIRM ON HER ORIGINAL DEMAND. THE AMOUNT OF MY CLIENT'S DEMAND IS $28,151.18 AND INCLUDES MAZDA USA REPURCHASING THE VEHICLE IN QUESTION. THIS AMOUNT WAS COMPUTED BY APPLYING THE DAMAGES PROVISIONS OF THE ARKANSAS NEW MOTOR VEHICLE QUALITY ASSURANCE ACT. THIS ACT EXPLICITLY SETS FO 0052009 11 20CRPC408 RTH THE MANNER IN WHICH DAMAGES SHOULD BE COMPUTED AND PROVIDES FOR AN AWARD OF THE CONSUMER'S ATTORNEY'S FEES. I UNDERSTAND THAT MAZDA USA HAS TAKEN THE POSITION THAT THE VEHICLE IN QUESTION WAS PLACED IN SERVICE PRIOR TO MY CLIENT'S PURCHASE OF SAME AND THAT MY CLIENT IS TIME BARRED FROM BRINGING HER CLAIM. HOWEVER, THIS POSITION IGNORES THE FACTS OF THIS CASE. NORTH POINT MAZDA SOLD THIS VEHICLE TO MY CLIENT AS A NEW VEHICLE. THIS FACT IS DOCUMENTED IN THE SALES PAPERWORK AND IN A LETTER RECEIVED FROM THE GENERAL MANAGER OF NORT 0062009 11 20CRPC408 H POINT MAZDA. THE CLOCK DID NOT BEGIN TICKING WITH RESPECT TO MY CLIENT'S CLAIM UNTIL THE DATE SHE PURCHASED THE VEHICLE. GIVEN THE FACTS OF THIS CASE, THE PROVISIONS OF THE ARKANSAS NEW MOTOR VEHICLE QUALITY ASSURANCE ACT SHOULD APPLY IN THIS CLAIM AND SAID CLAIM HAS BEEN MADE TIMELY REGARDLESS WHETHER THE VEHICLE WAS USED PRIOR TO MY CLIENT'S PURCHASE. ADDITIONALLY, SHOULD A JURY FIND THAT YOUR DEALERSHIP COMMITTED FRAUD IN THE SALE OF THIS VEHICLE TO MY CLIENT, THERE LIES THE POSSIBILITY OF PUNITIVE DAMAGES BEING AWARDED AGAI 0072009 11 20CRPC408 NST NORTH POINT MAZDA.I AM HOPEFUL THAT WE WILL BE ABLE TO RESOLVE THIS MATTER WITHOUT THE NEED OF LITIGATION. I AWAIT YOUR REPLY. SENT EMAIL TO ATTORNEY. ADVISED MAZDA IS WILLING TO SETTLE FOR $3500.00, INCLUSIVE OF ATTORNEY FEES. ADVISED WE WOULD TAKE FULL USAGE AS PERMITTED BY THE STATE EVEN IF WE HAD TO REPURCHASE THE VEHICLE. ADVISED THEIR CLIENT'S REQUEST FOR $28,151.18 SETTLEMENT OFFER IS REASONABLE. 0082009 11 25CRPC408 SENT EMAIL TO ATTORNEY. ADVISED MAZDA IS WILLING TO SETTLE FOR $3500.00, INCLUSIVE OF ATTORNEY FEES. ADVISED WE WOULD TAKE FULL USAGE AS PERMITTED BY THE STATE EVEN IF WE HAD TO REPURCHASE THE VEHICLE. RECVD EMAIL FROM ATTORNEY. STATES THE BREAKDOWN FORMULA FOR THE SETTLEMENT OF $28,000. SENT EMAIL TO ATTORNEY. ADVISED MAZDA IS WILLING TO OFFER $6,000.00, INCLUSIVE OF ATTORNEY FEES. 0092009 12 01CRPC408 RECEIVED EMAIL FROM ATTORNEY DEAR MR. KIM,MY CLIENT IS WILLING TO FULLY RESOLVE THIS MATTER BY PAYMENT OF $26,151.18.I AWAIT YOUR RESPONSE. SENT EMAIL TO ATTORNEY. ADVISED THIS CASE WILL BE FORWARDED TO SENIOR SPECIALIST FOR REVIEW. ADVISED WILL NEED CURRENT REGISTRATION AND LOAN INFO SHOWING PAYOFF AND PAYMENT HISTORY. 0102009 12 08CRPC408 FILE FORWARDED TO SENIOR SPECIALIST, MARIE, FOR REVIEW. 0112010 04 28CRPP939 _____FROM MARIE MORTENSEN SENT WEDNESDAY, APRIL 28, 2010 3 06 PMTO 'BRUCE ANIBLE'SUBJECT [redacted] MAZDA REPURCHASE OFFERATTACHED PLEASE FIND OUR OFFER TO REPURCHASE YOUR CLIENTS 2006 TRIBUTE. PLEASE CONTACT ME WITH ANY QUESTIONS. MARIE MORTENSENSENIOR SPECIALIST, CUSTOMER MEDIATIONMAZDA NORTH AMERICAN OPERATIONS949 727 6380 PHONE949 727 6592 FAXMMORTENS@MAZDAUSA.COM 0122010 04 30CRPP939 RECEIVED SIGNED ACCEPTANCE OF OFFER, SUBMITTED CHECK REQUEST. 0132010 05 24CRPP939 SENT EMAIL TO ATTORNEY REQUESTING A COPY OF THE CURRENT REGISTRATION AS THE REGISTRATION THAT I HAVE EXPIRED IN FEB. 2010. 0142010 05 25CRPP939 RECEIVED CURRENT REGISTRATION, SENT CHECKS AND CONTACT PACKAGE TO ISG. 0152010 06 02CRPP939 ATTORNEY ADVISED HE HAD BEEN CONTACTED BY ISG TODAY. 0162010 06 07CRPC399 VEHICLE TRANSACTION COMPLETED NOTIFICATION THE ABOVE REFERENCED VEHICLE WAS TURNED INTO NORTH POINT MAZDA ON 06/04/2010. THE VEHICLE WAS REPURCHASED FOR 1. MULTIPLE REPAIRS NO START, HIGH IDLE.. 0172010 08 26CRPC399 PER RACHEL AT ISG VEH WAS MOVED TO REPAIRING DEALER FREEMAN MAZDA ON 06/26 0182010 10 29CRPC399 RANDY HATZL SENT FINAL RO'S INDICATING VEH HAS BEEN REPAIRED SENT RACHEL @ ISG AN E MAIL REQUESTING TO SEND VEH TO AUCTION 0192010 12 22CRPC399 RCVD CONFIRMATION FROM VANESSA YU IN FINANCE THAT WIRED FUNDS WERE RCVD FROM RIVERSIDE AUTO AUCTION ON 12/21/10 FROM SALE OF VEHICLE |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z56K[redacted] | Engine Serial Number | 070905124726 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 20-Dec-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 22-Sep-2006 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 39000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | high effort |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2009 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 61 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 28-Dec-2009 |
| Version Series Code | AAAGH | Load Date | 06 -Jan-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 61454 |
| Causal Part Name | unknown | Dealer Name | RICART MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | GROVEPORT |
| Non Causal Part Numbers | | Dealer State/Province | OH |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 06 -Jan-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER [redacted] STATES THE ACCELERATOR IS STUCK ON HER VEHICLE AND THIS WAS FIXED BACK IN 2006. SEEKING AWA AS IT SHOULD NOT BE HAPPENING AGAIN. STATES SHE CALLED DEALER TO INFORM AND THEY ASKED THAT SHE CALL CAC FOR AWA. |
| Technician Comment | ADVISED CUSTOMER THAT FIRST STEP TO AWA IS TO HAVE VEHICLE DIAGNOSED BY DEALER. ADVISED ONCE THAT IS DONE, DEALER WILL CONTACT DSM FOR AWA CONSIDERATION. ADVISED CUSTOMER AGENT CAN NOT GUARENTEE ASSISTANCE AS WARRANTY HAS EXPIRED. ADVISED SENDING FILE TO DEALER TO INFORM. 0012009 12 28CRPP229 SM *** FYI *** CUSTOMER WAS ADVISED THAT VEHICLE IS OUT OF MMA WARRANTY. PLEASE REVIEW AND ASSIST, IF APPLICABLE. PLEASE CONTACT DSM FOR POSSIBLE AWA PER CUSTOMER REQUEST. THANK YOU\|\| AMY 949 727 6832 REQ DESC GAS PEDAL STICKING ADVISED CUSTOMER THAT FIRST STEP TO AWA IS TO HAVE VEHICLE DIAGNOSED BY DEALER. ADVISED ONCE THAT IS DONE, DEALER WILL CONTACT DSM FOR AWA CONSIDERATION. ADVISED CUSTOMER AGENT CAN NOT GUARENTEE ASSISTANCE AS WARRANTY HAS EXPIRED. ADVISED S 0022009 12 28CRPP229 ENDING FILE TO DEALER TO INFORM. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02ZX5K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 08-Sep-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 19-Jan-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 56500 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-aftermarket |
| Commodity | powertrain-engine— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | no problem found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-loss of power |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-aftermarket |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | engine power-loss of power |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-aftermarket |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no keyword found |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no problem found |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 44 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 19-Jan-2010 |
| Version Series Code | AAAGH | Load Date | 07 -Feb-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23961 |
| Causal Part Name | unknown | Dealer Name | MAZDA OF NEW BERN |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | NEW BERN |
| Non Causal Part Numbers | | Dealer State/Province | NC |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 2526336161 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 07 -Feb-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THAT IN THE COLD WEATHER THEY HAVE PROBLEMS WITH THE ACCELERATOR GETTING STUCK. STATES YOU PUSH ON THE ACCELERATOR AND NOTHING HAPPENS. STATES HE HAS HAD HIS VEHICLE AT THE DEALERSHIP MULTIPLE TIMES FOR THE SAME CONCERN. STATES WOULD LIKE MAZDA TO ASSIST IN FIXING THE VEHICLE.CELL [redacted] |

| | |
|---|---|
| Technician Comment | ATTN DCSM/SVM PLEASE REVIEW CUSTOMER REQUEST. CUSTOMER STATES ACCELERATOR GETS STUCK AND PREVENTS FURTHER ACCELERATION AT RANDOM TIMES. DEALERSHIP IS RECOMMENDING NEW THROTTLE BODY TO ADDRESS CONCERNS. CUSTOMER IS OUTSIDE WARRANTY AND IS REQUESTING MAZDA PROVIDE AWA FOR THIS REPAIR. PLEASE REVIEW AND CLOSE OUT FILE UPON RESOLUTION WITH THE CUSTOM NPF AT TIME OF SERVICE. VEHICLE FOUND TO HAVE AFTERMARKET FLOORMATS, ADVISE CUSTOMER TO REMOVE AFTERMARKET FLOORMATS TO CORRECT CONCERN. IF PROBLEM IS STILL PRESENT TO RETURN BACK TO THE DEALERSHIP FOR FURTHER INSPECTION. 0012010 01 19CRPC325 AT ATTN DCSM/SVM PLEASE REVIEW CUSTOMER REQUEST. CUSTOMER STATES ACCELERATOR GETS STUCK AND PREVENTS FURTHER ACCELERATION AT RANDOM TIMES. DEALERSHIP IS RECOMMENDING NEW THROTTLE BODY TO ADDRESS CONCERNS. CUSTOMER IS OUTSIDE WARRANTY AND IS REQUESTING MAZDA PROVIDE AWA FOR THIS REPAIR. PLEASE REVIEW AND CLOSE OUT FILE UPON RESOLUTION WITH THE CUSTOM0000 N0REQ DESC POOR ACCELERATION AGENT ADVISED THE CUSTOMER THAT I WOULD LIKE TO CALL THE DEALERSHIP TO FIND OUT MORE ABOUT THE REPAIRS NEEDED TO THE VEH 0022010 01 19CRPC325 ICLE. CUSTOMER UNDERSTOOD AND PROVIDED CONTACT INFORMATION. AGENT ADVISED THE CUSTOMER THAT I WOULD CONTACT BACK WITH AN UPDATE ONCE THE DEALERSHIP AND DSM HAD BEEN CONTACTED. AGENT CONTACTED THE DEALERSHIP (252) 633 6161 MAZDA OF NEW BERN, AND SPOKE WITH CHRISTINE IN SERVICE. CHRISTINE ADVISED THAT THEY ARE RECOMMENDING A NEW THROTTLE BODY FOR THE VEHICLE TO ADDRESS THE CONCERNS. CHRISTINE ADVISED THE DEALERSHIP HAS BEEN UNABLE TO REPLICATE THE STICKING ISSUE WITH THE ACCELERATOR, BUT FEEL THE THROTTLE BODY WOULD ADDRESS THE CONC 0032010 01 19CRPC325 ERN. DEALERSHIP ADVISED CUSTOMER IS SEEKING AWA FROM MAZDA FOR THIS REPAIR SINCE HE IS OUTSIDE OF WARRANTY. AGENT SENT EMAIL MESSAGE TO DSM IN THE REGION WITH CUSTOMER'S REQUEST. AWAITING REPLY FOR FURTHER INSTRUCTION. AGENT CONTACTED THE CUSTOMER AND ADVISED THAT THE DEALERSHIP HAD BEEN CONTACTED ABOUT THE SITUATION. ADVISED THEY WILL BE IN CONTACT WITH THEIR DSM FOR POSSIBLE AWA FROM MAZDA FOR THE THROTTLE BODY CONCERN. CUSTOMER UNDERSTOOD. AGENT ADVISED I WOULD CONTACT THE CUSTOMER WITH FURTHER INSTRUCTION FROM 0042010 01 19CRPC325 THE DEALERSHIP OR DSM. 0052010 01 21CRPC325 DEALER UNABLE TO DUPLICATE CUSTOMERS CONCERN, VEHICLE HAS AFTERMARKET FLOOR MAT. DEALER TO ADVISE CUST. TO REMOVE FLOOR MAT AND DRIVE. IF REOCCURS, CUST. TO SHOW CONCERN TO DEALER. 0062010 01 25CRPC325 NPF AT TIME OF CHECK . FOUND TO HAVE AFTERMARKET FLOORMATS, ADVISED CUSTOMER TO REMOVE FLOORMATS TO CORECT CONCERN. IF PROBLEM STILL PERSITS TO BRING VEHICLE BACK IF FOR REPAIR. NPF AT TIME OF SERVICE. VEHICLE FOUND TO HAVE AFTERMARKET FLOORMATS, ADVISE CUSTOMER TO REMOVE AFTERMARKET FLOORMATS TO CORRECT CONCERN. IF PROBLEM IS STILL PRESENT TO RETURN BACK TO THE DEALERSHIP FOR FURTHER INSPECTION. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z96K[redacted] | Engine Serial Number | 051205072402 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 13-Jan-2006 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 23-Jun-2006 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 64000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 34 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 23-Mar-2010 |
| Version Series Code | AAAGH | Load Date | 27 -Mar-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 27 -Mar-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTMER WANTED TO KNOW IF SHE WAS STILL WITH IN THE BASICE WARRANTY OR NOT. STATES SHE HAS BEEN HAVING AN ON GOING ISSUE WITH HER GAS PEDAL STICKING ON HER AND WANTED TO KNOW IF THIS WOULD BE COVERED UNDER ANY OTHER WARRANTY |
| Technician Comment | ADVISED CUSTOMER THAT VEHICLE WAS OUT OF WARRANTY BY MILLEAGE AND WOULD SUGGEST THE VEHICLE BE TAKEN INTO DEALER FOR DIAGNOSES AND THEY WOULD BE ABLE TO DETERMINE IF VEHICLE WOULD FALL UNDER ANY WARRANTY. 0012010 03 23CRPP926 REQ DESC WARRANTY COVERAGE ADVISED CUSTOMER THAT VEHICLE WAS OUT OF WARRANTY BY MILLEAGE AND WOULD SUGGEST THE VEHICLE BE TAKEN INTO DEALER FOR DIAGNOSES AND THEY WOULD BE ABLE TO DETERMINE IF VEHICLE WOULD FALL UNDER ANY WARRANTY. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ92Z88K[redacted] | Engine Serial Number | 160307190435 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | ALL 4 WHEEL LEFT HAND DRIVE |
| Production Date | 28-Mar-2007 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 20-Jun-2007 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 37000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | administrative cost |
| Commodity | powertrain-engine— | Symptom | damage |
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-pre delivery |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine— | Symptom | start-will not start |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 44 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 30-Apr-2010 |
| Version Series Code | | Load Date | 02 -May-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34554 |
| Causal Part Name | unknown | Dealer Name | NORTH POINT MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SHERWOOD |
| Non Causal Part Numbers | | Dealer State/Province | AR |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 5019455353 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 27 -Dec-2010 | | |

| | |
|---|---|
| Customer Comment | LOG NO 2029 NO START, HIGH IDLE ON 10/23/09 RCVD ATTY LTR FROM ANIBLE & EDWARDS. STS REPRESENTS CUST PURSUANT TO THE AR NEW MOTOR VEH QUALITY ASSURANCE ACT. CUST CONTACTED CUSTOMER MEDIATION & BBB BACK IN JUNE 2008 SEEKING REPURCHASE. STS CUST IS STILL EXPERIENCING SAME CONCERNS WITH TRANSMISSION & ENGINE AS BEFORE. CUSTOMER MEDIATION HANDLING CHARLIE KIM |

| | |
|---|---|
| Technician Comment | CORPORATE REPURCHASE DUE TO MULTIPLE REPAIRS. REPLACED ALTERNATOR, TRANSMISSION, THROTTLE BODY. RCVD CONFIRMATION FROM VANESSA YU IN FINANCE THAT WIRED FUNDS WERE RCVD FROM RIVERSIDE AUTO AUCTION ON 12/21/10 FROM SALE OF VEHICLE 0012009 10 23CRPC408 REQ DESC ATTY LEMON LAW DEMAND 0022009 10 28CRPC408 SENT EMAIL TO ATTORNEY. ADVISED OF ORIGINAL IN SERVICE DATE. ADVISED WE HAVE COPY OF SALES CONTRACT FROM ORIGINAL OWNER. ADVISED MAZDA WILL OFFER $2500, INCLUSIVE OF ATTORNEY FEES. 0032009 10 30CRPC408 RECEIVED EMAIL FROM ATTORNEY. ATTORNEY INQUIRING IF MAZDA WILL CONSIDER REPURCHASING THE VEHICLE. CALLED AND SPOKE WITH ATTORNEY. ADVISED MAZDA HAS NOT PRECLUDED THE POSSIBILITY OF REPURCHASE AS AN OPTION IF NECESSARY. ATTORNEY STATES WILL REVIEW OFFER WITH CLIENT AND CALL ME BACK. 0042009 11 20CRPC408 RECEIVED EMAIL FROM ATTORNEY DEAR MR. KIM,I UNDERSTAND THAT MAZDA USA WILL INDEMNIFY NORTH POINT MAZDA WITH RESPECT TO ITS LIABILITY IN THIS MATTER. I HAVE CONSULTED WITH MY CLIENT REGARDING YOUR REQUEST FOR A SETTLEMENT COUNTER OFFER. MY CLIENT STANDS FIRM ON HER ORIGINAL DEMAND. THE AMOUNT OF MY CLIENT'S DEMAND IS $28,151.18 AND INCLUDES MAZDA USA REPURCHASING THE VEHICLE IN QUESTION. THIS AMOUNT WAS COMPUTED BY APPLYING THE DAMAGES PROVISIONS OF THE ARKANSAS NEW MOTOR VEHICLE QUALITY ASSURANCE ACT. THIS ACT EXPLICITLY SETS FO 0052009 11 20CRPC408 RTH THE MANNER IN WHICH DAMAGES SHOULD BE COMPUTED AND PROVIDES FOR AN AWARD OF THE CONSUMER'S ATTORNEY'S FEES. I UNDERSTAND THAT MAZDA USA HAS TAKEN THE POSITION THAT THE VEHICLE IN QUESTION WAS PLACED IN SERVICE PRIOR TO MY CLIENT'S PURCHASE OF SAME AND THAT MY CLIENT IS TIME BARRED FROM BRINGING HER CLAIM. HOWEVER, THIS POSITION IGNORES THE FACTS OF THIS CASE. NORTH POINT MAZDA SOLD THIS VEHICLE TO MY CLIENT AS A NEW VEHICLE. THIS FACT IS DOCUMENTED IN THE SALES PAPERWORK AND IN A LETTER RECEIVED FROM THE GENERAL MANAGER OF NORT 0062009 11 20CRPC408 H POINT MAZDA. THE CLOCK DID NOT BEGIN TICKING WITH RESPECT TO MY CLIENT'S CLAIM UNTIL THE DATE SHE PURCHASED THE VEHICLE. GIVEN THE FACTS OF THIS CASE, THE PROVISIONS OF THE ARKANSAS NEW MOTOR VEHICLE QUALITY ASSURANCE ACT SHOULD APPLY IN THIS CLAIM AND SAID CLAIM HAS BEEN MADE TIMELY REGARDLESS WHETHER THE VEHICLE WAS USED PRIOR TO MY CLIENT'S PURCHASE. ADDITIONALLY, SHOULD A JURY FIND THAT YOUR DEALERSHIP COMMITTED FRAUD IN THE SALE OF THIS VEHICLE TO MY CLIENT, THERE LIES THE POSSIBILITY OF PUNITIVE DAMAGES BEING AWARDED AGAI 0072009 11 20CRPC408 NST NORTH POINT MAZDA.I AM HOPEFUL THAT WE WILL BE ABLE TO RESOLVE THIS MATTER WITHOUT THE NEED OF LITIGATION. I AWAIT YOUR REPLY. SENT EMAIL TO ATTORNEY. ADVISED MAZDA IS WILLING TO SETTLE FOR $3500.00, INCLUSIVE OF ATTORNEY FEES. ADVISED WE WOULD TAKE FULL USAGE AS PERMITTED BY THE STATE EVEN IF WE HAD TO REPURCHASE THE VEHICLE. ADVISED THEIR CLIENT'S REQUEST FOR $28,151.18 SETTLEMENT OFFER IS REASONABLE. 0082009 11 25CRPC408 SENT EMAIL TO ATTORNEY. ADVISED MAZDA IS WILLING TO SETTLE FOR $3500.00, INCLUSIVE OF ATTORNEY FEES. ADVISED WE WOULD TAKE FULL USAGE AS PERMITTED BY THE STATE EVEN IF WE HAD TO REPURCHASE THE VEHICLE. RECVD EMAIL FROM ATTORNEY. STATES THE BREAKDOWN FORMULA FOR THE SETTLEMENT OF $28,000. SENT EMAIL TO ATTORNEY. ADVISED MAZDA IS WILLING TO OFFER $6,000.00, INCLUSIVE OF ATTORNEY FEES. 0092009 12 01CRPC408 RECEIVED EMAIL FROM ATTORNEY DEAR MR. KIM,MY CLIENT IS WILLING TO FULLY RESOLVE THIS MATTER BY PAYMENT OF $26,151.18.I AWAIT YOUR RESPONSE. SENT EMAIL TO ATTORNEY. ADVISED THIS CASE WILL BE FORWARDED TO SENIOR SPECIALIST FOR REVIEW. ADVISED WILL NEED CURRENT REGISTRATION AND LOAN INFO SHOWING PAYOFF AND PAYMENT HISTORY. 0102009 12 08CRPC408 FILE FORWARDED TO SENIOR SPECIALIST, MARIE, FOR REVIEW. 0112010 04 28CRPP939 _____FROM MARIE MORTENSEN SENT WEDNESDAY, APRIL 28, 2010 3 06 PMTO 'BRUCE ANIBLE'SUBJECT [redacted] MAZDA REPURCHASE OFFERATTACHED PLEASE FIND OUR OFFER TO REPURCHASE YOUR CLIENTS 2006 TRIBUTE. PLEASE CONTACT ME WITH ANY QUESTIONS. MARIE MORTENSENSENIOR SPECIALIST, CUSTOMER MEDIATIONMAZDA NORTH AMERICAN OPERATIONS949 727 6380 PHONE949 727 6592 FAXMMORTENS@MAZDAUSA.COM 0122010 04 30CRPP939 RECEIVED SIGNED ACCEPTANCE OF OFFER, SUBMITTED CHECK REQUEST. 0132010 05 24CRPP939 SENT EMAIL TO ATTORNEY REQUESTING A COPY OF THE CURRENT REGISTRATION AS THE REGISTRATION THAT I HAVE EXPIRED IN FEB. 2010. 0142010 05 25CRPP939 RECEIVED CURRENT REGISTRATION, SENT CHECKS AND CONTACT PACKAGE TO ISG. 0152010 06 02CRPP939 ATTORNEY ADVISED HE HAD BEEN CONTACTED BY ISG TODAY. 0162010 06 07CRPC399 VEHICLE TRANSACTION COMPLETED NOTIFICATION THE ABOVE REFERENCED VEHICLE WAS TURNED INTO NORTH POINT MAZDA ON 06/04/2010. THE VEHICLE WAS REPURCHASED FOR 1. MULTIPLE REPAIRS NO START, HIGH IDLE.. 0172010 08 26CRPC399 PER RACHEL AT ISG VEH WAS MOVED TO REPAIRING DEALER FREEMAN MAZDA ON 06/26 0182010 10 29CRPC399 RANDY HATZL SENT FINAL RO'S INDICATING VEH HAS BEEN REPAIRED SENT RACHEL @ ISG AN E MAIL REQUESTING TO SEND VEH TO AUCTION 0192010 12 22CRPC399 RCVD CONFIRMATION FROM VANESSA YU IN FINANCE THAT WIRED FUNDS WERE RCVD FROM RIVERSIDE AUTO AUCTION ON 12/21/10 FROM SALE OF VEHICLE |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z56K[redacted] | Engine Serial Number | 070905124726 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 20-Dec-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 22-Sep-2006 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | separation |
| Commodity | powertrain-engine-electronic engine control-module- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-electronic engine control-module- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-electronic engine control-module- | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-electronic engine control-module- | Symptom | separation |
| Commodity | powertrain-engine-electronic engine control-sensors- | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine-electronic engine control-sensors- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-electronic engine control-sensors- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-electronic engine control-sensors- | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-electronic engine control-sensors- | Symptom | separation |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 26 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 27-Apr-2010 |
| Version Series Code | | Load Date | 02 -May-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23920 |
| Causal Part Name | unknown | Dealer Name | SUTHERLIN MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | BUFORD |
| Non Causal Part Numbers | | Dealer State/Province | GA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 6787149000 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 02 -May-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THE THROTTLE BODY CABLE BROKE AND THE MASS AIRFLOW SENSOR ALSO NEEDS TO BE REPLACED. CUSTOMER STATES THERE IS NOT WAY HIS VEHICLE SHOULD NEED THE MASS AIRFLOW SENSOR REPLACED BEFORE 100000 MILES. CUSTOMER ALSO MENTIONED HAVING AN EXTENDED WARRANTY THAT WAS NOT WORTH ANYTHING. |
| Technician Comment | AGENT ADVISED CUSTOMER THAT THE DISTRICT SERVICE MANAGER WAS CONTACTED VIA THE DEALERSHIP AND THAT HE WAS UNABLE TO APPROVE ANY AWA. CUSTOMER NOT PLEASED AND STATED MAZDA LOST A CUSTOMER OVER $300 AS HE PURCHASED 2 VEHICLES FROM DEALERSHIP AND WAS GOING TO PURCHASE A VEHICLE FOR HIS DAUGHTER WHO IS GRADUATING BUT IT WILL NOT BE A MAZDA. AGENT ADVISED SHE WOULD DOCUMENT HIS COMMENTS. 0012010 04 27CRPP104 REQ DESC MASS AIRFLOW SENSOR/THROTTLE CABLE BROKE AGENT CONTACTED DEALERSHIP AND SPOKE WITH SUSAN WHO STATES NO SERVICE HISTORY AND SHE ESCELATED TO DSM WHO STATED HE DIDN'T QUALIFY. SUSAN ALSO STATED CUSTOMER HAS EXTENDED WARRANTY BUT IT DOESN'T COVER THE COMPONENTS NEEDING REPAIR. |
| CQIS Recommendations | |

## Tire Information

| | | | |
|---|---|---|---|
| Tire Manufacturer | Unknown | Tire Size | P235/70R 16T BSW A S |
| Tire Brand Series | | Wheel | |

| | | | |
|---|---|---|---|
| DOT Left Front | | DOT Right Front | |
| DOT Left Rear | | DOT Right Rear | |
| DOT Left Inner | | DOT Right Inner | |
| DOT Spare | | | |

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ02Z98K[redacted] | Engine Serial Number | 181207215733 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 04-Jan-2008 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2008 |
| Build Country Code | | Transmission Serial Number | 120773480132 |
| Mileage | 41000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
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Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 88 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 18-Aug-2010 |
| Version Series Code | AAAA5 | Load Date | 22 -Aug-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 22 -Aug-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THAT THE THROTTLE SOMETIMES STICKS. INQUIRING ABOUT RECALLS. |
| Technician Comment | ADVISED THAT THERE WAS A RECALL FOR THE THROTTLE CABLE BUT IT WAS COMPLETED IN 2005. 0012010 08 18crpc802 REQ DESC THROTTLE STICKING ADVISED THAT THERE WAS A RECALL FOR THE THROTTLE CABLE BUT IT WAS COMPLETED IN 2005. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ04193K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 27-Mar-2003 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 11-Jun-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 108000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | function-false activation/cycle/deploy |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 94 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 22-Sep-2010 |
| Version Series Code | AAAQK | Load Date | 26 -Sep-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 26 -Sep-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES SHE IS HAVING TROUBLE WITH THE RPMS ON HER VEHICLE GOING UP ON THEIR OWN. CUSTOMER STATES THAT SHE HAD A THROTTLE CABLE REPLACED PREVIOUSLY UNDER THE RECALL. CUSTOMER WOULD LIKE TO KNOW IF SHE CAN HAVE THIS RECALL PERFORMED AGAIN. |
| Technician Comment | REVIEWED ISSUE WITH CUSTOMER 130K MILESNOT BEEN INSPECTEDNO ASSISTANCE... 0012010 09 22CRPP279 REQ DESC THROTTLE STUCK AGENT ADVISED CUSTOMER THAT THE VEHICLE WOULD NEED TO GO TO A DEALERSHIP TO BE DIAGNOSED BEFORE WE COULD MAKE ANY DECISION BUT THAT THE VEHICLE IS WELL OUTSIDE OF THE WARRANTY. AGENT ADVISED THAT ASSISTANCE WOULD BE VERY SLIM AND PROBABLY NO ASSISTANCE WOULD BE OFFERED. CUSTOMER STATES WOULD LIKE TO ESCALATE TO SUPERVISOR AS SHE FEELS THIS IS A SAFETY CONCERNS. AGENT CHECKED WITH SUPERVISOR TIM AND HE IS AVAILABLE. AGENT TRANSFERED CALL TO SUPERVISOR TIM WITH PERMISSION. 0022010 09 22CRPC606 REVIEWED ISSUE WITH CUSTOMER 130K MILESNOT BEEN INSPECTEDNO ASSISTANCE... 0032010 09 22CRPP104 CUSTOMER CALLED AND WANTED SUPERVISORS SUPERVISOR. AGENT ADVISED SHE SPOKE WITH THE HIGHEST LEVEL OF ESCELATION HERE. CUSTOMER DISAGREED AND DISCONNECTED CALL |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ96173K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 02-Dec-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 17-Jan-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 130000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 60 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 05-Oct-2010 |
| Version Series Code | AAAGH | Load Date | 10 -Oct-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23816 |
| Causal Part Name | unknown | Dealer Name | MAZDA OF DOTHAN |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | DOTHAN |
| Non Causal Part Numbers | | Dealer State/Province | AL |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 10 -Oct-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THAT THEY HAD A SIMILAR PROBLEM WITH THE GAS PEDAL STICKING OVER A YEAR AGO AND MAZDA OFFERED ASSISTANCE. CONCERN IS RETURNING AND WAS INQUIRING ABOUT GOODWILL. LAST TOOK THE DEALER 5 6 MONTHS AGO. |
| Technician Comment | AGENT ADVISED THAT VEHICLE WAS BEYOND THE LIMITS OF PART WARRANTY AND GOODWILL GUIDELINES. NO ASSISTANCE COULD BE OFFERED IN THIS REPAIR. ADVISED THAT CONCERNS WERE DOCUMENTED AND CUSTOMER WOULD RECEIVE NOTIFICATION IF REIMBURSEMENT EVER WAS POSSIBLE. 0012010 10 05crpc802 REQ DESC GAS PEDAL STICKING AGENT ADVISED THAT VEHICLE WAS BEYOND THE LIMITS OF PART WARRANTY AND GOODWILL GUIDELINES. NO ASSISTANCE COULD BE OFFERED IN THIS REPAIR. ADVISED THAT CONCERNS WERE DOCUMENTED AND CUSTOMER WOULD RECEIVE NOTIFICATION IF REIMBURSEMENT EVER WAS POSSIBLE. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z46K[redacted] | Engine Serial Number | |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 5 SPD MAN TRANS MAZDA M5 | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 03-Jun-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 28-Nov-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 110000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 73 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 08-Oct-2010 |
| Version Series Code | AAAGH | Load Date | 10 -Oct-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 10 -Oct-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER CALLED REGARDING RECALL HE HEARD ABOUT FOR ACCELERATION PEDAL STICKING. ADVISED HE HAS EXPERIANCED THIS CONDITION IN VEHICLE. VEHICLE PURCHASE NEW IN 2004. |
| Technician Comment | ADVISED CUSTOMER THERE ARE CURRENTLY NO OPEN RECALLS FOR VEHICLE. CUSTOMER THANKED. 0012010 10 08crpc034 REQ DESC RECALL INQUIRY ADVISED CUSTOMER THERE ARE CURRENTLY NO OPEN RECALLS FOR VEHICLE. CUSTOMER THANKED. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ92ZX5K[redacted] | Engine Serial Number | 130104052118 |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 05-Feb-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 25-Oct-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 108000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no problem found |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 110 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 02-Nov-2010 |
| Version Series Code | AAAQK | Load Date | 07 -Nov-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 07 -Nov-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES SHE'S BEEN EXPERIENCING PROBLEMS WHERE THE VEHICLES THROTTLE BODY IS STICKING AND THE VEHICLES RPM CONTINUES TO GET HIGHER. SHE HAS EXPERIENCED THIS SERVERAL TIMES AND WHEN SHE BROUGHT VEHICLE TO MAZDA DEALER, DEALER WAS NOT ABLE TO DUPLICATE. ALSO STATES SHE'S BEEN HAVING PROBLEMS WITH LOCKING THE LATCH TO HER VEHICLE. |
| Technician Comment | AGENT ADVISED CUSTOMER THAT IF SHE FEELS AT ANY TIME THAT SAFETY IS AN ISSUE AND SHE IS WORRIED ABOUT A DIAGNOSTIC FEE, TO STILL TAKE THE VEHICLE TO A MAZDA DEALER TO HAVE THEM DETERMINE WHAT IS CAUSING THE PROBLEMS. ALSO STATED THAT ALTHOUGH SHE IS OUT OF WARRANTY, SHE CAN STILL TAKE TO DEALER. CUSTOMER THANKED AGENT. 0012010 11 02crpc036 REQ DESC RECALL INQUIRY AGENT ADVISED CUSTOMER THAT IF SHE FEELS AT ANY TIME THAT SAFETY IS AN ISSUE AND SHE IS WORRIED ABOUT A DIAGNOSTIC FEE, TO STILL TAKE THE VEHICLE TO A MAZDA DEALER TO HAVE THEM DETERMINE WHAT IS CAUSING THE PROBLEMS. ALSO STATED THAT ALTHOUGH SHE IS OUT OF WARRANTY, SHE CAN STILL TAKE TO DEALER. CUSTOMER THANKED AGENT. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU09162K[redacted] | Engine Serial Number | 018675087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 28-Aug-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 13-Nov-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 91000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pressure-low |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 28 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 09-Dec-2010 |
| Version Series Code | | Load Date | 12 -Dec-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 12 -Dec-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES IN THE MORNING IT IS HARD TO PRESS DOWN ON THE GAS PEDAL. HE STATES IT HAS BEEN HAPPENING MORE AND MORE OFTEN. CUSTOMER WOULD LIKE TO KNOW IF THIS WOULD BE COVERED UNDER WARRANTY OR IF THIS IS A RECALL. |
| Technician Comment | AGENT ADVISED CUSTOMER THAT HE WOULD NEED TO TAKE THE VEHICLE TO THE DEALERSHIP FOR THEM TO DIAGNOSE AND THAT AT THIS POINT HIS VEHICLE IS OUT OF WARRANTY. AGENT ADVISED CUSTOMER THAT THERE ARE NO OPEN RECALLS ON THE VEHICLE. 0012010 12 09crpc330 REQ DESC GAS PEDAL CONCERN |
| CQIS Recommendations | |

## Tire Information

| | | | |
|---|---|---|---|
| Tire Manufacturer | Unknown | Tire Size | P235/70R 16T BSW A S |
| Tire Brand Series | | Wheel | |
| DOT Left Front | | DOT Right Front | |
| DOT Left Rear | | DOT Right Rear | |
| DOT Left Inner | | DOT Right Inner | |
| DOT Spare | | | |

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ02ZX8K[redacted] | Engine Serial Number | 260308022237 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 04-Apr-2008 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Aug-2008 |
| Build Country Code | | Transmission Serial Number | 030880850019 |
| Mileage | 39000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 62 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 10-Dec-2010 |
| Version Series Code | AAAGH | Load Date | 12 -Dec-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23778 |
| Causal Part Name | unknown | Dealer Name | ED MORSE MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | PORT RICHEY |
| Non Causal Part Numbers | | Dealer State/Province | FL |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 7278625411 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 12 -Dec-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER CALLED IN BECAUSE SHE WAS STUCK ON THE SIDE OF THE ROAD BECAUSE HER GAS PEDAL GOT STUCK TO THE FLOOR AND NEEDED ASSISTANCE. |
| Technician Comment | AGENT ADVISED CUSTOMER TO HAVE VEHICLE TOWED TO NEAREST MAZDA DEALERSHIP. PROVIDED FILE NUMBER[redacted] 10crpc035 REQ DESC GAS PEDAL ORIGINAL CALL AGENT ADVISED CUSTOMER THAT VEHICLE WAS OUTSIDE THE LIMITATIONS OF WARRANTY. CUSTOMER STATED SHE HAD AAA. AGENT ADVISED THAT SHE HAVE VEHICLE TOWED TO NEAREST MAZDA DEALERSHIP FOR REPAIR. AGENT ADVISED CUSTOMER TO HAVE VEHICLE TOWED TO NEAREST MAZDA DEALERSHIP. PROVIDED FILE NUMBER. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02ZX6K[redacted] | Engine Serial Number | 050905131849 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 24-Sep-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 19-Nov-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 82571 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | mod-driving condition-at high rpm |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at high rpm |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 67 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 09-Nov-2010 |
| Version Series Code | AAAGH | Load Date | 27 -Dec-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 42090 |
| Causal Part Name | unknown | Dealer Name | MAZDA OF ESCONDIDO |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | ESCONDIDO |
| Non Causal Part Numbers | | Dealer State/Province | CA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 7607373275 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 27 -Dec-2010 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THAT ACCELERATOR IS STICKING IN THE MORNING. NOTHING WILL HAPPEN WHEN GAS PEDAL IS PUSHED. WANTED TO CHECK RECALLS. HAS APOINTMENT AT 42090 ON FRIDAY. TINA/WIFEMILAGE UNKNOWN ON CALL. |
| Technician Comment | ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CLOSE UPON RESOLUTION. THANKS. MARTIN 949 727 6697 CUSTOMER DID NOT SHOW FOR HIS APPOINTMENT. CONATCT SHOULD BE CLOSED. 0012010 11 09crpc802 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CLOSE UPON RESOLUTION. THANKS. MARTIN 949 727 6697 REQ DESC ACCELERATOR CONCERN 0022010 11 24crpc802 LEFT VOICE MESSAGE WITH RONA AT DEALER. REQUESTED CALL BACK WITH INFORMATION. VM FROM RONA AT 42090. HAS NOT SEEN CUSTOMER AT DEALER SINCE 2008 0032010 11 26crpc802 CUSTOMER HAS NOT BROUGHT CAR IN FOR DIAGNOSIS 0042010 12 06crpc802 CUSTOMER DID NOT SHOW FOR HIS APPOINTMENT. CONATCT SHOULD BE CLOSED. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z95K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 07-Apr-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 14-May-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting — Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2011 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 39 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 11-Feb-2011 |
| Version Series Code | | Load Date | 13 -Feb-2011 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34602 |
| Causal Part Name | unknown | Dealer Name | PADUCAH MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | PADUCAH |
| Non Causal Part Numbers | | Dealer State/Province | KY |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 2704440011 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Feb-2011 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES HIS THROTTLE HAS BEEN STICKING SINCE ONCTOBER, HE CALLED 34602 AND THEY THINK THE TROTTLE BODY NEEDS TO BE REPLACED, HOWEVER, HE HAS NOT HAD IT DIAGNOSED. THE CUSTOMER WOULD LIKE TO KNOW IF HE CAN GET ASSISTANCE. |
| Technician Comment | AGENT ADVISED CUSTOMER THAT HE WOULD NEED TO HAVE THE VEHICLE DIAGNOSED BEFORE ANY ASSISTANCE COULD BE PROVIDED. AGENT PROVIDED CUSTOMER WITH A FILE NUMBER AND EXTENSION WHICH DOCUMENTS THE CALL. 0012011 02 11crpc330 REQ DESC THOROTTLE BODY CONCERN AGENT ADVISED CUSTOMER THAT HE WOULD NEED TO HAVE THE VEHICLE DIAGNOSED BEFORE ANY ASSISTANCE COULD BE PROVIDED. AGENT PROVIDED CUSTOMER WITH A FILE NUMBER AND EXTENSION WHICH DOCUMENTS THE CALL. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ02Z18K[redacted] | Engine Serial Number | 031007164128 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 12-Oct-2007 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 26-Dec-2007 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 79400 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2011 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 110 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 15-Sep-2011 |
| Version Series Code | AAAA5 | Load Date | 18 -Sep-2011 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 18 -Sep-2011 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER'S FATHER STATED THE GAS PEDAL STICKS WHILE DRIVING. INQUIRE ABOUT RECALLS |
| Technician Comment | AGENT ADVISED CUSTOMER THERE ARE TWO OPEN RECALLS. RECOMMEND MAKING APPORINTMENT TO ADDRESS RECALLS. 0012011 09 17crpc816 REQ DESC GAS PEDAL |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ04103K[redacted] | Engine Serial Number | 552457086 |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 28-Aug-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 19-Sep-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 177000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2011 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 42 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 09-Dec-2011 |
| Version Series Code | | Load Date | 11 -Dec-2011 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51502 |
| Causal Part Name | unknown | Dealer Name | HERITAGE MAZDA OF BEL AIR |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | BEL AIR |
| Non Causal Part Numbers | | Dealer State/Province | MD |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -Dec-2011 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATED THE GAS PEDAL WENT STRIAGHT TO THE FLOOR. DEALERSHIP STATED THROTTLE CABLE NEEDS TO BE REPLACED. |
| Technician Comment | AGENT WILL APPROVE ONCE IN THE SYSTEM 0012011 12 09crpc816 REQ DESC THROTTLE CABLE AWA AGENT SPOKE WITH WILL, SERVICE ADVISOR WHO STATED THE CABLE BROKE BY THE GAS PEDAL. THE CABLE ENDED UP STUCK IN THE FIREWALL. WILL STATED THE PART HAD BEEN REPLACED ON IN 11/2010. AGENT POVIDED ONE TIME GOOD WILL TO COVER PARTS AND LABOR. WILL STATED THE PART AND LABOR COST $160.90. AGENT WILL APPROVE ONCE IN THE SYSTEM |
| CQIS Recommendations | |

## Tire Information

| | | | |
|---|---|---|---|
| Tire Manufacturer | Unknown | Tire Size | P235/70R 16T BSW A S |
| Tire Brand Series | | Wheel | |
| DOT Left Front | | DOT Right Front | |
| DOT Left Rear | | DOT Right Rear | |
| DOT Left Inner | | DOT Right Inner | |
| DOT Spare | | | |

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ96118K[redacted] | Engine Serial Number | 007524086050 |
| Model Year | 2008 | Engine Description | MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 4 WHL L/H FULL TIME DRIVE |
| Production Date | 23-Oct-2007 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 24-Jul-2008 |
| Build Country Code | | Transmission Serial Number | 100772850371 |
| Mileage | 19000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine— | Symptom | unintended acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2011 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 81 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 21-Dec-2011 |
| Version Series Code | AAAGH | Load Date | 25 -Dec-2011 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 25 -Dec-2011 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES THAT ACCELERATOR STICKS AND IT GOT STUCK IN AN ITERSECTION AND TOOK TO DEALER BUT THEY WANT TO CHARGE HER FOR DIAGNOSIS. WANTS TO KNOW IF THERE ARE ANY RECALLS. |
| Technician Comment | AGENT ADVISED THAT THERE ARE NO RECALLS AND THAT IT IS OUT OF WARRATNY. SUGGESTED THAT SHE HAVE THE CAR DIAGNOSED AND WE CAN POSSIBLE HELP WITH AWA. 0012011 12 22CRPP286 REQ DESC ACCELERATOR PEDAL |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z55K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 14-Apr-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 14-May-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 46000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | battery-dead/weak |
| Commodity | powertrain-engine— | Symptom | engine power-loss of power |
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no keyword found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | no keyword found |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | repair-prior repair mentioned |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2012 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 82 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 09-Jan-2012 |
| Version Series Code | AAAGH | Load Date | 16 -Jan-2012 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 50234 |
| Causal Part Name | unknown | Dealer Name | MAPLE SHADE MAZDA, TURNERSVILL |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SICKLERVILLE |
| Non Causal Part Numbers | | Dealer State/Province | NJ |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 8568750200 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 24 -Jan-2012 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER'S WIFE, FLORENCE, STATES HAS HAD ACCELERATOR STICK A COUPLE OF TIMES IN THE PAST TWO WEEKS AND IS INQUIRING IF VEHICLE HAS ANY OPEN RECALLS. ALSO STATES BRAKES ARE STICKING WHEN UNABLE TO ACCELERATE. STATES IS CONSIDERING CALLING DEALER TO SCHEDULE AN APPOINMENT BUT NOT SURE BECAUSE OF THE COST OF PAYING A DIAGNOSTIC [redacted] |
| Technician Comment | ADVISED CUSTOMER NO OPEN RECALLS AND ADVUISED CUSTOMER TO SCHEDULE AN APPOINTMENT WITH LOCAL AUTHORIZED MAZDA DEALER. ADVISED CUSTOMER THROTTLE BODY NEEDS CLEANING, WHICH IS A NORMAL MAINTENANCE ITEM AND NOT COVERED UNDER WARRANTY. ADVISED CUSTOMER THE LAST TIME THROTTLE BODY WAS CLEANED WAS IN 2007 AT 21K. 0012012 01 09CRPC427 REQ DESC RECALL INQUIRY ACCELERATOR PEDAL ADVISED CUSTOMER NO OPEN RECALLS AND ADVUISED CUSTOMER TO SCHEDULE AN APPOINTMENT WITH LOCAL AUTHORIZED MAZDA DEALER. 0022012 01 10CRPP206 WIFE CALLED BACK AGAIN AND STATES FOUND INVOICES OF WHERE VEHICLE WAS TAKEN TO DEALER FOR GAS PEDAL STICKING PREVIOUSLY. WIFE STATES HAS AN APPOINTMENT WITH DEALER NEXT WEDNESDAY AND INQUIRED WHAT SHE SHOULD DO. WIFE STATES VEHICLE IS SAFE TO DRIVE AND SHE WILL DRIVE VEHICLE TO DEALERSHIP. ADVISED SHE SHOULD HAVE DEALER LOOK AT VEHICLE FOR CONCERN. ADVISED OF FILE NUMBER. [redacted]1 18CRPP206 WIFE CALLED BACK AND STATES VEHICLE IS AT DEALER NOW AND NEEDS $500 WORTH OF THROTTLE WORK ON THE VEHICLE. CUSTOMER STATES SINCE THIS HAS BEEN ADDRESSED THREE TIMES BEFORE DOESNT FEEL SHE SHOULD HAVE TO PAY FOR THE REPAIR. 0042012 01 18crpc155 CUSTOMER FLORENCE CALLING BACK, IS COMPLAINING OF MULTIPLE BATTERY ISSUES WITH HER CAR. CUSTOMER WANTS TO KNOW CAN A BATTERY GO BAD THAT FAST AGENT ADVISED CANNOT SAY, WE ARE NOT TRAINED MECHANICS, TECHNICAL EXPLANATION WOULD NEED TO COME FROM THE DEALER. AGENT ADVISED GLYNN STILL WORKING ON HER CASE AND WILL CALL YOU BACK IF YOU CALLED HER. CUSTOMER STATES GOOD # AFTER 2PM IS [redacted] AGENT SENT CHAT NOTE TO GLYNN. 0052012 01 18CRPC427 CUSTOMER CALLING FOR GLYNN. TRANSFERRED CALL WITH PERMISSION. 0062012 01 18CRPP206 TALKED TO BRENT, SERVICE ADVISOR AT DEALERSHIP, WHO STATES LAST TIME VEHICLE WAS IN FOR THIS CONCERN WAS IN 2007 @ 21K. BRENT STATES THROTTLE BODY NEEDS SERVICING, WHICH IS A NORMAL MAINTENANCE ITEM. ADVISED CUSTOMER THROTTLE BODY NEEDS CLEANING, WHICH IS A NORMAL MAINTENANCE ITEM AND NOT COVERED UNDER WARRANTY. ADVISED CUSTOMER THE LAST TIME THROTTLE BODY WAS CLEANED WAS IN 2007 AT 21K. |
| CQIS Recommendations | |

## Tire Information

| | | | |
|---|---|---|---|
| Tire Manufacturer | Unknown | Tire Size | Unknown |
| Tire Brand Series | | Wheel | |

| | | | |
|---|---|---|---|
| DOT Left Front | | DOT Right Front | |
| DOT Left Rear | | DOT Right Rear | |
| DOT Left Inner | | DOT Right Inner | |
| DOT Spare | | | |

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z25K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 24-Mar-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 27-Apr-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 48000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | high effort |
| Commodity | powertrain-engine— | Symptom | improper assembly |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | separation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | improper assembly |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2012 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 46 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 26-Mar-2012 |
| Version Series Code | | Load Date | 01 -Apr-2012 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34662 |
| Causal Part Name | unknown | Dealer Name | MAZDA OF MESQUITE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | MESQUITE |
| Non Causal Part Numbers | | Dealer State/Province | TX |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2012 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER [redacted] DRIVING VEHICLE AND GAS PEDAL/THROTTLE CABLE BROKE. CUSTOMER STATES DEALER SAID CABLE WAS NOT BUILT PROPERLY AND THAT IS WHY IT BROKE, IS ASKING FOR REPAIR ASSISTANCE TO PAY FOR REPAIRS. CUSTOMER FEELS THIS IS A SAFETY CONCERN. CAR IS DOWN AT MAZDA OF MESQUITE. PART WILL BE IN TODAY AT 2PM, I AM TRAVELLING AND ONLY HERE FOR TODAY.[redacted] |

| | |
|---|---|
| Technician Comment | ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CLOSE UPON RESOLUTION. THANKS. SENT CARD TO CUSTOMER TODAYMARCH 29, 2012BRETT SWETT1003 HURON AVELUBBOCK, TX 79416RE FILE NUMBER[redacted] VIN 4F2CZ06168K[redacted] VEHICLE 2008 TRIBUTEDEAR MR. [redacted] THANK YOU FOR CONTACTING MAZDA REGARDING YOUR 2008 MAZDA TRIBUTE.FIRST, LET ME SAY THAT IT IS NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH ANY ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE FOR ANY INCONVENIENCE OR FRUSTRATION WITH YOUR WHEEL HUBCAPS.AS 0012012 03 26crpc155 AT ATTN DCSM/ SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CLOSE UPON RESOLUTION. THANKS. REQ DESC AWA THROTTLE CABLE AGENT ADVISED WILL REVIEW FOR AWA AND CONTACT BACK REGARDING THIS CONCERN. PLEASE GIVE ME TIME TO REVIEW AND I WILL BE IN TOUCH. CALLED DSM MELODY, ADVISED STATUS AND CUSTOMER REQUEST. WILL EMAIL UPDATE AND DISPATCH. 0022012 03 26crpc155 HI MELODY,CUSTOMER CALLED US TODAY. CAR IS DOWN IN THE SHOP, NEEDS THROTTLE CABLE. CUSTOMER ASKING FOR WARRANTY ASSISTANCE, WORKING WITH MIKE J. COULD YOU PLEASE REVIEW AND ADVISE [redacted] TRIBUTEMAZDA OF MESQUITE 34662THANKS, CALLED DSM MELODY, LEFT MESSAGE FOR CALL BACK. CALLED MIKE J AT MAZDA, ADVISED DID NOT SAY WHAT CUSTOMER SAID, CUSTOMER TRAVELLING AND WE ARE PUTTING A FORD PART ON THE CAR, CANNOT GET A MAZDA CABLE UNTIL TOMORROW CUSTOMER DOES 0032012 03 26crpc155 NOT WANT TO STAY. ADVISED WILL OFFER GIFT CARD TO CUSTOMER, BUT NO FURTHER BECAUSE NON MAZDA PARTS AND DSM DECLINED TO ASSIST. CALLED CUSTOMER ADVISED WITH THE CURRENT SITUATION, WILL OFFER MAZDA GIFT CARDS FOR INCONVENIENCE. CANNOT ASSIST DIRECTLY BECAUSE THE REPAIR IS USING A FORD PART. WILL DOCUMENT THIS AS A SAFETY CONCERN PER YOUR REQUEST. ADVISED AWA PROCEDURE FOR MAZDA AND WILL SEND OUT $75.00 IN GIFT CARDS TO CUSTOMER. 0042012 03 26crpc155 DSM MELODY CALLED AGENT, DISCUSSED WITH SERVICE MANAGER AT DEALER, DO NOT FEEL THEY WOULD VERBALLY EXPLAIN THIS TO THE CUSTOMER IN THE WAY HE DESCRIBED. ADVISED NOT INCLINED TO ASSIST DUE TO TRAVELLING CUSTOMER, BUT OK IF YOU WANT TO ASSIST OR PROVIDE GIFT CARDS. AGENT ADVISED WILL REVIEW AND CONTACT DEALER AND CUSTOMER. SENT TO MANAGEMENT AS FYI.CAC#[redacted]8 TRIBUTEB[redacted] OF MESQUITE 34662GULF REGIONCOMPLAINT CUSTOMER BRETT DRIVING VEHICLE AND GAS PEDAL/THROTTLE 0052012 03 26crpc155 CABLE BROKE. CUSTOMER STATES DEALER SAID CABLE WAS NOT BUILT PROPERLY AND THAT IS WHY IT BROKE, IS ASKING FOR REPAIR ASSISTANCE TO PAY FOR REPAIRS. CUSTOMER FEELS THIS IS A SAFETY CONCERN. CAR IS DOWN AT MAZDA OF MESQUITE. PART WILL BE IN TODAY AT 2PM, I AM TRAVELLING AND ONLY HERE FOR REPAIRS TODAY. 541.680.3705THANKS, 0062012 03 29crpc155 SENT CARD TO CUSTOMER TODAYMARCH 29, 2012[redacted] [redacted]1003 HURON AVELUBBOCK, TX 79416RE FILE NUMBER [redacted] VIN 4F2CZ06168K[redacted] VEHICLE 2008 TRIBUTEDEAR MR. [redacted],THANK YOU FOR CONTACTING MAZDA REGARDING YOUR 2008 MAZDA TRIBUTE.FIRST, LET ME SAY THAT IT IS NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH ANY ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE FOR ANY INCONVENIENCE OR FRUSTRATION WITH YOUR WHEEL HUBCAPS.AS A GOODWILL GESTURE, ENCLOSED PLEASE FIND TWO (2) GIFT CERTIF 0072012 03 29crpc155 ICATE CARDS FOR $30.00 AND $45.00, TOTALING $75.00. THESE MAY BE USED AT ANY MAZDA DEALER FOR PARTS OR SERVICES. PLEASE UNDERSTAND THIS GESTURE OF GOODWILL EMPHASIZES THAT YOUR INPUT AND CUSTOMER LOYALTY ARE GREATLY APPRECIATED. THANK YOU AGAIN FOR SPEAKING WITH ME ABOUT YOUR MAZDA OWNERSHIP EXPERIENCE. IF I CAN BE OF ANY FURTHER ASSISTANCE PLEASE CALL ME AT 800 222 5500, X1153. BEST REGARDS,TRAVISREPRESENTATIVE, CUSTOMER ASSISTANCE CENTERMAZDA NORTH AMERICAN OPERATIONS |
| CQIS Recommendations | |

## Tire Information

| | | | |
|---|---|---|---|
| Tire Manufacturer | Unknown | Tire Size | P235/70R 16T BSW A S |
| Tire Brand Series | | Wheel | |
| DOT Left Front | | DOT Right Front | |
| DOT Left Rear | | DOT Right Rear | |
| DOT Left Inner | | DOT Right Inner | |
| DOT Spare | | | |

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ06168K[redacted] | Engine Serial Number | 108579832050 |
| Model Year | 2008 | Engine Description | MOD 3.0L DOHC EFI NA V6 G*NAAO |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 16-Jan-2008 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 28-Jun-2008 |
| Build Country Code | | Transmission Serial Number | 010880040424 |
| Mileage | 60000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA CAC |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2012 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 112 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 23-Apr-2012 |
| Version Series Code | AAAA5 | Load Date | 01 -May-2012 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | unknown | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -May-2012 | | |

| | |
|---|---|
| Customer Comment | CUSTOMER STATES HE WAS DRIVING AND THE THROTTLE STUCK ALMOST RESULTING IN AN ACCIDENT. CUSTOMER STATES HE WOULD LIKE TO DOCUMENT THE CONCERN. |
| Technician Comment | AGENT APOLOGIZED FOR THE INCONVENIENCE AND PROVIDED FILE NUMBER. AGENT SUGGESTED TO HAVE THE VEHICLE DIAGNOSED BY THE LOCAL MAZDA DEALERSHIP FOR POSSIBLE REPAIRS/ RECALL COMPLETION. AGENT ADVISED OF OPEN RECALL. 0012012 04 23CRPC815 REQ DESC THROTTLE STICK AGENT APOLOGIZED FOR THE INCONVENIENCE AND PROVIDED FILE NUMBER. AGENT SUGGESTED TO HAVE THE VEHICLE DIAGNOSED BY THE LOCAL MAZDA DEALERSHIP FOR POSSIBLE REPAIRS/ RECALL COMPLETION. AGENT ADVISED OF OPEN RECALL. |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ04113K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 22-Oct-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 27-Feb-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 190000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA Care Surveys |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | misaligned/out of position/adjustment/poor fit |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 2 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 18-Oct-2005 |
| Version Series Code | AAAGH | Load Date | 13 -Nov-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51435 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | QUIRK MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | QUINCY |
| Non Causal Part Numbers | | Dealer State/Province | MA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Nov-2005 | | |

| | |
|---|---|
| Customer Comment | Experienced problem with engine revving unable to stop without manually adjusting gas pedal, (no, mat NOT the issue), talked to service manager. Dislike the big gun having to come talk to you after initial talk with salesperson degrading" They go back to the huddle to chat about your credit, etc., then back to you. Then the credit big gun appears. Salesperson appears unable to handle these things too many players" BUT drove my last Mazda for 123,000 miles without ANY problems. That's why I came back to Mazda. (Bottom of front) Lewis at Mazda, Quincy, MA was the low key , non aggressive salesperson I was looking for. I would have walked away from the typical macho salesman" |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z96K[redacted] | Engine Serial Number | |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 28-Jul-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 17-Sep-2005 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA Care Surveys |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2006 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 37 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Jan-2006 |
| Version Series Code | AAAA5 | Load Date | 16 -Feb-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23877 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | ACCARDI MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | LAKE CITY |
| Non Causal Part Numbers | | Dealer State/Province | FL |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 3867526933 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 16 -Feb-2006 | | |

| | |
|---|---|
| Customer Comment | After receiving a recall notice from Mazda about my 2003 Tribute, I brought it to Eddie Accardi Mazda in Lake City Florida, where I purchased the vehicle and routinely bring it for periodic oil changes and tire rotations. I was told by the service writer that my vehicle was not on the recall list and no recall service was necessary. About two months later I experienced a runaway engine while on the road and fortunately was able to drive the vehicle with much difficulty to Duval Mazda in Gainesville, Florida where the accelerator linkage was replaced as a recall item. This was a scary and dangerous experience as a result of Accardi Mazda's service writer's negligence. Dr. Olga Dreeben |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ04163K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 11-Dec-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 23-Jan-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA Care Surveys |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on grade |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-pedal positions |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2006 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 68 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 03-Mar-2006 |
| Version Series Code | AAAAX | Load Date | 11 -Apr-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 51565 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | VARNEY MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | BANGOR |
| Non Causal Part Numbers | | Dealer State/Province | ME |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 2079901200 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -Apr-2006 | | |

| | |
|---|---|
| Customer Comment | We have experienced some kind of engine or transmission noise, especially when going up hill or changing speed. Having some of the coils replaced seemed to help. If the noise is in the transmission, it could be part of the normal running Before taking the car into the garage, when you stepped on the gas from a standing position, it was very sensitive; either would not go or took off like rocket. Now the gas pedal works very good. Overall, we have enjoyed the car. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU06171K[redacted] | Engine Serial Number | |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 29-Jun-2000 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 31-Aug-2000 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA Care Surveys |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q1 2007 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 26 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 20-Jan-2007 |
| Version Series Code | AAAGH | Load Date | 07 -Apr-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 07 -Apr-2007 | | |

| | |
|---|---|
| Customer Comment | CUSTOME STATED HIS GAS PEDAL STICKS. HE SAID HE WAS TOLD IT WAS DUE TO HIS FLOOR MATS. HE SAID AFTER TAKING THEM OUT, THE PEDAL STILL STICKS. |
| Technician Comment | |
| C Q I S Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z25K[redacted] | Engine Serial Number | |
| Model Year | 2005 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 30-Nov-2004 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Dec-2004 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting — Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA eMQF |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-poor performance |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-stall |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-shuts off |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 10-Sep-2008 |
| Version Series Code | AAAGH | Load Date | 22 -Oct-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 22 -Oct-2008 | | |

| | |
|---|---|
| Customer Comment | My car as I pull to stop light or a stop sign the engine just shuts off. It's been happening for the last two weeks and I work in sales so unfortunately I haven't been able to take it in yet. The main issue which I just spent $550 last month or maybe it was two months ago. Sometimes when I would accelerate it would stick, the accelerator would stick and then it would not accelerate. The actual gas pedal would hold tight and it would just accelerate which is very dangerous getting on the freewayswhen cars were coming. That was my main issue that I spent the money on and that still occurs every once in while as well so now I've got two issues unfortunately. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z96K[redacted] | Engine Serial Number | 181005003535 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 28-Oct-2005 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA eMQF |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2008 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 9 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 15-Dec-2008 |
| Version Series Code | | Load Date | 14 -Jan-2009 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | UNKNOW |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 14 -Jan-2009 | | |

| | |
|---|---|
| Customer Comment | i think the gas pedal or whatever is behind the gas pedal gets stuck and I have trouble making accelaration smoothUsually the engine is not warmed up.I think I wrote I have 12,000 miles, but I really have 1200 miles.get up and go |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ02Z08K[redacted] | Engine Serial Number | 161107091042 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 5 SPD MAN TRANS AKK | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 17-Jan-2008 | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 22-Mar-2008 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA Care Surveys |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-loss of power |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on deceleration/braking |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-indicator light/warning chime on |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | part-missing part |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | engine power-loss of power |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-on deceleration/braking |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-indicator light/warning chime on |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | part-missing part |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | repair-prior repair mentioned |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2010 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 48 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 28-Jul-2010 |
| Version Series Code | AAAGH | Load Date | 12 -Aug-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 10173 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | AUBURN VALLEY MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | AUBURN |
| Non Causal Part Numbers | | Dealer State/Province | WA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 12 -Aug-2010 | | |

| | |
|---|---|
| Customer Comment | Took car in to be diagnosed since car felt like it was still accelorating when braking. Technician diagnosed problem and decided to replace the throttle body. Had to bring car back since part was not in stock. Left car at dealership all day. Picked up car and check engine light was on. There was nobody available to look at error and I was told to bring car back the next day. On the way home the car almost broke down 3 times and was loosing power. I was scared of breaking down in the middle of the road and getting hit. When I returned the next day they found out that the technician did not properlly install connection. Shop promised to test drive car good after fixing problem. Noting mileage at drop off and pick up and they only test drove 2 miles leaving me unconfident that the problem was fixed. In between bringing the car in my cruise control stopped working. I called to try and make another appointment since I was afraid of going over 50K mile warranty over holiday weeken |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z96K[redacted] | Engine Serial Number | 141205134748 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 18-Jan-2006 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 06-Sep-2006 |
| Build Country Code | | Transmission Serial Number | |

| | | | |
|---|---|---|---|
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA Care Surveys |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accessory drive-pulley/tension- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accessory drive-pulley/tension- | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accessory drive-pulley/tension- | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2011 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 42 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 22-Sep-2011 |
| Version Series Code | | Load Date | 11 -Oct-2011 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 50514 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | DUNCAN MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | BLACKSBURG |
| Non Causal Part Numbers | | Dealer State/Province | VA |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 12 -Oct-2011 | | |

| | |
|---|---|
| Customer Comment | The vehicle's throttle continues to stick in a closed position and has to be stomped on to get the vehicle to move. This was at least the third time vehicle was brought in for same problem. The other problem which was a belt pulley of some sort was replaced satisfactorily although, with the age of the belt, it should have been suggested to us to have it replaced while they had the vehicle apart. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

| | | | |
|---|---|---|---|
| Tire Manufacturer | Unknown | Tire Size | P235/70R 16T BSW A S |
| Tire Brand Series | | Wheel | |
| DOT Left Front | | DOT Right Front | |
| DOT Left Rear | | DOT Right Rear | |
| DOT Left Inner | | DOT Right Inner | |
| DOT Spare | | | |

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ02Z08K[redacted] | Engine Serial Number | 181007230541 |
| Model Year | 2008 | Engine Description | 2.3L 4V DOHC EFI NA I4 GAS |
| Transmission | 4 SPD AUTO TRANS NAAO CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | Unknown | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 25-Oct-2007 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 26-Apr-2008 |
| Build Country Code | | Transmission Serial Number | 100772920322 |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA Care Surveys |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | frozen/seized |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-child related |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | damage |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | frozen/seized |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-child related |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2011 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 69 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 15-Nov-2011 |
| Version Series Code | AAAGH | Load Date | 11 -Dec-2011 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 34469 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | BOMMARITO MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | SAINT PETERS |
| Non Causal Part Numbers | | Dealer State/Province | MO |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 6369282300 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -Dec-2011 | | |

| | |
|---|---|
| Customer Comment | Sent out emails to tribute owners when they learned that the injector system would damage the throttle body where it would have to be totally replaced, as ours was. Looked in service manual, never saw any indication that this expensive, injector cleaning process was even required. We were rather blind sided and had to pay about $500 to fix it.....not to mention the danger we were put in when our excelerator pedal froze up in heavy traffic wour grandson in the car. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z66K[redacted] | Engine Serial Number | 151205220658 |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 23-Jan-2006 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 10-Apr-2006 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA KANA |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-misfire/runs rough |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-shuts off |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-in park |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-electronic engine control— | Symptom | engine power-misfire/runs rough |
| Commodity | powertrain-engine-electronic engine control— | Symptom | field service action |
| Commodity | powertrain-engine-electronic engine control— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-electronic engine control— | Symptom | function-shuts off |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-driving condition-in park |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-electronic engine control— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | B | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 22-Nov-2004 |
| Version Series Code | UNKN | Load Date | 28 -Nov-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 28 -Nov-2004 | | |

| | |
|---|---|
| Customer Comment | My wife and I bought a new Mazda Tribute 2001,from Dean Patterson 101 Pleasant Valley Blv. Altoona Pa 16602. My wife and I both liked the car very much, however it has been nothing but problems, first transmission went out, front end ball jouints gas peddle stuck, and then a recall on seat belts and more important a recall on something to do with the computer, ever since then the car started running like crap, when you first start it it wants to and does sometimes shut off, if you step on the gas when it is in park it spits and sputters, put it in drive and it runs fine. My warranty ran out |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting — Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA KANA |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2004 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 36 |
| Customer Condition Code | B | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 15-Dec-2004 |
| Version Series Code | AAAA5 | Load Date | 19 -Dec-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 19 -Dec-2004 | | |

| | |
|---|---|
| Customer Comment | Ford just announced a recall on Escapes with an accelerator cable problem. Since the Tribute has a Ford engine, will there be a similar recall with my vehicle I am having problems in cold weather where my accelerator pedal is hard to press at first; it's either binding or something like that. I only have 32,000 mi and this problem was not there when it was new but appeared a year or so ago and is getting worse. Just wondering if the Escape recall will apply here and fix my problem. Thanks |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU08192K[redacted] | Engine Serial Number | 092429087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 03-Oct-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 11-Jan-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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

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PE12-019

Mazda

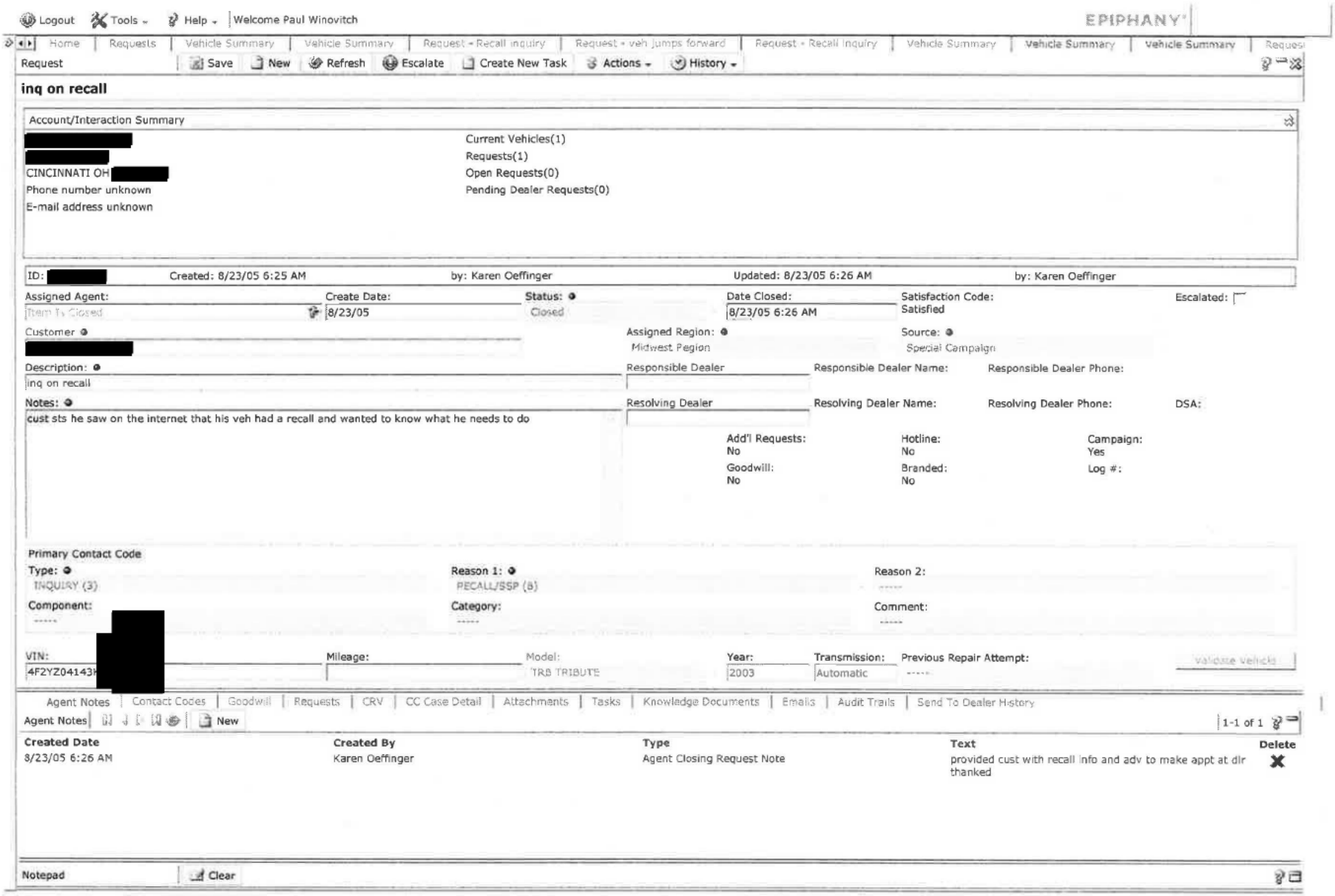
9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]_CAC record



Logout | Tools | Help | Welcome Paul Winovitch

EPIPHANY

Home | Requests | Vehicle Summary | Vehicle Summary | Request - Recall Inquiry | Request - Veh Jumps Forward | Request - Recall Inquiry | Vehicle Summary | Vehicle Summary | Vehicle Summary | Request

Request | Save | New | Refresh | Escalate | Create New Task | Actions | History

**inq on recall**

Account/Interaction Summary

[redacted]
[redacted]
CINCINNATI OH [redacted]
Phone number unknown
E-mail address unknown

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

ID: [redacted] Created: 8/23/05 6:25 AM by: Karen Oeffinger Updated: 8/23/05 6:26 AM by: Karen Oeffinger

Assigned Agent: Item To Closed
Create Date: 8/23/05
Status: Closed
Date Closed: 8/23/05 6:26 AM
Satisfaction Code: Satisfied
Escalated:

Customer: [redacted]
Assigned Region: Midwest Region
Source: Special Campaign

Description: inq on recall
Responsible Dealer:
Responsible Dealer Name:
Responsible Dealer Phone:

Notes: cust sts he saw on the internet that his veh had a recall and wanted to know what he needs to do
Resolving Dealer:
Resolving Dealer Name:
Resolving Dealer Phone:
DSA:

Add'l Requests: No
Hotline: No
Campaign: Yes
Goodwill: No
Branded: No
Log #:

Primary Contact Code

Type: INQUIRY (3)
Reason 1: RECALL/SSP (8)
Reason 2: -----
Component: -----
Category: -----
Comment: -----

VIN: 4F2YZ04143[redacted]
Mileage:
Model: TRB TRIBUTE
Year: 2003
Transmission: Automatic
Previous Repair Attempt: -----
Validate Vehicle

Agent Notes | Contact Codes | Goodwill | Requests | CRV | CC Case Detail | Attachments | Tasks | Knowledge Documents | Emails | Audit Trails | Send To Dealer History

Agent Notes | New | 1-1 of 1

| Created Date | Created By | Type | Text | Delete |
|---|---|---|---|---|
| 8/23/05 6:26 AM | Karen Oeffinger | Agent Closing Request Note | provided cust with recall info and adv to make appt at dlr thanked | ✖ |

Notepad | Clear

PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA KANA |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-hot |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 33 |
| Customer Condition Code | B | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 13-Oct-2005 |
| Version Series Code | AAAA5 | Load Date | 16 -Oct-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 16 -Oct-2005 | | |

| | |
|---|---|
| Customer Comment | The gas pedal on this vehicle is once again sticking. Corrected in 2003 at no cost. The problem occurs when you accelerate from a complete stop, the gas pedal sticks before releasing causing the engine to race. Not a big problem during the summer when you are aware of the problem but can be very dangerous once winter weather returns. Had hoped the problem would be fixed with a recall done on this vehicle about a month ago but that was not the case. Told by dealership this is a routine problem, something (not sure what it was) has to be cleaned very 30,000 miles or so at a cost to fix of |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ04143K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 03-Dec-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 24-Feb-2003 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

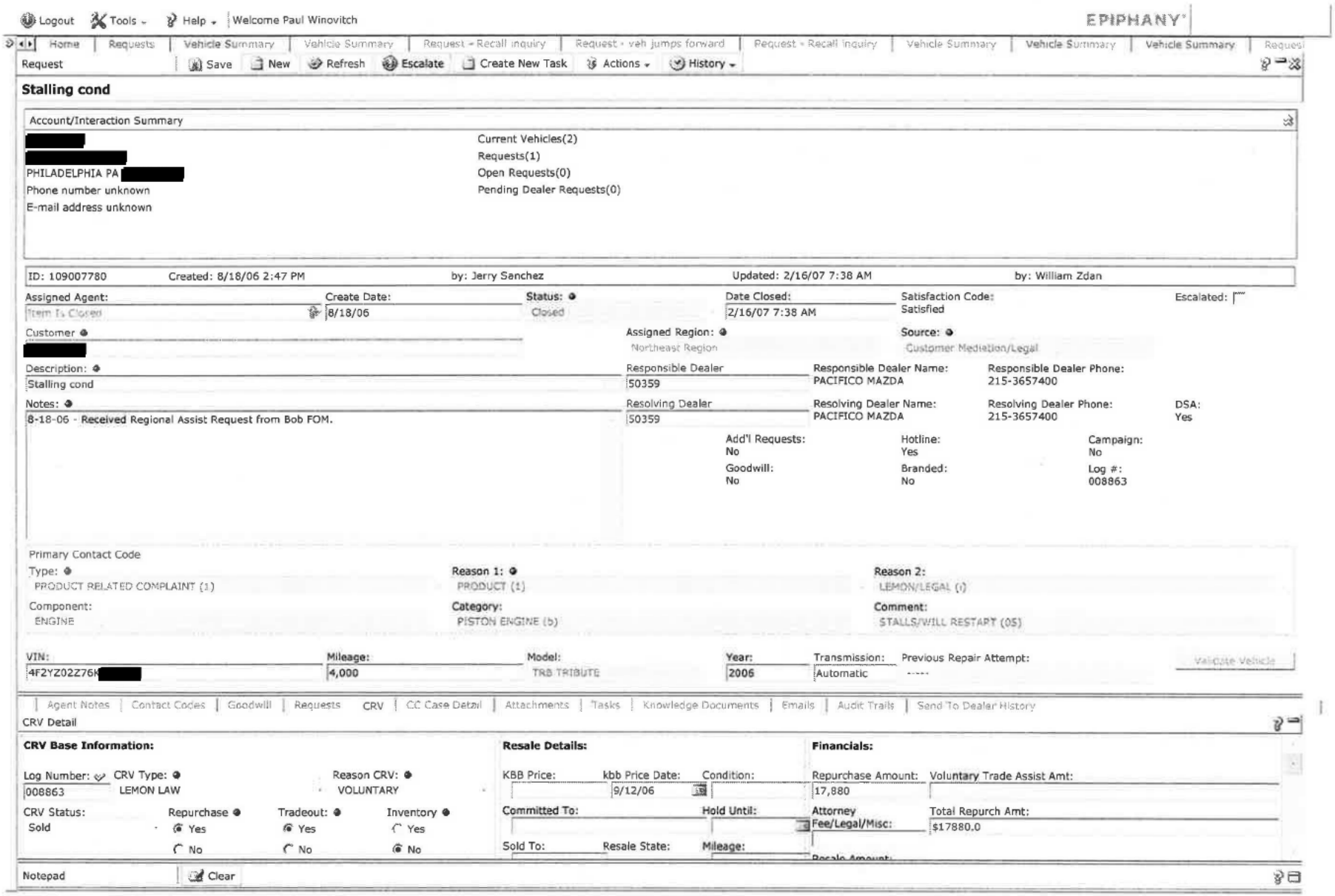
9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]_CAC record



Logout Tools Help Welcome Paul Winovitch EPIPHANY

Home | Requests | Vehicle Summary | Vehicle Summary | Request - Recall inquiry | Request - veh jumps forward | Request - Recall inquiry | Vehicle Summary | Vehicle Summary | Vehicle Summary | Request

Request | Save | New | Refresh | Escalate | Create New Task | Actions | History

**Stalling cond**

Account/Interaction Summary

[redacted]
[redacted]
PHILADELPHIA PA [redacted]
Phone number unknown
E-mail address unknown

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

ID: 109007780 Created: 8/18/06 2:47 PM by: Jerry Sanchez Updated: 2/16/07 7:38 AM by: William Zdan

Assigned Agent: Item Is Closed
Create Date: 8/18/06
Status: Closed
Date Closed: 2/16/07 7:38 AM
Satisfaction Code: Satisfied
Escalated:

Customer [redacted]
Assigned Region: Northeast Region
Source: Customer Mediation/Legal

Description: Stalling cond
Responsible Dealer: 50359
Responsible Dealer Name: PACIFICO MAZDA
Responsible Dealer Phone: 215-3657400

Notes: 8-18-06 - Received Regional Assist Request from Bob FOM.
Resolving Dealer: 50359
Resolving Dealer Name: PACIFICO MAZDA
Resolving Dealer Phone: 215-3657400
DSA: Yes

Add'l Requests: No
Hotline: Yes
Campaign: No
Goodwill: No
Branded: No
Log #: 008863

Primary Contact Code

Type: PRODUCT RELATED COMPLAINT (1)
Reason 1: PRODUCT (1)
Reason 2: LEMON/LEGAL (1)
Component: ENGINE
Category: PISTON ENGINE (b)
Comment: STALLS/WILL RESTART (05)

VIN: 4F2YZ02Z76K[redacted]
Mileage: 4,000
Model: TRB TRIBUTE
Year: 2006
Transmission: Automatic
Previous Repair Attempt: -----
Validate Vehicle

Agent Notes | Contact Codes | Goodwill | Requests | CRV | CC Case Detail | Attachments | Tasks | Knowledge Documents | Emails | Audit Trails | Send To Dealer History

CRV Detail

**CRV Base Information:**

Log Number: 008863
CRV Type: LEMON LAW
Reason CRV: VOLUNTARY
CRV Status: Sold
Repurchase: Yes / No
Tradeout: Yes / No
Inventory: Yes / No

**Resale Details:**

KBB Price:
kbb Price Date: 9/12/06
Condition:
Committed To:
Hold Until:
Sold To:
Resale State:
Mileage:

**Financials:**

Repurchase Amount: 17,880
Voluntary Trade Assist Amt:
Attorney Fee/Legal/Misc:
Total Repurch Amt: $17880.0

Notepad | Clear

* Buyback vehicle

PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | MAZDA KANA |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | engine power-stall |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | function-shuts off |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | mod-driving condition-when engine/ignition turned off |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q3 2006 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 5 |
| Customer Condition Code | B | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 24-Jul-2006 |
| Version Series Code | AAAGH | Load Date | 30 -Jul-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 30 -Jul-2006 | | |

| | |
|---|---|
| Customer Comment | IVE BEEN HAVING PROBLEMS WITH MY TRIBUTE IT SHUTS OFF ON ME AND I ACTUALLY HAVE TO REALLY PUSH ON THE GAS PEDAL FOR THE CAR TO MOVE, IT DOESNT SHIFT GEARS RIGHT. ON JULY 20, 2006 I TOOK IT BACK TO PACIFICO MAZDA ON ESSINGTON AVENUE IN SOUTHWEST PHILA. AND THEY TOLD ME THERE IS NOTHING WRONG WITH THE CAR AND IM NOT COMPLETELY SATISFIED WITH THAT ANSWER I GOT THE CAR BACK THURSDAY NIGHT. AGAIN ON FRIDAY IM BACKING INTO A PARKING SPOT HALFWAY INTO THE SPOT THE CAR SHUT OFF ON ME. SO NOW I HAVE TO TAKE THE CAR BACK ONCE AGAIN. I CALLED AND SPOKE TO THE SERVICE MGR. HE TOLD ME THAT HIS MECHANIC S |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YZ02Z76K[redacted] | Engine Serial Number | |
| Model Year | 2006 | Engine Description | 2.3L DOHC EGI I4 16V NA GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 05-Jan-2006 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 10-Mar-2006 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

**Report Detail**

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

| ECI Record | [redacted] | Source Code | APCO Mazda |
|---|---|---|---|

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | administrative cost |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | leak-loss of vacuum |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loose |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-aftermarket |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-location-interior |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-location-under hood |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pressure-low |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | vibration/pulsation |
| Commodity | powertrain-engine-base engine— | Symptom | administrative cost |
| Commodity | powertrain-engine-base engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-base engine— | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-base engine— | Symptom | leak-loss of vacuum |
| Commodity | powertrain-engine-base engine— | Symptom | leak-oil |
| Commodity | powertrain-engine-base engine— | Symptom | loose |
| Commodity | powertrain-engine-base engine— | Symptom | mod-aftermarket |
| Commodity | powertrain-engine-base engine— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-base engine— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-base engine— | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-base engine— | Symptom | mod-location-under hood |
| Commodity | powertrain-engine-base engine— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-base engine— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-base engine— | Symptom | pressure-low |
| Commodity | powertrain-engine-base engine— | Symptom | vibration/pulsation |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | administrative cost |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | loose |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | mod-aftermarket |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | mod-location-interior |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | mod-location-under hood |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | pressure-low |
| Commodity | powertrain-engine-exhaust-exhaust manifold- | Symptom | vibration/pulsation |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | administrative cost |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | leak-oil |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | loose |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | mod-aftermarket |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | mod-location-under hood |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | pressure-low |
| Commodity | powertrain-engine-mounts/dampers— | Symptom | vibration/pulsation |
| Commodity | powertrain-engine-oil system— | Symptom | administrative cost |
| Commodity | powertrain-engine-oil system— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-oil system— | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-oil system— | Symptom | leak-oil |
| Commodity | powertrain-engine-oil system— | Symptom | loose |
| Commodity | powertrain-engine-oil system— | Symptom | mod-aftermarket |
| Commodity | powertrain-engine-oil system— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-oil system— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-oil system— | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-oil system— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-oil system— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-oil system— | Symptom | pressure-low |
| Commodity | powertrain-engine-oil system— | Symptom | vibration/pulsation |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 28-Nov-2005 |
| Version Series Code | AAAAX | Load Date | 14 -Dec-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Mar-2006 | | |

| | |
|---|---|
| Customer Comment | |
| Technician Comment | Complaint AP 11/2 2 51 BOOSTER,LEFT EXHM GSKTS,MOUNT. Comment REAR LOWER ENGM(4) Notes C; HISSING NOISE FROM BRAKES. C; BOOSTER LEAKING EXTERNALLY. MATERIAL FAILURE. C; REPLACE. C; TICKING NOISE. C; EXH MNFLD GASKETS LEAKING EXTERNALLY. MATERIAL FAILURE. C; REPLACE. C; NOISE IN STEERING. C; RACK HAS EXCESSIVE PLAY AND NOISE. MATERIAL FAILURE. C; REPLACE. C; TECH FOUND. C; MOTOR MOUNT HAS PLAY AND NOISE. MATERIAL FAILURE. C; REPLACE. NO OTHER COMPLAINTS. WILL CB WITH COMPLETE ESTIMATE. W ID(LARRY WRIGHT) CALLING W SAYS CLAIM WAS SUPPOSED TO BE SET UP FOR INSPECTION YESTERDAY BUT INSPECTOR HAS NOT BEEN OUT. ADV HIM NOT SO. ADV HIM WAITING ON COMPLETE EST. SAYS HAS ESTIMATE. TOOK ESTIMATE ADV HIM WOULD INSPECT APOLOGIZED FOR MISCOMMUNICATION CAR WILL BE AT SHOP AND TECH CAN SHOW FAILURES W INSPECT RECD EM FROM CARR STATES INSPECTOR RAN OUT OF TIME YESTERDAY. HAS SET INSPECTION UP WITH SHOP FOR TODAY @ 1 30 EST INSPECTION 1}GEORGE PEDREGON CARR DIGITAL PICS #9154970179 2}M 50142 V M57522 CH SAMUEL PEREZ 3}3.0 AUTO 4}C VEHICLE HAS AIR ESCAPING HISSING TYPE COMING FROM BRAKE/GAS AREA C VEHICLE HAS A TICKING NOISE ON COLD STARTS MAYBE EXHAUST LEAK C VEHICLE HAS A GRINDING/VIBRATION IN THE STRG COLUMN 5}FINDINGS TD NONE BRAKE BOOSTER LEAKING VACUUM FROM THE DIAGPHAM & BRAKE PEDAL HARDER THEN NORMAL TICKING NOISE COMING FROM THE LEFT SIDE OF THE ENGINE LEFT EXHAUST MANIFOLD GS LEAKING LEAKING, NO WARPAGE TO THE MANIFOLD LEFT LOWER ENGINE MOUNT HAS COLLSPED & LEAKING OIL OIL ON THE RACK IS FROM THE ENGINE MOUNT STRG RACK FLUID FULL NO VIBRATION FROM THE STRG WHEEL STRG RACK BOOTS ARE CLEAN NO FAILURE TO THE STRG RACK 6}COF INTERNAL FAILURE BRAKE BOOSTER DIAGPHAM LEAKING VACUUM FAILURE LEFT LOWER ENGINE MOUNT COLLSPED & LEAKING OIL FAILURE LEFT EXHAUST MANIFOLD GS LEAKING 7}FAILED PARTS SAME 8}HISTORY NONE RELATED 9}ALL FLUIDS F/G 10}NO COM/COL/TOW MOD TIRE SIZE P275/45R20 AFTERMARKET WHEELS, STOCK 235/75R16 11}GOOD COND 12}LARRY SIGNED NO COMMENTS 13}LR 78.00 VERBAL END INSPECTION REPORT W SPOKE TO LARRY W. W ADV NO FAILURE VERIFIED TO THE RACK ANYTHING ELSE INSPECTOR CAN BE SHOWN STATED CAN NOT SHOW ANYTHING ELSE TO THE STRG RACK, ADV THE VEHICLE WILL NEED TO HAVE THE VEHICLE BROUGHT BACK TO MFG SPEC FOR THE TIRES FOR FUTURE DRIVETRAIN,STRG & SUSP COMPONENTS COVERAGE W ADV NEED TO REVIEW & CB Authorization Granted #[redacted] 524.75 W LARRY CALLING FROM THE I/D W TO CHECK STATUS OF THE CLAIM REVIEWED & GAVE THE ABOVE AUTH NUMBER W PENDING INVOICE FOR PAYMENT W LARRTY CB W; ASKED TO ADD RENTAL W; WILL ADD/AUTH Authorization Granted #[redacted] 704.75 W TERRY, ID W INQ ON HOW TO SEND RA, ADV SHE CAN FAX TO #[redacted] W PE RA W; TERRY, ID CALLED W; INQ PAYMENT, ADV OF PAYMENT MADE W; PENDING CHECK PAYMENT W TERRY CALLING FROM ID WARR ADMIN W; NEEDS TO REVIEW TOTALS NO TAX ON CLAIM WILL ADD 8.25 PARTS ONLY W PE PAYMENT OF TAX Authorization Granted #[redacted] 822.39 W TERRY ID W CALLING IN REGARDS TO TAXES. STATES SHE HAD THEM AUTH. STILL LOOKING FOR PAYMENT I VIEWED PPWK IN NS TO MAKE SURE TAXES WERE BILLED AND ADV WILL GO OUT MONDAY AND AMT. APOLOGIZED PAYMENT NOT PROCESSED FOR TAXES. W PEND PAYMENT |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU06141K[redacted] | Engine Serial Number | 887604086 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 25-Apr-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 15-Aug-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 50142 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC

ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| ECI Record | [redacted] | Source Code | APCO Mazda |
|---|---|---|---|

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-chafed/excessive wear |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-threads stripped/crossthreaded |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | emissions-failed co |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-stall |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | improper assembly |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loose |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-mtime mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | damage |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | damage-chafed/excessive wear |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | damage-threads stripped/crossthreaded |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | emissions-failed co |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | engine power-stall |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | field service action |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | improper assembly |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | loose |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-air induction-air cleaner assembly- | Symptom | repair-mtime mentioned |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | damage |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | damage-chafed/excessive wear |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | damage-threads stripped/crossthreaded |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | emissions-failed co |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | engine power-stall |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | field service action |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | improper assembly |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | loose |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | repair-mtime mentioned |
| Commodity | powertrain-engine-air induction-throttle body- | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | damage |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | damage-chafed/excessive wear |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | damage-threads stripped/crossthreaded |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | emissions-failed co |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | engine power-stall |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | field service action |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | improper assembly |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | leak-oil |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | loose |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | mod-driving condition-engine-cold |

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | repair-mtime mentioned |
| Commodity | powertrain-engine-electronic engine control— | Symptom | calibration-issue/re-flash |
| Commodity | powertrain-engine-electronic engine control— | Symptom | damage |
| Commodity | powertrain-engine-electronic engine control— | Symptom | damage-chafed/excessive wear |
| Commodity | powertrain-engine-electronic engine control— | Symptom | damage-threads stripped/crossthreaded |
| Commodity | powertrain-engine-electronic engine control— | Symptom | emissions-failed co |
| Commodity | powertrain-engine-electronic engine control— | Symptom | engine power-stall |
| Commodity | powertrain-engine-electronic engine control— | Symptom | field service action |
| Commodity | powertrain-engine-electronic engine control— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-electronic engine control— | Symptom | improper assembly |
| Commodity | powertrain-engine-electronic engine control— | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-electronic engine control— | Symptom | loose |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-electronic engine control— | Symptom | repair-mtime mentioned |
| Commodity | powertrain-engine-electronic engine control— | Symptom | separation |
| Commodity | powertrain-engine-electronic engine control— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | damage |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | damage-chafed/excessive wear |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | damage-threads stripped/crossthreaded |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | emissions-failed co |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | engine power-stall |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | field service action |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | improper assembly |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | loose |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | repair-mtime mentioned |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | damage |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | damage-chafed/excessive wear |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | damage-threads stripped/crossthreaded |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | emissions-failed co |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | engine power-stall |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | field service action |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | improper assembly |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | leak-oil |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | loose |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | repair-mtime mentioned |
| Commodity | powertrain-engine-oil system-oil pan and crank sealing- | Symptom | separation |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q4 2005 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 06-Dec-2005 |
| Version Series Code | AAAA5 | Load Date | 28 -Dec-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 28 -Dec-2005 | | |

| | |
|---|---|
| Customer Comment | |

| | |
|---|---|
| Technician Comment | Complaint OIL PAN GASKET Comment OIL PAN GASKET Notes C; STALLING C IAC VALE INTERNAL FIALURE, T BODY HAS INTERNAL MECHANICAL FIALURE C REPLACE VALVE (T BODY NCP) C; TECH FOUND C OIL PAN LEAKING FROM DRAIN PLUG BOSS BUT NOT STRIPED AS PER STEVE FRONT CRAS LEAKING C REPLACE OIL PAN AND FRONT CRANK SEAL NOC STEVE DID NOT HAVE EST FOR THE REPAIR OF THE OIL PAN AND FRONT CRAS, HE WILL CB ADVISED BASED ON THE OIL PAN NOT STRIPPED WE WOULD NEED TO INSPECT TO VERIFY FIALURE NO AUTH GIVEN W STSVE CB W HAD PART EST, NJO LABOR WILL LOOK UP IN WARRANTY WIZARD AND INSPECT W WILL INSPECT W STSTEV CB W A SKED XABOUT DE W REVIEW ENO DED INSPECTION REPORT 1. LEE JOSEPHS CARR [redacted] 2. MILEAGE 86,902 VIN M20885 MATCH C/H MILTON GRAUS 3. ENG 3.0 V 6 TRANS AUTO 4WD 4. CC STALLS ON STARTING OR STOPPING 5. FINDINGS T/D IAC & AIR INLET TUBE REMOVED VEHICLE ON LIFT OIL PAN GASKET LEAKING OIL TO A DRIP FRT CRANK SEAL SEEPING NOT ACTIVE LEAK TECH DRAINED OIL PAN THREADS WORN APPEARS PAN HAS HAD PLUG OVER TORQUED AND THREADS DAMAGED TECH HAS IAC OFF THROTTLE BODY IS CARBONED NEEDS TO BE CLEANED STATES IAC VALVE IS STUCK INSPECTOR ABLE TO MOVE VALVE HAS LIGHT CARBON NO CODES STORED, NO CK ENG LIGHT ON NO OTHER FAILURES SEEN OR DEMO'D 6. COF THREAD DAMAGE TO OIL PAN FROM WEAR & USE/OVERTORQUE SEAL FAILURE TO OIL PAN GASKET 7. FAILED PARTS OIL PAN GASKET OIL PAN PHY DAMAGE 8. HISTORY NONE RELATED 9. FLUIDS OIL DRAINED/GOOD, COOL/ATF F/G, STRG/BRK F/G 10. OVERALL GOOD 11. NO M/C/C TOW FACTORY NOT USED 12 LABOR $80 V 13. SIGNEd STEVE NO ADDS OR COMMENTS END OF REPORT STEVE N/A WILL C/B W AUTH PE C/B TO REVIEW NO COVERABLE COF VERIFIED TO IAC, T/BDY, OIL PAN OR FRTC Authorization Granted # [redacted] 150.95 W CALLING ID STEVE W REVIEW PARTS & LABOR ID STATES VALVE IS STUCK, DOES NOT AGREE WITH FINDINGS WANTS TO SPEAK TO SUPERVISOR DON N/A ADVISED ID WILL LEAVE MESSAGE FOR C/B STEVES ext 1875 W EMAIL DON FOR C/B CORRECTION EMAIL DAN J W REC EMAIL TO CALL SHOP BACK W CALLED INSP, TECH WAS THERE AND SAY THE VALVE MOVE, TECH CLAIMS IT IS STUCK I T IS STUCK IN THE SOLENOID. WOULD NEED TO REINSTALL IT TO TEST IT. CALLED STEVE EBERS WENT TO VOICE MAIL, ADV IF THEY FEEL PART IS FAILED TO REI NSTALL IT AND WE COULD REINSPECT THE FAILURE. W PEND CALL BACK IF PART IS FAILED W STEVE CALLING FROM THE I/D W TO SPEAK WITH DAN OFFERED MY ASSISTANCE & ADVISED PER ABOVE NOTES TO REINSTALL THE VALVE & WE COULD REINSPECT,STEVE SAYS THEY WILL NOT REINSTALL A PART THAT THE INSPECTOR HAD THEM REMOVE.I ADVISED PER THE INSPECTION REPORT THE VALVE WAS ALREADY REMOVED. STEVE DOES NOT AGREE & WANTS TO SPEAK WITH DAN. W SPOKE WITH & TRANS TO DAN W SPOKE TO STEVE AGAIN, HE SAID THE INSPECTOR ASKED TECH TO TAKE THE VALVE OFF THE CAR, I CALLED THE INSPECTOR HE SAID HE HAD THEM REMOVE THE AIR TUBE BUT THE IAC VALVE WAS ALREADY OFF. i ADV STEVE EBER AT THE ID THAT WE WILL HAVE TO HAVE THE PART REINSTALLED AND CONFRIM A FAILURE TO IT. ADV NO OTHER OPTION. HE THEN A SKED ABOUT THE OIL PAN, ADV THREADS DAMAGED FROM BEING OVER TIGHTENED. HE SAID T HE THREADS ARE WORN FROM CHANGING THE OIL. ADV WE COULD LOOK AT THE PICTURES OF THIS AND SEE IF THERE WAS ANY SIGN OF WEAR ONLY. HE THEN ASKED FOR MY BOSS CAUSE HE DOES NOT ACCEPT THIS. ADV WILL REQUEST HIM TO CALL BACK AS THEY ARE IN MEETI GS. W EMAIL STEVE M TO CALL SA w CALLING THE ID FOR STEVE EBERS W VOICE MAIL.....LEFT VOICE MESSAGE THAT THE THREADS APPEAR PER THE REPORT TO BE DAMAGED AND NOT COVERABLE AND THE IAC SEEMS TO BE CARBONED, AGAIN NOT A COVERED FAILURE....WILL BE HAPPY TO LOOK AT THE PICTURES BUT THAT WILL NOT TAKE PLACE UNTIL TOMORROW..... STEVE....CALLED NOW....SAYS THAT THE VALVE STUCK....COULD BE MOVED WITH A PEN....BUT HE THINKS THAT THE FAILURE IS NOT DUE TO CARBON....SAYS THERE IS NOT EXTENSIVE CARBON HERE, AND THAT ALL CARS CREATE CARBON...NOT EXCESSIVE I TOLD HIM THAT THE MAJORITY OF IAC FAILURES ARE DUE TO CARBON, AND IF WE TOOK THE CARBON OUR OF THE PICTURE WOULD THE VALVE BE STICKING,...HE THINKS IT WOULD, WHEN I ASKED WHY, HE DOESN;T KNOW WHY....TOLD HIM WE HAVE TO BE ABLE TO NOTE A MATERIAL FAILURE, AND IF HE CAN;T TELL WHY, THEN WE CAN'T HELP.....HE ASKED THAT I LOOK AT ALL THE PICTURES IN THE MORNING AND CALL HIM BACK....WILL DO W WILL CALL ID BACK AFTER PIC REVIEW IN AM W CH MILTON GRAUS W CH STATES THAT HAVING PROBLEM CH STATES THAT TOOK VEH TO DEALERSHIP THEY DIAG WHATEVER THEY THINK PROBLEM AND THERE IS SOMETHING BC WE HAVE NOT APPROVED ADV CH THAT WE HAVE AUTH OIL PAN GASKET EXPL TO CH THAT AS FOR IAC VALVE WE HAVE DENIED DUE TO A NON COV;D COF EXPL TO CH THAT UNDER CONTRACT HAS TO BE DEFECT IN MAT. OR WRKMHSP ONLY IF NOT WE CAN NOT ASSIST W PEND REVIEW W STEVE CALLING FROM ID W CALLING TO CONT CLAIM ASKING IF stevem HAS VIEWED PICS. ADV NO NOTES SHOWING THAT HE HAS YET. REV'D WHAT HAS BEEN AUTHED IN NF5 W PAY PEND PW PE REV OF PICS. W CALLING THE ID BACK W REVIEWED PICS AND REPORT....NO DEFECT IN MATERIALS...THREADS IN THE PAN HAVE BEEN PULLED OUT, AND THERE WAS NOTHING SHOWN DEFECTIVE TO THE IAC.... TOLD STEVE THERE IS A TSB THAT DESCRIBES THIS SITUATION AND ONE OF THE PROCEEDURES IS TO RE FLASH THE PCM....AN ADJUSTMENT STEVE SAYS THAT THEY HAVE SPOKEN WITH THEIR MAZDA REP WHO SUPPORTS THEM AND NOT OUR DECISION AND HE HAS TAKEN MY NAME AND NUMBER ....BUT MAZDA WILL COVER THIS AT THIS TIME ASKED FOR AUTH NUMBER AND AMOUNTS....GAVE HIM THE INFO W PENDING RO FOR PAYMENT ON OIL PAN GASKET ONLY RECD RO W/O ID INFO, FWD TO ERICA FOR RS RESUB LETTER... W; KAREN ID W; NEED FAX NUMBER TO SUBMIT RS INFO GAVE FAX 2468 W; PEND PPWK |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU081X1K[redacted] | Engine Serial Number | 603519087 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 28-Sep-2000 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 20-Oct-2000 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 86902 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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PE12-019

Mazda

9-6-2012

REQUEST NUMBER THREE
DOCUMENTS (SUBJECT)

Consumer Reports

Mazda CAC



# Concern Driven Reporting

## Report Detail

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

| ECI Record | [redacted] | Source Code | MAZDA CAC |
|---|---|---|---|

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine— | Symptom | contaminated/foreign |
| Commodity | powertrain-engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine— | Symptom | mod-driving condition-while towing |
| Commodity | powertrain-engine— | Symptom | no keyword found |
| Commodity | powertrain-engine— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | frozen/seized |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-base engine— | Symptom | frozen/seized |
| Commodity | powertrain-engine-base engine— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-base engine— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-base engine— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-base engine— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-base engine-seals and gaskets (not oil pan or head gasket)- | Symptom | nvh-noisy operation |
| Significant Event | | Verified | N |

## Tread Information

| | |
|---|---|
| Reported in Tread Quarter | Q2 2006 |

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | 53 |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 25-Apr-2006 |
| Version Series Code | AAAA5 | Load Date | 30 -Apr-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | 23901 |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | SOUTHERN STATES MAZDA |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | RALEIGH |
| Non Causal Part Numbers | | Dealer State/Province | NC |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | 9198397481 |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 30 -Apr-2006 | | |

| | |
|---|---|
| Customer Comment | CST DAUGHTER CALLED STS SHE WAS DRIVING VEH FROM MD TO NC HER BOYFRIND PESS ON THROTTLE & GOT STUCK VEH TOWED TO DLR AND THEY NOTICE THE CRUISE CONTROL CABLE WAS HANGING & STUCK ON ENG COVER DLR STS THERE WAS TO MUCH PLAY ON CABLE THEY REPAIRED & ADV CUST SHE NEED A OIL CHG CST ASKED IF SHE COULD WAIT UNTIL SHE GOT TO NC AND DLR STS IT WAS DIRTY BUT SHE COULD DRIVE THE 4 HRS HOME THEY ADV IT WAS OK. CST STS 1 1/2 HR OF DRIVING THERE WAS A KNOCKING NOISE,& THE VEH SEIZED. |

| | |
|---|---|
| Technician Comment | 0042006 04 26CRPC582 DCSM DECLINE REPAIRS SOUTHERN STATES MAZDA IS OFFERING DISCOUNT FOR REPAIRS AND CUSTOMER SEEMS TO BE SATIFED WITH DISCOUNT 0032006 04 25CRPC582 IN JULY OF 05 CALLED CUST AND LEFT MESSAGE ON VOICE MAIL ADVISING HER I WAS SENDING FILE TO DLR AND THEY WILL CONTACT THE REP. FOR ASST. 0022006 04 25CRPC582 AND NOTED AT DLR PAPER WORK NOT ON CUST WORK ORDER. CALLED SOUTHERN STATES MZ AND TT ASHLEY AND HE STS THAT THE VEH HAS METAL IN THE OIL AND ENG STS VEH JUST NEEDS NEW ENG CUST STS THAT FATHER CALLED AND STS DAUGHTER DID NOT HEAR A KNOCKIN NOISE UNTIL SHE LEFT DLR. HE DOES NT KNOW HOW SHE COULD NOT OF HEARD ANYTHING WITH ALL THE METAL AND STS VEH WAS ALL INTACT WHEN IT ARRIVED BY TOW. HE STS HE GAVE CUST 2 OPTIONS A MZ REMAN ENG OR A USED ENG. CUST HAS NOT GOTTEN BACK TO HIM LOOKING AT CUST VEH HISTORY VEH ONLY AT THIS DLR 1 X 0012006 04 25CRPC582 AT ATTN DCSM/SVM PER OUR CONVERSATION, PLEASE REVIEW CONCERNS ON VEH. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CLOSE WITH NOTES UPON RESOLUTION. THANKS. KAREN 949 727 6797 REQ DESC ENG SEIZED CALLED DLR TT DOMINGO SERV MRG. AND HE STS THAT THEY ADDRESSED CUST CONCERN ON THE CRUISE CONTROL CABLE, HE STS THAT IF THEY DID THE OIL CHG ON VEH THEY MIGHT OF NOTICE A PROBLEM. BUT CUST DID NOT WANT A OIL CHG. TECH DID HEARD NOISE IN VEH DCSM DECLINE REPAIRS SOUTHERN STATES MAZDA IS OFFERING DISCOUNT FOR REPAIRS AND CUSTOMER SEEMS TO BE SATIFED WITH DISCOUNT ATTN DCSM/SVM PER OUR CONVERSATION, PLEASE REVIEW CONCERNS ON VEH. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CLOSE WITH NOTES UPON RESOLUTION. THANKS. KAREN 949 727 6797 |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU08142K[redacted] | Engine Serial Number | 191426086 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 06-Dec-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 28-Dec-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 68000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# PE12-019

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 891605 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 23-Jun-2001 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2004 | | |

| | |
|---|---|
| Customer Comment | VEHICLE WAS GOING 10 15MPH AND STEPPED ON GAS TO GO 20 25MPH. AND RPMS WERE STICKING,AND BRAKING MADE IT 80 85% LESS EFFECTIVE. DEALER IS CONVINCED THE PROBLEM IS THE FLOOR MATS. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10015759 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 11-Apr-2003 |
| Version Series Code | AAAQK | Load Date | 01 -Apr-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2004 | | |

| | |
|---|---|
| Customer Comment | THE CONSUMER PUT THE GEAR SHIFT IN THE DRIVE GEAR. WHEN THE DRIVER TAPPED THE ACCELERATOR PEDAL THE VEHICLE ACCELERATED IN FULL THROTTLE. *NLM *TS |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU08141K[redacted] | Engine Serial Number | 917979087 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 24-May-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 11-Jun-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 29000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10010623 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 12-Feb-2003 |
| Version Series Code | AAAA5 | Load Date | 01 -Apr-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2004 | | |

| | |
|---|---|
| Customer Comment | THROTTLE STICKS WHEN ACCELERATING FROM COMPLETE STOP DUE TO BUILD UP ON THROTTLE PLATE. OWNER HAS PROVIDED MAINTENANCE AND FUEL AS SPECIFIED IN MANUAL, YET WAS TOLD MAZDA DOES NOT COVER UNDER WARRANTY. PROBLEM APPEARED WITH LESS THAN 15000 MILES. CLEANING (AT OWNER COST) PROVIDES ONLY SHORT TERM REMEDY. *NLM |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU08122K[redacted] | Engine Serial Number | 311584087 |
| Model Year | 2002 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 01-Mar-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 28-Mar-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10033988 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Aug-2003 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2004 | | |

| | |
|---|---|
| Customer Comment | VEHICLE EXPERIENCED SUDDEN ACCELERATION WHILE DRIVING AT THE PARKING LOT, AND VEHICLE COLLIDED WITH A BRICK WALL, SMASHING THE FRONT. DEALER NOTIFIED. *AK |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-hesitates |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10027270 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Jul-2003 |
| Version Series Code | AAAAX | Load Date | 01 -Apr-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2004 | | |

| | |
|---|---|
| Customer Comment | CONSUMER DEPRESSED ACCELERATOR PEDAL AND VEHICLE HESITATED, AND THEN SUDDENLY LURCHED FORWARD, ALMOST CAUSING A COLLISION. RELATED INVESTIGATION EA 02 027.*AK |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2YU07121K[redacted] | Engine Serial Number | 746173086 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 11-Jan-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 15-Feb-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | contaminated/foreign |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10047269 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 17-Nov-2003 |
| Version Series Code | AAAA5 | Load Date | 01 -Apr-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2004 | | |

| | |
|---|---|
| Customer Comment | ACCELERATOR PEDAL IS STICKY RIGHT FROM THE START OF DEPRESSING THE PEDAL. ONCE THE RESISTANCE IS OVERCOME THE VEHICLE LURCHES FORWARD. DEALER CLAIMS CARBON BUILD UP (CONTAMINATION) ON OR NEAR THE THROTTLE PLATE IS CAUSING INITIAL RESISTANCE. TWO OCCURRENCES (APPROXIMATELY 5,000 AND 10,000 MILES) HAVE RESULTED IN DEALER CLEANING AREA TO REMOVE CONTAMINATION. *LA |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CZ04113K[redacted] | Engine Serial Number | |
| Model Year | 2003 | Engine Description | 3.0L DOHC EGI V6 NA*G DSP2967 |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 2 WHL L/H FRONT DRIVE |
| Production Date | 15-Oct-2002 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 30-Dec-2002 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 10500 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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# PE12-019

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-pedal positions |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10053779 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Nov-2003 |
| Version Series Code | AAAA5 | Load Date | 01 -Apr-2004 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2004 | | |

| | |
|---|---|
| Customer Comment | THE ACCELERATOR PEDAL STUCK ON TWO SEPARATE OCCASIONS. THIS OCCURRED WHILE ACCELERATING FROM A STOP POSITION. AS A RESULT, EXCESSIVE FORCE HAD TO BE APPLIED TO THE PEDAL WHICH RESULTED IN RAPID ACCELERATION. BOTH FAILURES WERE DUE TO THE THROTTLE BODY.*AK *MR |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | 4F2CU08101K[redacted] | Engine Serial Number | 003614087 |
| Model Year | 2001 | Engine Description | 3.0L DOHC EGI V6 NA*GAS |
| Transmission | 4 SPD AUTO TRANS MAZDA CD4E | Vehicle Description | TRIBUTE |
| Body Cab Style | CA WE 5 DOOR LIGHT TRUCK | Drive Line | 4 WHL L/H PART TIME DRIVE |
| Production Date | 26-Jul-2001 | Retail Sale Indicator Code | |
| Plant Description | KANSAS CITY PLANT BUILD | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 06-Oct-2001 |
| Build Country Code | | Transmission Serial Number | |
| Mileage | 20000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-loss of power |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-in neutral |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-location-interior |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 762592 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Jun-2002 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | MAY 23, 2002 CRUISE CONTROL STOPPED WORKING. LIGHT ON CONSOLE COMES ON BUT DOESN'T ENGAGE. JUNE 01, 2002 LOST ALL POWER WHILE GOING APPROX 35 MPH AROUND A SLIGHT CURVE. PULLED TO THE SIDE, PUT IN NEUTRAL AND STARTED AGAIN. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

## Consumer Reports

## VOQ Mazda

## ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10015759 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 11-Apr-2003 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | THE CONSUMER PUT THE GEAR SHIFT IN THE DRIVE GEAR. WHEN THE DRIVER TAPPED THE ACCELERATOR PEDAL THE VEHICLE ACCELERATED IN FULL THROTTLE. *NLM *TS |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 29000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10010623 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 12-Feb-2003 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | THROTTLE STICKS WHEN ACCELERATING FROM COMPLETE STOP DUE TO BUILD UP ON THROTTLE PLATE. OWNER HAS PROVIDED MAINTENANCE AND FUEL AS SPECIFIED IN MANUAL, YET WAS TOLD MAZDA DOES NOT COVER UNDER WARRANTY. PROBLEM APPEARED WITH LESS THAN 15000 MILES. CLEANING (AT OWNER COST) PROVIDES ONLY SHORT TERM REMEDY. *NLM |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-hesitates |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10027270 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Jul-2003 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | CONSUMER DEPRESSED ACCELERATOR PEDAL AND VEHICLE HESITATED, AND THEN SUDDENLY LURCHED FORWARD, ALMOST CAUSING A COLLISION. RELATED INVESTIGATION EA 02 027.*AK |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-pedal positions |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10053779 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Nov-2003 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | THE ACCELERATOR PEDAL STUCK ON TWO SEPARATE OCCASIONS. THIS OCCURRED WHILE ACCELERATING FROM A STOP POSITION. AS A RESULT, EXCESSIVE FORCE HAD TO BE APPLIED TO THE PEDAL WHICH RESULTED IN RAPID ACCELERATION. BOTH FAILURES WERE DUE TO THE THROTTLE BODY.*AK *MR |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 20000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | Personal Injury; Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10103702 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 23-Nov-2004 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | WHILE BACKING OUT OF A PARKING SPACE THE BACK BUMPER SLIGHTLY BUMPED THE LIGHT POLE. WHEN THE CONSUMER SHIFTED THE VEHICLE INTO DRIVE IT COMMENCED TO ACCELERATE AT HIGH SPEED, LURCHED FORWARD AND RAN INTO A CENTER BLOCK WALL. NO INJURIES WERE REPORTED. THE INSURANCE COMPANY TOTALED THE VEHICLE, AND THEY NOTIFIED THE DEALER AND THE MANUFACTURER.*AK |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 20000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10114903 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Mar-2005 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | THE CONSUMER NOTICED THAT THE GAS PEDAL ON HIS 2001 MAZDA TRIBUTE HAS BECOME HARDER TO DEPRESS AND THE ENGINE JUMPS WHEN THE VEHICLE ACCELERATES. *NM THE CONSUMER WANTS TO KNOW IF RECALL 04V574000 APPLIES TO HIS VEHICLE, BECAUSE A RECALL WAS ISSUED ON THE 2003 FORD ESCAPE AND FORD ALSO MADE THE MAZDA TRIBUTE. *SC *JB |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-cut/torn/frayed |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loss of control |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Significant Event | Personal Injury; Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10108769 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 22-Jan-2005 |
| Version Series Code | UNKN | Load Date | 01 -Apr-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Apr-2005 | | |

| | |
|---|---|
| Customer Comment | NHTSA RECALL 04V583000 ON THE ACCELERATOR CABLE. APPROXIMATELY TWO YEARS AFTER HAVING THE ACCELERATOR CABLE REPLACED THE PROBLEM RECURRED. WHILE DRIVING 2 MPH, THE VEHICLE ACCELERATED UNCONTROLLABLY. THE DRIVER APPLIED THE BRAKE PEDAL AND THE VEHICLE CONTINUED TO ACCELERATE. THE DRIVER WAS NOT ABLE TO MAINTAIN THE CONTROL OF THE VEHICLE AND COLLIDED INTO A LIGHT POLE. THIS CAUSED THE DRIVER TO SUSTAIN MINOR INJURIES AND WAS TAKEN TO THE HOSPITAL. THE VEHICLE WAS TOWED TO A DEALER FOR INSPECTION. *JB THE BATTERY WAS INOPERATIVE DUE TO A BROKEN CABLE AND A FRAYED MAIN BELT HAD COME OFF AND THE STEERING WAS IMPAIRED. *SC |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 27095 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on deceleration/braking |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10107624 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 17-Dec-2004 |
| Version Series Code | UNKN | Load Date | 05 -May-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 05 -May-2005 | | |

| | |
|---|---|
| Customer Comment | 2005 MAZDA TRIBUTE [4000 MI] BRAKES FAILED AND THROTTLE STUCK ON DEC 17, 2004. I HAD TO PULL HAND BRAKE TO STOP . CAR WAS TOWED TO DEALERSHIP IN AMHERST VA. THROTTLE ASSY, IDLE CONTROL VALVE AND A 100MI ROAD TEST WERE DONE. PICKED VEHICLE UP ON JAN 14,2005. ON JAN 15TH, PROBLEM OCCURRED AGAIN WITH BRAKES NON RESPONSIVE AND THROTTLE STUCK. SOMEONE ELSE WAS DRIVING AND THEY TURNED ENGINE OFF AND COASTED OFF THE ROAD. VEHICLE WAS TOWED BACK TO DEALERSHIP IN AMHERST AND REMAINS THERE AT PRESENT. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2005 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 4000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10046790 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 11-Nov-2003 |
| Version Series Code | UNKN | Load Date | 11 -May-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -May-2005 | | |

| | |
|---|---|
| Customer Comment | ACCELERATOR PEDAL STUCK ON 2004 MAZDA TRIBUTE. *LA |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2004 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 2200 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10082337 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 07-May-2004 |
| Version Series Code | UNKN | Load Date | 11 -May-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -May-2005 | | |

| | |
|---|---|
| Customer Comment | PULLING INTO A PARKING SPOT AND THE CAR SURGED FORWARD AT A HIGH RATE. RESULTING IN $2,206.79 IN DAMAGE THE DEALER SAID THAT IS NOT POSSIBLE AND SAID THAT HAS NEVER HAPPENED BEFORE. *LA |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2004 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 5228 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loss of control |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on deceleration/braking |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no problem found |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10105214 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 21-Oct-2004 |
| Version Series Code | UNKN | Load Date | 11 -May-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -May-2005 | | |

| | |
|---|---|
| Customer Comment | WHILE DRIVING 60 MPH OR MORE THE VEHICLE ACCELERATED UP TO 110 MPH FOR NO KNOWN REASON, THE CONSUMER STATED, SHE ATTEMPTED TO STOP THE VEHICLE BY APPLYING THE BRAKE, WHICH FAILED TO SLOW DOWN OR STOP THE VEHICLE. THE CONSUMER THEN PLACED THE VEHICLE INTO NEUTRAL, WHICH CAUSED THE VEHICLE TO FISH TAIL SEVERELY. THE CONSUMER SHIFTED THE VEHICLE BACK INTO DRIVE,A LITTLE WHILE LATER SHE SHIFTED THE VEHICLE INTO PARKED, WHICH CAUSED THE VEHICLE TO COME TO A COMPLETE STOP. THE VEHICLE WAS TOWED TO THE DEALER. THE DEALER INSPECTED THE VEHICLE AND COULD NOT FIND ANYTHING WRONG. *JB |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2004 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 10000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-stays on |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10119300 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Apr-2005 |
| Version Series Code | UNKN | Load Date | 23 -May-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 23 -May-2005 | | |

| | |
|---|---|
| Customer Comment | 2004 MAZDA TRIBUTE EXPERIENCING PROBLEMS WITH SUDDEN ACCELERATION. *MR THERE WERE TWO OCCASIONS WHEN THE CONSUMER APPLIED THE BRAKES BUT THE VEHICLE DID NOT STOP. ONE OCCASION THE VEHICLE WAS PULLING UP TO A BUILDING AND DAMAGED THE FRONT END OF THE VEHICLE AND ON THE SECOND OCCASION, THE CONSUMER WAS TRAVELING ON THE HIGHWAY WHEN THE VEHICLE SUDDENLY ACCELERATED WITHOUT INCIDENT. *SC |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2004 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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# PE12-019

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10119596 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 05-Dec-2003 |
| Version Series Code | UNKN | Load Date | 08 -Jun-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 08 -Jun-2005 | | |

| | |
|---|---|
| Customer Comment | CONTACT STATES THE ACCELERATOR IS STICKING. RECEIVED A RECALL LETTER, AND TOOK THE LETTER TO THE DEALER, WHO DID NOT FIX THE PROBLEM. ACCELERATOR STICKS MAINLY IN THE WINTER...WHEN TAKING FOOT OFF THE PEDAL FOR A FEW SECONDS AND TRYING TO HIT THE ACCELERATOR AGAIN VEHICLE SPEEDS UP AND IT JUMPS. *AK *JB |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 6000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | function-stays on |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | mod-driving condition-when engine running |
| Commodity | powertrain-engine-accel pedal/linkage/controls—— | Symptom | mod-driving condition-when engine/ignition turned off |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10125132 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 10-Jun-2005 |
| Version Series Code | UNKN | Load Date | 15 -Jun-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 15 -Jun-2005 | | |

| | |
|---|---|
| Customer Comment | OCCASSIONALLY, WHILE MY CAR IS IDLE BOTH PARKED BUT RUNNING OR WHILE I'M IN TRAFFIC, THE ENGINE ACCELERATES AND THE RPM GAUGE RACES. THE ENGINE WILL NOT STOP RACING UNLESS I TURN THE CAR OFF. ALSO, DRIVER CAR DOOR DOES NOT OPEN FROM THE INSIDE, SERVICE DEALER SAYS I NEED TO REPLACE ENTIRE LOCK INCLUDING COMPONENTS NOT COVERED UNDER MAP. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loose |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10127870 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 08-Jul-2005 |
| Version Series Code | UNKN | Load Date | 13 -Jul-2005 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Jul-2005 | | |

| | |
|---|---|
| Customer Comment | CONSUMER STATES SHE RECEIVED A RECALL LETTER NOTICE IN THE MAIL IN 1 05 REGARDING THE ACCELERATOR CABLE. THERE WAS NO RECALL # AVAILABLE. SHE TOOK IT IN TO A DEALER AND THEY EITHER REPLACED/OR REPAIRED THE CABLE, SHE WAS NOT SURE. SHE HAS NOTICED AN EXTREME CHANGE IN THE ACCELERATOR PEDAL SINCE THEN. THE GAS PEDAL SEEMS TO BE TO LOSE; SHE SAYS THERE SEEMS TO BE NO TENSION IN THE PEDAL. SHE TOOK IT BACK TO THE DEALER AND HE TOLD HER THAT WAS NORMAL; THAT THERE WAS A DIFFERENT CABLE IN THE CAR AND THAT WAS WHAT SHE WAS FEELING. SHE DOES NOT AGREE. SHE HAS NOT YET REPORTED THIS TO THE MANUFACTURER. SHE WANTS THE DEALER TO REPLACE THE CABLE THEY SAY THEY REPLACED. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | UNK TRIBUTE | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting — Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-stays on |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-in neutral |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10149101 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 26-Jan-2006 |
| Version Series Code | UNKN | Load Date | 15 -Mar-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Mar-2006 | | |

| | |
|---|---|
| Customer Comment | DT* THE CONTACT STATED WHILE THE CRUISE CONTROL IS ENGAGED, IF THE ACCELERATOR IS GENTLY APPLIED THE PEDAL PULLED DOWN TO THE FLOOR. THE VEHICLE SUDDENLY LURCHED FORWARD. THE CONTACT PULLED OVER AND PLACED THE VEHICLE IN NEUTRAL. WITH THE ACCELERATION SUBDUED, THE ENGINE WAS TURNED OFF AND ON, BUT THE ACCELERATOR PEDAL REMAINED ON THE FLOOR. THE VEHICLE WAS SEEN BY A DEALER, BUT THE DEALER WAS UNABLE TO DUPLICATE THE PROBLEM. THE VEHICLE WAS SEEN BY A SECONDARY DEALER. ALTHOUGH THE DEALER WAS UNABLE TO DUPLICATE THE PROBLEM AS WELL, THE DEALER REPLACED THE ACCELERATOR CABLE AND CRUISE CONTROL. THE VEHICLE HAS NOT BEEN DRIVEN TO DETERMINE IF THIS REPAIR REMEDIED THE PROBLEM. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 61000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pressure-low |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-similar failures on other vehicles mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | Y |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10156904 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 05-May-2006 |
| Version Series Code | UNKN | Load Date | 11 -May-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 11 -May-2006 | | |

| | |
|---|---|
| Customer Comment | ACCELERATOR PEDAL BEGAN STICKING. I COULD NOT RAISE THE PEDAL UP OR PRESS IT DOWN. SUDDENLY, CAR WOULD TAKE OFF. THIS HAPPENS AT ANY TIME DURING DRIVING. I HAVE TAKEN THE CAR BACK TO DEALERSHIP TWICE FOR THE SAME PROBLEM, ALL WITHIN 6 MONTHS TIME. I FEEL THIS IS A SAFETY ISSUE WITH THE VEHICLE. I WAS TOLD IT WAS CARBON BUILD UP ON THE THROTTLE BODY. I FEEL IT IS AN ISSUE WITH THE TRIBUTE, OTHER CARS DO NOT HAVE THIS ISSUE. ALL THEY DID WAS CLEAN THE THROTTLE BODY BOTH TIMES. THEY ALSO SAID IT WAS NOT COVERED UNDER WARRANTY ALTHOUGH THEY DID NOT CHARGE ME FOR THE WORK DONE. I AM LEARY ABOUT DRIVING MY CAR SINCE I NEVER KNOW WHEN IT WILL START STICKING AGAIN. *JB |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2005 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-stays on |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | leak-failed gasket/seal/weatherstrip |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-in park |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | Y |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10160004 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 02-May-2006 |
| Version Series Code | UNKN | Load Date | 19 -Jul-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 19 -Jul-2006 | | |

| | |
|---|---|
| Customer Comment | DT* THE CONTACT STATED WHILE DRIVING ABOUT 30 MPH, WITH ACCELERATOR PRESSURE APPLIED, THE ACCELERATOR PEDAL PULLED TO THE FLOOR WITHOUT WARNING. THE VEHICLE ACCELERATED AT A HIGH SPEED ONTO THE HIGHWAY. THE CONTACT ATTEMPTED TO DISENGAGE THE ACCELERATOR PEDAL BY PUMPING THE PEDAL SEVERAL TIMES WITHOUT SUCCESS. THE VEHICLE SLOWLY RESPONDED TO BRAKE PRESSURE AND THE VEHICLE WAS PLACED IN PARK. WHILE PARKED, THE ENGINE REVVED UNTIL THE IGNITION WAS TURNED OFF. THE VEHICLE WAS TOWED TO A DEALER WHO DETERMINED THE CASING ON THE CRUISE CONTROL CRACKED WHICH CAUSED THE CRUISE CONTROL CABLE TO STICK, ALTHOUGH THE CRUISE CONTROL WAS NOT ENGAGED AT THAT TIME. THE DEALER REPLACED THE CRUISE CONTROL CASING AND CABLES WHICH CORRECTED THE PROBLEM. THE VALVE COVER AND GASKET WERE REPLACED. UPDATED 07/07/06 |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 58000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-false activation/cycle/deploy |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | Personal Injury; | Verified | Y |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10170988 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 16-Oct-2006 |
| Version Series Code | UNKN | Load Date | 25 -Oct-2006 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 25 -Oct-2006 | | |

| | |
|---|---|
| Customer Comment | 2002 MAZDA TRIBUTE. ON 10/12/2006 WHILE MY WIFE WAS DRIVING THE MENTIONED VEHICLE IT ACCELERATED BY ITSELF TO SPEEDS IN EXCESS OF 55 MILES PER HOUR, WHILE SHE WAS IN A TARGET STORE PARKING LOT. IT DID NOT BRAKE OR STOP UNTIL IT HIT AN STOP SIGN AND MY WIFE WAS ABLE TO TURN THE IGNITION OFF. THE POLICE DEPT. OF THE CITY OF DAVIE WAS CALLED, THEY VERIFIED IT WAS SOME MECHANICAL PROBLEM WITH THE ACCELERATOR. NO TICKETS WERE ISSUED. WE CALLED THE AAA AND THE DRIVER INFORMED US THAT THE THROTTLE CABLE WAS STUCK AND THAT PRODUCED THE ACCELERATION. WE CALLED THE MAZDA DEALERSHIP WHERE THE VEHICLE WAS PURCHASED. THEY STATED THAT THERE WAS A RECALL FOR THE THROTTLE AND TO BRING THE CAR IN FOR SERVICE. MY WIFE AND SON BROUGHT THE CAR IN UNDER THE IMPRESSION THAT THEY WILL TAKE CARE OF THIS PROBLEM. THEY SAID WHEN THE CAR WAS READY IT COST $157.20 AND IT HAD TO BE PAID OR THE CAR WOULD NOT BE RELEASED. SAID THAT MY SON AUTHORIZED THE CHARGE. HAD TO PAY TO HAVE CAR RELEASED. MAZDA SHOULD PAY. *NM |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 37918 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | circuit-poor contact/poor ground |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-terminal/connector |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on deceleration/braking |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | nvh-noisy operation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | Y |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10178811 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Jan-2007 |
| Version Series Code | UNKN | Load Date | 24 -Jan-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 24 -Jan-2007 | | |

| | |
|---|---|
| Customer Comment | TL* THE CONTACT STATED THAT WHILE DRIVING A 2004 MAZDA TRIBUTE AT 25 MPH THE ACCELERATOR PEDAL GOT STUCK. THE CONTACT APPLIED THE BRAKES AND THE VEHICLE WOULDN'T COME TO A COMPLETE STOP, UNTIL THE CONTACT HEARD A POPPING NOISE, THAT'S WHEN THE VEHICLE SHIFTED INTO IDLE. WHILE INSPECTING THE VEHICLE THE CONTACT NOTICED THAT THE ACCELERATOR CABLE HAD SNAPPED. THE CONTACT TOOK THE VEHICLE TO THE DEALERSHIP (D DAHLE MAZDA IN MURRAY, UT) AND THEY STATED THAT THE CONTACT WOULD HAVE TO PAY FOR THE REPAIR SINCE THEY HAD ALREADY PERFORM THE RECALL REPAIR FOR CONTACT NHTSA CAMPAIGN ID NUMBER 04V583000. THE CONTACT CAN PROVIDE PICTURES IF NEEDED. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2004 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 53200 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-engine-hot |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on deceleration/braking |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | Property Damage; | Verified | Y |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10181688 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 03-Feb-2007 |
| Version Series Code | UNKN | Load Date | 13 -Feb-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 13 -Feb-2007 | | |

| | |
|---|---|
| Customer Comment | I WAS DRIVING ON A FREEWAY (4 LANE 65 MPH SPEED LIMIT) ON THE AFTERNOON OF 2/3/2007 WITH MY CRUISE CONTROL SET TO 65 MPH. I NOTICED THAT I WAS SPEEDING UP, AND WITHIN A SHORT TIME, MY SPEED HAD CLIMBED TO ABOUT 90 MPH. AT FIRST, I THOUGHT THIS WAS A MALFUNCTION OF MY SPEED CONTROL, BUT AFTER TOUCHING THE BRAKE AND TURNING THE SPEED CONTROL OFF, IT CONTINUED TO GO ABOUT 90 MPH. AT THIS TIME, I NOTICED AN EXIT COMING UP IN ABOUT 1 MILE SO I KEPT TOUCHING THE BREAK TO KEEP THE SPEED ABOUT 75 80 AND WHEN I APPROACHED THE EXIT, SHUT OFF THE CAR AND COASTED TO THE TOP OF THE RAMP. WITH THE CAR SAFELY STOPPED, I WAS ABLE TO GET THE CAR TOWED TO A SERVICE STATION, WHERE THE MECHANIC PULLED OFF THE AIR FILTER ASSEMBLY GOING INTO WHAT I THINK IS A THROTTLE CHAMBER AND FOUND A LARGE PIECE OF ICE HOLDING EITHER THE CHOKE OR THROTTLE CAUSING THE PROBLEM. IT IS IMPORTANT TO NOTE THAT THE TEMPERATURES THAT DAY WERE VERY COLD ABOUT 10 DEGREES F. BELOW ZERO. AFTER REMOVING THE ICE AND CLEANING OUT THE CHAMBER WITH SILICON, AND ALLOWING IT TO WARM UP FOR ABOUT 15 MINUTES EVERYTHING WAS OKAY. I SHOULD NOTE THAT I HAD TAKEN THE VEHICLE INTO THE LOCAL MAZDA DEALER ABOUT A MONTH EARLIER BECAUSE I NOTICED THE THROTTLE WAS STICKING THEY SERVICED IT AND IT SEEMED TO BE OKAY, UNTIL THE INCIDENT ON 2/3/07. WHEN I CALLED THE MAZDA DEALERSHIP, THEY TOLD ME THAT THERE WAS A SAFETY RECALL ON THE THROTTLE ASSEMBLY, BUT THEY SHOWED THIS PART HAD BEEN REPLACED ALREADY. I AM CONCERNED THAT ICE CAN BUILD UP IN THIS AREA AND THE SAME THING WILL HAPPEN AGAIN, WHENEVER IT IS COLD OUT. I HAVEN'T SEEN ANOTHER SIMILAR COMPLAINT, BUT THOUGHT IT WOULD BE A GOOD IDEA TO DOCUMENT THIS THIS COULD HAVE EASILY CAUSED A MAJOR ACCIDENT. *NM |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2004 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |

| | | | |
|---|---|---|---|
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 70500 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 891605 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 23-Jun-2001 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | VEHICLE WAS GOING 10 15MPH AND STEPPED ON GAS TO GO 20 25MPH. AND RPMS WERE STICKING,AND BRAKING MADE IT 80 85% LESS EFFECTIVE. DEALER IS CONVINCED THE PROBLEM IS THE FLOOR MATS |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-loss of power |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-in neutral |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-location-interior |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 762592 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Jun-2002 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | MAY 23, 2002 CRUISE CONTROL STOPPED WORKING. LIGHT ON CONSOLE COMES ON BUT DOESN'T ENGAGE. JUNE 01, 2002 LOST ALL POWER WHILE GOING APPROX 35 MPH AROUND A SLIGHT CURVE. PULLED TO THE SIDE, PUT IN NEUTRAL AND STARTED AGAIN |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-hesitates |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10027270 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Jul-2003 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | CONSUMER DEPRESSED ACCELERATOR PEDAL AND VEHICLE HESITATED, AND THEN SUDDENLY LURCHED FORWARD, ALMOST CAUSING A COLLISION. RELATED INVESTIGATION EA 02 027.*A |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10010623 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 12-Feb-2003 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | THROTTLE STICKS WHEN ACCELERATING FROM COMPLETE STOP DUE TO BUILD UP ON THROTTLE PLATE. OWNER HAS PROVIDED MAINTENANCE AND FUEL AS SPECIFIED IN MANUAL, YET WAS TOLD MAZDA DOES NOT COVER UNDER WARRANTY. PROBLEM APPEARED WITH LESS THAN 15000 MILES. CLEANING (AT OWNER COST) PROVIDES ONLY SHORT TERM REMEDY. *NL |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | contaminated/foreign |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10047269 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 17-Nov-2003 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | ACCELERATOR PEDAL IS STICKY RIGHT FROM THE START OF DEPRESSING THE PEDAL. ONCE THE RESISTANCE IS OVERCOME THE VEHICLE LURCHES FORWARD. DEALER CLAIMS CARBON BUILD UP (CONTAMINATION) ON OR NEAR THE THROTTLE PLATE IS CAUSING INITIAL RESISTANCE. TWO OCCURRENCES (APPROXIMATELY 5,000 AND 10,000 MILES) HAVE RESULTED IN DEALER CLEANING AREA TO REMOVE CONTAMINATION. *L |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 10500 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-engine-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10046572 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 10-Dec-2002 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | WHEN IT IS COLD THE ACCELERATOR STICKS AFTER GOING ABOUT AN INCH. WHEN THE ACCELERATOR BECOMES UNLOCKED IT CAUSES THE VEHICLE TO LURCH FORWARD. THE VEHICLE WAS TAKEN TO A DEALER, WHO INFORMED THE CONSUMER THAT THERE WAS A CARBON BUILDUP ON THE CABLE. THIS INCIDENT OCCURRED AT LEAST TWENTY FIVE TIMES. THE MANUFACTURER WAS AWARE OF THE PROBLEM.*A |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | * | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 7200 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10046790 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 11-Nov-2003 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | ACCELERATOR PEDAL STUCK ON 2004 MAZDA TRIBUTE. *L |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | * | Engine Serial Number | UNKNOWN |
| Model Year | 2004 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 2200 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-pedal positions |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10053779 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Nov-2003 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | THE ACCELERATOR PEDAL STUCK ON TWO SEPARATE OCCASIONS. THIS OCCURRED WHILE ACCELERATING FROM A STOP POSITION. AS A RESULT, EXCESSIVE FORCE HAD TO BE APPLIED TO THE PEDAL WHICH RESULTED IN RAPID ACCELERATION. BOTH FAILURES WERE DUE TO THE THROTTLE BODY.*AK *M |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 20000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10082337 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 07-May-2004 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | PULLING INTO A PARKING SPOT AND THE CAR SURGED FORWARD AT A HIGH RATE. RESULTING IN $2,206.79 IN DAMAGE THE DEALER SAID THAT IS NOT POSSIBLE AND SAID THAT HAS NEVER HAPPENED BEFORE. *L |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2004 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 5228 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-shift reverse |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | Personal Injury; Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10103702 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 23-Nov-2004 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | WHILE BACKING OUT OF A PARKING SPACE THE BACK BUMPER SLIGHTLY BUMPED THE LIGHT POLE. WHEN THE CONSUMER SHIFTED THE VEHICLE INTO DRIVE IT COMMENCED TO ACCELERATE AT HIGH SPEED, LURCHED FORWARD AND RAN INTO A CENTER BLOCK WALL. NO INJURIES WERE REPORTED. THE INSURANCE COMPANY TOTALED THE VEHICLE, AND THEY NOTIFIED THE DEALER AND THE MANUFACTURER.*A |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 20000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

## Consumer Reports

## VOQ Mazda

## ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-burned component (not fire) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10103722 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 12-Dec-2004 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | WHILE DRIVING 40 MPH VEHICLE COMMENCED TO ACCELERATE. CONSUMER WAS ABLE TO DRIVE THE VEHICLE TO A SERVICE STATION. WHILE PARKED AND IDLING THE PROBLEM RECURRED. THIS TIME THE ACCELERATOR PEDAL WAS DOWN TO THE FLOOR. VEHICLE WAS TOWED TO THE DEALER, WHO INFORMED THE CONSUMER ACCELERATOR ASSEMBLY BURNED OUT AND NEEDED TO BE REPLACED.*AK |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 47000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | Personal Injury; Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10111295 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 18-Jan-2005 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | WHILE DRIVING 40 MPH VEHICLE ACCELERATED. AS A RESULT, CONSUMER'S VEHICLE REAR ENDED ANOTHER VEHICLE. NO INJURIES REPORTED. CONSUMER STATED TWO WEEKS LATER A RECALL FOR THE ACCELERATOR PEDAL WAS ISSUED. *A |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | * | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 20000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-pedal positions |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pressure-low |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10104559 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 04-Nov-2004 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | ACCELLATOR PEDAL IS HARDER TO PRESS DOWN, THEN IT WAS 15,000 MILES AGO. IT DOES RETURN TO A PROPER IDLE SPEED AT THIS TIME. PER MAZDA SERIVCE DEPARTMENT TECH, THE THROTTLE BODY COLLECTS A SOOT , OR OILY EXHAUST OVER TIME, CAUSING THE THROTTLE BODY BUTTERFLY VALVE TO NOT MOVE FREELY. THE CAUSE OF THIS CONDITION IN MAZDA TRIBUTE AND IN FORD ESCAPES IS A POOR DESIGN OF THE ENTRANCE OF EXHAUST GASSES TO BE REBURNED. THE EXHAUST GASSES ARE RETURNED JUST IN BACK OF THE THROTTLE BODY, THEREBY CAUSING THE BUILDUP AND POSSIBLE MALFUNCTION OF THE THROTTLE BODY IN THE OPEN POSITION. RECALL CAMPAIGN NUMBER 04V583000 DOES NOT COVER THIS PROBLEM, AS IT COVERS THE VEHICLE SPEED CONTROL CABLES.*A |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 28000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | Personal Injury; Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10111725 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 09-Feb-2005 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | WHILE DRIVING THE VEHICLE, THE ACCELERATOR STUCK. THE CONSUMER PULLED OFF THE ROAD DUE TO HEAVY FOG BUT THE VEHICLE WENT INTO THE LAKE. *NM RECALL CAMPAIGN# 04V583000. *SC *J |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 32655 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at start up |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-engine-hot |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-intermittent/random |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-pedal positions |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10106829 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 25-Sep-2004 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | ACCELERATOR PEDAL GETS STUCK IN IDLE POSITION. BY APPLYING FORCE, THEN ACCELERATOR PEDAL MOVES BUT VEHICLE TAKES OFF ERRATICALLY. IT HAPPENS WHEN ENGINE IS COLD AND HOT. *A |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on deceleration/braking |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10107624 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 17-Dec-2004 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | 2005 MAZDA TRIBUTE [4000 MI] BRAKES FAILED AND THROTTLE STUCK ON DEC 17, 2004. I HAD TO PULL HAND BRAKE TO STOP . CAR WAS TOWED TO DEALERSHIP IN AMHERST VA. THROTTLE ASSY, IDLE CONTROL VALVE AND A 100MI ROAD TEST WERE DONE. PICKED VEHICLE UP ON JAN 14,2005. ON JAN 15TH, PROBLEM OCCURRED AGAIN WITH BRAKES NON RESPONSIVE AND THROTTLE STUCK. SOMEONE ELSE WAS DRIVING AND THEY TURNED ENGINE OFF AND COASTED OFF THE ROAD. VEHICLE WAS TOWED BACK TO DEALERSHIP IN AMHERST AND REMAINS THERE AT PRESENT |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2005 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 4000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-cracked/fractured/split |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-cut/torn/frayed |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | loss of control |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-prior repair mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | separation |
| Significant Event | Personal Injury; Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10108769 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 22-Jan-2005 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | NHTSA RECALL 04V583000 ON THE ACCELERATOR CABLE. APPROXIMATELY TWO YEARS AFTER HAVING THE ACCELERATOR CABLE REPLACED THE PROBLEM RECURRED. WHILE DRIVING 2 MPH, THE VEHICLE ACCELERATED UNCONTROLLABLY. THE DRIVER APPLIED THE BRAKE PEDAL AND THE VEHICLE CONTINUED TO ACCELERATE. THE DRIVER WAS NOT ABLE TO MAINTAIN CONTROL OF THE VEHICLE AND COLLIDED INTO A LIGHT POLE. THIS CAUSED THE DRIVER TO SUSTAIN MINOR INJURIES AND WAS TAKEN TO THE HOSPITAL. THE VEHICLE WAS TOWED TO A DEALER FOR INSPECTION. *JB THE BATTERY WAS INOPERATIVE DUE TO A BROKEN CABLE AND A FRAYED MAIN BELT HAD COME OFF AND THE STEERING WAS IMPAIRED. *SC *J |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4S2YU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 27095 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | high effort |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10114903 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Mar-2005 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | THE CONSUMER NOTICED THAT THE GAS PEDAL ON HIS 2001 MAZDA TRIBUTE HAS BECOME HARDER TO DEPRESS AND THE ENGINE JUMPS WHEN THE VEHICLE ACCELERATES. *NM THE CONSUMER WANTS TO KNOW IF RECALL 04V574000 APPLIES TO HIS VEHICLE, BECAUSE A RECALL WAS ISSUED ON THE 2003 FORD ESCAPE AND FORD ALSO MADE THE MAZDA TRIBUTE. *SC *J |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

## Disclaimer:

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# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-stays on |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-in park |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-wet |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10114588 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 08-Mar-2005 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | I HAVE A 2003 MAZDA TRIBUTE. I RECEIVED A RECALL NOTICE IN LATE FEBRUARY JUST BEFORE GOING ON A BUSINESS TRIP ABOUT AN ACCELERATOR CABLE PROBLEM. SHORTLY AFTER I RETURNED FROMMY TRIP AND BEFORE I COULD BRING THIS VEHICLE TO THE DEALER I EXPERIENCED THIS PROBLEM WHILE ON THE HIGHWAY AT 65 MPH """""""" IT WAS ICY AND SNOWY AND IN TRAFFIC """" THE CAR WOULD NOT SLOW DOWN. I HONKED THE HORN, PUT ON FLASHERS AND WAIVED PEOPLE OUT OF MY WAY, GOT TO THE SIDE OF THE ROAD, SLAMMED ON THE BRAKES AND WHEN I GOT SLOW ENOUGH, THREW IT IN PARK AND PULLED THE KEY. MAZDA ROADSIDE ASSISTANCE TOWED THE CAR, GAVE ME A RENTAL AND FIXED THE PROBLEM, BUT I COULD HAVE DIED" THIS WAS BAD REALLY BAD" I AM SO THANKFUL THAT MY WIFE WAS NOT DRIVING THE CAR """" I UNDERSTAND THAT SINCE THEY SENT A RECALL NOPTICE OUT, THEY FEEL THERE IS NOTHING MORE THAT COULD HAVE BEEN DONE, BUT I DISAGREE """ THIS IS A LIFE THREATENING PROBLEM" THEY SHOULD CALL, OR DO SOMETHING TO MAKE SURE THAT THIS RECALL IS PERFORMED IMMEDIATELY" FAILURE TO DO SO COULD RESULT IN SERIOUS ACCIDENT OR DEATH. MAZDA SENDS OUT SO MUCH MAIL, THAT I AM WORRIED MANY PERSONS MIGHT DISREGARD AND NOT EVEN KNOW ABOUT THE RECALL. GREATER EFFORTS SHOULD BE MADE TO NOTIFY TRIBUTE OWNERS OF THE PROBELM AND URGE THEM TO GET THE RECALL REPAIR PERFORMED IMMEDIATELY" I WAS VERY VERY FORTUNATE, BUT I IMAGINE THAT OTHERS WILL NOT BE. |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 32450 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# PE12-019

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | no problem found |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10119596 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 05-Dec-2003 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | CONTACT STATES THE ACCELERATOR IS STICKING. RECEIVED A RECALL LETTER, AND TOOK THE LETTER TO THE DEALER, WHO DID NOT FIX THE PROBLEM. ACCELERATOR STICKS MAINLY IN THE WINTER...WHEN TAKING FOOT OFF THE PEDAL FOR A FEW SECONDS AND TRYING TO HIT THE ACCELERATOR AGAIN VEHICLE SPEEDS UP AND IT JUMPS. *AK *J |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 6000 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | Personal Injury; Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10119157 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Dec-2004 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | ACCIDENT INVOLVING MAZDA TRIBUTE WHEREIN THE ACCELERATOR BECAME STUCK.*MR THE ATTORNEY REQUEST INFORMATION ON BEHALF OF CLIENT WHO WAS INJURED WHEN HER VEHICLE ACCELERATED SUDDENLY. THE VEHICLE WAS TOTALED. *N |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2003 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | 12-Mar-2006 |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-stays on |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-at cruise |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10119300 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 01-Apr-2005 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | 2004 MAZDA TRIBUTE EXPERIENCING PROBLEMS WITH SUDDEN ACCELERATION. *MR THERE WERE TWO OCCASIONS WHEN THE CONSUMER APPLIED THE BRAKES BUT THE VEHICLE DID NOT STOP. ONE OCCASION THE VEHICLE WAS PULLING UP TO A BUILDING AND DAMAGED THE FRONT END OF THE VEHICLE AND ON THE SECOND OCCASION, THE CONSUMER WAS TRAVELING ON THE HIGHWAY WHEN THE VEHICLE SUDDENLY ACCELERATED WITHOUT INCIDENT. *SC *J |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2004 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls | Symptom | function-stays on |
| Commodity | powertrain-engine-accel pedal/linkage/controls | Symptom | mod-driving condition-at idle |
| Commodity | powertrain-engine-accel pedal/linkage/controls | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls | Symptom | mod-driving condition-when engine running |
| Commodity | powertrain-engine-accel pedal/linkage/controls | Symptom | mod-driving condition-when engine/ignition turned off |
| Commodity | powertrain-engine-accel pedal/linkage/controls | Symptom | mod-intermittent/random |
| Significant Event | | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10125132 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 10-Jun-2005 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | OCCASSIONALLY, WHILE MY CAR IS IDLE BOTH PARKED BUT RUNNING OR WHILE I'M IN TRAFFIC, THE ENGINE ACCELERATES AND THE RPM GAUGE RACES. THE ENGINE WILL NOT STOP RACING UNLESS I TURN THE CAR OFF. ALSO, DRIVER CAR DOOR DOES NOT OPEN FROM THE INSIDE, SERVICE DEALER SAYS I NEED TO REPLACE ENTIRE LOCK INCLUDING COMPONENTS NOT COVERED UNDER MAP |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2CU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2001 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine power-stall |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-shuts off |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Significant Event | | Verified | Y |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10121980 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 29-May-2002 |
| Version Series Code | UNKN | Load Date | 02 -Jan-2008 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 02 -Jan-2008 | | |

| | |
|---|---|
| Customer Comment | DT VEHICLE SHUTS OFF COMPLETELY DURING MOVEMENT. IT ALSO SPEEDS UP WITHOUT THE ACCELERATOR PEDAL BEING DEPRESSED. ALSO, TRANSMISSION DOES NOT CHANGE GEARS.*A |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YU[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 20 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| ECI Record | [redacted] | Source Code | VOQ Mazda |
|---|---|---|---|

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | body-structure/sheetmetal-floorpan | Symptom | damage |
| Commodity | body-structure/sheetmetal-floorpan | Symptom | damage-cut/torn/frayed |
| Commodity | body-structure/sheetmetal-floorpan | Symptom | field service action |
| Commodity | body-structure/sheetmetal-floorpan | Symptom | fire |
| Commodity | body-structure/sheetmetal-floorpan | Symptom | function-malfunction/inoperative |
| Commodity | body-structure/sheetmetal-floorpan | Symptom | mod-vehicle towed in |
| Commodity | body-structure/sheetmetal-floorpan | Symptom | repair-similar failures on other vehicles mentioned |
| Commodity | body-structure/sheetmetal-floorpan | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | damage-cut/torn/frayed |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | field service action |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | fire |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | repair-similar failures on other vehicles mentioned |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-electronic engine control— | Symptom | damage |
| Commodity | powertrain-engine-electronic engine control— | Symptom | damage-cut/torn/frayed |
| Commodity | powertrain-engine-electronic engine control— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-electronic engine control— | Symptom | field service action |
| Commodity | powertrain-engine-electronic engine control— | Symptom | fire |
| Commodity | powertrain-engine-electronic engine control— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-electronic engine control— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-electronic engine control— | Symptom | repair-similar failures on other vehicles mentioned |
| Commodity | powertrain-engine-electronic engine control— | Symptom | sticks/binds/grabs |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | damage |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | damage-cut/torn/frayed |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | engine rpm surge/flare |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | field service action |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | fire |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | mod-vehicle towed in |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | repair-similar failures on other vehicles mentioned |
| Commodity | powertrain-engine-miscellaneous controls— | Symptom | sticks/binds/grabs |
| Significant Event | Fire; Personal Injury; Property Damage; | Verified | Y |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10314174 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 18-Nov-2009 |
| Version Series Code | UNKN | Load Date | 01 -Jul-2010 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 01 -Jul-2010 | | |

| | |
|---|---|
| Customer Comment | VEH.WAS JUST FIXED BY MAZDA 3 WEEKS EARLIER FOR THROTTLE DAMAGE CABLE DAMAGE/ IAC VALVE DEF. &WIDE OPEN SEE REF #[redacted] 10/26/09 WHEN SAME ISSUE OCCURED. THROTTLE STUCK AND CAR RACED FORWARD HITTING PARKED CAR AND RIPPING GUARD RAIL 2 FT OUT OF GROUND. CAR FLOORED DISTANCE APPROX.15 FT. WIFE WAS INJURED AND TAKEN BY AMB TO HOSP. POLICE/FIRE CALLED BY WITNESSES. CAR TAKEN BACK TO SAME MAZDA DEALER WHERE THEY CALLED MAZDA HDQTRS FOR HELP. CAR SAT UNTOUCHED FOR 9 DAYS BEFORE MAZDA DECLINED TO SHOW @ DEALERS,TELLING THEM TO TOTAL CAR. I GOT MAD W/DEALER AND HAD CAR TOWED TO ANOTHER MAZDA DEALER WHO SAID THEY WOULD HAVE MAZDA REP LOOK INTO TRBL. AFTER 3 DAYS MAZDA DECLINED TO COME OUT AGAIN STATING CAR HAD BEEN TOTALED AND WOULD NOT LOOK ANY FURTHER. INSURANCE CO. SENT INDEPENDENT INVEST OUT WHO SAID CAR /SCENE HAD BEEN DISTURBED AND REPORTS VARY . CASE APPEARS TO BE COMP BY INSURANCE .MAZDA INSISTS THAT I AM ONLY PERSON IN ENTIRE U.S. TO COMPLAIN ABOUT THIS PROBLEM. RECALL FOR EXACT SAME DEFECT WAS DONE 2/05 AND REPAIRED,NEVER TO COME BACK. THEY PUT BACK SAME TYPE/MODEL PARTS EVERY TIME BUT STILL REFUSED TO LOOK INTO FAILURE AFTER TWO MAZDA DEALERS CALLED TO REPORT. *T |
| Technician Comment | |

| CQIS Recommendations | |
|---|---|

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | * | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

**Disclaimer:**

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

Contact CDR HELP

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# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | function-malfunction/inoperative |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-weather-cold |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | pedal concerns-accelerator pedal |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | sticks/binds/grabs |
| Significant Event | | Verified | Y |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10439165 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 26-Nov-2009 |
| Version Series Code | UNKN | Load Date | 14 -Dec-2011 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 14 -Dec-2011 | | |

| | |
|---|---|
| Customer Comment | AFTER READING OTHER SIMILAR COMPLAINTS, I FELT COMPELLED TO ADDRESS THIS ISSUE WITH THE GAS PEDAL. IT SEEMS MAZDA HAS BEEN AWARE OF THIS PROBLEM FOR MANY YEARS, YET NO RECALL. THE GAS PEDAL STICKS IN WEATHER COLDER THAN 50 DEGREES. FOR AN ALL TERRAIN VEHICLE (SUV) WHICH IS MADE TO GO OFF ROAD AND IN MOUNTAINS, THIS IS A PRETTY SERIOUS SAFETY ISSUE. WHEN I CONFERRED WITH MY LOCAL MAZDA DEALER, THEY WANTED TO CHARGE ME $400 FOR PARTS AND LABOR TO REPLACE A FAULTY MECHANISM. I FEEL I SHOULDN'T HAVE TO PAY FOR SOMETHING WHICH IS INHERENT WITH THESE TRIBUTE VEHICLES AND FOR WHICH MAZDA IS FULLY AWARE |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | *4F2YZ[redacted] | Engine Serial Number | UNKNOWN |
| Model Year | 2005 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |

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# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Consumer Reports

# VOQ Mazda

# ECI [redacted]

# Concern Driven Reporting

## Report Detail

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

| | | | |
|---|---|---|---|
| ECI Record | [redacted] | Source Code | VOQ Mazda |

## Commodity Assignment

| | | | |
|---|---|---|---|
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-on acceleration |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-driving condition-while driving |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | mod-no indication (sudden) |
| Commodity | powertrain-engine-accel pedal/linkage/controls— | Symptom | unintended acceleration |
| Significant Event | Property Damage; | Verified | N |

## Tread Information

## Report Details

| | | | |
|---|---|---|---|
| Source Claim Key | [redacted] ODI 10033988 | Warranty Component Classification (WCC) | |
| Corporate Product Systems Classification (CPSC) | | Time in Service | |
| Customer Condition Code | | V Function Group (VFG) | |
| Source System Program Type | | Repair/Report/Paid Date | 14-Aug-2003 |
| Version Series Code | UNKN | Load Date | 29 -Nov-2007 |
| Causal Part Prefix- Base - Suffix | - - | Dealer Code | |
| Causal Part Name | NOT PROVIDED BY SOURCE | Dealer Name | NOT PROVIDED BY SOURCE |
| Non Causal Part Prefix-Base-Suffix | | Dealer City | |
| Non Causal Part Numbers | | Dealer State/Province | |
| Fault Code | | Dealer Country | USA |
| Diagonstic Trouble Code | | Dealer Phone Number | |
| Labor Operation Code | | Attachment | |
| Communication Type | | VOQ Component Description Code | |
| Maintenance Date | 29 -Nov-2007 | | |

| | |
|---|---|
| Customer Comment | VEHICLE EXPERIENCED SUDDEN ACCELERATION WHILE DRIVING AT THE PARKING LOT, AND VEHICLE COLLIDED WITH A BRICK WALL, SMASHING THE FRONT. DEALER NOTIFIED. *A |
| Technician Comment | |
| CQIS Recommendations | |

## Tire Information

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

## Vehicle Information

| | | | |
|---|---|---|---|
| VIN | * | Engine Serial Number | UNKNOWN |
| Model Year | 2002 | Engine Description | Unknown |
| Transmission | Unknown | Vehicle Description | TRIBUTE |
| Body Cab Style | UNKN Unknown | Drive Line | Unknown |
| Production Date | | Retail Sale Indicator Code | |
| Plant Description | Unknown | Reaquired Vehicle | |
| Build Region | | Warranty Start Date | |
| Build Country Code | | Transmission Serial Number | UNKNOWN |
| Mileage | 0 | Vehicle Axle Ratio | |
| Vehicle Restraint Code | | | |


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

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# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# DAMAGE CLAIM



Simon•Passanante PC
*Attorneys and Counselors at Law*

May 23, 2005

***Via Facsimile – Hard Copy to Follow***
Julie Shull
Shook, Hardy & Bacon, L.L.P.
One Kansas City Place
1200 Main Street
Kansas City, MO 64105-2118

*re: January 26, 2005 Rollover in Stoddard Co.*

Dear Julie:

As we discussed today, enclosed please find the police report relating to a rollover of a 2004 Mazda Tribute where [redacted] my client, was injured. C.H. Parsons of Parsons & Wilson in Dexter, Missouri represents Whitney Malloy and her family.

Our office is investigating this rollover on behalf of [redacted] and her family. To that end we have contacted William Rosenbluth, of Automotive Systems Analysis in Reston, Virginia, to download the information from the black box in the 2004 Mazda Tribute involved in this incident. This inspection and downloading will take place on June 9, 2005 at 10:00 a.m. in Dexter, Missouri with the Malloy family's permission.

Mr. Rosenbluth has requested that we notify Ford Motor Company and Mazda Motor of America, Inc. of this inspection and provide to Ford and Mazda the opportunity to participate. Accordingly, if you could contact Ford, and Mazda if possible, and inform the companies of this inspection, it would be appreciated. I am directing this correspondence to you as your office has represented Ford Motor Company in the past on cases I have filed in Missouri. I have also contacted Lisa A. Keesling of Bryan Cave here in St. Louis, who has in the past represented Mazda, and am awaiting her return call.

Please let me know if either Ford or Mazda would like to participate in the inspection and downloading of the black box on June 9, 2005 and if so, I can provide more details about the location, etc.

Thank you for your assistance with this matter. Please contact me if you have any further questions or if more information is needed.

Very truly yours,

Jamie L. Boock

Enclosure
cc: PJP
C.H. Parsons
William Rosenbluth

MISSOURI UNIFORM ACCIDENT REPORT



SPACE USED FOR BARCODE

1 - AGENCY NAME AND ORI: MISSOURI STATE HIGHWAY PATROL MOMHPEE00

| LEFT THE SCENE | CLEARED | ACCIDENT CLASSIFICATION | PROPERTY DAMAGE ONLY | NUMBER INJURED | NUMBER KILLED | REPORT / CASE / INCIDENT NUMBER |
|---|---|---|---|---|---|---|
| ☐ YES ☒ NO | ☐ YES ☐ NO | | ☐ | 2 | 0 | [redacted] |

| NUMBER OF VEHICLES INVOLVED | ACCIDENT DATE | ACCIDENT TIME (MIL.) | TIME NOTIFIED (MIL.) | TIME ARRIVED (MIL.) | INVESTIGATION DATE |
|---|---|---|---|---|---|
| 1 | 01/26/2005 | 0715 | 0719 | 0726 | 01/26/2005 |

2 - LOCATION

| COUNTY | MUNICIPALITY | BEAT / ZONE | TRAV DIST / PCT | INVESTIGATED AT SCENE |
|---|---|---|---|---|
| Stoddard 104 | NA 9999 | 11 | E | ☒ YES ☐ NO |

| ON | DISTANCE FROM | LOCATION | INTERSECTING STREET OR ROADWAY | | |
|---|---|---|---|---|---|
| US 60 | ____ FEET ____ MILES | ☐ AFTER ☐ BEFORE ☒ AT | CRD 531 (S) | | |

| ROADWAY DIRECTION | SPEED LIMIT | SPEED LIMIT | GEO - CODE | GPS LONGITUDE | GPS LATITUDE |
|---|---|---|---|---|---|
| W | 65 | 45 | NA | W 089° 53' 51.3" | N 036° 49' 51.3" |

ROAD MAINTAINED BY ☒ 1. STATE ☐ 2. COUNTY ☐ 3. MUNICIPAL ☐ 4. PRIVATE PROPERTY ☐ 5. OTHER

3 - DAMAGE TO PROPERTY OTHER THAN VEHICLES ☐ NONE

GIVE OWNER'S NAME AND ADDRESS, DESCRIPTION OF PROPERTY, AND DAMAGE.
☒ MoDOT One way sign and post; post broken signs bent

**4. DRIVER 1**

| DRIVER'S FULL NAME (LAST, FIRST, MI) | ADDRESS (STREET, CITY, STATE, ZIP) |
|---|---|
| [redacted] | [redacted] Benton, MO, [redacted] |

| DRIVER LICENSE NUMBER / ID NUMBER | STATE | TYPE OF LICENSE | | | | MC ENDORSEMENT |
|---|---|---|---|---|---|---|
| [redacted] | MO | ☒ 1. OPERATOR CLASS [redacted] ☐ 2. CDL CLASS ____ | ☐ 3. PERMIT ☐ 4. UNLICENSED | ☐ 5. MC ONLY ☐ UNKNOWN | ☐ YES ☐ NO ☒ NA | |

| PROOF OF INSURANCE | INSURANCE COMPANY | | POLICY NUMBER |
|---|---|---|---|
| ☐ YES ☒ NO ☐ NOT REQUIRED | None | ☐ DRIVER ☐ VEHICLE | ☒ NA |

**VEHICLE 1**

| YEAR | MAKE | MODEL | COLOR |
|---|---|---|---|
| 2004 | Mazda | Tribute | White |

| LIC. PLATE NO. | STATE | YEAR | VIN | TOTAL NO. OF OCCUPANTS |
|---|---|---|---|---|
| [redacted] | MO | 2005 | 4F2CZ04134K[redacted] | 2 |

VEHICLE OWNER NAME (LAST, FIRST, MI) / COMMERCIAL CARRIER: [redacted] [redacted] ADDRESS (STREET, CITY, STATE, ZIP): Springfield, MO, [redacted] ☐ SAME AS DRIVER

VEHICLE DAMAGE (Circle all damaged areas) ☐ NONE

INITIAL IMPACT NO. ☐ NA 14




18 - Undercarriage
19 - Windshield
20 - Bumper
21 - Towed Unit
22 - Cargo

TOWED FROM SCENE: ☒ YES ☐ NO

TOW CO. INFORMATION: D & L (Rotation), Box 162, Essex, MO, 63846, (573) 283-5561

**5. DRIVER 2**

| DRIVER'S FULL NAME (LAST, FIRST, MI) | ADDRESS (STREET, CITY, STATE, ZIP) |
|---|---|
| | |

| DRIVERS LICENSE NUMBER / ID NUMBER | STATE | TYPE OF LICENSE | | | | MC ENDORSEMENT |
|---|---|---|---|---|---|---|
| | | ☐ 1. OPERATOR CLASS ____ ☐ 2. CDL CLASS ____ | ☐ 3. PERMIT ☐ 4. UNLICENSED | ☐ 5. MC ONLY ☐ UNKNOWN | ☐ YES ☐ NO ☐ NA | |

| PROOF OF INSURANCE | INSURANCE COMPANY | | POLICY NUMBER |
|---|---|---|---|
| ☐ YES ☐ NO ☐ NOT REQUIRED | | ☐ DRIVER ☐ VEHICLE | ☐ NA |

**VEHICLE 2**

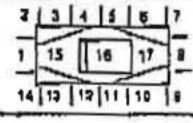
| YEAR | MAKE | MODEL | COLOR |
|---|---|---|---|
| | | | |

| LIC. PLATE NO. | STATE | YEAR | VIN | TOTAL NO. OF OCCUPANTS |
|---|---|---|---|---|
| | | | | |

VEHICLE OWNER NAME (LAST, FIRST, MI) / COMMERCIAL CARRIER: ADDRESS (STREET, CITY, STATE, ZIP) ☐ SAME AS DRIVER

VEHICLE DAMAGE (Circle all damaged areas) ☐ NONE

INITIAL IMPACT NO. ☐ NA




18 - Undercarriage
19 - Windshield
20 - Bumper
21 - Towed Unit
22 - Cargo

TOWED FROM SCENE: ☐ YES ☐ NO

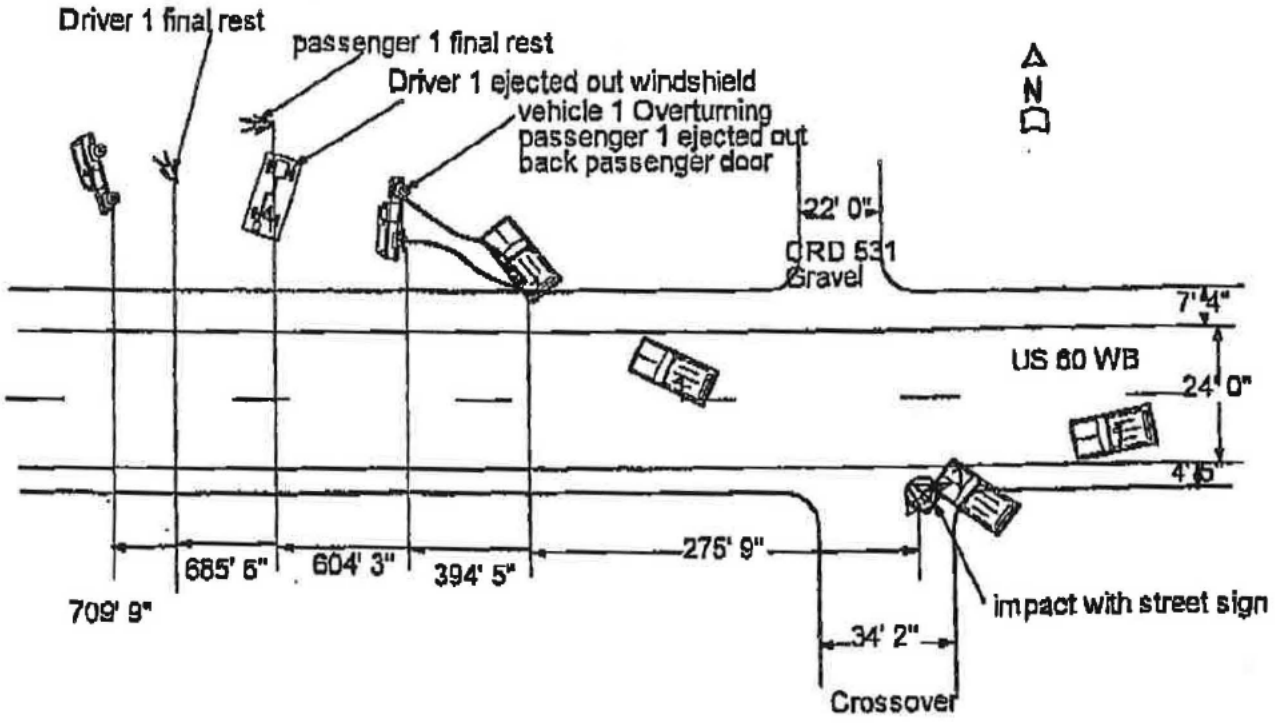
TOW CO. INFORMATION:

6 - WITNESS ☐ NONE IDENTIFIED

| NAME OF WITNESS | ADDRESS (STREET, CITY, STATE, ZIP) | TELEPHONE NO. |
|---|---|---|
| [redacted] | Birch Tree, MO, [redacted] | [redacted] |
| [redacted] | Mountainview, MO, [redacted] | [redacted] |
| [redacted] | Eminence, MO, [redacted] | [redacted] |
| [redacted] | [redacted] | [redacted] |

7. COLLISION DIAGRAM | Direction Prior to Impact (circle one) V1 N E S W V2 N E S W V3 N E S W V4 N E S W | Est. Speed - Fatals Only V1 NA V2 NA V3 NA V4 NA

INDICATE NORTH




INDICATE NORTH ARROW REQUIRED UNLESS DELAYED REPORT DIAGRAM NOT TO SCALE

8. EVIDENTIARY PHOTOS TAKEN

☐ YES ☒ NO BY WHOM NA AVAILABLE FROM NA

RECONSTRUCTION - Includes Narrative, Diagram, & Photo(s)

REPORT [redacted] PAGE 3 OF 4

9 - CODES

| SEAT LOCATION | INJURY | TRANSPORTED (Medical Treatment) | EJECTION | AIR BAG FRONT | AIR BAG SIDE | SAFETY DEVICES |
|---|---|---|---|---|---|---|
| XX - Not Known<br>P - Pedestrian<br>B - Bicycle<br>M - Motorcycle<br>OE - Occupant - Enclosed Load Area<br>OU - Occupant - Unenclosed Load Area<br>CP - Commercial Passenger<br>SV - Other (Explain in Remarks)<br>FR SR TR / FC SC TC / FL SL TL | 1. Fatal<br>2. Disabling<br>3. Evident - Not Disabling<br>4. Probable - Not Apparent<br>5. None Apparent<br>6. Unknown | 1. No<br>2. EMS<br>3. Other<br>4. Unknown | 1. NA<br>2. No<br>3. Partially<br>4. Totally<br>5. Unknown | 1. None / NA<br>2. Deployed<br>3. Not Deployed | 1. None / NA<br>2. Deployed<br>3. Not Deployed | 1. None<br>2. Not Used<br>3. Shoulder Belt Only<br>4. Lap Belt Only<br>5. Shoulder and Lap Belt<br>6. Child Restraint<br>7. Helmet Used<br>8. Helmet Not Used<br>9. Use Unknown |

10 - DRIVERS

| NAME / ADDRESS | DATE OF BIRTH MM-DD-YYYY | SEX | VEH. NO. | SEAT LOC. | INJ. | TRANS-PORT | EJEC-TION | AIR BAG F | AIR BAG S | SAF DEV | TELEPHONE NO. |
|---|---|---|---|---|---|---|---|---|---|---|---|
| ☐ NA DRIVER 1 - SAME ADDRESS AS ABOVE | 11/17/1985 | F | 1 | FL | 2 | 2 | 4 | 2 | 1 | 2 | [redacted] |
| ☒ NA DRIVER 2 - SAME ADDRESS AS ABOVE | | | | | | | | | | | |

11 - OTHER OCCUPANTS & PEDESTRIANS (SAD = SAME AS DRIVER)

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| [redacted] Springfield, MO, [redacted] | 02/08/1986 | F | 1 | FR | 2 | 2 | 4 | 2 | 1 | 2 | [redacted] |
| NA | | | | | | | | | | | |
| NA | | | | | | | | | | | |
| NA | | | | | | | | | | | |
| NA | | | | | | | | | | | |
| NA | | | | | | | | | | | |

12. VEHICLE BODY TYPES
AUTOMOBILES / SPECIAL VEHICLES

V1 V2
- ☐ ☐ 1. Passenger Car
- ☐ ☐ 2. Station Wagon
- ☒ ☐ 3. Sport Utility Vehicle
- ☐ ☐ 4. Limousine (8-15 for hire)
- ☐ ☐ 5. Van (8 or less with driver)
- ☐ ☐ 6. Small Bus (8-15 with driver)
- ☐ ☐ 7. Bus (16 or more with driver)
- ☐ ☐ 8. School Bus (less than 16 with driver)
- ☐ ☐ 9. School Bus (16 or more with driver)
- ☐ ☐ 10. Motorcycle — ☐ ☐ 2 Wh. / ☐ ☐ 3 Wh. / ☐ ☐ 4 Wh. / ☐ ☐ 5 Wh. or More / ☐ ☐ Unknown
- ☐ ☐ 11. ATV
- ☐ ☐ 12. Motorized Bicycle
- ☐ ☐ 13. Pedalcycle
- ☐ ☐ 14. Motor Home / Camper
- ☐ ☐ 15. Farm Implements
- ☐ ☐ 16. Construction Equipment
- ☐ ☐ 17. Other Transport Device
- ☐ ☐ 18. Unknown
- ☐ ☐ 19. Pick-up
- ☐ ☐ 20. Single-unit Truck: 2 axles, 6 tires
- ☐ ☐ 21. Single-unit Truck: 3 or more axles
- ☐ ☐ A. Vehicle Pulling Another Unit(s) 1-21 only
- ☐ ☐ 22. Truck Tractor With No Units
- ☐ ☐ 23. Truck Tractor With One Unit
- ☐ ☐ 24. Truck Tractor With Two Units
- ☐ ☐ 25. Truck Tractor With Three Units
- ☐ ☐ 26. Other Heavy Truck

GCWR Rating (not licensed weight) 19-26 only
- ☐ ☐ Less than or equal to 10,000 lbs.
- ☐ ☐ 10,001 - 26,000 lbs.
- ☐ ☐ Greater than 26,000 lbs.

13. EMERGENCY VEHICLE INVOLVEMENT
V1 V2 ☒ NA
- ☐ ☐ 1. Police
- ☐ ☐ 2. Fire
- ☐ ☐ 3. Ambulance

14. HAZARDOUS MATERIALS ☒ NA
V1 V2
- ☐ ☐ Placard Displayed
- ☐ ☐ 1. Gases in Bulk
- ☐ ☐ 2. Solids in Bulk
- ☐ ☐ 3. Liquids in Bulk
- ☐ ☐ 4. Explosives
- ☐ ☐ 5. None
- ☐ ☐ A. Hazardous Materials Cargo Released / Spilled

15. ACCIDENT TYPE
- ☐ 1. On Roadway
- ☒ 2. Off Roadway

COLLISION INVOLVING
- ☐ 1. Animal
- ☒ 2. Pedalcycle
- ☒ 3. Fixed Object
- ☐ 4. Other Object
- ☐ 5. Pedestrian
- ☐ 6. Train
- ☐ 7. MV in Transport
- ☐ 8. MV on Other Roadway
- ☐ 9. Parked MV

NON-COLLISION
- ☐ 10. Overturning
- ☐ 11. Other Non-Collision

TWO VEHICLE COLLISION
- ☐ 60. Head On
- ☐ 61. Rear End
- ☐ 62. Sideswipe - Meeting
- ☐ 63. Sideswipe - Passing
- ☐ 64. Angle
- ☐ 65. Backed Into
- ☐ 67. Other

16. TRAFFIC CONDITIONS
V1 V2
- ☒ ☐ 1. Normal

17. VEHICLE ACTION / SEQUENCE OF EVENTS

1. Going Straight
2. Overtaking
3. Making Right Turn
4. Right Turn on Red
5. Making Left Turn
6. Making U Turn
7. Sliding / Sliding
8. Slowing / Stopping
9. Start in Traffic
10. Start From Parked
11. Backing
12. Stopped in Traffic
13. Parked
14. Changing Lanes
15. Avoiding
16. Crossover Median
17. Crossover Centerline
18. Crossing Road
19. Airborne
20. Ran Off Road - Right
21. Ran Off Road - Left
22. Overturn / Rollover
23. Fire / Explosion
24. Immersion
25. Jackknife
26. Cargo Loss / Shift
27. Equipment Failure
28. Separation of Units
29. Returned to Road
30. Collision Inv. Pedestrian
31. Collision Inv. Pedalcycle
32. Collision Inv. Train
33. Collision Inv. Animal (enter code - explain)
34. Collision Inv. MV in Transport
35. Collision Inv. Parked Motor Vehicle
36. Collision Inv. Fixed Object (enter code - explain)
37. Collision Inv. Other Object (explain)
38. Other - Non Collision

V1 ☐ Unknown
01 / 07 / 21 / 17 / 20 / 22 / NA

33. Animal Code NA

34. Fixed Object Code NA / NA / NA

V2 ☐ Unknown
NA / NA / NA / NA / NA / NA / NA

33. Animal Code NA

34. Fixed Object Code NA / NA / NA

REPORT [redacted] PAGE 4 OF 4

**11. FAPRABLE CONTRIBUTING CIRCUMSTANCES**

| | V1 | V2 |
|---|---|---|
| 1. Vehicle Defects (explain) | ☐ | ☐ |
| 2. Traffic Control Inoperable or Missing | ☐ | ☐ |
| 3. Improperly Stopped on Roadway | ☐ | ☐ |
| 4. Speed - Exceeded Limit | ☒ | ☐ |
| 5. Too Fast for Conditions | ☐ | ☐ |
| 6. Improper Passing | ☐ | ☐ |
| 7. Violation Signal / Sign | ☐ | ☐ |
| 8. Wrong Side (not passing) | ☐ | ☐ |
| 9. Following Too Close | ☐ | ☐ |
| 10. Improper Signal | ☐ | ☐ |
| 11. Improper Backing | ☐ | ☐ |
| 12. Improper Turn | ☐ | ☐ |
| 13. Improper Lane Usage / Change | ☐ | ☐ |
| 14. Wrong Way (One-Way) | ☐ | ☐ |
| 15. Improper Start From Park | ☐ | ☐ |
| 16. Improperly Parked | ☐ | ☐ |
| 17. Failed to Yield | ☐ | ☐ |
| 18. Alcohol | ☐ | ☒ |
| 19. Drugs | ☐ | ☐ |
| 20. Physical Impairment (explain) | ☐ | ☐ |
| 21. Inattention (explain) | ☐ | ☐ |
| 22. None | ☐ | ☐ |

**12. PEDESTRIAN INVOLVEMENT** ☒ NA

| | P1 | P2 |
|---|---|---|
| 1. At Intersection | ☐ | ☐ |
| 2. Not At Intersection | ☐ | ☐ |

CROSSING ROAD

| | | |
|---|---|---|
| 3. With Signal | ☐ | ☐ |
| 4. Against Signal | ☐ | ☐ |
| 5. No Signal | ☐ | ☐ |
| 6. Diagonally | ☐ | ☐ |
| 7. Within Crosswalk | ☐ | ☐ |
| 8. Within Marked Crosswalk | ☐ | ☐ |
| 9. Behind / In Front of Parked Car | ☐ | ☐ |
| 10. With Traffic | ☐ | ☐ |
| 11. Against Traffic | ☐ | ☐ |
| 12. Getting On / Off Vehicle | ☐ | ☐ |
| 13. Standing / Lying / Sitting on Road | ☐ | ☐ |
| 14. Pushing / Working on Vehicle | ☐ | ☐ |
| 15. Other Working | ☐ | ☐ |
| 16. Playing on Road | ☐ | ☐ |
| 17. Off Roadway | ☐ | ☐ |

**20. VISION OBSCURED**

| | V1 | V2 |
|---|---|---|
| 1. Windshield | ☐ | ☐ |
| 2. Load on Vehicle | ☐ | ☐ |
| 3. Trees / Brush | ☐ | ☐ |
| 4. Building | ☐ | ☐ |
| 5. Embankment | ☐ | ☐ |
| 6. Signboards | ☐ | ☐ |
| 7. Hillcrest | ☐ | ☐ |
| 8. Parked Cars | ☐ | ☐ |
| 9. Moving Cars | ☐ | ☐ |
| 10. Glare | ☐ | ☐ |
| 11. Other (explain) | ☐ | ☐ |
| 12. Not Obscured | ☒ | ☐ |

**21. TRAFFIC CONTROL**

| | V1 | V2 |
|---|---|---|
| 1. Construction Zone | ☐ | ☐ |
| 2. Other Work Zone | ☐ | ☐ |
| 3. School Zone | ☐ | ☐ |
| 4. Stop Sign | ☐ | ☐ |
| 5. Electric Signal | ☐ | ☐ |
| 6. RR Signal / Gate | ☐ | ☐ |
| 7. Yield Sign | ☐ | ☐ |
| 8. Officer / Flagman | ☐ | ☐ |
| 9. No Passing Zone | ☐ | ☐ |
| 10. Turn Restricted | ☐ | ☐ |
| 11. Signal on School Bus | ☐ | ☐ |
| 12. None | ☒ | ☐ |

**22. ROAD CHARACTER**

ALIGNMENT
☒ 1. Straight
☐ 2. Curve

PROFILE
☒ 1. Level
☐ 2. Grade
☐ 3. Hillcrest

**23. LIGHT CONDITION**
☒ 1. Daylight
☐ 2. Dark with Street Lights On
☐ 3. Dark with Street Lights Off
☐ 4. Dark - No Street Lights
☐ 5. Indeterminate (explain)

**24. WEATHER CONDITION**
☒ 1. Clear
☐ 2. Cloudy
☐ 3. Rain
☐ 4. Snow
☐ 5. Sleet
☐ 6. Freezing (temp.)
☐ 7. Fog / Mist
☐ 8. Indeterminate (explain)

**25. ROAD CONDITION**
☒ 1. Dry
☐ 2. Wet
☐ 3. Snow
☐ 4. Ice
☐ 5. Slush
☐ 6. Mud
☐ 7. Standing Water
☐ 8. Moving Water
☐ 9. Other (explain)

**25. ROAD SURFACE**
☒ 1. Concrete ☐ 2. Asphalt ☐ 3. Brick ☐ 4. Gravel ☐ 5. Dirt / Sand ☐ 6. Multi-Surface

**27 - COMMERCIAL MOTOR VEHICLE** (Complete for each commercial vehicle involved.)

**A. CMV CRITERIA**
Answer the following to determine if this section should be completed.

1. Does the accident involve any of the following:
   1.a person fatally injured; or
   2.a person transported for medical attention; or
   3.a vehicle towed from the scene of the accident
   ☐ NO - DO NOT COMPLETE
   ☒ YES - GO TO NUMBER 2

2. Examine each vehicle to determine if it is a commercial vehicle based on the following:
   1.a truck with GCVWR of more than 10,000 lbs. and engaged in commerce; or
   2.a bus or school bus (9 or more including driver); or
   3.a vehicle with a hazardous materials placard
   ☒ NO - DO NOT COMPLETE
   ☐ YES - COMPLETE SECTIONS B - E

**B. CARRIER ID NUMBER**
V1 ICC NO. MC _____ USDOT NO. _____
V2 ICC NO. MC _____ USDOT NO. _____

**C. HAZARDOUS MATERIAL PLACARD NUMBER** ☐ NA

| | | | |
|---|---|---|---|
| V1 | 4-Digit Placard Number from Diamond / Box | | Number From Bottom of Diamond |
| V2 | 4-Digit Placard Number from Diamond / Box | | Number From Bottom of Diamond |

**D. TRAFFICWAY**
☐ 1. Two-Way; Not Divided
☐ 2. Two-Way; Divided; Unprotected Median
☐ 3. Two-Way; Divided; Positive Median Barrier
☐ 4. One-Way; Not Divided

**E. CARGO BODY TYPE**

| | V1 | V2 |
|---|---|---|
| 1. Enclosed Box | ☐ | ☐ |
| 2. Cargo Tank | ☐ | ☐ |
| 3. Flatbed | ☐ | ☐ |
| 4. Dump | ☐ | ☐ |
| 5. Concrete Mixer | ☐ | ☐ |
| 6. Auto Transporter | ☐ | ☐ |
| 7. Garbage / Refuse | ☐ | ☐ |
| 8. Grain, Chip, Gravel | ☐ | ☐ |
| 9. Pole Trailer | ☐ | ☐ |
| 10. Other | ☐ | ☐ |

**28 - NARRATIVE / STATEMENTS** (If additional room is necessary, attach a separate sheet.)

This accident occurred as vehicle 1 was westbound on US 60. Vehicle 1 traveled off the south side of the road and struck a road sign. Vehicle 1 traveled across westbound US 60 off the north side of the road and overturned several times ejecting the passenger out the passenger side rear door on the first roll and ejecting the driver out the windshield several rolls later.

Driver 1 was unable to provide a statement at the accident scene. Arch Air Medical Helicopter flew driver 1 to St. Francis Hospital. Air Evac Medical Helicopter flew passenger 1 to St. Francis Hospital. Both Passenger 1 and Driver 1 were flown from St. Francis Hospital to St. Louis University Hospital by Arch Air Medical Helicopter. Stoddard County Ambulance Personnel and Dexter First Responders treated driver 1 and Passenger 1 at the scene.

All four witnesses indicated that vehicle 1 was traveling at or near 100 miles per hour, passing vehicles, lost control struck a road sign, crossed the road and overturned in the ditch ejecting passenger 1 on the first roll.

[redacted] Dexter Mo. [redacted] witnessed vehicle 1 travel off the road a few miles before the accident and take off traveling at a very high rate of speed, but did not witness the actual accident.

[redacted], Van Buren, Mo. [redacted] witnessed vehicle 1 travel off the road and overturn, but did not witness the striking of the road sign

| 29. REPORTING OFFICER SIGNATURE | DSN / BADGE NO. | BEAT / ZONE | INJURY / DIST. (PDO) |
|---|---|---|---|
| Michael D Lynch | 1161 | 11 | E |
| REVIEWING OFFICER 1 SIGNATURE | DSN / BADGE NO. | REVIEWING OFFICER 2 SIGNATURE | DSN / BADGE NO. |

# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# DAMAGE CLAIM

# 42006002

# State Farm Insurance Companies

State Farm Insurance
Subrogation Services
PO Box 2371
Bloomington, IL 61702-2371

RECEIVED
JUN 19 2006
LEGAL

June 12, 2006

**Certified Mail-Return Receipt Requested**

Mazda Motors of America/David Orr
7755 Irving Center Drive
Irving, CA 92718

RE: Claim Number: [redacted]
Date of Loss: February 4, 2005
Our Insured: [redacted]
Loss Location: Valley Stream, NY
Vehicle: Mazda, Tribute
VIN: 4F2CZ96183K[redacted]
Mileage: 1563
Your File Number:

Dear Sir/Madam:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by recall #2704L. The accelerator cable prevented the throttle from returning to the idle position. Our driver was backing when the defect occurred and hit another vehicle. Our documents concern the other vehicle

Our investigation indicates that Mazda Motors of America/David Orr is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to Mazda Motors of America/David Orr for reimbursement of $2,345.01.

Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

In order to assist you in evaluating and processing the claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to

evaluate and process the subrogation claim, or (2) disclose or share the customer information we provide for nay purpose other than to evaluate and process the subrogation claim.

Sincerely,

Doug Flesher
Claim Representative
(877) 457-8276, Team 60

State Farm Mutual Automobile Insurance Company

Enclosure CDS

route to: Steve Lollar

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

# AUTO PAYMENTS BY COL

claim number [redacted]

policy number [redacted]

named insured [redacted]

date of loss
02-04-05

## COL 200

C denotes consolidated payment
E denotes EFT payment
P denotes previous data

COL: 200 indemnity: 2,345.01 dir recov: 0.00 expense: 0.00

| | payment number | payee | amount | status | COL | pay cd | rsn | reporting party |
|---|---|---|---|---|---|---|---|---|
| E | [redacted] | ENTERPRISE RENT | 337.71 | PAID | 205 | 3 | | COHEN, L |
| E | | MERRICK ROAD CO | 2,007.30 | PAID | 200 | 1 | | COHEN, L |

[redacted]
date: 06-13-06
time: 08:35 AM

route to: Lollar, Steve

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

# VEHICLE DAMAGE REPORT

claim number
[redacted]

date of loss
02-04-05

**********
* Estimate Vehicle Info *
*
* Vehicle Owner: [redacted] *
* Vehicle Description: 05 HOND PILOT 4X4 EX 4D UTV B-533M-4 *
*
**********

03/03/2005 AT 01:05 PM JOB NUMBER: [redacted]

MERRICK ROAD COLLISION CORP.
LICENSE #: [redacted] FEDERAL ID #: [redacted]
QUALITY IS NOT RUSHED
214 MERRICK ROAD
LYNBROOK , U.S.A., NY 11563
(516)593-3636 FAX: (516)599-4544

SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: WILLIAM ROTH #IA-934502-FQO1 03/03/2005 01:05 PM
ADJUSTER: TEAM 4 PROC (631)385-6775

INSURED: STATE FARM INSURED
OWNER: [redacted]
ADDRESS: [redacted]
OCEANSIDE, NY [redacted]
EVENING: ([redacted]

CLAIM #[redacted]
POLICY #
DEDUCTIBLE:
DATE OF LOSS: 02/04/2005 AT 08:45 PM
TYPE OF LOSS: LIABILITY
POINT OF IMPACT: 10. LEFT FRONT PIL

INSPECT LOCATION: MERRICK ROAD COLLISION CORP.
214 MERRICK ROAD
LYNBROOK , U.S.A., NY 11563
BUSINESS: (516)593-3636

INSURANCE COMPANY: STATE FARM INSURANCE COMPANIES
1305 OLD WALT WHITMAN ROAD
MELVILLE, NY 11747
BUSINESS: (631)385-6775
7 DAYS TO REPAIR

2005 HOND PILOT 4X4 EX 6-3.5L-FI 4D UTV B-533M-4 INT:GREY
VIN: 2HKYF18475H[redacted] LIC: DDF7264 NY PROD DATE: 10/2004 ODOMETER: 1563

| | | |
|---|---|---|
| AIR CONDITIONING | REAR DEFOGGER | TILT WHEEL |
| CRUISE CONTROL | INTERMITTENT WIPERS | KEYLESS ENTRY |
| DUAL AIR CONDITION | REAR WIPER | STEERING WHEEL CONTROLS |
| BODY SIDE MOLDINGS | DUAL MIRRORS | PRIVACY GLASS |
| LUGGAGE/ROOF RACK | CLEAR COAT PAINT | METALLIC PAINT |
| POWER STEERING | POWER BRAKES | POWER WINDOWS |
| POWER LOCKS | POWER DRIVER SEAT | POWER MIRRORS |
| AM RADIO | FM RADIO | STEREO |
| CASSETTE | SEARCH/SEEK | CD CHANGER/STACKER |
| ANTI-LOCK BRAKES (4) | DRIVER AIR BAG | PASSENGER AIR BAG |
| FRONT SIDE IMPACT AIR BAG | 4 WHEEL DISC BRAKES | TRACTION CONTROL |
| CLOTH SEATS | BUCKET SEATS | POWER TRUNK/TAILGATE |
| AUTOMATIC TRANSMISSION | 4 WHEEL DRIVE | OVERDRIVE |
| ALUMINUM/ALLOY WHEELS | | |

| NO. | OP. | DESCRIPTION | QTY | EXT. PRICE | LABOR | PAINT |
|---|---|---|---|---|---|---|
| 1 | | FRONT BUMPER | | | | |
| 2 | R&I | R&I BUMPER COVER | | | 1.0 | |
| 3 | | FRONT LAMPS | | | | |
| 4 | R&I | LT HEADLAMP ASSY | | | 0.3 | |
| 5 | REPL | AIM HEADLAMPS | 1 | | 0.4 | |
| 6 | | FENDER | | | | |
| 7 | BLND | LT FENDER | | | | 1.0 |

03/03/2005 AT 01:05 PM JOB NUMBER: [redacted]

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2005 HOND PILOT 4X4 EX 6-3.5L-FI 4D UTV B-533M-4 INT:GREY

| NO. | OP. | DESCRIPTION | QTY | EXT. PRICE | LABOR | PAINT |
|---|---|---|---|---|---|---|
| 8 | R&I | LT MUD GUARD | | | 0.2 | |
| 9 | R&I | LT SIDE MOLDING BLUE | | | 0.2 | |
| 10# | | CLEAN AND REFACE MOLDING | 1 | 2.00 | 0.3 | |
| 11 | R&I | LT FENDER LINER | | | 0.4 | |
| 12 | | PILLARS, ROCKER & FLOOR | | | | |
| 13 | R&I | LT ROCKER MOLDING | | | 0.4 | |
| 14 | | FRONT DOOR | | | | |
| 15 | REPL | LT OUTER PANEL | 1 | 257.77 | 6.2 | 2.0 |
| 16 | | ADD FOR CLEAR COAT | | | | 0.8 |
| 17 | | ADD FOR MIRROR | | | 0.3 | |
| 18 | | ADD FOR EDGING | | | | 0.5 |
| 19 | | ADD FOR CLEAR COAT | | | | 0.1 |
| 20 | | ADD FOR INSIDE | | | | 0.5 |
| 21 | | ADD FOR CLEAR COAT | | | | 0.1 |
| 22 | REPL | LT WATER DEFLECTOR | 1 | 28.87 | INCL. | |
| 23 | R&I | LT LOCK ASSY EX | | | 0.4 | |
| 24 | REPL | LT TAPE | 1 | 8.15 | 0.2 | |
| 25 | REPL | LT BELT W'STRIP RETAINER CLIP TYPE 1 | 2 | 2.02 | | |
| 26 | REPL | RT BELT W'STRIP RETAINER CLIP TYPE 2 | 3 | 4.62 | | |
| 27 | R&I | LT DOOR GLASS HONDA EX | | | 0.7 | |
| 28 | R&I | LT DOOR CHECK | | | 0.3 | |
| 29* | R&I | LT WINDOW REGULATOR | | | 0.4* | |
| 30# | R&I | PULL OUT WIRE HARNESS | | | 0.3 | |
| 31* | RPR | LT BODY SIDE MLDG EX BLUE PEARL | | | 0.5* | 1.0 |
| 32 | | ADD FOR CLEAR COAT | | | | 0.2 |
| 33# | | CLEAN AND REFACE DOOR MOLDING | 1 | 5.00 | 0.3 | |
| 34 | | REAR DOOR | | | | |
| 35 | BLND | LT DOOR SHELL | | | | 1.0 |
| 36 | REPL | LT WATER DEFLECTOR | 1 | 28.95 | 0.1 | |
| 37 | R&I | LT BODY SIDE MLDG EX STEEL BLUE | | | 0.4 | |
| 38 | BLND | LT BODY SIDE MLDG EX STEEL BLUE | | | | 0.5 |
| 39# | | CLEAN AND REFACE DOOR MOLDING | 1 | 3.50 | 0.3 | |
| 40 | R&I | LT MOVEABLE GLASS HONDA GREEN | | | 0.7 | |
| 41* | R&I | LT FIXED GLASS HONDA GREEN | | | 0.5* | |
| 42 | R&I | LT HANDLE, OUTSIDE | | | 0.3 | |
| 43 | R&I | LT R&I TRIM PANEL | | | 0.4 | |
| 44# | | | | | | |
| 45# | | ***ADDITIONAL OPERATIONS*** | 1 | | | |
| 46# | | PLASTIC CAR COVER | 1 | 5.00 | 0.2 | |
| 47# | | FLEX ADDITIVE | 1 | 15.00 | | |
| 48# | | CORROSION PROTECTION | 1 | 12.00 | 0.2 | |
| 49# | | HAZ MAT REMOVAL | 1 | 2.00 | | |
| 50# | | COLOR TINT TEST CARD | 1 | | 0.5 | |

03/03/2005 AT 01:05 PM JOB NUMBER: [redacted]

[redacted]

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2005 HOND PILOT 4X4 EX 6-3.5L-FI 4D UTV B-533M-4 INT:GREY

| | NO. | OP. | DESCRIPTION | QTY | EXT. PRICE | LABOR | PAINT |
|---|---|---|---|---|---|---|---|
| | 51# | | WET SAND AND POLISH | 1 | | 1.0 | |
| N | 52# | S01 | SEAM SEALER | 1 | 15.00 | 0.5 | |
| | 53# | | FLUTTER (PILLAR FOAM) | 1 | 15.00 | | |
| | 54# | | | | | | |
| N | 55# | | PAINT MATERIALS | 1 | 160.91 | | |
| | 56# | S01 | FINAL BILL INDICATOR | 1 | | | |
| | 57 | | OTHER CHARGES | | | | |
| | 58# | | VEHICLE CONDITION = EXCELLENT | 1 | 0.00 | | |
| | | | SUBTOTALS ==> | | 565.79 | 17.9 | 7.7 |

LINE 52 : LABOR TO MASK OFF FOR CAULK/SEAM SEAL
LINE 55 : NEW FORMULA AND IS NOT IN MITCHEL GUIDE, USED SIMILAR COLOR FOR COST PRICING

| | | | |
|---|---|---|---|
| PARTS | | | 565.79 |
| BODY LABOR | 17.9 HRS | @$ 50.00/HR | 895.00 |
| PAINT LABOR | 7.7 HRS | @$ 50.00/HR | 385.00 |
| SUBTOTAL | | | $ 1845.79 |
| SALES TAX | $ 1845.79 | @ 8.7500% | 161.51 |
| GRAND TOTAL | | | $ 2007.30 |
| ADJUSTMENTS: | | | |
| DEDUCTIBLE | | | 0.00 |
| CUSTOMER PAY | | | $ 0.00 |
| INSURANCE PAY | | | $ 2007.30 |

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH IS REQUIRED AFTER WORK HAS BEEN STARTED. AFTER WORK HAS BEEN STARTED, WORN OR DAMAGED PARTS WHICH WERE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. OUR MOTTO - QUALITY IS NOT RUSHED-WE DON'T SELL BODY WORK,WE SELL CONFIDENCE .

*** PART PRICES ARE SUBJECT TO DEALER INVOICES. PART PRICES MAY VARY FROM ORIGNAL ESTIMATE DUE TO ESTIMATING DATA BASE ERRORS***

03/03/2005 AT 01:05 PM JOB NUMBER: [redacted]

[redacted]

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2005 HOND PILOT 4X4 EX 6-3.5L-FI 4D UTV B-533M-4 INT:GREY

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ARG4455 DATABASE DATE 02/2005, CCC DATA DATE 02/2005, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECON. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS, INC. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME PARTS THAT ARE DESCRIBED AS RECON. MAY BE OE SURPLUS PARTS OR OTHER OE PARTS OFFERED AT A SPECIAL PRICING DISCOUNT. FOR FURTHER CLARIFICATION PLEASE REVIEW THE SUPPLIERS LIST ATTACHED TO THIS ESTIMATE, OR CONSULT THE APPRAISER OR ESTIMATOR.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

03/03/2005 AT 01:05 PM JOB NUMBER: [redacted]

[redacted]

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2005 HOND PILOT 4X4 EX 6-3.5L-FI 4D UTV B-533M-4 INT:GREY

| | NO. | OP. | DESCRIPTION | QTY | EXT. PRICE | LABOR | PAINT |
|---|---|---|---|---|---|---|---|
| | | | ------- CHANGED ITEMS------- | | | | |
| | 51# | | SEAM SEALER | 1 | -15.00 | | |
| N | 52# | S01 | SEAM SEALER | 1 | 15.00 | 0.5 | |
| | | | ------- ADDED ITEMS ------- | | | | |
| | 56# | S01 | FINAL BILL INDICATOR | 1 | | | |
| | | | SUBTOTALS ==> | | 0.00 | 0.5 | 0.0 |

LINE 52 : LABOR TO MASK OFF FOR CAULK/SEAM SEAL

| | | |
|---|---|---|
| PARTS | | 0.00 |
| ADDITIONAL SUPPLEMENT LABOR | | 25.00 |
| SUBTOTAL | | $ 25.00 |
| SALES TAX | $ 25.00 @ 8.7500% | 2.19 |
| TOTAL SUPPLEMENT AMOUNT | | $ 27.19 |
| NET COST OF SUPPLEMENT | | $ 27.19 |

| | | |
|---|---|---|
| ESTIMATE | 1980.11 | DAVID HERNANDEZ |
| SUPPLEMENT S1 | 27.19 | WILLIAM ROTH |
| JOB TOTAL | $ 2007.30 | INSURANCE PAY $ 2007.30 |

THIS ESTIMATE IS BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH IS REQUIRED AFTER WORK HAS BEEN STARTED. AFTER WORK HAS BEEN STARTED, WORN OR DAMAGED PARTS WHICH WERE NOT EVIDENT ON FIRST INSPECTION MAY BE DISCOVERED. OUR MOTTO - QUALITY IS NOT RUSHED-WE DON'T SELL BODY WORK,WE SELL CONFIDENCE .

*** PART PRICES ARE SUBJECT TO DEALER INVOICES. PART PRICES MAY VARY FROM ORIGNAL ESTIMATE DUE TO ESTIMATING DATA BASE ERRORS***

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2005 HOND PILOT 4X4 EX 6-3.5L-FI 4D UTV B-533M-4 INT:GREY

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE ARG4455 DATABASE DATE 02/2005, CCC DATA DATE 02/2005, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECON. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS, INC. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME PARTS THAT ARE DESCRIBED AS RECON. MAY BE OE SURPLUS PARTS OR OTHER OE PARTS OFFERED AT A SPECIAL PRICING DISCOUNT. FOR FURTHER CLARIFICATION PLEASE REVIEW THE SUPPLIERS LIST ATTACHED TO THIS ESTIMATE, OR CONSULT THE APPRAISER OR ESTIMATOR.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

03/03/2005 AT 01:05 PM JOB NUMBER: [redacted]

[redacted]

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2005 HOND PILOT 4X4 EX 6-3.5L-FI 4D UTV B-533M-4 INT:GREY

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

| | |
|---|---|
| AFTERMARKET SELECTION METHOD: | MANUALLY LIST |
| NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: | 0 |
| NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: | 0 |

**********
**********
**********
***
***  06/13/06 07:31:12 AM
***
***  Company : Auto
***  Claim Number : 32-V567-178
***  Insured Name : [redacted]
***  Requestor Name : Steve Lollar
***  Requestor Id : QELZ
***
***
***  Total Number of Documents: 3
***
**********
**********
**********

# IMPORTS OF WANTAGH LTD.

3180 Sunrise Highway
Wantagh, N.Y. 11793
516-785-0300

PQO PQO

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR JIM 104 | TAG NO. | INVOICE DATE 05/02/05 | INVOICE NO. [redacted] | |
| [redacted] N WOODMERE, NY [redacted] | LABOR RATE 80.00 | LICENSE NO. [redacted] | MILEAGE OUT 20,067 | COLOR TN/ | STOCK NO. |
| | YEAR / MAKE / MODEL 03/MAZDA/TRIBUTE | | DELIVERY DATE | | DELIVERY MILES |
| | VEHICLE I.D. NO. 4F2CZ96183K [redacted] | | SELLING DEALER NO. | | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 05/02/05 | | |
| RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS | | MO: [redacted] | |

LABOR & PARTS

J# 1 04MAZ CAMPAIGN HOURS: 0.40 TECH(S): 19 WARRANTY
CUSTOMER REQUESTS ACCEL CABLE RECALL
TECH INSTALLED RECALL PART

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | |
|---|---|---|---|---|---|
| JOB # 1 | 1 | EC05-41-660F | ACCEL CABL | | WARRANTY |
| | | | JOB # 1 TOTAL PARTS | | 0.00 |
| | | | JOB # 1 TOTAL LABOR & PARTS | | 0.00 |

TECHNICIAN CERTIFICATION
19 EDUARDO E. MORAN 19

TOTALS

| | |
|---|---|
| TOTAL LABOR | 0.00 |
| TOTAL PARTS | 0.00 |
| TOTAL SUBLET | 0.00 |
| TOTAL G.O.G. | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX | 0.00 |
| **TOTAL INVOICE $** | **0.00** |

CUSTOMER SIGNATURE

mazda

32-U567-178 IE

PAGE 1 OF 1

END OF INVOICE 09:33am

N.Y.S. REG. REPAIR SHOP LIC. NO. R1301223

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 6 MONTHS OR 6,000 MILES WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OR MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.
WARRANTY REPAIRS TO BE PERFORMED AT THE SELLER'S PLACE OF BUSINESS.

THE FOLLOWING ARE NOT COVERED BY WARRANTY

FRONT-END ALIGNMENT, COOLANT AND COOLANT LEAKS, AIR CONDITIONING, SEAL LEAKS, POLISHES, ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR), FUEL SYSTEM WHEN DUE TO CONTAMINATION. TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION.

THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

*CUSTOMER SATISFACTION IS OUR NUMBER 1 CONCERN.*

***THANK YOU***

*FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT PLEASE TELL US IMMEDIATELY.*

0034




3/11/05

DEAR MS. KERR - TEAM 4

AS PER OUR CONVERSATION, I AM sending YOU A COPY OF THE REPLACEMENT INVOICE FROM MAZDA FOR THE ACCELERATOR CABLE. I BELIEVE THIS MAY HAVE BEEN THE CAUSE OF THE ACCIDENT ON FEB 4, 2005. CL # 32-V567-178.

I WOULD APPRECIATE YOUR PURSUING THE MATTER WITH MAZDA TO PAY FOR DAMAGES TO MY VEHICLE AND MY NEIGHBORS. THANK YOU.

Sincerely,

[redacted]

[redacted]

Oceanside, NY [redacted]

# Rental Invoice

Enterprise rent-a-car

[redacted] LYNBROOK NY [redacted]

**Rental Agreement** [redacted] - 2413

**BILLING DETAIL**

| Description | | Rate | Amount |
|---|---|---|---|
| 11 DAYS | @ | 26.99 | 296.89 |
| SALES TAX% | | 13.75 | 40.82 |

**AMOUNT DUE** ..... 337.71

**Bill To:**

000035J-00014/00025-F-2413STF2408
STATE FARM-WAYNE CLAIMS CENTRAL
ATTN: PROC*TEAM 4*
300 KIMBALL DRIVE
PARSIPPANY NJ 07054

32-U567-178 CD

**RENTAL INFORMATION**

**Date Out** 2/21/05
**Date In** 3/03/05
**Renter** LISA COHEN

**Additional Driver**

**Name** NO OTHER DRIVER PERMITTED

**RENTAL VEHICLES**

**Color** GOLD
**License No.** [redacted]
**Model** 02 FOCU
**Unit #** NS2483

**CLAIM INFORMATION**

**Claim #/Policy #/P.O. #** [redacted]
**Insured** [redacted]
**Date of Loss** 2/04/05
**Type of Loss** CLAIMANT
**Type of Car** HONDA PILO
**Repair Shop** MERRICK RD C

**IMPORTANT INFORMATION**

**Billing Inquiries Call** [redacted]
**Fed Tax ID #** 43-1487854
**Billing Information**

**Thank You For Choosing Enterprise**

CONGRATS ENTERPRISE HONORED BY J.D.POWER AS NUMBER ONE IN CUSTOMER SERVICE FOR DOMESTIC AIRPORT OPERATIONS-4 YRS IN ROW

---

**Please Return This Portion with Remittance**

**AMOUNT DUE** ..... 337.71

**Remit to:**

ENTERPRISE RENT-A-CAR
ATTN: ACCTS RECEIVABLE
3125 VETS MEMORIAL HWY STE 2
RONKONKOMA NY 11779-7644

**Paid by:**

STATE FARM-WAYNE CLAIMS CENTRAL
ATTN: PROC*TEAM 4*
300 KIMBALL DRIVE
PARSIPPANY NJ 07054

| Customer# | Rental Agreement | Amount | GPBR |
|---|---|---|---|
| [redacted] | [redacted] | 337.71 | 2413 |

03/07

# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# DAMAGE CLAIM



**GREGORY A. GERMAIN**
**ATTORNEY AT LAW**

639 Jefferson Avenue
Scranton, Pennsylvania 18510

Telephone: (570) 341-1910
Facsimile: (570) 341-1903
Email: germainesq@aol.com

# FAX

**DATE:** **February 15, 2008**

**TO:** Tim
Mazda North American Operations
FAX NO: (949) 727-6592

**FROM:** Gregory A. Germain, Esq. FAX NO: (570)341-1903
**NO. OF PAGES:** 8
**In Re:** [redacted]
**VIN: 4F272941X4K**[redacted]
**D.O.I:** [redacted]

Tim:

Thank you for your phone call this morning. As discussed I am attaching hereto the following documents:

Letter of settlement demand addressed to Mr. Mercer

Five photos of the cable preserved from the accident

The service manager at Bour Motors who confirmed that the cable was defective and caused the accident is Ed Frable 570-342-7831. Kindly direct the appropriate party at Mazda to respond to our demand in an effort to resolve my client's claim. Thank you for your attention and please call me with any questions in this regard.

Gregory A. Germain, Esquire

**CONFIDENTIALITY NOTE:** The documents accompanying this telecopy transmission contain information from an ATTORNEY/LEGAL COUNSEL, which is confidential and/or legally privileged. The information is intended only for the use of the individual or entity named on this transmission sheet. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or taking of any action in reliance on the contents of this telecopied information is strictly prohibited, and that the documents should be returned to this firm immediately. In this regard, if you have received this telecopy in error, please notify us by telephone immediately so that we can arrange for the return of the original documents to us at no cost to you.

**Gregory A. Germain**
**Attorney At Law**

636 Jefferson Avenue
Scranton, Pennsylvania 18510

Telephone: (570) 341-1910
Facsimile: (570) 341-1910

February 15, 2008

Robert B. Mercer
VP and General Counsel
Mazda North American Operations
7755 Irvine Center Dr.
Irvine, CA 92623

**In Re:** [redacted]
**20** [redacted]
**VIN: 4F272941X4K** [redacted]
**D.O.I:** [redacted]

Dear Attorney Mercer:

I have been retained by Mrs. [redacted] to represent her with regard to vehicular accident which occurred on March 9, 2006. This will serve as our formal settlement demand.

**I. Biographical Information**

Mrs. [redacted] was born on March 21, 1953. She was married and [redacted] years old when her 2004 Mazda Tribute malfunctioned.

**II. Summary of Occurrence**

On the night of March 9, 2006 at approximately 7:30PM, the accelerator/ cruise control cable in Mrs. [redacted] 2004 Tribute malfunctioned resulting in abnormal acceleration. Mrs. [redacted] was merging into traffic from the entrance ramp onto the Scranton Pennsylvania Expressway/McDade Expressway at North Main Avenue. Her 2004 Mazda Tribute dangerously accelerated beyond the speed of all surrounding traffic. Mrs. [redacted] attempts to brake and use the emergency brake were not successful in slowing down the automobile. My client was forced to drive for several miles on the shoulder of a busy expressway in order to avoid colliding with moving traffic in front of her. Mrs. [redacted] activated her flashers and used her car horn to caution other drivers of her precarious situation. Fearing for her life and that of other motorists, Mrs. [redacted] endeavored courageously to avoided contact with the guard rail because she assumed that any contact would launch her vehicle into the moving traffic. The guard rail ended before the Keyser Avenue exit and Mrs. [redacted] now traveling at approximately 100 miles per hour steered her automobile onto a large rock

embankment in an effort to reduce speed. Notwithstanding this extraordinary effort the 2004 Mazda Tribute continued moving at high speed and Mrs. [redacted] drove the vehicle towards the Keyser Avenue exit ramp. In a second attempt to reduce speed, my client braced herself for impact and aimed the automobile into a steep embankment on the left side of the exit ramp. The 2004 Mazda Tribute climbed the steep embankment and landed on the left side of the exit ramp where it finally stopped inches from the intersection of Keyser Avenue and the exit ramp. The automobile's defect could have resulted in numerous deaths and injuries. The automobile's defect did result in intense emotional trauma tomy client.

**III. Liability**

It is our position that Mazda Corporation is liable for the emotional trauma and anxiety that Mrs. [redacted] sustained. My client purchased the 2004 Mazda Tribute from Bour Motors, Inc., a certified Mazda dealer, with the understanding that the automobile was safe to operate on public thoroughfares. Mrs. [redacted] regularly serviced the vehicle and is in no way responsible for the automobile malfunction. Furthermore, the 2004 Mazda Tribute was examined by the certified Mazda dealership and it was documented by the Bour Motors mechanic that the cruise control cable malfunctioned, resulting in the acceleration described above.

As the result of the defective nature of the cable and its housing, Mazda is strictly liable to my client pursuant to § 402A of the Restatement (Second) of Torts for the following reasons:

(a) failing to properly and adequately design the cable system;

(b) failing to properly and adequately manufacture or the cable system;

(c) failing to warn my client of the dangerous nature of the cable system.

Furthermore, Mazda was negligent in:

(a) failing to discover the defect in the cable system when it knew or should have known that such a defect existed;

(b) failing to take steps necessary to repair the cable system; and

(c) failing to properly test the cable system;

Furthermore, Mazda and /or its dealer, Bour Motors, Scranton, PA. breached warranties, both express and implied, by providing my client and her husband with a vehicle which was defective.

## IV. Summary of Injuries

As a result of the vehicle malfunction, Mrs. [redacted] was subject to extremely unsafe driving conditions. My client was forced to purposely collide with two embankments in an effort to avoid harming other travelers on the expressway. Mrs. [redacted] managed to avoid contact with other vehicles. Mrs. [redacted] selflessly chose to direct her vehicle towards the embankments rather than remaining on the expressway so that the only injuries resulting from the malfunction would be injuries to her own body.

On March 9, 2006, Mrs. [redacted] was subjected to grossly abnormal stress levels. My client experienced indescribable anxiety for the duration of time she was inside the moving vehicle. Mrs. [redacted] along with countless other automobile operators, could have died or been seriously injured on the evening of March 9, 2006.

## V. Damages

Mrs. [redacted] sustained contusions to her left knee which caused her substantial discomfort for about four months. Her left leg still bothers her occasionally especially in winter. Significantly, she also endured severe emotional trauma when her Mazda Tribute malfunctioned. My client was placed in the predicament of saving other travelers' lives by directing her car into steep embankments. Now, she experiences enhanced anxiety and fear every time she is in a moving vehicle. Mrs. [redacted] may have easily lost her life on March 9, 2006 while she was preventing the injuries and deaths of other expressway travelers.

Mrs. [redacted] was only [redacted] years old at the time of the vehicle malfunction, married, and very accustomed to operating a vehicle on public thoroughfares. She refused to operate a motor vehicle for almost a full year following the accident and continues to take anxiety medication as prescribed.

Prior to the accident on March 9, 2006 Mrs. [redacted] enjoyed worry-free mobility. Since March 9, 2006 she operates a vehicle with constant fear of malfunction. Even daily errands are dreaded as they require time in an automobile.

## VI. Demand

Under Pennsylvania law Mrs. [redacted] is entitled to recovery for past, present and future discomfort, mental anguish and emotional distress. It is our reasonable belief that based on the clear liability of Mazda (**not considering punitive damages for failure to correct the design defect inherent to the acceleration cable and its housing** ) our client would recover between a low award of $50,000 and a high of $125,000.00.

Based on research which evidences Mazda's experience and knowledge of the defective cable and cable housing in the 04' Tribute we would reasonably expect an award for punitive damages between a low of $50,000 and a high of $250,000.00.

The foregoing evaluation of the prospective jury award for actual damages recoverable sets forth a range from $ 100,000.00 to $375,000.00. The average of the High and Low is approximately $237,500.00.

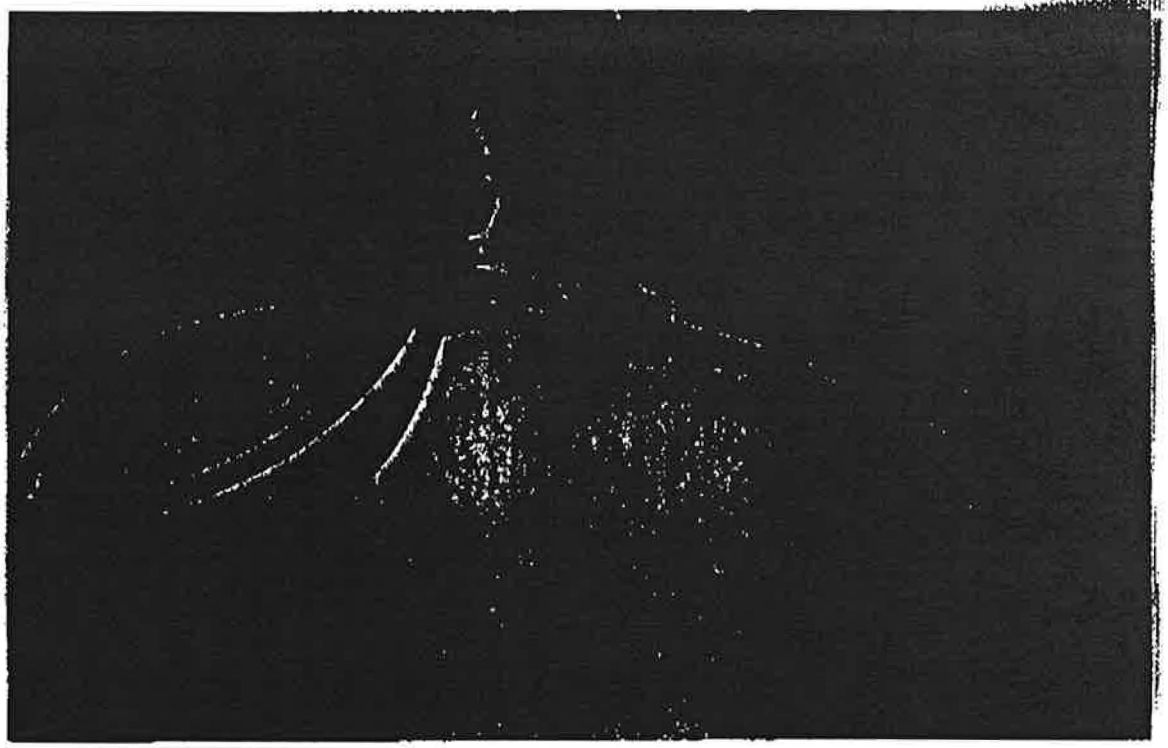
At this time, Mrs. [redacted] would demand that amount of $75,000.00 to resolve this claim.

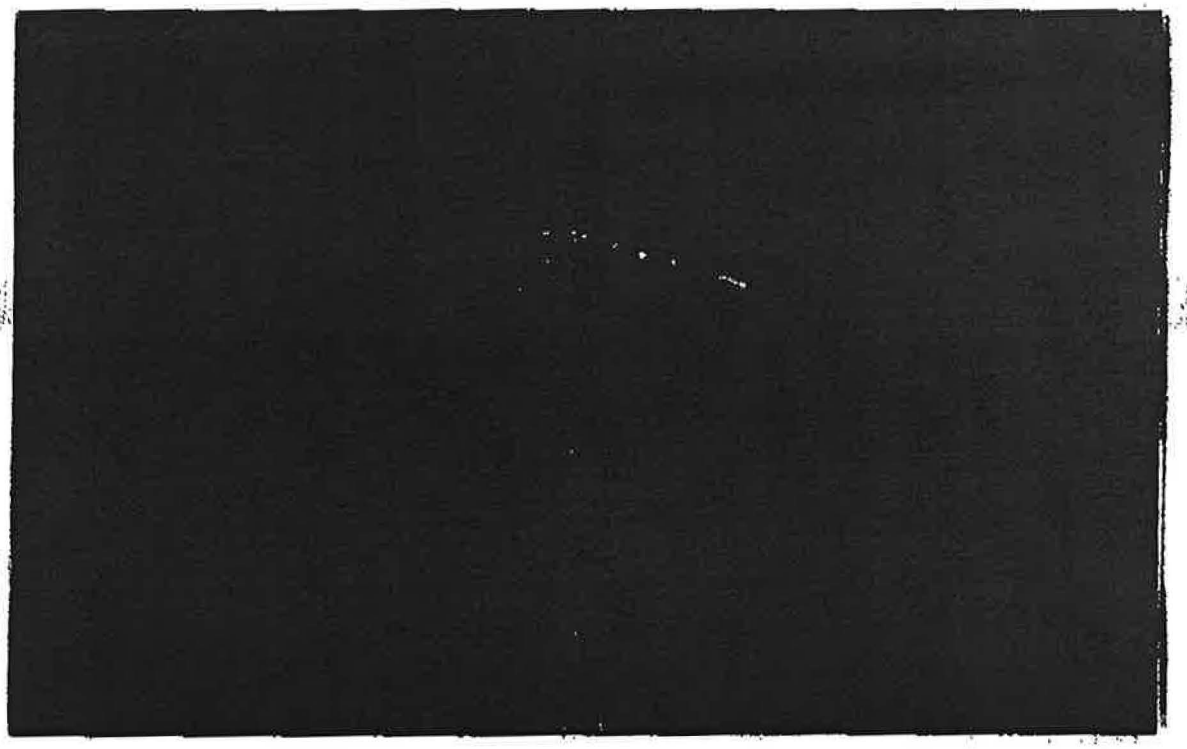
Kindly review this offer and respond to the same in the next ten (10) days. If you require further information to complete your review please feel free to contact my office at any time. The applicable statute of limitations is two years and failing a resolution before March 3, 2008 Mrs. [redacted] ust file suit against Mazda.

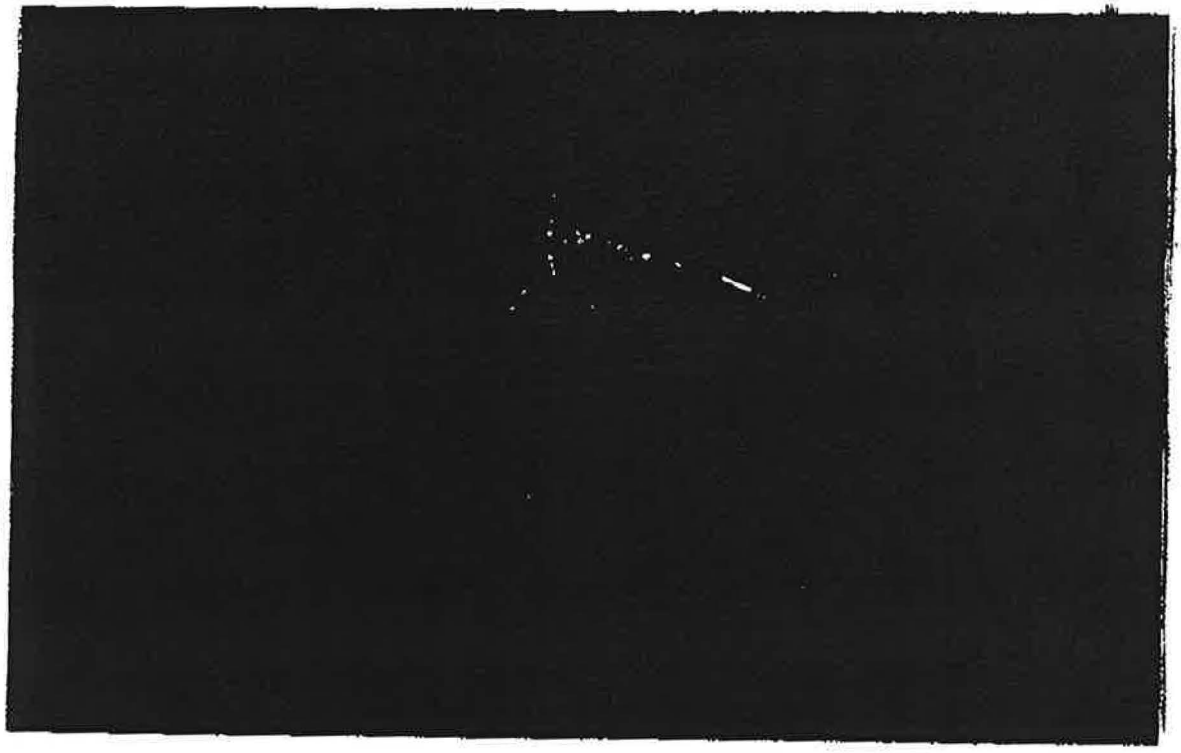
Very truly yours,

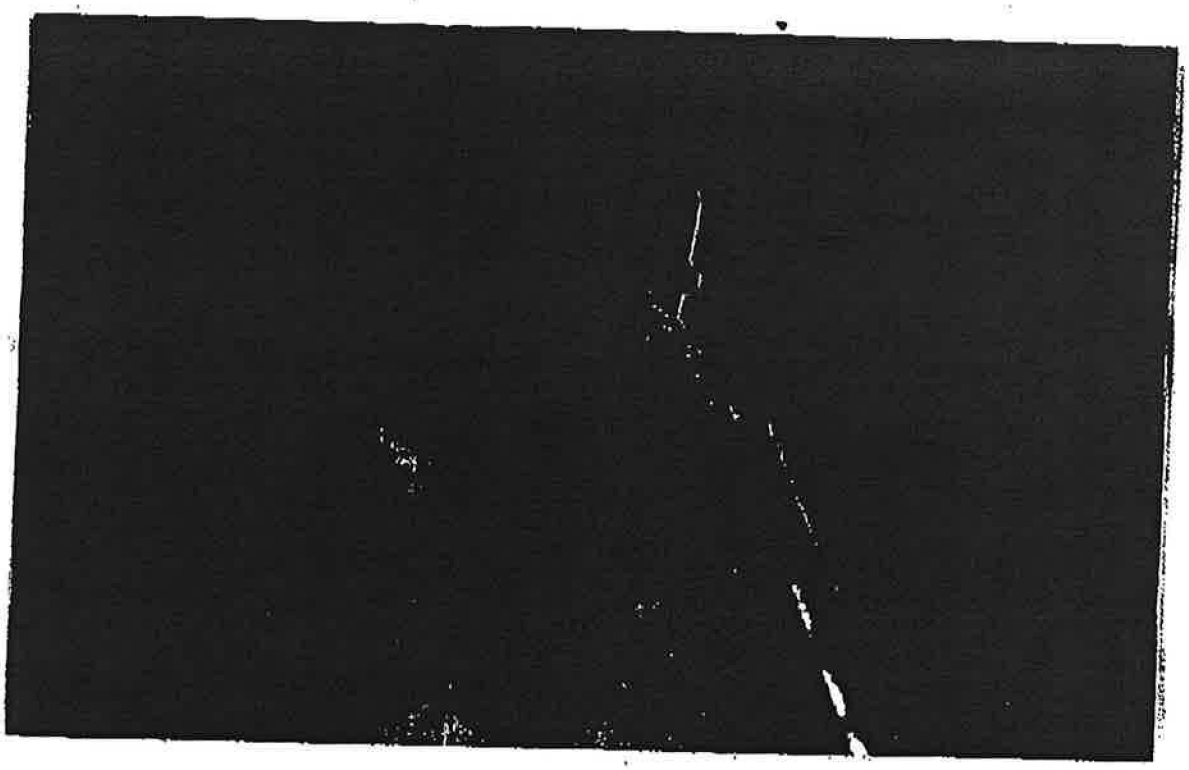
Gregory A. Germain, Esq

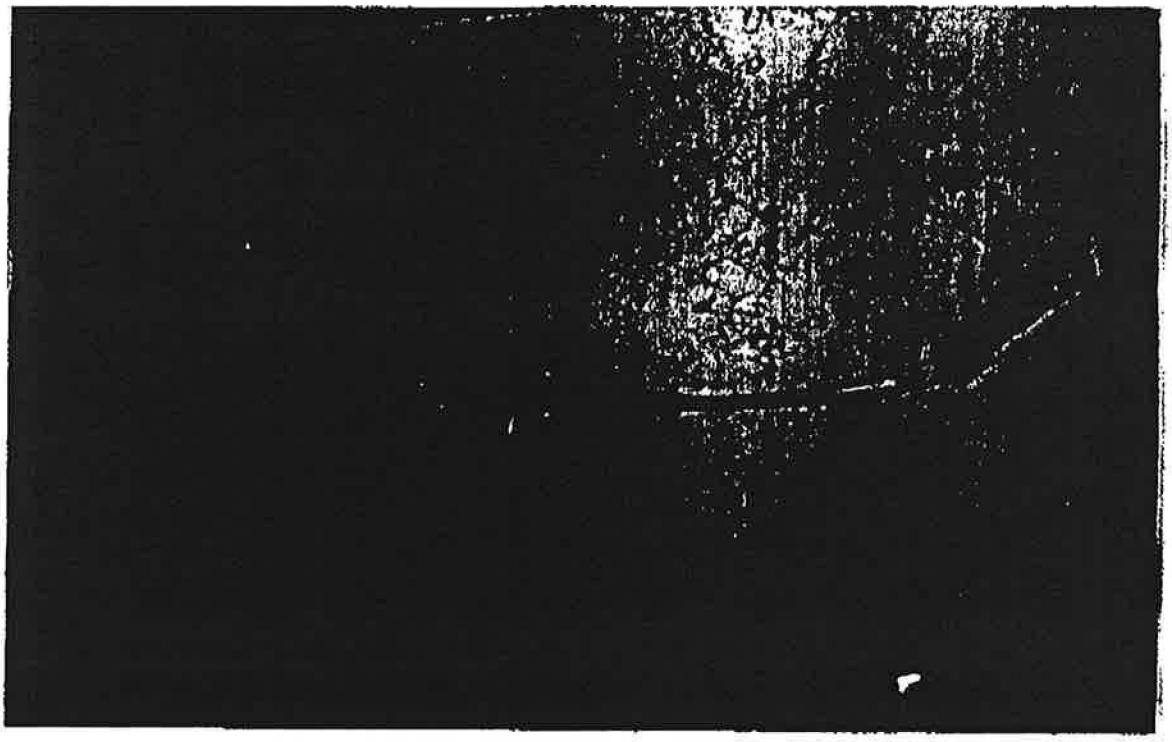
Enclosures
cc: Mrs. [redacted]











RECEIVED
FEB 12 2008
LEGAL DIVISION

**GREGORY A. GERMAIN**
**ATTORNEY AT LAW**

639 Jefferson Avenue
Scranton, Pennsylvania 18510

Telephone: (570) 341-1910
Facsimile: (570) 341-1903
Email: germainesq@aol.com

RECEIVED
FEB 13 2008
CUSTOMER MEDIATION

# FAX

**DATE:** **February 8, 2008**

**TO:** Robert B. Mercer
VP and General Counsel
Mazda North American Operations

FAX NO: (949) 727-6101

**FROM:** Gregory A. Germain, Esq. FAX NO: (570)341-1903

**NO. OF PAGES:** 6

**IN RE:** [redacted] v. Mazda

Attached find letter of representation

Gregory A. Germain, Esquire

**CONFIDENTIALITY NOTE:** The documents accompanying this telecopy transmission contain information from an ATTORNEY/LEGAL COUNSEL, which is confidential and/or legally privileged. The information is intended only for the use of the individual or entity named on this transmission sheet. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or taking of any action in reliance on the contents of this telecopied information is strictly prohibited, and that the documents should be returned to this firm immediately. In this regard, if you have received this telecopy in error, please notify us by telephone immediately so that we can arrange for the return of the original documents to us at no cost to you.

**Gregory A. Germain**
**Attorney at Law**
639 Jefferson Avenue
Scranton, Pennsylvania 18510
Phone (570) 341-1910
Fax (570) 341-1903
germainesq@aol.com

February 11, 2008

Robert B. Mercer
VP and General Counsel
Mazda North American Operations
7755 Irvine Center Dr.
Irvine, CA 92623

**In Re:** [redacted]
**VIN: 4F272941X4K**[redacted]
**D.O.I:**[redacted]

Dear Attorney Mercer:

: Please be advised that I represent [redacted] in regard to a vehicle accident caused by a defective acceleration/cruise control cable in her 2004 Mazda Tribute. I am enclosing a copy of the Police Report for your file at this time.

Kindly refer this matter for immediate attention to your appropriate personnel or insurance carrier and advise them to direct all future correspondence to my office. My client has prepared a settlement demand and would like to resolve this claim by agreement and without litigation if possible.

Thank you for your attention in this regard

Very truly yours,

Gregory A. Germain, Esquire

cc: [redacted]

VIA FAX AND REGULAR MAIL

# COMMONWEALTH OF PENNSYLVANIA
## POLICE CRASH REPORTING FORM

AA 500 1

Case Closed: ● Yes ○ No | Reportable Crash: ● Yes ○ No | Page: 01 | Crash Number: [redacted]

Incident Number: [redacted]

Police Agency: 35302 | Patrol Zone:

Agency Name: SCRANTON P. D. | Precinct: | Investigation Date (MM-DD-YYYY): 03-09-2006

Dispatch Time (mil): 1939 | Arrival Time (mil): 1942 | Investigator: PLM. MICHAEL ALBERT | Badge Number: 00669

Reviewer: Sgt BRad | Badge Number: 544 | Approval Date (MM-DD-YYYY): 03-10-2006

| County | County Name | Municipality | Municipality Name | Day of Week |
|---|---|---|---|---|
| 35 | LACKAWANNA | 302 | SCRANTON | ○ Sun ● Thu ○ Mon ○ Fri ○ Tue ○ Sat ○ Wed ○ Unk |

| Crash Date (MM-DD-YYYY) | Crash Time (mil) | No of Units | People | Injured | Killed* | *If > 00 complete Form F |
|---|---|---|---|---|---|---|
| 03-09-2006 | 1939 | 01 | 01 | 00 | 00 | |

Workzone (If Yes, Complete Form M, Section 29): ○ Yes ● No | School Bus Related: ○ Yes ● No | School Zone Related: ○ Yes ● No | Notify PENNDOT Maintenance: ○ Yes ● No

**Intersection Type:** ○ Midblock ○ 4 Way Intersection ○ "T" Intersection ○ "Y" Intersection ○ Traffic Circle/ Round About ○ Multi-Leg Intersection ○ On Ramp ● Off Ramp ○ Crossover ○ Railroad Crossing ○ Other

*Special Location: 02 (* See Overlay)

**Route Number:** [redacted] | **Segment (Optional):** | **Travel Lanes:** 03 | **Speed Limit:** 25

**Street Name:** [redacted] | **Street Ending:** [redacted]

**Orientation:** ○ North ○ South ○ East ○ West ○ Unknown

**House Number (if applicable):** For Mid-block crashes only. Use postal House Number and make sure Principal Roadway Street Name is filled in if using this option

**Route Signing:** ○ Interstate (Not Turnpike) ○ Turnpike (East/West) ○ Turnpike Spur ● State Highway ○ County Road ○ Local Road or Street ○ Private Road ○ Other/ Unknown

*Use For Intersection Crashes*

**Route Number:** | **Segment (Optional):** | **Travel Lanes:** 04 | **Speed Limit:** 25

**Street Name:** [redacted] | **Street Ending:** AV

**Orientation:** ○ North ○ South ○ East ○ West ○ Unknown

**Route Signing:** ○ Interstate (Not Turnpike) ○ Turnpike (East/West) ○ Turnpike Spur ○ State Highway ○ County Road ● Local Road or Street ○ Private Road ○ Other/ Unknown

*Use For Mid - Block Crashes*

Please Enter Information for **BOTH** Landmarks if Using This Option

**Landmark 1:** Intersecting Rt Num Or Mile Post: | Or Segment Marker: | Or Intersecting Street Name: | St Ending: | Ramp Use Only: ○ North ○ South ○ East ○ West

**Landmark 2:** Intersecting Rt Num Or Mile Post: | Or Segment Marker: | Or Intersecting Street Name: | St Ending: | Ramp Use Only: ○ North ○ South ○ East ○ West

Feet: | Or Miles: | Distance From Crash Scene to Landmark 1 *(For Crash between Landmark 1 and Landmark 2)*

Latitude: Degrees | Minutes | Seconds — Longitude: — Degrees | Minutes | Seconds

**Traffic Control Device:** ● Not Applicable ○ Flashing Traffic Signal ○ Traffic Signal ○ Stop Sign ○ Yield Sign ○ Active RR Crossing Controls ○ Passive RR Crossing Controls ○ Police Officer or Flagman ○ Other Type TCD ○ Unknown

**TCD Functioning:** ● No Controls ○ Device Not Functioning ○ Device Functioning Improperly ○ Device Functioning Properly ○ Emergency Preemptive Signal ○ Unknown

**Lane Closed** (If "Not Applicable", skip rest of the Lane Closure section): ● Not Applicable ○ Partially ○ Fully ○ Unknown

**Lane Closure Direction:** ○ North ○ South ○ East ○ West ○ North and South ○ East and West ○ All (N,S,E,W)

**Traffic Detoured:** ○ Yes ○ No ○ Unknown

**Esti. Time Closed:** ○ < 30 Min. ○ 30-60 Min. ○ 1-3 hrs ○ 3-6 hrs ○ 6-9 hrs ○ > 9 hours ○ Unknown

# COMMONWEALTH OF PENNSYLVANIA
# POLICE CRASH REPORTING FORM

AA 500 2 | Police Use Only | Page: 02 | Crash Number [redacted]

**Unit Type** ● Motor Vehicle in Transport ○ Hit & Run Vehicle ○ Illegally Parked ○ Legally Parked ○ Non - Motorized ○ Pedestrian ○ Pedestrian on Skates, in Wheelchair, etc ○ Disabled From Previous Crash ○ Train ○ Phantom Vehicle
*(If "Pedestrian" or "Pedestrian on Skates, in Wheelchair, etc", Complete Form M, Section 28)*

**Commercial Vehicle** ○ Yes ● No *(If Yes, Complete Form C)*

**Unit No** 01 | **First Name** [redacted] E | **MI** | **Date of Birth (MM-DD-YYYY)** [redacted]

Delete? ○ | [redacted] | **Telephone Number** [redacted]

**Address / City / State** [redacted] | **Zip** [redacted]

**Driver License Number** [redacted] | **State** PA | **Class** C

**Alcohol/Drugs Suspected** ● No ○ Alcohol ○ Illegal Drugs ○ Alcohol and Drugs ○ Medication ○ Unknown

**Driver or Pedestrian Physical Condition** ● Apparently Normal ○ Had Been Drinking ○ Illegal Drug Use ○ Sick ○ Fatigue ○ Asleep ○ Medication ○ Unknown

**Alcohol Test Type** ● Test Not Given ○ Blood ○ Breath ○ Urine ○ Other ○ Unknown if Test Given

**Primary Vehicle Code Violation** | Charged? ○ Yes ● No

**Alcohol Test Results** 0. | ○ Test Refused ○ Test Given, Contaminated Results ○ Unknown Results

**Driver Presence** 1 | 1=Driver Operated Vehicle 2=No Driver 3=Driver Fled Scene 4=Hit and Run 9=Unknown

**Owner/Driver** 00 | 00=Not Applicable 01=Private Vehicle Owned/Leased by Driver 02=Private Vehicle Not Owned/Leased by Driver 03=Rented Vehicle 04=State Police Vehicle 05=PENNDOT Vehicle 06=Other State Gov Veh 07=Municipal Police Veh 08=Other Municipal Government Vehicle 09=Federal Gov Veh 98=Other 99=Unknown

**Same as Driver** ●

**Owner First Name** | **Owner Last Name or Business Name** *(If Pedestrian, skip this Section)*

**Address / City / State / Zip**

**Vehicle Make** MAZDA | ***Make Code** 41 (see overlay)

**VIN** 4F2Z941X4K[redacted] | **Model Year** 2004 | **Vehicle Model** TRIBUTE

**License Plate** [redacted] | **Reg. State** PA | **Est. Speed** | **Vehicle Towed** ● Yes ○ No | **Towed By** PEE WEE'S

**Insurance** ● Yes ○ No ○ Unknown | **Insurance Company** STATE FARM | **Policy No** [redacted]

**Trailing Unit** No. of Trailing Units: 0 | **Type Unit** | 1=Towing Pass. Veh 2=Towing Truck 3=Towing Utility Trailer 4=Mobile/Modular Home 5=Camper 6=Full Trailer 7=Semi-Trailer 8=Other 9=Unknown | **Tag No** | **Tag Year** | **Tag St**

**Direction of Travel** N | ***Vehicle Position** 01 | ***Movement** 01 | ***See Overlay**

**Vehicle Color** 02 | 01=Blue 02=Red 03=White 04=Green 05=Black 06=Yellow 07=Silver 08=Gold 09=Brown 10=Orange 11=Purple 12=Other 99=Unknown

**Vehicle Type** 04 | 01=Automobile 02=Motorcycle 03=Bus 04=Small Truck *(If "02", Complete Form M, Section 26)* *(If "20" or "21", Complete Form M, Section 27)* 05=Large Truck 06=SUV 07=Van 10=Snowmobile 11=Farm Equip 12=Construction Equip 13=ATV 18=Other Type Spec Veh 19=Unk. Type Spec Veh 20=Unicycle, Bicycle, Tricycle 21=Other Pedalcycle 22=Horse & Buggy 23=Horse & Rider 24=Train 25=Trolley 98=Other 99=Unknown

**Special Usage** 00 | 00=Not Applicable 01=Fire Veh 02=Ambulance 03=Police 08=Other Emergency Vehicle 11=Pupil Transport 12=Commercial Passenger Carrier 13=Taxi 21=Tractor Trailer 22=Twin Trailer 23=Triple Trailer 31=Modified Veh 99=Unknown

**Initial Impact Point** 01 | 00=Non-Collision 01-12=Clock Points 13=Top 14=Undercarriage 15=Towed Unit 99=Unknown

**Damage Indicator** 2 | 0=None 1=Minor 2=Functional 3=Disabling 9=Unknown

**Gradient** 3 | 1=Level 2=Uphill 3=Downhill 4=Bottom of Hill 5=Top of Hill 9=Unknown

**Road Alignment** 1 | 1=Straight 2=Curved 9=Unknown

PENNDOT COPY

# COMMONWEALTH OF PENNSYLVANIA
# POLICE CRASH REPORTING FORM

AA 500 3

Police Use Only

Page 0 3

Crash Number [redacted]

People Information

**A** *Person Type:*
1=Driver
2=Passenger
7=Pedestrian
8=Other
9=Unknown

**B** *Sex:*
F =Female
M=Male
U =Unknown

**C** *Injury Severity:*
0=Not Injured
1=Killed
2=Major Injury
3=Moderate Injury
4=Minor Injury
8=Injury, Unk Severity
9=Unknown if Injury

**D** *Seat Position:*
00=Not A Passenger/Occupant
01=Driver - All Vehicles
02=Front Seat Middle Position
03=Front Seat Right Side
04=Second Row - Left Side Or Motorcycle Passenger
05=Second Row - Middle Position
06=Second Row - Right Side
07=Third Row Or Greater - Left Side
08=Third Row Or Greater - Middle Position
09=Third Row Or Greater - Right Side
10=Sleeper Section of Truckcab
11=In Other Enclosed Passenger Or Cargo Area
12=In Open Area (Back Of Pickup, Etc.)
13=Trailing Unit
14=Riding On Vehicle Exterior
15=Bus Passenger
98=Other
99=Unknown

**E** *Safety Equipment One:*
00=None Used / Not Applicable
01=Shoulder Belt Used
02=Lap Belt Used
03=Lap And Shoulder Belt Used
04=Child Safety Seat Used
05=Motorcycle Helmet Used
06=Bicycle Helmet Used
10=Safety Belt Used Improperly
11=Child Safety Seat Used Improperly
12=Helmet Used Improperly
90=Restraint Used, Type Unknown
99=Unknown

**F** *Safety Equipment Two:*
00=None Used / Not Applicable
01=Front Air Bag Deployed (For This Seat)
02=Side Air Bag Deployed (For This Seat)
03=Other Type Air Bag Deployed
04=Multiple Air Bags Deployed
05=Motorcycle Eye Protection
06=Bicyclist Wearing Elbow/Knee/Pads
10=Air Bag Not Deployed, Switch On
11=Air Bag Not Deployed, Switch Off
12=Air Bag Not Deployed, Unk Switch Setting
13=Air Bag Removed (Prior To Crash)
19=Unknown If Air Bag Deployed
99=Unknown

**G** *Ejection:*
0=Not Applicable
1=Not Ejected
2=Totally Ejected
3=Partially Ejected
9=Unknown

**H** *Ejection Path:*
0=Not Ejected / Not Applicable
1=Through Side Door Opening
2=Through Side Window
3=Through Windshield
4=Through Back Door
5=Through Back Door Tailgate Opening
6=Through Roof Opening (Sunroof/ Convertible Top Down)
7=Through Roof Opening (Convertible Top Up)
9=Unknown

**I** *Extrication:*
0=Not Applicable
1=Not Extricated
2=Extricated By Mechanical Means
3=Freed By Non - Mechanical Means
8=Other
9=Unknown

EMS Agency: Medical Facility:

| Unit No | Person No | Delete? | Date of Birth (MM-DD-YYYY) | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 01 | 01 | ☐ | [redacted] | 1 | F | 0 | 01 | 99 | 12 | 0 | 0 | 0 |

Name / Address / Phone

☒ Same as Operator

EMS Transport ☐ Yes ☒ No

| Unit No | Person No | Delete? | Date of Birth (MM-DD-YYYY) | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | ☐ | - - | | | | | | | | | |

Name / Address / Phone

☐ Same as Operator

EMS Transport ☐ Yes ☐ No

| Unit No | Person No | Delete? | Date of Birth (MM-DD-YYYY) | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | ☐ | - - | | | | | | | | | |

Name / Address / Phone

☐ Same as Operator

EMS Transport ☐ Yes ☐ No

| Unit No | Person No | Delete? | Date of Birth (MM-DD-YYYY) | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | ☐ | - - | | | | | | | | | |

Name / Address / Phone

☐ Same as Operator

EMS Transport ☐ Yes ☐ No

| Unit No | Person No | Delete? | Date of Birth (MM-DD-YYYY) | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | ☐ | - - | | | | | | | | | |

Name / Address / Phone

☐ Same as Operator

EMS Transport ☐ Yes ☐ No

| Unit No | Person No | Delete? | Date of Birth (MM-DD-YYYY) | A | B | C | D | E | F | G | H | I |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | ☐ | - - | | | | | | | | | |

Name / Address / Phone

☐ Same as Operator

EMS Transport ☐ Yes ☐ No

# COMMONWEALTH OF PENNSYLVANIA
# POLICE CRASH REPORTING FORM

AA 500 4 | Police Use Only | Page 04 | Crash Number [redacted]

## General Crash Information (If more than 2 Units only complete once)

| | | | | | | |
|---|---|---|---|---|---|---|
| **Crash Description** | 4 | 0=Non-Collision<br>1=Rear End | 2=Head On<br>3=Rear to Rear (Backing) | 4=Angle<br>5=Sideswipe (Same Direction) | 6=Sideswipe (Opposite Direction)<br>7=Hit Fixed Object | 8=Hit Pedestrian<br>9=Other/Unknown |
| **Relation to Roadway** | 2 | 1=On Travel Lanes<br>2=Shoulder | 3=Median<br>4=Roadside | 5=Outside Trafficway<br>6=In Parking Lane | 7=Gore (Ramp Intersection)<br>9=Unknown | |
| **Illumination** | 3 | 1=Daylight<br>2=Dark - No Street Lights | 3=Dark - Street Lights<br>4=Dusk | 5=Dawn<br>6=Dark - Unknown Roadway Lighting | 8=Other | |
| **Weather Conditions** | 1 | 1=No Adverse Conditions<br>2=Rain | 3=Sleet (Hail)<br>4=Snow | 5=Fog<br>6=Rain & Fog | 7=Sleet & Fog<br>8=Other | 9=Unknown |
| **Road Surface Conditions** | 0 | 0=Dry<br>1=Wet | 2=Sand, Mud, Dirt, Oil<br>3=Snow Covered | 4=Slush<br>5=Ice | 6=Ice Patches<br>7=Water - Standing or Moving | 8=Other |

## Initial Event Information

| Unit No | | Harm Event | L/R | Most? | Utility Pole Number |
|---|---|---|---|---|---|
| 01 | 1 | 25 | | 0 | |
| | 2 | | | 0 | |
| Please Put Events In Sequential Order | 3 | | | 0 | |
| | 4 | | | 0 | |

| Unit No | | Harm Event | L/R | Most? | Utility Pole Number |
|---|---|---|---|---|---|
| | 1 | | | 0 | |
| | 2 | | | 0 | |
| Please Put Events In Sequential Order | 3 | | | 0 | |
| | 4 | | | 0 | |

**Harmful Events (Harm Event)**
01=Hit Unit 1
02=Hit Unit 2
03=Hit Unit 3
04=Hit Unit 4
05=Hit Unit 5
06=Hit Other Traffic Unit
07=Hit Deer
08=Hit Other Animal
09=Collision With Other Non Fixed Object
11=Struck By Unit 1
12=Struck By Unit 2
13=Struck By Unit 3
14=Struck By Unit 4
15=Struck By Unit 5
16=Struck By Other Traffic Unit
21=Hit Tree Or Shrubbery
22=Hit Embankment
23=Hit Utility Pole
24=Hit Traffic Sign
25=Hit Guard Rail
26=Hit Guard Rail End
27=Hit Curb
28=Hit Concrete Or Longitudinal Barrier
29=Hit Ditch
30=Hit Fence Or Wall
31=Hit Building
32=Hit Culvert
33=Hit Bridge Pier Or Abutment
34=Hit Parapet End
35=Hit Bridge Rail
36=Hit Boulder Or Obstacle On Roadway
37=Hit Impact Attenuator
38=Hit Fire Hydrant
39=Hit Roadway Equipment
40=Hit Mail Box
41=Hit Traffic Island
42=Hit Snow Bank
43=Hit Temporary Construction Barrier
48=Hit Other Fixed Object
49=Hit Unknown Fixed Object
50=Overturn/Roll Over
51=Struck By Thrown Or Falling Object
52=Pot Holes Or Other Pavement Irregularities
53=Jacknife
54=Fire In Vehicle
58=Other Non-Collision
99=Unknown Harmful Event

| First Harmful Event In the Crash | Unit No | Harm Event | Most Harmful Event In the Crash | Unit No | Harm Event |
|---|---|---|---|---|---|
| | 01 | 25 | | 01 | 25 |

Do not repeat this information on multiple pages

**Environmental / Roadway Potential Factors (E/R)** 1: 00 2: 00 3: 00

00=None
01=Windy Conditions
02=Sudden Weather Conditions
03=Other Weather Conditions
04=Deer In Roadway
05=Obstacle On Roadway
06=Other Animal In Roadway
07=Glare
08=Work Zone Related
11=Slippery Road Conditions (Ice/Snow)
12=Substance On Roadway
13=Potholes
14=Broken Or Cracked Pavement
15=TCD Obstructed
16=Soft Shoulder Or Shoulder Drop Off
28=Other Roadway Factor
29=Other Environmental Factor
99=Unknown

**Possible Vehicle Failures (V)**

00=None
01=Tires
02=Brake System
03=Steering System
04=Suspension
05=Power Train
06=Exhaust
07=Headlights
08=Signal Lights
09=Other Lights
10=Horn
11=Mirrors
12=Wipers
13=Driver Seating/Control
14=Body, Doors, Hood, Etc
15=Trailer Hitch
16=Wheels
17=Airbags
18=Trailer Overloaded
19=Unsecure/Shifted Trailer Load
20=Improper Towing
21=Obstructed Windshield
99=Unknown

| Unit No | | | | | |
|---|---|---|---|---|---|
| 01 | 1 | 02 | 2 | 00 | |
| | 1 | | 2 | | |

**Indicated Prime Factor** (Do not repeat this information on multiple pages.)

E/R ○ V ○ D ○ P ○

| Unit No | Factor Code |
|---|---|
| 01 | 00 |

If E/R is the Prime Factor type, leave Unit No blank

**Driver Action (D)**
00=No Contributing Action
01=Driver Was Distracted
02=Driving Using Hand Held Phone
03=Driving Using Hands Free Phone
04=Making Illegal U-Turn
05=Improper/Careless Turning
06=Turning From Wrong Lane
07=Proceeding W/O Clearance After Stop
08=Running Stop Sign
09=Running Red Light
10=Failure To Respond To Other Traffic Control Device
11=Tailgating
12=Sudden Slowing/Stopping
13=Illegally Stopped On Road
14=Careless Passing Or Lane Change
15=Passing In No Passing Zone
16=Driving The Wrong Way On 1-Way Street
17=Careless Or Illegal Backing On Roadway
18=Driving On The Wrong Side Of Road
19=Making Improper Entrance To Highway
20=Making Improper Exit From Highway
21=Careless Parking/Unparking
22=Over/Under Compensation At Curve
23=Speeding
24=Driving Too Fast For Conditions
25=Failure To Maintain Proper Speed
26=Driver Fleeing Police (Pol Chase)
27=Driver Inexperienced
28=Failure To Use Specialized Equip
92=Affected By Physical Condition
98=Other Improper Driving Actions
99=Unknown

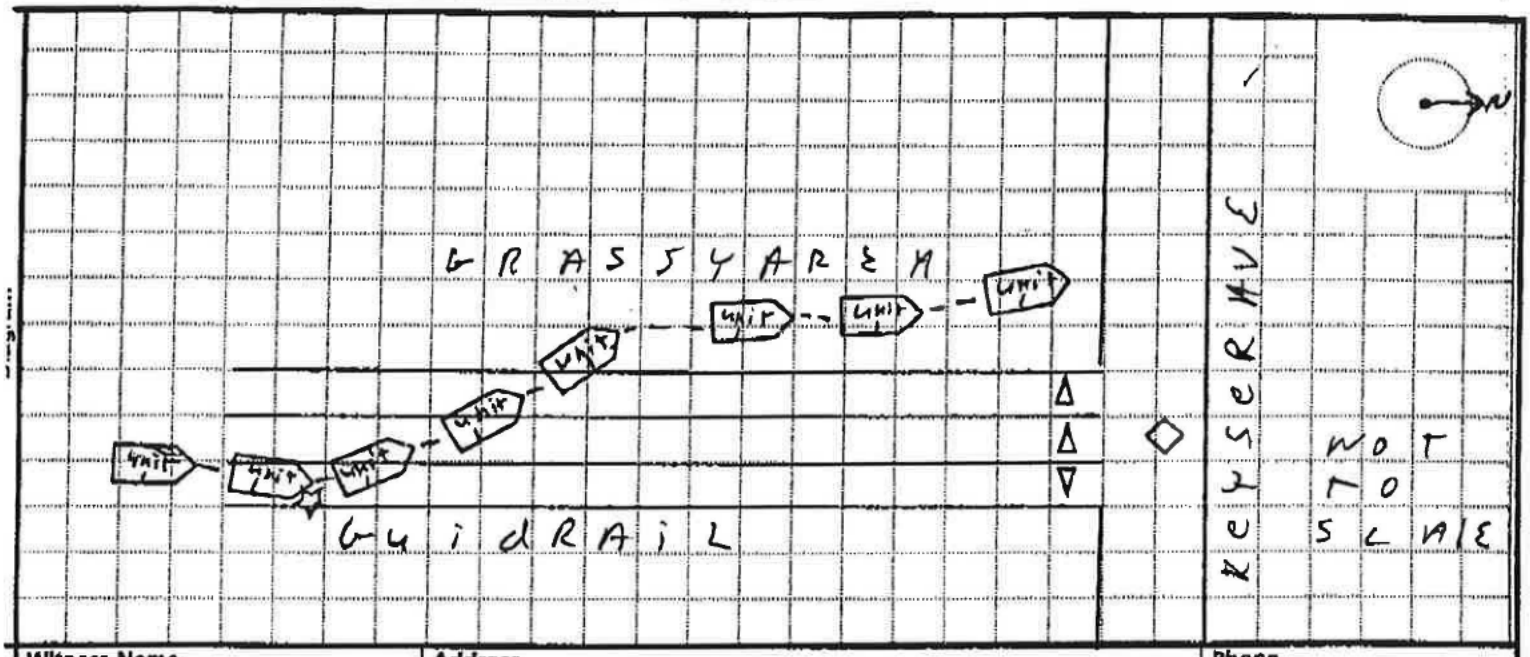
| Unit No | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 01 | 1 | 00 | 2 | 00 | 3 | 00 | 4 | 00 | |
| | 1 | | 2 | | 3 | | 4 | | |

**Pedestrian Action (P)**
00=None
01=Entering Or Crossing At Specified Location
02=Walking, Running, Jogging, Or Playing
03=Working
04=Pushing Vehicle
05=Approaching Or Leaving Vehicle
06=Working On Vehicle
07=Standing
98=Other
99=Unknown

| Unit No | | Unit No | |
|---|---|---|---|
| 01 | 00 | | |

**COMMONWEALTH OF PENNSYLVANIA**
**POLICE CRASH REPORTING FORM**

AA 500 5 | Police Use Only | Page 05 | Crash Number [redacted]




| Witness Name | Address | Phone |
|---|---|---|
| 1 [redacted] | [redacted] SCR. PA | [redacted] |
| 2 | | |

Narrative and additional witnesses: Accident Investigation Notification Issued? ☐ Property Damage ☐

ON THE ABOVE DATE and TIME STATED I RESPONDED TO THE 1200 BLOCK OF KEYSER AVE. FOR A VEHICLE THAT RAN OFF THE ROAD and ON FIRE. UPON MY ARRIVAL THE ACCIDENT OCCURED ON THE KEYSER AVE. OFF RAMP FROM THE SCRANTON EXPRESSWAY. I SPOKE TO MARYCLARE SHARTS (DRIVER UNIT #1) WHO STATED SHE WAS TRAVELING NORTH ON THE EXPRESSWAY and EXITED THE KEYSER AVE EXIT WHEN HER BRAKES FAILED. UNIT #1 STATED SHE HIT GUARD RAIL and CROSSED THREE LANES and INTO THE GRASSY AREA LEFT OF THE OFF RAMP. THE VEHICLE WAS NOT ON FIRE BUT WAS SMOKING HEAVILY BECAUSE OF THE BRAKES LOCKING UP. NO INJURIES TO THIS INCIDENT.

# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# DAMAGE CLAIM



K.B

Erie Insurance®

Bruce E. Peterson, AIC
Vice President & Claims Manager

Claims Office • 18544 Breeze Hill Drive • P.O. Box 4158 • Hagerstown, MD 21741-4158
301.797.5185 • Toll free 1.800.533.5602 • Fax 301.714.9218 • www.erieinsurance.com

April 7, 2009

Darcars Imports, Inc.
Attn: Stan in Service
12511 Properity Drive
Silver Spring, MD 20904

Mazda North American Operations
Customer Mediation Department
7755 Irvine Center Drive
Irvine, CA 92618

RE: Erie Insured: [redacted]
Claim #: [redacted]
Loss Date: 03/28/2009
Vehicle: 2002 Mazda Tribute LX
VIN: 4F2CU08102K[redacted]

RECEIVED
APR 28 2009
CUSTOMER MEDIATION

Dear Service Manager,

Our insured Ms. [redacted] was involved in a motor vehicle accident on 3/28/2009. While driving her 2002 Mazda Tribute her check engine light came on. She stopped at a red light in which she was going to turn around and pull off the road. While stopped at the red light, the engine began revving and suddenly and without warning her airbags went off and she was into the rear of the vehicle in front of her.

Erie checked her VIN for any recalls and located recall # 2704L which matched up to a recall she had completed at your facility on 2/10/2005.

Erie has requested an engineer complete an inspection of the vehicle to determine the cause of the sudden acceleration. The engineer has recommended a representative from the dealership and Mazda be present.

Please contact me at your **earliest** convenience to coordinate an inspection time with the engineering company. The vehicle is currently located at Insurance Auto Auctions at 14149 Brandywine Road, Brandywine, MD 20613.

Thank you for your time.

Sincerely,

Christine M. Palamar
Claim Adjuster, III
(866) 558-6076
(301) 824-2807 (fax)
PO Box 3515
Hagerstown, MD 21742

Cc: [redacted]



ChoicePoint Police Records
P.O.Box 740167
Atlanta, GA 30374-0167
Phone: 1.800.934.9698 Fax 1.800.934.6449
Email: orderpoint.support@choicepoint.com

REPORT ATTACHED

PAGE COUNT: 2

---

CLIENT : [redacted]
DIVISION : 022
ADJUSTER : A812MDAPV21
CLAIM : [redacted]

TRANSACTION # : [redacted]
DATE : 04/16/2009

DATE OF LOSS : 03/28/2009 TIME OF LOSS : 05:00 PM
STREET : HICKORY RIDGE AND CEDAR_LANE
CITY : COLUMBIA
COUNTY : HOWARD
STATE : MD

INVESTIGATING AGENCY : HOWARD CO PD
REPORT NUMBER : 09031212
REPORT TYPE : Auto Accident
PARTY 1 : [redacted]
PARTY 2 : [redacted]
PARTY 3 :

CAR : 4 DOOR MAKE : MAZD YEAR : 2002
TAG : [redacted]

DRIVER LICENSE : [redacted]
ADDITIONAL INFO :

---

NOTE :

---

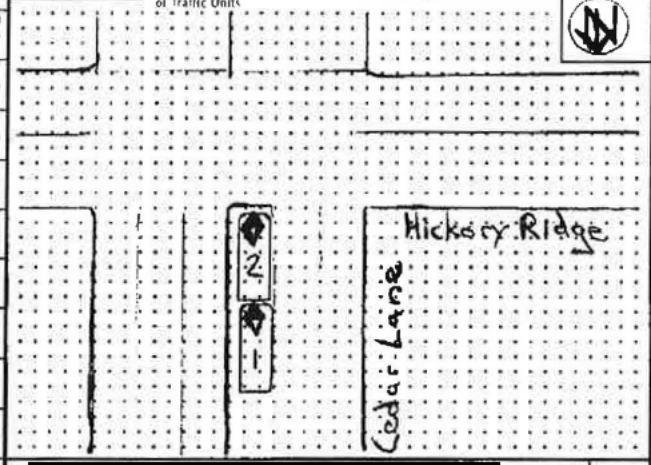
# State of M yland Motor Vehicle Accider eport

| REPO [redacted] 1 | PAGE OF 2 | ACCIDENT DATE 3 | ACCIDENT TIME 4 | REPORT TYPE 5 | RESEARCH 6 | LOCAL CASE NUMBER 7 | LOCAL CODES 8 | HIDDEN 9 |
|---|---|---|---|---|---|---|---|---|
| | 1 1 | 03 28 09 | 17 00 | ☐ FATAL ☒ INJURY ☐ PDO ☐ HIT & RUN ☐ NON-TRAFFIC | | [redacted] 2 | DS | ☒ NO ☐ YES |

| INVESTIGATING OFFICER ID 10 | AGENCY AND AREA 11 | SUPERVISING OFFICER ID 12 | REVIEWER ID 13 | CODE AND NAME OF MUNICIPALITY 14 | COUNTY 15 |
|---|---|---|---|---|---|
| Rosebrough 5566 | CB | SGT Domeowsky | 4852 | 0 | 13 |

| RD CHAR 16 | RTE NUM Accident Occurred On 17 | ROAD NAME 18 | IN LANE 19 | TRAF SIG 20 | ON RAMP 21 | Ramp Number (Direction) 22 | IN INTERSECTION 23 |
|---|---|---|---|---|---|---|---|
| 0 1 | C 0 0 0 0 8 2 | Cedar Lane | SL | ☐ NO ☒ YES | ☒ NO ☐ YES | 0 | ☒ NO ☐ YES |

| RD COND 24 | INT-RTE 25 | INTERSECTING ROAD NAME or Log Mile Reference Manual description. 26 | MILEPT 27 | DIR 28 | Dist. of Accfr INT-RTE/Ref. & Dir. 29 |
|---|---|---|---|---|---|
| 0 1 | C 0 0 1 4 5 7 | Hickory Ridge Road | 2 1 1 2 | N | 1 0 1 0 0 ☐ Ft ☐ Mi S |

| RD DIV 30 | ACCIDENT DIAGRAM | Show & Label Roads, Traffic Units, the Travel Direction consistent with the Log Mile Reference Manual, and Movement of Traffic Units 31 | NORTH 32 |
|---|---|---|---|
| 0 3 | |   | |

DESCRIBE ACCIDENT briefly; identify units by numbers. Also identify the following a) the OBJECT DAMAGED & NATURE OF DAMAGE (Property other than vehicles) and b) the NAME & ADDRESS OF OWNER when applicable. 33

Vehicle 2 was stopped in the left turn lane on Cedar Lane waiting to turn onto Hickory Ridge. Vehicle 1 was behind Vehicle 2 also in the left turn lane. Driver of vehicle 1 stated her "check engine" light came on and when she attempted to apply the break in response to her engine revving uncontrollably she accidentally hit the gas pedal. Vehicle 1 then rear ended vehicle 2.

| SKE COND 34 | C/M ZONE 35 | JUNCTN 36 | EVENT 1 37 | EVENT 2 38 | FIX OBJ 39 | COLL TY 40 | LIGHT 41 | WEATHER 42 |
|---|---|---|---|---|---|---|---|---|
| 0 1 | ☒ NO ☐ YES | 0 3 | 0 1 | 0 0 | 0 0 | 0 3 | 0 1 | 0 5 |

## UNIT 1

| UNIT # 43 | N [redacted] 44 | SEX 45 | TYPE OF UNIT 46 |
|---|---|---|---|
| 0 1 | | 0 2 | ☒ DRIVER ☐ "PED" |

ADDRESS (No., Street, City, State, Zip) TEL ☐ Work ☒ Res 47 — INJ 48: A

[redacted] Mount Airy MD

| MOVEMENT 50 | CONDITN 51 | SUBST 52 | TEST 53 | RESULT 54 | FOR PEDS ONLY | AGE 55 | TYPE 56 | LOCATN 57 | OBEY 58 | VISIBL 59 |
|---|---|---|---|---|---|---|---|---|---|---|
| 0 2 | 0 1 | 0 1 | 0 0 | . 0 0 | | 0 [redacted] | | | | |

| SPEED LIMIT 60 | SAF. EQU 61 | EQ PROB 62 | EJECT 63 | CITATION NUMBER(S) 64 | FAULT ☐ NO 65 ☒ YES |
|---|---|---|---|---|---|
| 3 5 | 3 2 | 0 1 | 0 1 | | |

| GOING 66 | DRIVER'S LICENSE NUMBER 67 | STATE 68 | CLASS 69 |
|---|---|---|---|
| 0 2 | [redacted] | M D | C |

| CONTINU 70 | DR DATE OF BIRTH 71 | IRREGULAR CONDITION 72 ☐ PARKED ☐ CAUGHT FIRE ☐ HIT & RUN ☐ DRIVERLESS | HM SPILL 73 ☒ N ☐ Y | HAZ MAT NUMBER 74 |
|---|---|---|---|---|
| 0 3 | 0 [redacted] | | | |

| BODY TY 75 | COMMER VEHICLE ONLY | U.S. DOT NUMBER 76 | ICC NUMBER 77 | BODY TY 78 | CDL ☒ NO ☐ YES 79 |
|---|---|---|---|---|---|
| 0 2 | | | | | |

| MOST TIE 80 | OWNER OR CARRIER NAME (Write "SAME" if Driver) TEL ☐ Work ☐ Res 81 |
|---|---|
| 0 1 | Same |

| CONTRIB CIRCUM-STANCES 82-1 | OWNER/CARRIER ADDRESS 83 | TOWED VEHICLE 84 |
|---|---|---|
| 5 9 | Same | |

| 82-2 | YEAR & MAKE OF VEHICLE 85 | MODEL 86 | 1st IMPACT PT. 87 | MAIN IMPACT 88 |
|---|---|---|---|---|
| 0 7 | 0 2 Mazda | Tribute | 0 1 | 0 1 |

| 82-3 | EXP YR & REGISTR # STATE 89 | AREAS DAMAGED 90 | INSURER 91 |
|---|---|---|---|
| 0 0 | 0 9 M 7 2 6 7 3 4 M D | 0 1 0 2 0 3 | |

| 82-4 | VEHICLE ID NUMBER 92 | POLICY NUMBER 93 |
|---|---|---|
| 0 0 | 4F2CU08102K [redacted] | |

| DAM EXT 94 | VEHICLE REMOVED BY 95 | VEHICLE REMOVED TO 96 |
|---|---|---|
| 0 4 | Bill's Towing | Bill's Towing |

## UNIT 2

| UNIT # 43 | NAME (First, Middle, Last) 44 | SEX 45 | TYPE OF UNIT 46 |
|---|---|---|---|
| 0 2 | [redacted] | 0 1 | ☐ DRIVER ☐ "PED" |

ADDRESS (No., Street, City, State, Zip) TEL ☐ Work ☒ Res 47 — INJ 48: A

[redacted] Ellicott City MD

| MOVEMENT 50 | CONDITN 51 | SUBST 52 | TEST 53 | RESULT 54 | FOR PEDS ONLY | AGE 55 | TYPE 56 | LOCATN 57 | OBEY 58 | VISIBL 59 |
|---|---|---|---|---|---|---|---|---|---|---|
| 0 6 | 0 1 | 0 1 | 0 0 | . 0 0 | | 0 [redacted] | | | | |

| SPEED LIMIT 60 | SAF. EQU 61 | EQ PROB 62 | EJECT 63 | CITATION NUMBER(S) 64 | FAULT ☐ NO 65 ☐ YES |
|---|---|---|---|---|---|
| 3 5 | 3 2 | 0 1 | 0 1 | | |

| GOING 66 | DRIVER'S LICENSE NUMBER 67 | STATE 68 | CLASS 69 |
|---|---|---|---|
| 0 2 | [redacted] | M D | C |

| CONTINU 70 | DR DATE OF BIRTH 71 | IRREGULAR CONDITION 72 ☐ PARKED ☐ CAUGHT FIRE ☐ HIT & RUN ☐ DRIVERLESS | HM SPILL 73 ☐ N ☐ Y | HAZ MAT NUMBER 74 |
|---|---|---|---|---|
| 0 3 | [redacted] | | | |

| BODY TY 75 | COMMER VEHICLE ONLY | U.S. DOT NUMBER 76 | ICC NUMBER 77 | BODY TY 78 | CDL ☐ NO ☐ YES 79 |
|---|---|---|---|---|---|
| 2 0 | | | | | |

| MOST TIE 80 | OWNER OR CARRIER NAME (Write "SAME" if Driver) TEL ☐ Work ☒ Res 81 |
|---|---|
| 0 1 | [redacted] |

| CONTRIB CIRCUM-STANCES 82-1 | OWNER/CARRIER ADDRESS 83 | TOWED VEHICLE 84 |
|---|---|---|
| 0 0 | Ellicott City MD [redacted] | |

| 82-2 | YEAR & MAKE OF VEHICLE 85 | MODEL 86 | 1st IMPACT PT. 87 | MAIN IMPACT 88 |
|---|---|---|---|---|
| 0 0 | 0 2 Toyota | Tacoma | 0 9 | 0 9 |

| 82-3 | EXP YR & REGISTR # STATE 89 | AREAS DAMAGED 90 | INSURER 91 |
|---|---|---|---|
| 0 0 | 1 0 7 7 2 0 4 M D | 0 9 1 0 1 1 | |

| 82-4 | VEHICLE ID NUMBER 92 | POLICY NUMBER 93 |
|---|---|---|
| 0 0 | 5TEWM72N72Z [redacted] | |

| DAM EXT 94 | VEHICLE REMOVED BY 95 | VEHICLE REMOVED TO 96 |
|---|---|---|
| 0 3 | | |

| TRAFFIC UNIT # 97 | SEATING POSITION 98 | CODE all injured & uninjured PASSENGERS below. Use "W" for witness in TRAF UNIT and SEAT columns. WRITE NAME & ADDRESS of Injured Passengers and Witnesses. Witness telephone # | SEX 100 | AGE 101 | SAFETY EQUIP 102 | EQUIP PROB. 103 | INJUR SEVER 104 | EJECTION 105 | EMS UNIT 106 |
|---|---|---|---|---|---|---|---|---|---|
| 0 2 | 0 3 | [redacted] Ellicott City MD [redacted] | 0 2 | 0 [redacted] | 3 2 | 0 1 | 0 1 | 0 1 | 0 0 |
| | | | | 0 | | | | | |
| | | | | 0 | | | | | |
| | | | | 0 | | | | | |
| | | | | 0 | | | | | |
| | | | | 0 | | | | | |
| | | | | 0 | | | | | |

| 1 UNIT 107 | INJURED TAKEN BY: 108 | INJURED TAKEN TO: 109 | EMS RUN REPORT # 110 |
|---|---|---|---|
| M A | HCFR A-96 | Howard County General | 09-7310 |

| 1 UNIT 107 | INJURED TAKEN BY: 108 | INJURED TAKEN TO: 109 | EMS RUN REPORT # 110 |
|---|---|---|---|
| M B | | | |

MSP FORM #1 (8/01)

MSP – CENTRAL RECORDS DIVISION COPY




TOYOTA
TACOMA
SR5
4WD
4WD

# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# DAMAGE CLAIM



FARMERS

National Document Center
P. O. Box 268992
Oklahoma City, OK 73126-8992
claimsdocuments@hpcs.com
Fax: 877-217-1389
Toll Free: 800-HelpPoint

08/08/2011

Mazda North American Operations
Attn: Customer Assistance Center
P.O. Box 19734
Irvine, CA 92623-9734

| | |
|---|---|
| Our Insured: | [redacted] |
| Our Claim #: | |
| Date of Loss: | 01/13/2010 |
| Your Claim #: | |
| Deductible Amount: | $0.00 |
| Total Amount Owed: | $33,895.70 |

RECEIVED
AUG 16 2011
CUSTOMER MEDIATION

Dear Customer Assistance Center,

Our initial investigation has established that the above loss may have been caused by the malfunction of your product.

She advised she had backed out of her driveway, put vehicle in drive, had foot on brake and vehicle raced backwards and into neighbor's house across the street.

We are in the process of making payment to our insured for their damages. By virtue of our subrogation rights we shall seek reimbursement from you for the amount of the damages.

Please be aware that no payment that is less than the full amount claimed herein will be considered in any way an acceptance of benefits, a novation or an accord and satisfaction of this claim without an express written release of our claim executed by an individual who identifies himself/herself as a member of our subrogation department. Therefore, our legal rights to enforce collection on the remaining amount of the claim shall not be waived or stopped due to partial payment by you or someone acting on your behalf.

We can discuss this matter with your representative. Please supply the name, phone number and file number of your representative contact.

Sincerely,
Mid-Century Insurance Company

Morgan Pattermann

Morgan Pattermann
Litigation Claims Representative
630-907-6942

3B9R3HZM

2/13/2010 4:32 PM H00001020960 @ 9,13145236985 METRO 8003439047 DA 2/9

NE

MISSOURI UNIFORM ACCIDENT REPORT PAGE 1 OF 4

SPACE USED FOR BARCODE

1 - AGENCY NAME AND ORI: St Peters Police Department H0092040O

| LEFT THE SCENE | CLEARED | ACCIDENT CLASSIFICATION | PROPERTY DAMAGE ONLY | NUMBER INJURED | NUMBER KILLED | REPORT / CASE / INCIDENT NUMBER |
|---|---|---|---|---|---|---|
| ☐ YES ☒ NO | ☐ YES ☐ NO | ☒ | | | | [redacted] |

| NUMBER OF VEHICLES INVOLVED | ACCIDENT DATE | ACCIDENT TIME (MIL.) | TIME NOTIFIED (MIL.) | TIME ARRIVED (MIL.) | INVESTIGATION DATE |
|---|---|---|---|---|---|
| 1 | 01 13 2010 | 0728 | 0730 | 0736 | 01 13 2010 |

2 - LOCATION

| COUNTY | MUNICIPALITY | BEAT / ZONE | TRP / DIST / PCT | INVESTIGATED AT SCENE |
|---|---|---|---|---|
| [redacted] | | 62 | - | ☒ YES ☐ NO |

| ORI | DISTANCE FROM | LOCATION | INTERSECTING STREET OR ROADWAY |
|---|---|---|---|
| [redacted] | 100 FEET | ☐ AFTER | [redacted] |
| | ___ . ___ MILES | ☒ BEFORE | |
| | | ☐ AT | |

| ROADWAY DIRECTION | SPEED LIMIT | SPEED LIMIT | GEO - CODE | GPS LONGITUDE |
|---|---|---|---|---|
| | 25 | 25 | | |

ROADWAY OWNED BY: ☐ 1. STATE ☐ 2. COUNTY ☒ 3. MUNICIPAL ☐ 4. PRIVATE PROPERTY ☐ 5. OTHER — LATITUDE

DAMAGE TO PROPERTY OTHER THAN VEHICLES ☐ NONE

GIVE OWNER'S NAME AND ADDRESS, DESCRIPTION OF PROPERTY, AND DAMAGE

☐ MoDOT [redacted] St Peters MO [redacted]

1 Structural Damage to House Front (Southeast Corner) Damage Landscape

3 - DRIVER

| NAME (LAST, FIRST, MI) | ADDRESS (STREET, CITY, STATE, ZIP) |
|---|---|
| [redacted] | St Peters MO [redacted] |

| DRIVER LICENSE NUMBER / ID NUMBER | STATE | TYPE OF LICENSE | MC ENDORSEMENT |
|---|---|---|---|
| [redacted] | MO | ☒ 1. OPERATOR CLASS E ☐ 2. CDL CLASS ___ ☐ 3. PERMIT ☐ 4. UNLICENSED ☐ 5. MC ONLY | ☐ YES ☐ NO ☒ NA |

| PROOF OF INSURANCE | INSURANCE COMPANY | POLICY NUMBER |
|---|---|---|
| ☒ YES ☐ NO ☐ NOT REQUIRED | FARMERS ☐ DRIVER ☒ VEHICLE | ☐ NA 14 183955553 |

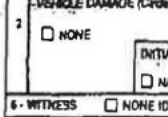
VEHICLE 1

| YEAR | MAKE | MODEL | COLOR |
|---|---|---|---|
| 2002 | MAZDA | TRIBUTE | GRAY |

| LIC. PLATE NO. | STATE | YEAR | VIN | TOTAL NO. OF OCCUPANTS |
|---|---|---|---|---|
| [redacted] | MO | 2010 | 4F2YU081X2K[redacted] | 1 |

VEHICLE OWNER NAME (LAST, FIRST, MI) / COMMERCIAL CARRIER — ADDRESS (STREET, CITY, STATE, ZIP) — ☒ SAME AS DRIVER

VEHICLE DAMAGE (Circle all damaged areas) ☐ NONE — INITIAL IMPACT NO. ☐ NA 7




18 - Undercarriage
19 - Windshield
20 - Burned
21 - Towed Unit
22 - Cargo

TOWED FROM SCENE ☒ YES ☐ NO

TOW CO. INFORMATION: A-One Towing 220 Spring Dr. St Charles MO

4 - DRIVER

| NAME (LAST, FIRST, MI) | ADDRESS (STREET, CITY, STATE, ZIP) |
|---|---|
| N/A | |

| DRIVERS LICENSE NUMBER / ID NUMBER | STATE | TYPE OF LICENSE | MC ENDORSEMENT |
|---|---|---|---|
| | | ☐ 1. OPERATOR CLASS ___ ☐ 2. CDL CLASS ___ ☐ 3. PERMIT ☐ 4. UNLICENSED ☐ 5. MC ONLY | ☐ YES ☐ NO ☐ NA |

| PROOF OF INSURANCE | INSURANCE COMPANY | POLICY NUMBER |
|---|---|---|
| ☐ YES ☐ NO ☐ NOT REQUIRED | ☐ DRIVER ☐ VEHICLE | ☐ NA |

VEHICLE 2

| YEAR | MAKE | MODEL | COLOR |
|---|---|---|---|
| N/A | | | |

| LIC. PLATE NO. | STATE | YEAR | VIN | TOTAL NO. OF OCCUPANTS |
|---|---|---|---|---|
| | | | | |

VEHICLE OWNER NAME (LAST, FIRST, MI) / COMMERCIAL CARRIER — ADDRESS (STREET, CITY, STATE, ZIP) — ☐ SAME AS DRIVER

VEHICLE DAMAGE (Circle all damaged areas) ☐ NONE — INITIAL IMPACT NO. ☐ NA




18 - Undercarriage
19 - Windshield
20 - Burned
21 - Towed Unit
22 - Cargo

TOWED FROM SCENE ☐ YES ☐ NO

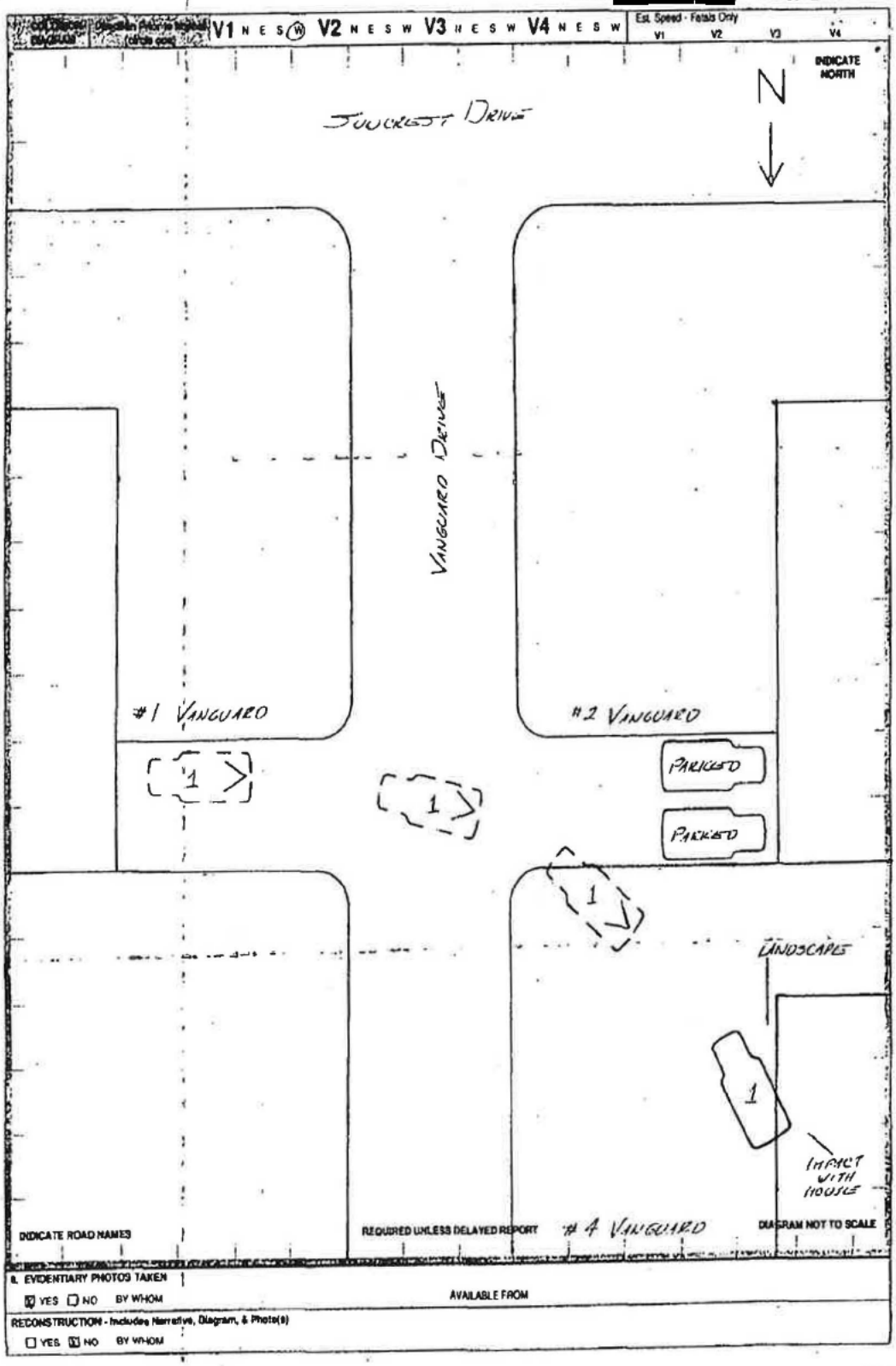
TOW CO. INFORMATION

5 - WITNESS ☐ NONE IDENTIFIED

| NAME OF WITNESS | ADDRESS (STREET, CITY, STATE, ZIP) | TELEPHONE NO. |
|---|---|---|
| [redacted] | St Peters MO | [redacted] |

2/13/2010 4:32 PM HD0001020960 @ 9,13145236985 METRO 8003439047 DA D 3/9

REPORT [redacted] PAGE 2 OF 7




8. EVIDENTIARY PHOTOS TAKEN ☒ YES ☐ NO BY WHOM AVAILABLE FROM

RECONSTRUCTION - Includes Narrative, Diagram, & Photo(s) ☐ YES ☒ NO BY WHOM

REPORT # [redacted] PAGE 3 OF 4

**9 - CODES**

| SEAT LOCATION | INJURY | TRANSPORTED (Medical Treatment) | EJECTION | AIR BAG FRONT | AIR BAG SIDE | SAFETY DEVICES |
|---|---|---|---|---|---|---|
| FR SR TR / FC SC TC / FL SL TL<br>XX - Not Known<br>P - Pedestrian<br>B - Bicycle<br>M - Motorcycle<br>OE - Occupant - Enclosed Load Area<br>OU - Occupant - Unenclosed Load Area<br>CP - Commercial Passenger<br>SV - Other (Explain in Remarks) | 1. Fatal<br>2. Disabling<br>3. Evident - Not Disabling<br>4. Probable - Not Apparent<br>5. None Apparent<br>6. Unknown | 1. No<br>2. EMS<br>3. Other<br>4. Unknown | 1. NA<br>2. No<br>3. Partially<br>4. Totally<br>5. Unknown | 1. None / NA<br>2. Deployed<br>3. Not Deployed | 1. None / NA<br>2. Deployed<br>3. Not Deployed | 1. None<br>2. Not Used<br>3. Shoulder Belt Only<br>4. Lap Belt Only<br>5. Shoulder and Lap Belt<br>6. Child Restraint<br>7. Helmet Used<br>8. Helmet Not Used<br>9. Use Unknown |

**10 - DRIVERS**

| NAME / ADDRESS | DATE OF BIRTH MM-DD-YYYY | SEX | VEH. NO. | SEAT LOC. | INJ. | TRANS-PORT | EJEC-TION | AIR BAG F | AIR BAG S | SAF DEV | TELEPHONE NO. |
|---|---|---|---|---|---|---|---|---|---|---|---|
| ☐ NA DRIVER 1 - SAME ADDRESS AS ABOVE | [redacted] | | | | | | | | | | |
| ☒ NA DRIVER 2 - SAME ADDRESS AS ABOVE | | | 2 | | | | | | | | |

**11 - OTHER OCCUPANTS & PEDESTRIANS** (SAD = SAME AS DRIVER)

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| ☐ SAD | | | | | | | | | | | |
| ☐ SAD | | | | | | | | | | | |
| ☐ SAD | | | | | | | | | | | |
| ☐ SAD | | | | | | | | | | | |
| ☐ SAD | | | | | | | | | | | |
| ☐ SAD | | | | | | | | | | | |

**12 - VEHICLE BODY TYPE / MOTORCYCLE (SPECIAL VEHICLE)**

V1 V2 - N/A

- ☐ ☐ 1. Passenger Car
- ☐ ☐ 2. Station Wagon
- ☒ ☐ 3. Sport Utility Vehicle
- ☐ ☐ 4. Limousine (6-15 for hire)
- ☐ ☐ 5. Van (8 or less with driver)
- ☐ ☐ 6. Small Bus (9-15 with driver)
- ☐ ☐ 7. Bus (16 or more with driver)
- ☐ ☐ 8. School Bus (less than 16 with driver)
- ☐ ☐ 9. School Bus (16 or more with driver)
- ☐ ☐ 10. Motorcycle — ☐ ☐ 2 Wh. / ☐ ☐ 3 Wh. / ☐ ☐ 4 Wh. / ☐ ☐ 5 Wh. or More / ☐ ☐ Unknown
- ☐ ☐ 11. ATV
- ☐ ☐ 12. Motorized Bicycle
- ☐ ☐ 13. Pedalcycle
- ☐ ☐ 14. Motor Home / Camper
- ☐ ☐ 15. Farm Implements
- ☐ ☐ 16. Construction Equipment
- ☐ ☐ 17. Other Transport Device
- ☐ ☐ 18. Unknown
- ☐ ☐ 19. Pick-up
- ☐ ☐ 20. Single-unit Truck: 2 axles, 6 tires
- ☐ ☐ 21. Single-unit Truck: 3 or more axles
- ☐ ☐ A. Vehicle Pulling Another Unit(s) 1-21 only
- ☐ ☐ 22. Truck Tractor With No Units
- ☐ ☐ 23. Truck Tractor With One Unit
- ☐ ☐ 24. Truck Tractor With Two Units
- ☐ ☐ 25. Truck Tractor With Three Units
- ☐ ☐ 26. Other Heavy Truck

GCVW Rating (not licensed weight) 19-26 only
- ☐ ☐ Less than or equal to 10,000 lbs.
- ☐ ☐ 10,001 - 26,000 lbs.
- ☐ ☐ Greater than 26,000 lbs.

**13. EMERGENCY VEHICLE INVOLVEMENT**

V1 V2 ☒ NA
- ☐ ☐ 1. Police
- ☐ ☐ 2. Fire
- ☐ ☐ 3. Ambulance
- ☐ ☐ 4. Other (must check 'A')
- ☐ ☐ A. Emergency Vehicle on Emergency Run

**14. HAZARDOUS MATERIALS** ☒ NA

V1 V2
- ☐ ☐ Placard Displayed
- ☐ ☐ 1. Gases in Bulk
- ☐ ☐ 2. Solids in Bulk
- ☐ ☐ 3. Liquids in Bulk
- ☐ ☐ 4. Explosives
- ☐ ☐ 5. None
- ☐ ☐ A. Hazardous Materials Cargo Released / Spilled

**15. ACCIDENT TYPE**
- ☐ 1. On Roadway
- ☒ 2. Off Roadway

COLLISION INVOLVING
- ☐ 1. Animal
- ☐ 2. Pedalcycle
- ☒ 3. Fixed Object
- ☐ 4. Other Object
- ☐ 5. Pedestrian
- ☐ 6. Train
- ☐ 7. MV in Transport
- ☐ 8. MV on Other Roadway
- ☐ 9. Parked MV

NON-COLLISION
- ☐ 10. Overturning
- ☐ 11. Other Non-Collision

TWO VEHICLE COLLISION
- ☐ 60. Head On
- ☐ 61. Rear End
- ☐ 62. Sideswipe - Meeting
- ☐ 63. Sideswipe - Passing
- ☐ 64. Angle
- ☐ 65. Backed Into
- ☐ 97. Other

**16. TRAFFIC CONTROLS**

V1 V2 - N/A
- ☒ ☐ 1. Normal
- ☐ ☐ 2. Accident Ahead
- ☐ ☐ 3. Congestion Ahead

**17. VEHICLE ACTION / SOURCE OF EVENTS**
1. Going Straight
2. Overtaking
3. Making Right Turn
4. Right Turn on Red
5. Making Left Turn
6. Making U Turn
7. Skidding / Sliding
8. Slowing / Stopping
9. Start in Traffic
10. Start From Parked
11. Backing
12. Stopped in Traffic
13. Parked
14. Changing Lanes
15. Avoiding
16. Crossover Median
17. Crossover Centerline
18. Crossing Road
19. Airborne
20. Ran Off Road - Right
21. Ran Off Road - Left
22. Overturn / Rollover
23. Fire / Explosion
24. Immersion
25. Jackknife
26. Cargo Loss / Shift
27. Equipment Failure
28. Separation of Units
29. Returned to Road
30. Collision Inv. Pedestrian
31. Collision Inv. Pedalcycle
32. Collision Inv. Train
33. Collision Inv. Animal (enter code - explain)
34. Collision Inv. MV in Transport
35. Collision Inv. Parked Motor Vehicle
36. Collision Inv. Fixed Object (enter code - explain)
37. Collision Inv. Other Object (explain)
38. Other - Non Collision

V1 ☐ Unknown

10 / 11 / 18 / 20 / 36 / ____ / ____

33. Animal Code ____

36. Fixed Object Code 44 / 36 / ____

V2 ☐ Unknown

N/A / ____ / ____ / ____ / ____ / ____ / ____

33. Animal Code ____

36. Fixed Object Code ____ / ____ / ____

Animal, Fixed Object, and Inattention Codes explained in narrative.

REPORT # [redacted] PAGE 4 OF 4

**PROBABLE CONTRIBUTING CIRCUMSTANCES**

V1 V2 -N/A-

- 1. Vehicle Defects (explain)
- 2. Traffic Control Inoperable or Missing
- 3. Improperly Stopped on Roadway
- 4. Speed - Exceeded Limit
- 5. Too Fast for Conditions
- 6. Improper Passing
- 7. Violation Signal / Sign
- 8. Wrong Side (not passing)
- 9. Following Too Close
- 10. Improper Signal
- 11. Improper Backing
- 12. Improper Turn
- 13. Improper Lane Usage / Change
- 14. Wrong Way (One-Way)
- 15. Improper Start From Park
- 16. Improperly Parked
- 17. Failed to Yield
- 18. Alcohol
- 19. Drugs
- 20. Physical Impairment (explain)
- 21. Inattention (explain)

P1 ____ P2 ____ V1 ____ V2 ____

- 22. None

**19. PEDESTRIAN INVOLVEMENT**

P1 P2 — NA

- 1. At Intersection
- 2. Not At Intersection

CROSSING ROAD

- 3. With Signal
- 4. Against Signal
- 5. No Signal
- 6. Diagonally
- 7. Within Crosswalk
- 8. Within Marked Crosswalk
- 9. Behind / In Front of Parked Car
- 10. With Traffic
- 11. Against Traffic
- 12. Getting On / Off Vehicle
- 13. Standing / Lying / Sitting on Road
- 14. Pushing / Working on Vehicle
- 15. Other Working
- 16. Playing on Road
- 17. Off Roadway

**20. VISION OBSCURED**

V1 V2 -N/A-

- 1. Windshield
- 2. Load on Vehicle
- 3. Trees / Brush
- 4. Building
- 5. Embankment
- 6. Signboards
- 7. Hillcrest
- 8. Parked Cars
- 9. Moving Cars
- 10. Glare
- 11. Other (explain)
- 12. Not Obscured

**21. TRAFFIC CONTROL**

V1 V2 -N/A-

- 1. Construction Zone
- 2. Other Work Zone
- 3. School Zone
- 4. Stop Sign
- 5. Electric Signal
- 6. RR Signal / Gate
- 7. Yield Sign
- 8. Officer / Flagman
- 9. No Passing Zone
- 10. Turn Restricted
- 11. Signal on School Bus
- 12. None

**22. ROAD CHARACTER**

ALIGNMENT

- 1. Straight
- 2. Curve

PROFILE

- 1. Level
- 2. Grade
- 3. Hillcrest

**23. LIGHT CONDITION**

- 1. Daylight
- 2. Dark with Street Lights On
- 3. Dark with Street Lights Off
- 4. Dark - No Street Lights
- 5. Indeterminate (explain)

**24. WEATHER CONDITION**

- 1. Clear
- 2. Cloudy
- 3. Rain
- 4. Snow
- 5. Sleet
- 6. Freezing (temp.)
- 7. Fog / Mist
- 8. Indeterminate (explain)

**25. ROAD CONDITION**

- 1. Dry
- 2. Wet
- 3. Snow
- 4. Ice
- 5. Slush
- 6. Mud
- 7. Standing Water
- 8. Moving Water
- 9. Other (explain)

**26. ROAD SURFACE**

- 1. Concrete
- 2. Asphalt
- 3. Brick
- 4. Gravel
- 5. Dirt / Sand
- 6. Multi-Surface

**27 - COMMERCIAL MOTOR VEHICLE (Complete for each commercial vehicle involved.)**

A. [redacted]

Answer the following to determine if this section should be completed.

1. Does this accident involve any of the following:
   1. a person fatally injured; or
   2. a person transported for medical attention; or
   3. a vehicle towed from the scene of the accident
   - NO - DO NOT COMPLETE
   - YES - GO TO NUMBER 2
2. Examine each vehicle to determine if it is a commercial vehicle based on the following:
   1. a truck with GCWR of more than 10,000 lbs. and engaged in commerce; or
   2. a bus or school bus (9 or more including driver); or
   3. a vehicle with a hazardous materials placard
   - NO - DO NOT COMPLETE
   - YES - COMPLETE SECTIONS B - E

B. CARRIER ID NUMBER

V1 ICC NO. MC _____ USDOT NO. _____

V2 ICC NO. MC _____ USDOT NO. _____

C. HAZARDOUS MATERIAL PLACARD NUMBER — NA

V1 4-Digit Placard Number from Diamond / Box _____ Number From Bottom of Diamond _____

V2 4-Digit Placard Number from Diamond / Box _____ Number From Bottom of Diamond _____

D. TRAFFICWAY

- 1. Two-Way; Not Divided
- 2. Two-Way; Divided; Unprotected Median
- 3. Two-Way; Divided; Positive Median Barrier
- 4. One-Way; Not Divided

E. CARGO BODY TYPE

V1 V2

- 1. Enclosed Box
- 2. Cargo Tank
- 3. Flatbed
- 4. Dump
- 5. Concrete Mixer
- 6. Auto Transporter
- 7. Garbage / Refuse
- 8. Grain, Chip, Gravel
- 9. Pole Trailer
- 10. Other

**28 - NARRATIVE / STATEMENTS (If additional room is necessary, attach a separate sheet.)**

DRIVER # 1 STATED THAT SHE BEGAN BACKING OUT OF HER DRIVEWAY THE VEHICLE BEGAN ACCELERATING DUE TO A MECHANICAL PROBLEM. DRIVER # 1 STATED SHE WAS UNABLE TO STOP AND CONTROL WAS LOST. VEHICLE # 1 TRAVELED OUT OF THE DRIVEWAY, ACROSS THE ROADWAY AND OVER THE DRIVEWAY AND YARD AT # 2 VANGUARD. VEHICLE # 1 CONTINUED IN A NORTHWESTERLY DIRECTION CROSSING THE LAWN AND IMPACTING THE LANDSCAPING AND HOUSE AT # 4 VANGUARD DRIVE.

THERE WAS SIGNIFICANT DAMAGE TO THE PROPERTY AT # 4 VANGUARD. OUT NO INJURIES WERE REPORTED.

PRESENT AT # 4 VANGUARD AT THE TIME OF THE INCIDENT WERE DONNA G KRAISSE 6-05-49, BROOKE DIERNEY 10-90-6, KAYLEE BEHRLE 7-90-1, AND CHEYANNE BEHRLE 2-90-1.

[redacted] DSN / BADGE NO. 130 — REPORT # [redacted] — TROOP / UNIT / DIST. -

DSN / BADGE NO. 106 — REVIEWING OFFICER 2 SIGNATURE — DSN / BADGE NO.

# ST. PETERS POLICE DEPARTMENT

ID #1

## Incident Narrative Report

Print Date: January 14, 2010 Printed By: mhelm

**Narratives for Incident Number [redacted] ? Yes**
**Other Narratives not authorized for print? None**
**Narratives this user authorized to print:**

**Narrative by: Patrolman Michael Helm**

| Date & Time | Narrative Description | Entered by | Status | Reviewed by | Last Edit Date |
|---|---|---|---|---|---|
| 01/13/2010 08:46 | | Patrolman Michael Helm | Open | | 01/13/2010 |

ST. PETERS POLICE DEPARTMENT
CRIME SCENE INVESTIGATION REPORT

REPORT NUMBER: [redacted]

DATE: 01-13-10

TIME: 0758

LOCATION: 4 Vanguard Dr.

TYPE OF INCIDENT: Vehicle Crash

VICTIM INFORMATION:
(If more than one victim repeat below information for each victim)

VICTIM NAME:
VICTIM ADDRESS:
VICTIM PHONE NUMBER(S):

REQUESTING OFFICER: Coulter

PROCESSING OFFICER: Helm

CRIME SCENE PROCESSED: Photographs only

LAB ID REQUEST:
(If NO, Do Not Complete EVIDENCE DISPOSITION)

EVIDENCE DISPOSITION:
DESTROY AFTER PROCESSING -
MAINTAIN AS EVIDENCE -
RELEASE TO OWNER -
(If RELEASE is requested, owner's name and phone number must be included below)
OWNER'S NAME:
PHONE NUMBER:

---

SCENE PROCESSING REPORT
(COMPLETED BY ID OFFICER)

TIME ON JOB: 30 minutes

TYPE AND DESCRIPTION OF SCENE: Vehicle crashed into house

MULTIPLE SCENES PROCESSED:
If YES, describe other scenes:

FINGERPRINT SEARCH: No
NUMBER OF LATENT CARDS: 0
CRIME SCENE SKETCH: Accident diagram by reporting officer

CRIME SCENE PHOTO / IMAGE AND EVIDENCE LOG
(Photo # and/or Evidence # followed by description)

TOTAL NUMBER OF PHOTOS: 37

# ST. PETERS POLICE DEPARTMENT

## Incident Narrative Report

Print Date: January 14, 2010 Printed By: mhelm

**Narratives for Incident Number 2010000000924 ? Yes**
**Other Narratives not authorized for print? None**
**Narratives this user authorized to print:**

**Narrative by: Patrolman Michael Helm**

| Date & Time | Narrative Description | Entered by | Status | Reviewed by | Last Edit Date |
|---|---|---|---|---|---|
| 01/13/2010 08:46 | | Patrolman Michael Helm | Open | | 01/13/2010 |

P1 Overall scene 1 Vanguard
P2 Overall scene roadway
P3 Overall scene 4 Vanguard
P4 Front of 1 Vanguard:
P5 Driveway of 1 Vanguard
P6 Roadway and driveway of 1 Vanguard
P7 Roadway and front of 4 Vanguard
P8 Vehicle in 4 Vanguard
P9-P15 Various angles of vehicle in house

P16 VIN

P17-P25 Inside of residence

P26 Front of residence after vehicle moved
P27 Same
P28 Passenger side of vehicle
P29 Passenger side of vehicle
P30 Rear of vehicle
P31 Front of residence
P32 Same
P33 Same
P34 Inside of residence
P35 Inside of residence
P36 Inside of resdience
P37 Placard

PROCEDURE:
1) PROCESS SCENE
2) COMPLETE ID REPORT
3) SUBMIT LATENTS, REPORT AND EVIDENCE FOR PROCESSING
4) DROP KEY IN CRIME LAB SLOT

NOTE – DO NOT PUT LATENT EVIDENCE IN SAME LOCKER AS OTHER EVIDENCE. USE SEPARATE EVIDENCE SHEET WHEN SUBMITTING ITEMS TO BE PROCESSED.

CHECK LIST:
CRIME SCENE INVESTIGATION REPORT -
AFIS ENVELOPE (IF APPLICABLE) -
PROPERTY RECORD (IF LATENT EVIDENCE SEIZED) -
CRIME SCENE SKETCH (IF APPLICABLE) -

CRIME LAB USE ONLY

EVIDENCE PROCESSED: YES / NO

REPORT COMPLETED: YES / NO

CRIME REPORT LOGGED: YES

ORIGINAL TO RECORDS: YES

LOGGED BY: 1/13/2010

# ST. PETERS POLICE DEPARTMENT

## Incident Narrative Report

Print Date: January 14, 2010 Printed By: mhelm

**Narratives for Incident Number 2010000000924 ? Yes**
**Other Narratives not authorized for print? None**
**Narratives this user authorized to print:**

Signature - Reporting Officer

SGT. 301
Signature - Reviewing Officer

2/13/2010 4:32 PM H00001020960 @ 9,13145236985 METRO 8003439047 DA D 9/9

RECEIVED

ID#1

**ST. PETERS POLICE DEPT. PROPERTY RECORD**

JAN 2010

St. Peters Records

21 PURPOSE OF SEIZURE
- ☐ FOUND PROPERTY
- ☐ SAFEKEEPING
- ☐ DISPOSAL
- ☒ EVIDENCE (HOLD)
- ☐ SEARCH WARRANT
- ☐ HOLD EVIDENCE AFTER PROCESSING FOR _____
- ☐ RELEASE TO OWNER AFTER PROCESSING FOR _____
- ☐ OTHER (EXPLAIN) _____

22 MULES CHECK FOR STOLEN ☐ YES ☐ NO
23 OWNER NOTIFIED OF FOUND PROPERTY ☐ YES ☐ NO

1 Complaint Number: 2010-924
2 PAGE OF PAGES
3 Offense/Incident: Vehicle Crash
4 Seizing Officer: [redacted]
5 DSN: 341
6 Date & Time Seized: 1/13/10 1030
7 Location: [redacted] St Peters, MO [redacted]
8 Victim(s) (Last Name First) ☐ City ☐ State
9 Phone No.
10 Victim Address (Number/Street)
11 City
12 State
13 Zip Code
14 Property Owner (Last Name First) ☐ Unknown
15 Phone Number
16 Owner's Address (Number/Street)
17 City
18 State
19 Zip Code
20 Suspect(s) — List All Adult Suspects ☐ Unknown ☐ Juvenile Suspect(s) How Many

| 24 ITEM NO. | 25 QUANTITY | 26 PROPERTY DESCRIPTION (INCLUDE COLOR, SIZE, SERIAL NO., MODEL, ETC.) | 27 VALUE | 28 INTERNAL USE ONLY |
|---|---|---|---|---|
| 34A | | CF Card 2004KK | | |

**DISPOSITION OF REPORTS**
White: Retained by Dept. Evidence Officer
Yellow: Forward to Records Division with Report
Pink: Receipt or Officer Copy
Gold: Property Owner (Forward to Dept. Evidence Officer)

| 29 Item No. | Date/Time | From | To | Purpose |
|---|---|---|---|---|
| 34A | 1/13/10 | Helm 341 | | Evidence |
| Item No. | Date/Time | From | To | Purpose |
| Item No. | Date/Time | From | To | Purpose |
| Item No. | Date/Time | From | To | Purpose |
| Item No. | Date/Time | From | To | Purpose |
| Item No. | Date/Time | From | To | Purpose |
| Item No. | Date/Time | From | To | Purpose |
| Item No. | Date/Time | From | To | Purpose |
| Item No. | Date/Time | From | To | Purpose |

# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Lawsuit

[redacted]

**CT** CORPORATION
A WoltersKluwer Company

# Service of Process Transmittal

10/20/2005
Log Number 510634365

**TO:** Robert Mercer
MAZDA MOTOR OF AMERICA, INC.
7755 Irvine Center Dr.
Irvine, CA, 92618-2922

RECEIVED
OCT 21 2005
LEGAL DIVISION

**RE:** **Process Served in Virginia**

**FOR:** MAZDA MOTOR OF AMERICA, INC. (Domestic State: CA)

**ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:**

| | |
|---|---|
| **TITLE OF ACTION:** | [redacted] Pltf. vs. Mazda Motor of America, Inc., Dft. |
| **DOCUMENT(S) SERVED:** | Notice of, Motion for Judgment |
| **COURT/AGENCY:** | Staunton City Circuit Court, Va<br>Case # [redacted] |
| **NATURE OF ACTION:** | Product Liability Litigation - Breach of Warranty - $29,170.49 |
| **ON WHOM PROCESS WAS SERVED:** | C T Corporation System, Glen Allen, VA |
| **DATE AND HOUR OF SERVICE:** | By Process Server on 10/20/2005 at 08:30 |
| **APPEARANCE OR ANSWER DUE:** | Within 21 Days |
| **ATTORNEY(S) / SENDER(S):** | David W. Schmidt, Esq.<br>James B. Feinman & Associates<br>PO Box 697<br>Lynchburg, VA, 24505<br>434-846-7603 |
| **ACTION ITEMS:** | SOP Papers with Transmittal, via Fed Ex 2 Day, 791244209766<br>Email Notification, Jill Hortinela jhortine@mazdausa.com |
| **SIGNED:** | C T Corporation System |
| **PER:** | Nanette Rider |
| **ADDRESS:** | 4701 Cox Road<br>Suite 301<br>Glen Allen, VA, 23060 |
| **TELEPHONE:** | 804-217-7255 |



Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action.




**Staunton Circuit Court**
**Law Division**
**113 E. Beverley Street**
**Staunton, VA 24401**
**540-332-3874**

**Notice Of Motion For Judgment**

To: MAZDA MOTOR OF AMERICA INC
CT CORPORATION SYSTEM
REGISTERED AGENT
4701 COX ROAD
SUITE 301
GLEN ALLEN, VA

Case number: 7[redacted]

You are hereby notified that unless, within twenty-one (21) days after the service of this notice of Motion for Judgment on you, response is made by filing in the clerk's office of this court a pleading in writing, in proper legal form, judgment may be entered against you by default.

Done in the name of the Commonwealth of Virginia on October 14, 2005.

Clerk of Court: Thomas E. Roberts

By: _____
(Clerk/Deputy Clerk)

Instructions:

Attorney's name: SCHMIDT, DAVID

VIRGINIA: IN THE CIRCUIT COURT FOR THE CITY OF STAUNTON

[redacted] *
*
*
Plaintiff, *
*
v. *
* MOTION FOR JUDGMENT
MAZDA MOTOR OF AMERICA, INC., *
*
Please Serve *
*
Registered Agent: *
CT CORPORATION SYSTEM *
4701 COX ROAD *
SUITE 301 *
GLEN ALLEN, VA 23060 *
Defendant. *
*

Now into Court, through undersigned counsel, comes the Plaintiff, [redacted] and moves the Court for judgment against the defendant, Mazda Motor of America, Inc., on the grounds and in the amount as stated herein:

1. On or about May 10, 2004, the plaintiff, [redacted] purchased a new 2004 Mazda Tribute, Identification Number 4F2YZ94184K[redacted] at an authorized dealer of the defendant, Charlie Obaugh Auto Group, in Staunton, Virginia. The purchase price totaled $29,170.49 plus finance charges.

2. The aforesaid 2004 Mazda Tribute is subject to the Motor Vehicle Warranty Enforcement Act, Virginia Code §59.1-207.9 et seq. as a "lemon" in the following respects:

a. The vehicle has been in the shop over 30 days;
b. The vehicle has a squeaking noise in the rear;
c. The vehicle has a popping noise in the right front;

d. The vehicle has a faulty fuel gauge;

e. The vehicle's engine revs-up for no apparent reason;

f. The vehicle's paint is peeling off the front roof;

g. The vehicle's engine cuts off for no reason.

3. These non-conformities to the applicable warranties are significant impairments that have been subject to repair three (3) or more times by the manufacturer, its agents or its authorized dealer(s) and the same non-conformities continue to exist. The vehicle has been returned for repair but to no avail. The vehicle has been out of service due to repair attempts over a cumulative total of 30 days.

4. These non-conformities to the applicable warranty are serious safety defects that have been subject to repair one or more times by the manufacturer, its agents or its authorized dealer and the same non-conformities continue to exist.

5. All attempts to repair these significant impairments have occurred within eighteen (18) months of the purchase of said vehicle. Under Virginia Code §59.1-207.13(B), it is presumed that the manufacturer has not conformed the aforesaid motor vehicle to the applicable warranty which is required by the Motor Vehicle Warranty Enforcement Act.

6. The plaintiff, [redacted] has allowed the manufacturer, its agents or authorized dealers, full and ample opportunity to correct and repair the significant impairments and/or serious safety defects to the use of the vehicle, to the market value of the vehicle, and warranty defects in a good faith effort to resolve this dispute; however, the significant impairments and defects to the market value, and the warranty defects, have not been corrected as of this date.

7. The aforesaid defects, and the significant impairments to the market value of the vehicle and the breaches of warranty and the unsatisfactory attempts to repair the same constitute breaches of implied and expressed warranties on the part of the defendant, Mazda Motor of America, Inc., and the plaintiff, [redacted] pray for relief available under the Commercial Code of Virginia, Virginia Code §8.2 et seq.

8. Pursuant to Virginia Code §59.1-207.9 et seq. the defendant, Mazda Motor of America, Inc., has been notified of the continuing non-conformities prior to the plaintiff, [redacted] availing himself of this action.

WHEREFORE, the plaintiff, [redacted] respectfully prays that this Court enter Judgment in his favor for Twenty-Nine Thousand One Hundred Seventy Dollars and Forty-Nine Cents ($29,170.49) plus all finance charges associated with the loan, collateral charges, incidental damages, less a reasonable allowance for the use of the vehicle up to the date of the first notice of the non-conformity that was given to the manufacturer, its agents or authorized dealer, and for such other and further relief as the facts and equity as this case may require plus reasonable attorney's fees in the amount of $300.00 per hour, expert witness fees and court costs.

Respectfully submitted,
[redacted]

By: David Schmidt
Of Counsel

David W. Schmidt, Esq.
James B. Feinman & Associates
P.O. Box 697
Lynchburg, Virginia 24505
Tel.: (434) 846-7603
Fax: (434) 846-0158

# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Lawsuit

[redacted]

RECEIVED
MAR 01 2006
LEGAL

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
1234 MARKET STREET
SUITE 2040
PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON
1 (800) 695-3666

(215) 563-7210
FAX (215) 563-8738

www.MyLemon.com

DAVID J. GORBERG
DOMINIQUE GRENIER*
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
MELISSA A. WEIK-HANNA*
TRACY A. PHILLIPS
KIMBERLY A. HOEHING*

OF COUNSEL
MEROVITZ AND CEDAR, LLP

*MEMBER OF PA AND NJ BARS

NEW JERSEY OFFICE
GREENTREE COMMONS
8001 D LINCOLN DRIVE WEST
MARLTON, NJ 08053-3211
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE
1301 GRANT BLDG.
310 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-7004
FAX (412) 894-7006

February 24, 2006

Mazda Motor of America, Inc. d/b/a
Mazda North American Operations
7755 Irvine Center Drive
Box 19734
Irvine, CA 92713

RE: [redacted] **vs. Mazda**
CCP February Term, 2006 No. 2395

Dear Sir/Madam:

Pursuant to the current Rules of Civil Procedure, we enclose herein the copy of the Civil Action Complaint, the original of which has been filed by our office in connection with the above referenced matter.

You are hereby notified that you have been sued in Court and that you must take action within twenty (20) days from your receipt of this letter or a default judgment may be entered against you.

Very truly yours,

DAVID J. GORBERG

DJG/as
Enclosure

**CERTIFIED MAIL - RETURN RECEIPT REQUESTED**

**RECEIPT NO.:** [redacted]

# Civil Cover Sheet

002395 FEBRUARY 2006

| PLAINTIFF'S NAME | DEFENDANT'S NAME |
|---|---|
| [redacted] [redacted] | MAZDA MOTOR OF AMERICA, INC d/b/a MAZDA NORTH AMERICAN OPERATIONS |
| PLAINTIFF'S ADDRESS | DEFENDANT'S ADDRESS |
| [redacted] Wynnewood, PA [redacted] | 7755 Irvine Center Drive Box 19734 Irvine, CA 92713 |
| PLAINTIFF'S NAME | DEFENDANT'S NAME |
| [redacted] [redacted] | |
| PLAINTIFF'S ADDRESS | DEFENDANT'S ADDRESS |
| [redacted] Wynnewood, PA [redacted] | |
| PLAINTIFF'S NAME | DEFENDANT'S NAME |
| | |
| PLAINTIFF'S ADDRESS | DEFENDANT'S ADDRESS |
| | |

| TOTAL NUMBER OF PLAINTIFFS | TOTAL NO. OF DEFENDANTS | COMMENCEMENT OF ACTION |
|---|---|---|
| | | ☒ Complaint ☐ Petition Action ☐ Notice of Appeal<br>☐ Writ of Summons ☐ Transfer From Other Jurisdictions |

| AMOUNT IN CONTROVERSY | COURT PROGRAMS | | | |
|---|---|---|---|---|
| ☒ $50,000.00 or less | ☒ Arbitration | ☐ Mass Tort | ☐ Commerce | ☐ Settlement |
| ☐ More than $50,000.00 | ☐ Jury | ☐ Savings Action | ☐ Minor Court Appeal | ☐ Minors |
| | ☐ Non-Jury | ☐ Petition | ☐ Statutory Appeals | ☐ W/D/Survival |
| | ☐ Other: | | | |

CASE TYPE AND CODE (SEE INSTRUCTIONS)

1C Contract

STATUTORY BASIS FOR CAUSE OF ACTION (SEE INSTRUCTIONS)

N/A

| RELATED PENDING CASES (LIST BY CASE CAPTION AND DOCKET NUMBER) | IS CASE SUBJECT TO COORDINATION ORDER? | |
|---|---|---|
| | Yes | No |
| None | ☐ | ☐ |
| | ☐ | ☐ |
| | ☐ | ☐ |

TO THE PROTHONOTARY:

Kindly enter my appearance on behalf of Plaintiff/Petitioner/Appellant:

Papers may be served at the address set forth below.

| NAME OF PLAINTIFF'S/PETITIONER'S/APPELLANT'S ATTORNEY | ADDRESS (SEE INSTRUCTIONS) |
|---|---|
| David J. Gorberg | 1234 Market Street<br>Suite 2040<br>Philadelphia, PA 19107 |
| PHONE NUMBER: (215) 563-7210 | FAX NUMBER: (215) 563-8738 |
| SUPREME COURT IDENTIFICATION NO: 53084 | E-MAIL ADDRESS: |
| SIGNATURE: | DATE: 2/9/06 |

MDJ-001(Rev 12/29)

THIS IS NOT ARBITRATION

ASSESSMENT OF DAMAGES IS NOT REQUIRED

USTED ESTA ORDENADO COMPARECER EN ARBITRATION HEARING 1880 JFK BLVD., 8TH FL. PHILADELPHIA, PA 19103 TIME: 9:00 OCT 19 2006 YOU MUST STILL COMPLY WITH THE NOTICE BELOW USTED TODAVIA DEBE CUMPLIR CON EL AVISO PARA DEFENDERSE

DAVID J. GORBERG & ASSOCIATES, P.C.
BY: DAVID J. GORBERG
IDENTIFICATION NO: [redacted]
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PENNSYLVANIA 19107
(215) 563-7210

ATTORNEY FOR Plaintiffs

[redacted]
Wynnewood, PA [redacted]

vs.

MAZDA MOTOR OF AMERICA, INC. d/b/a
MAZDA NORTH AMERICAN OPERATIONS
7755 Irvine Center Drive
Box 19734
Irvine, CA 92713

*COURT OF COMMON PLEAS*
*DIVISION*

FEBRUARY 2006 *TERM,*

[redacted]

*No.*

# CIVIL ACTION COMPLAINT

1C CONTRACT

THIS MATTER WILL BE HEARD BY A BOARD OF ARBITRATORS AT THE TIME, DATE AND PLACE SPECIFIED BUT IF ONE OR MORE PARTIES IS NOT PRESENT AT THE HEARING, THE MATTER MAY BE HEARD AT THE SAME TIME AND DATE BEFORE A JUDGE OF THE COURT WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DENOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

ATTEST
FEB 23 2006
D. SAVAGE

## NOTICE

You have been sued in court. If you wish to defend against the claims set forth in the following pages, you must take action within twenty (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW. THIS OFFICE CAN PROVIDE YOU WITH INFORMATION ABOUT HIRING A LAWYER. IF YOU CANNOT AFFORD TO HIRE A LAWYER, THIS OFFICE MAY BE ABLE TO PROVIDE YOU WITH INFORMATION ABOUT AGENCIES THAT MAY OFFER LEGAL SERVICES TO ELIGIBLE PERSONS AT A REDUCED FEE OR NO FEE.

LAWYER REFERENCE SERVICE
One Reading Center
1101 Market Street
Philadelphia, Pennsylvania 19107
(215) 238-6333

## AVISO

Le han demandado en corte. Si usted desen defender contra las demandas dispuestas en las páginas siguientes, usted debe tomar la acciòn en el plazo de veinte (20) dias después de esta queja y se sirve aviso, incorporando un aspecto escrito personalmente o y archivando en escribir con la corte sus defensas u objeciones a las demandas dispuestas contra usted el abogado le advierte que si usted no puede hacer asi que el caso puede proceder sin usted y un juicio se puede incorporar contra usted compra la corte sin aviso adicional para cualquier dinero demandado en la queja o para cualquier otro demanda o relovación pedida por el demandante. Usted puede perder el dinero o la caracteristica de otra endereza importante a usted.

USTED DEBE LLEVAR ESTE PAPEL SU ABOGADO INMEDIATAMENTE. SI USTED NO HACE QUE UN ABOGADO VAYA A O LLAME POR TELÉFONO LA OFICINA DISPUESTA ABAJO. ESTA OFICINA PUEDE PROVEER DE USTED LA INFORMACIÓN SOBRE EMPLEAR A UN ABOGADO. SI USTED NO PUEDE PERMITIRSE AL HIRE A UN ABOGADO, ESTA OFICINA PUEDE PODER PROVEER DE USTED LA INFORMACIÓN SOBRE LAS AGENCIAS QUE LOS SERVICIOS JURIDICOS DE LA OFERTA DE MAYO A LAS PERSONAS ELEGIBLES EN UN HONORARIO REDUCIDO O NINGUN HONORARIO.

SERVICIO DE REFERENCIA LEGAL
One Reading Center
1101 Market Street
Filadelfia, Pennsylvania 19107
Teléfono: (215) 238-6333

DAVID J. GORBERG & ASSOCIATES, P.C.
By: **DAVID J. GORBERG** Attorney for Plaintiffs
Identification No. [redacted]
1234 Market Street
Suite 2040
Philadelphia, PA 19107
(215) 563-7210

| | |
|---|---|
| [redacted] | : COURT OF COMMON PLEAS |
| Wynnewood, PA [redacted] | : PHILADELPHIA COUNTY |
| vs. | : TERM, 2006 |
| MAZDA MOTOR OF AMERICA, INC. d/b/a MAZDA NORTH AMERICAN OPERATIONS<br>7755 Irvine Center Drive<br>Box 19734<br>Irvine, CA 92713 | : NO. |

**COMPLAINT**

1. Plaintiff, [redacted] is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, residing at [redacted], Wynnewood, PA [redacted]

2. Defendant, Mazda Motor of America, Inc. d/b/a Mazda North American Operations, is a business corporation qualified to do business and regularly conducts business in the Commonwealth of Pennsylvania with it's legal residence and principal place of business at 7755 Irvine Center Drive, Box 19734, Irvine, CA 92713.

## BACKGROUND

3. Plaintiff incorporates by reference paragraphs 1 and 2 as fully as if set forth here length.

4. On or about July 8, 2004, Plaintiff purchased a 2004 Mazda Tribute manufactured and warranted by Defendant bearing the Vehicle Identification Number 4F2CZ04144K[redacted]. The vehicle was purchased and registered in the Commonwealth of Pennsylvania.

5. The price of the vehicle, including registration charges, document fees, sales tax, but, excluding other collateral charges not specified, totaled more than $29,118.20.

6. Plaintiff avers that as a result of the ineffective repair attempts made by Defendant through its authorized dealer, the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition and as such, the vehicle is worthless.

7. In consideration of the purchase of the above vehicle, Defendant, issued to Plaintiff several warranties, fully outlined in the warranty booklet.

8. On or about July 8, 2004, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities, which substantially impaired the use, value and/or safety of the vehicle.

9. Said nonconformities consisted of, but was not limited to, defective engine and defective brakes. Copies of repair receipts are attached hereto and marked as Exhibit "A".

10. The nonconformities violate the express written warranties issued to Plaintiff by Defendant.

11. Plaintiff avers the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remains uncorrected.

12. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the defendant on numerous occasions. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

13. In addition, the above vehicle has or will in the future be out of service by reason of the non-conformities complained of for a cumulative total of thirty (30) days or more.

14. The vehicle continues to exhibit defects and nonconformities which substantially impair it's use, value and/or safety.

15. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and/or nonconformities and/or conditions for which the Defendant and or it's authorized service center, may not have maintained records.

16. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton and negligent failure to comply with the provisions of its' warranty.

17. Plaintiff seeks relief for losses due to the nonconformities and defects in the above mentioned vehicle in addition to attorney fees and all court costs.

## COUNT I
## PENNSYLVANIA AUTOMOBILE LEMON LAW CLAIM

18. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

19. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

20. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

21. Plaintiff's vehicle is a "New Motor Vehicle" as defined by 73 P.S. §1952.

22. Said vehicle experienced non conformities within the first year of purchase, which substantially impairs the use, value and safety of said vehicle.

23. Defendant failed to correct and or repair said nonconformities.

24. The vehicle continues to exhibit defects and nonconformities which substantially impair it's use, value and/or safety.

25. Defendant does not require participation in any informal dispute settlement program prior to filing suit.

26. As a direct and proximate result of Defendant's failure to repair the nonconformities , Plaintiff has suffered damages and, in accordance with 73 P.S. §1958, Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

27. Plaintiff avers that upon successfully prevailing upon the Lemon Law claim herein, all attorney fees are recoverable and are demanded against the Defendant.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of $50,000.00.

## COUNT II
## MAGNUSON-MOSS FEDERAL TRADE COMMISSION IMPROVEMENT ACT

28. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

30. Defendant is a "Warrantor" as defined by 15 U.S.C. §2301(5).

31. Plaintiff uses the subject product for personal, family and household purposes.

32. By the terms of the express written warranties referred to in this Complaint, Defendant agreed to perform effective warranty repairs at no charge for parts and/or labor.

33. Defendant failed to make effective repairs.

34. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

35. Section 15 U.S.C. §2310 (d) (1) provides:

> If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the Court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the Court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the Court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

36. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against the Defendant.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of $50,000.00.

## COUNT III
## UNIFORM COMMERCIAL CODE

37. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if fully set forth at length herein.

38. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of the Defendant, including but not limited to the following;

a. Breach of Express Warranty

b. Breach of Implied Warranty of Merchantability;

c. Breach of Implied Warranty of Fitness For a Particular Purpose;

d. Breach of Duty of Good Faith.

39. The purpose for which Plaintiff purchased the vehicle include but are not limited to his personal, family and household use.

40. At the time of this purchase and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a particular purpose and implied warranty of merchantability.

41. At the time of the purchase and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

42. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

43. Such damages include, but are not limited to, the purchase price of the vehicle plus all collateral charges, including attorney fees and costs, as well as other expenses, the full extent of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of $50,000.00.

## COUNT IV
## PENNSYLVANIA UNFAIR TRADE PRACTICES AND CONSUMER PROTECTION CLAIM

44. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if set forth at length herein.

45. The Unfair Trade Practices and Consumer Protection Law defines unfair methods

of competition to include the following:

(xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made.

46. Plaintiff, as a Pennsylvania resident, believes, and therefore, avers the reckless, wanton and willful failure of Defendant to comply with the terms of the written warranty constitutes an unfair method of competition.

47. Section 201-9.2(a) of the Unfair Trade Practices and Consumer Protection Law, authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations of the Act.

WHEREFORE, Plaintiff respectfully demands judgment in his favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of $50,000.00.

**DAVID J. GORBERG & ASSOCIATES, P.C.**

BY:_____
DAVID J. GORBERG, ESQUIRE
Attorney for Plaintiff

# VERIFICATION

I, **DAVID J. GORBERG,** verify that I am the attorney for the Plaintiff; and that the statements made in the attached Civil Action Complaint are based on information furnished to counsel, which information has been gathered by counsel in the course of this lawsuit; and that the language of this pleading is that of counsel. Signer verifies that he has read the within pleadings and that they are true and correct to the best of his knowledge, information and belief. This verification is made subject to the penalties of 18 Pa. C.S. 4904 relating to unsworn falsification to authorities.

DAVID J. GORBERG, ESQUIRE
Attorney for Plaintiff

DATE: February 9, 2006

# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Lawsuit



545928

**CT** CORPORATION
A WoltersKluwer Company

# Service of Process Transmittal

10/17/2007
CT Log Number [redacted]

**TO:** Chris Dzbanski
Ford Motor Company
Three Parklane Blvd., Ste.1400 West
Dearborn, MI 48126-

**RE:** **Process Served in Michigan**

**FOR:** Ford Motor Company (Domestic State: DE)

**ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:**

**TITLE OF ACTION:** [redacted] Pltf. vs. Mazda Motor Company, et al. including Ford Motor Company, Dfts.

**DOCUMENT(S) SERVED:** Summons, Track Assignment Notice, Complaint, Information Statement

**COURT/AGENCY:** Superior Court - Law Division, Essex County, NJ
Case # [redacted]

**NATURE OF ACTION:** Product Liability Litigation - Manufacturing Defect - Brakes failed - Pertaining to a 2002 Mazda Tribute LX, VIN 4F2YU09112K[redacted] - Resulting in a vehicle collision on 12/22/2004

**ON WHOM PROCESS WAS SERVED:** The Corporation Company, Bingham Farms, MI

**DATE AND HOUR OF SERVICE:** By Process Server on 10/17/2007 at 16:16

**APPEARANCE OR ANSWER DUE:** Within 35 days from the date of receipt of Summons, not counting the date of receipt - File Answer // 300 Days, Starting From the First of the First Answer or 90 Days from Service on the First Defendant - Discovery

**ATTORNEY(S) / SENDER(S):** Robert F. DiStefano
Clark & DiStefano, P.C.
1500 Meeting House Road
Sea Girt, NJ 08750
732-528-9111

**ACTION ITEMS:** SOP Papers with Transmittal, via Fed Ex 2 Day , 798288906851
Image SOP - Page(s): 9
Email Notification, Chris Dzbanski CDZBANSK@FORD.COM

**SIGNED:** The Corporation Company
**PER:** Stephanie Hendrickson
**ADDRESS:** 30600 Telegraph Road
Suite 2345
Bingham Farms, MI 48025-5720
**TELEPHONE:** 248-646-9033

OFFICE OF THE GENERAL COUNSEL
7 OCT 18 P5:33
LITIGATION PRACTICE GROUP



Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

5010.2002
CLARK & DISTEFANO, P.C.
1500 MEETING HOUSE ROAD
SEA GIRT, NEW JERSEY 08750
(732) 528-9111
ATTORNEYS FOR PLAINTIFF, MARIA R. NARDONE

[redacted]

PLAINTIFF(S)

-VS-

MAZDA MOTOR COMPANY, MAZDA NORTH AMERICAN OPERATIONS, FORD MOTOR COMPANY AND DOE CORPORATIONS 1 THROUGH 10, FICTITIOUS ENTITIES,

DEFENDANT(S)

SUPERIOR COURT OF NEW JERSEY
LAW DIVISION: ESSEX COUNTY

DOCKET NO. [redacted]

CIVIL ACTION

SUMMONS

**FORD MOTOR COMPANY, C/O RICHARD WOOD, ESQ., 3001 MILLER ROAD, DEARBORN, MI 48120; ATTN: EMPLOYEE RELATIONS**

From the State of New Jersey, To the Defendant{s} Named Above:

The plaintiff, named above, has filed a lawsuit against you in the Superior Court of New Jersey. The complaint attached to this summons states the basis for this lawsuit. If you dispute this complaint, you or your attorney must file a written answer or motion and proof of service with the deputy clerk of the Superior Court in the county listed above within {35} days from the date you received this summons, not counting the date you received it. {The address of each deputy clerk of the Superior Court is provided}. A $135.00 filing fee payable to the Clerk of the Superior Court and completed Case Information Statement (available from the deputy clerk of the Superior Court) must accompany your answer or motion when it is filed. You must also send a copy of your answer or motion to plaintiff's attorney whose name and address appear above, or to plaintiff, if no attorney is named above. A telephone call will not protect your rights; you must file and serve a written answer or motion (with fee and completed Case Information Statement) if you want the court to hear your defense.

If you do not file and serve a written answer or motion within 35 days, the court may enter a judgment against you for the relief plaintiff demands, plus interest and costs of suit. If judgment is entered against you, the Sheriff may seize your money, wages or property to pay all or part of the judgment.

If you cannot afford to pay an attorney, you may call a Legal Services Office in the county where you live. A list of these offices is provided. If you do not have an attorney or are not eligible for free legal assistance, you may obtain a referral to an attorney by calling one of the Lawyer Referral Services. A list of these numbers is also provided.

Dated: 09/25/07

/s/Donald F. Phelan
DONALD F. PHELAN
Clerk of the Superior Court

ESSEX COUNTY - CIVIL DIVISION
SUPERIOR COURT OF NJ
465 MARTIN LUTHER KING JR BLVD
NEWARK NJ 07102

5010, 2002

TRACK ASSIGNMENT NOTICE

COURT TELEPHONE NO. (973) 693-6851
COURT HOURS

DATE: MARCH 20, 2007
RE: [redacted]ROONE VS MAZDA MOTOR COMPANY
DOCKET: ESX [redacted]

THE ABOVE CASE HAS BEEN ASSIGNED TO: TRACK 2.

DISCOVERY IS 300 DAYS AND RUNS FROM THE FIRST ANSWER OR 90 DAYS FROM SERVICE ON THE FIRST DEFENDANT, WHICHEVER COMES FIRST.

THE PRETRIAL JUDGE ASSIGNED IS: HON GARRY J. FURNARI

IF YOU HAVE ANY QUESTIONS, CONTACT TEAM 003
AT: (973) 693-6443 EXT 6431.

IF YOU BELIEVE THAT THE TRACK IS INAPPROPRIATE YOU MUST FILE A CERTIFICATION OF GOOD CAUSE WITHIN 30 DAYS OF THE FILING OF YOUR PLEADING.
PLAINTIFF MUST SERVE COPIES OF THIS FORM ON ALL OTHER PARTIES IN ACCORDANCE WITH R.4:5A-2.

ATTENTION:

ATT: ROBERT F. DISTEFANO
CLARK & DISTEFANO
1500 MEETING HOUSE ROAD
PO BOX 235
SEA GIRT NJ 08750

JUGHOOD

MAR 28 2007

SUPERIOR COURT OF NEW JERSEY
LAW DIVISION
ESSEX VICINAGE
MAR 15 2007
FINANCE DIVISION

5010.2002
CLARK & DISTEFANO, P.C.
1500 MEETING HOUSE ROAD
SEA GIRT, NEW JERSEY 08750
(732) 528-9111
ATTORNEYS FOR PLAINTIFF, MARIA R. NARDONE

[redacted]

PLAINTIFF(S)

-VS-

MAZDA MOTOR COMPANY, MAZDA NORTH AMERICAN OPERATIONS, FORD MOTOR COMPANY AND DOE CORPORATIONS 1 THROUGH 10, FICTITIOUS ENTITIES,

DEFENDANT(S)

SUPERIOR COURT OF NEW JERSEY
LAW DIVISION: ESSEX COUNTY

DOCKET NO. [redacted]

CIVIL ACTION

COMPLAINT

The plaintiff, [redacted] residing at 49 Pulaski Street, in the Township of Bloomfield, County of Essex and State of New Jersey, by way of complaint against the defendants, says:

**FIRST COUNT**

1. At all times hereinafter mentioned, the plaintiff was the owner of a 2002 Mazda Tribute LX automobile which was manufactured in our about August 2001. This vehicle bore VIN number 4F2YU09112K[redacted].

2. At all relevant times hereto, Allstate Insurance Company, the real party in interest herein, provided a policy of automobile liability insurance on behalf of the plaintiff. The 2002 Mazda Tribute LX automobile was covered under the policy of automobile liability insurance issued by Allstate to the plaintiff.

3. At all relevant times hereto, the defendant, Mazda Motor Corporation, was a Japanese Corporation authorized and doing business in the State of New Jersey.

4. At all relevant times hereto, the defendant, Mazda North American Operations, was a California corporation authorized and doing business in the State of New Jersey.

5. At all relevant times hereto, the defendant, Ford Motor Company, was a Delaware Corporation authorized and doing business in the State of New Jersey.

6. At all relevant times hereto, the defendants, Doe Corporations 1 through 10, fictitious entities, were corporations and/or business entities unknown to the plaintiff who may have been responsible for the cause of action as set forth by the plaintiff herein.

7. On December 22, 2004, the plaintiff was operating her 2002 Mazda Tribute LX automobile in a southerly direction on Broughton Avenue in Bloomfield, New Jersey. The plaintiff struck a motor vehicle in the rear after the brakes on the plaintiff's 2002 Mazda Tribute LX automobile failed.

8. It was subsequently determined that the brakes on the plaintiff's 2002 Mazda Tribute LX automobile failed as a result of a product defect within said automobile.

9. The defendants were negligent in that they manufactured, designed, assembled, supplied, delivered, sold, installed, distributed and serviced a defective automobile or component thereof.

10. As a direct and proximate result of the negligence of the defendants as set forth above, the plaintiff's 2002 Mazda Tribute LX automobile sustained severe damage and the plaintiff was injured.

11. As a result of the negligence of the defendants as set forth above, the plaintiff submitted a claim to her insurance company, Allstate Insurance Company, the real party in interest herein, as a result of the plaintiff's automobile being severely damaged, requiring extensive repairs, was depreciated in value and the plaintiff lost the use thereof.

**WHEREFORE**, the plaintiff demands judgment against the defendants, jointly and severally, for damages together with interest, attorney's fees and costs of suit.

## SECOND COUNT

1. The plaintiff repeats and realleges all of the allegations contained in the first count as if same were set forth at length herein.

2. At all times relevant hereto, the defendants, as part of their regular business, manufactured, designed, assembled, supplied, delivered, sold, distributed and/or serviced defective automobiles and/or parts thereof which were placed into the stream of commerce and became an intricate part of the automobile owned by the plaintiff. Said products were defective in that they were not safe nor reasonably fit for their intended purposes.

3. At all times relevant hereto, the above mentioned defective products were used and employed for the purposes for which they were manufactured, designed, assembled, supplied, delivered, installed, sold and/or serviced and were intended to be used in the manner foreseeable to the defendants.

4. As a direct and proximate result of the defective, dangerous and unsafe products being placed into the stream of commerce by the defendants, the plaintiff's vehicle sustained damage and the plaintiff was injured as a result thereof.

**WHEREFORE**, the plaintiff demands judgment against the defendants, jointly and severally, for damages together with interest, attorney's fees and costs of suit.

## THIRD COUNT

1. The plaintiff repeats and realleges all of the allegations contained in the first and second count as if same were set forth at length herein.

2. The defendants expressly and impliedly warranted that the 2002 Mazda Tribute LX automobile which they manufactured, designed, assembled, supplied, delivered, sold, installed, distributed and/or serviced, was free of any defects and was reasonably fit for the purpose for which it was intended to be used.

3. The defendants breached said warranties in that the 2002 Mazda Tribute LX automobile which they manufactured, designed, assembled, supplied, delivered, sold, installed, distributed and/or serviced, was defective and unsafe.

4. As a direct and proximate result of the breach of warranties by the defendants, the plaintiff's 2002 Mazda Tribute LX automobile sustained severe damage and the plaintiff was injured.

**WHEREFORE**, the plaintiff demands judgment against the defendants, jointly and severally, for damages together with interest, attorney's fees and costs of suit.

***TRIAL COUNSEL DESIGNATION***

Pursuant to R. 4-5-1{c}, Robert F. DiStefano, Esquire, is hereby designated as trial counsel in this matter.

**REQUEST FOR INTERROGATORIES**

Pursuant to R. 4:17-1, et seq., demand is hereby made as to the defendant for answers to interrogatories within the time set forth in the Rules of Court.

***CERTIFICATION OF OTHER ACTIONS***

I hereby certify that the matter in controversy is not the subject of any other action or arbitration proceeding, now or contemplated, and that no other parties should be joined. R.4:5-1.

CLARK & DiSTEFANO, P.C

Dated: 03/05/07

By:_____
Robert F. DiStefano, Esquire

# CIVIL CASE INFORMATION STATEMENT

(CIS)

Use for initial Law Division
Civil Part pleadings (not motions) under Rule 4:5-1
**Pleading will be rejected for filing, under Rule 1:5-6(c), if information above the black bar is not completed or if attorney's signature is not affixed.**

| FOR USE BY CLERK'S OFFICE ONLY | |
|---|---|
| PAYMENT TYPE: CK | CG CA |
| CHG/CK NO. | |
| AMOUNT: | |
| OVERPAYMENT: | |
| BATCH NUMBER: | |

| 1. ATTORNEY/PRO SE NAME | 2. TELEPHONE NUMBER | 3. COUNTY OF VENUE |
|---|---|---|
| Robert F. DiStefano | (732) 528-9111 | Essex |

| 4. FIRM NAME (If applicable) | 5. DOCKET NUMBER (When available) |
|---|---|
| Clark & DiStefano | [redacted] |

| 6. OFFICE ADDRESS | 7. DOCUMENT TYPE |
|---|---|
| 1500 Meetinghouse Rd.<br>Sea Girt, NJ 08750 | Complaint |
| | 8. JURY DEMAND ☐ YES ☑ NO |

| 9. NAME OF PARTY (e.g., John Doe, Plaintiff) | 10. CAPTION |
|---|---|
| [redacted] | [redacted] Mazda Motor Co., et al |

| 11. CASE TYPE NUMBER (See reverse for listing) | 12. IS THIS A PROFESSIONAL MALPRACTICE CASE? ☐ YES ☑ NO<br>IF YOU HAVE CHECKED "YES," SEE N.J.S.A. 2A:53A-27 AND APPLICABLE CASE LAW REGARDING YOUR OBLIGATION TO FILE AN AFFIDAVIT OF MERIT. |
|---|---|
| [redacted] | |

| 13. RELATED CASES PENDING? | 14. IF YES, LIST DOCKET NUMBERS |
|---|---|
| ☐ YES ☑ NO | |

| 15. DO YOU ANTICIPATE ADDING ANY PARTIES (arising out of same transaction or occurrence)? | 16. NAME OF DEFENDANT'S PRIMARY INSURANCE COMPANY, IF KNOWN |
|---|---|
| ☐ YES ☑ NO | ☐ NONE ☑ UNKNOWN |

**THE INFORMATION PROVIDED ON THIS FORM CANNOT BE INTRODUCED INTO EVIDENCE.**

CASE CHARACTERISTICS FOR PURPOSES OF DETERMINING IF CASE IS APPROPRIATE FOR MEDIATION

| 17. A. DO PARTIES HAVE A CURRENT, PAST OR RECURRENT RELATIONSHIP? ☐ YES ☑ NO | IF YES, IS THAT RELATIONSHIP ☐ EMPLOYER-EMPLOYEE ☐ FRIEND/NEIGHBOR ☐ OTHER (explain) ☐ FAMILIAL ☐ BUSINESS |
|---|---|
| 18. B. DOES THE STATUTE GOVERNING THIS CASE PROVIDE FOR PAYMENT OF FEES BY THE LOSING PARTY? ☐ YES ☑ NO | |

19. USE THIS SPACE TO ALERT THE COURT TO ANY SPECIAL CASE CHARACTERISTICS THAT MAY WARRANT INDIVIDUAL MANAGEMENT OR ACCELERATED DISPOSITION:

| 20. DO YOU OR YOUR CLIENT NEED ANY DISABILITY ACCOMMODATIONS? ☐ YES ☑ NO | IF YES, PLEASE IDENTIFY THE REQUESTED ACCOMMODATION: |
|---|---|
| 21. WILL AN INTERPRETER BE NEEDED? ☐ YES ☑ NO | IF YES, FOR WHAT LANGUAGE: |

22. ATTORNEY SIGNATURE:

SIDE 2

# CIVIL CASE INFORMATION STATEMENT (CIS)

Use for initial pleadings (not motions) under *Rule* 4:5-1

**CASE TYPES** (Choose one and enter number of case type in appropriate space on the reverse side.)

**Track I — 150 days' discovery**

151 NAME CHANGE
175 FORFEITURE
302 TENANCY
399 REAL PROPERTY (other than Tenancy, Contract, Condemnation, Complex Commercial or Construction)
502 BOOK ACCOUNT (debt collection matters only)
505 OTHER INSURANCE CLAIM (INCLUDING DECLARATORY JUDGMENT ACTIONS)
506 PIP COVERAGE
510 UM or UIM CLAIM
511 ACTION ON NEGOTIABLE INSTRUMENT
512 LEMON LAW
801 SUMMARY ACTION
802 OPEN PUBLIC RECORDS ACT (SUMMARY ACTION)
999 OTHER (Briefly describe nature of action)

**Track II — 300 days' discovery**

305 CONSTRUCTION
509 EMPLOYMENT (other than CEPA or LAD)
599 CONTRACT/COMMERCIAL TRANSACTION
603 AUTO NEGLIGENCE – PERSONAL INJURY
605 PERSONAL INJURY
610 AUTO NEGLIGENCE – PROPERTY DAMAGE
699 TORT – OTHER

**Track III — 450 days' discovery**

005 CIVIL RIGHTS
301 CONDEMNATION
602 ASSAULT AND BATTERY
604 MEDICAL MALPRACTICE
606 PRODUCT LIABILITY
607 PROFESSIONAL MALPRACTICE
608 TOXIC TORT
609 DEFAMATION
616 WHISTLEBLOWER / CONSCIENTIOUS EMPLOYEE PROTECTION ACT (CEPA) CASES
617 INVERSE CONDEMNATION
618 LAW AGAINST DISCRIMINATION (LAD) CASES

**Track IV — Active Case Management by Individual Judge / 450 days' discovery**

156 ENVIRONMENTAL/ENVIRONMENTAL COVERAGE LITIGATION
303 MT. LAUREL
508 COMPLEX COMMERCIAL
513 COMPLEX CONSTRUCTION
514 INSURANCE FRAUD
701 ACTIONS IN LIEU OF PREROGATIVE WRITS

**Mass Tort (Track IV)**

240 REDUX/PHEN-FEN (formerly "DIET DRUG")
241 TOBACCO
248 CIBA GEIGY
264 PPA
266 HORMONE REPLACEMENT THERAPY (HRT)
268 MANUFACTURED GAS PLANT (MGP)
271 ACCUTANE
272 BEXTRA/CELEBREX
601 ASBESTOS
619 VIOXX

**If you believe this case requires a track other than that provided above, please indicate the reason on Side 1, in the space under "Case Characteristics."**

Please check off each applicable category:

☐ Verbal Threshold ☐ Putative Class Action ☐ Title 59

# PE12-019

# MADZA

# 9/6/2012

# APPENDIX 3 SUBJECT VEHICLES

# Lawsuit



**CT** CORPORATION
A WoltersKluwer Company

# Service of Process Transmittal

12/14/2007
CT Log Number [redacted]



RECEIVED
DEC 17 2007
LEGAL DIVISION

**TO:** Shawn Murphy, VP & General Counsel of MNAO
Mazda North American Operations
7755 Irvine Center Drive
Irvine, CA 92618

**RE:** **Process Served in Massachusetts**

**FOR:** MAZDA MOTOR OF AMERICA, INC. (Domestic State: CA)

**ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:**

| | |
|---|---|
| **TITLE OF ACTION:** | Plymouth Rock Assurance Corporation as subrogee of Egor Racz, Pltf. vs. Mazda Motor of America, Inc., Dft. |
| **DOCUMENT(S) SERVED:** | Summons, Proof of Service Form, Complaint and Jury Demand, Cover Sheet |
| **COURT/AGENCY:** | Boston Municipal Court Department of The Trial Court-Civil Business Central Division, Suffolk County, MA<br>Case # [redacted] |
| **NATURE OF ACTION:** | Product Liability Litigation - Manufacturing Defect - Tribute vehicle's accelerator malfunctioned |
| **ON WHOM PROCESS WAS SERVED:** | C T Corporation System, Boston, MA |
| **DATE AND HOUR OF SERVICE:** | By Process Server on 12/14/2007 at 14:45 |
| **APPEARANCE OR ANSWER DUE:** | Within 20 days, exclusive of the day of service - File Answer // Within 5 days - File answer with the Clerk of Courts |
| **ATTORNEY(S) / SENDER(S):** | Jorge A. Solis<br>Gibson & Behman, P.C.<br>One Faneuil Hall Marketplace<br>South Building, Fourth Floor<br>Boston, MA 02109<br>617-723-9170 |
| **ACTION ITEMS:** | SOP Papers with Transmittal, via Fed Ex 2 Day , 791456566851<br>Email Notification, Jill Hortinela jhortine@mazdausa.com |
| **SIGNED:**<br>**PER:**<br>**ADDRESS:**<br><br>**TELEPHONE:** | C T Corporation System<br>Dahrlena Mitchell<br>155 Federal Street<br>Suite 700<br>Boston, MA 02110<br>617-757-6404 |



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# Commonwealth of Massachusetts

SUFFOLK, SS.

BOSTON MUNICIPAL COURT DEPARTMENT
OF THE TRIAL COURT FOR CIVIL BUSINESS
CENTRAL DIVISION.

07 01 CV

CIVIL NO. 006490 DE-7-07

Plymouth Rock Assurance Corp.
Plaintiff(s)

**SUMMONS**

Mazda Motor of America, Inc.
Defendant(s)

To the above-named defendant:

You are hereby summoned and required to serve upon Jorge A. Solis

plaintiff's attorney, whose address is 1 Faneuil Hall Marketplace, South Bld., Boston MA 0210 a copy of your answer to the complaint which is herewith served upon you, within twenty (20) days after service of this summons, exclusive of the day of service. You are also required to file your answer to the complaint in the Office of the Clerk/Magistrate of this Court either before service upon plaintiff's attorney, or within five (5) days thereafter. If you fail to meet the above requirements, judgment by default may be rendered against you for relief demanded in the complaint.

Unless otherwise provided by Rule 13(a), your answer must state as a counterclaim any claim which you may have against the plaintiff which arises out of the transaction or occurrence that is the subject matter of the plaintiff's claim or you will be barred from making such claim in any other action.

WITNESS, **CHARLES R. JOHNSON**, Esq. at Boston, the ..... day of

..... , in the year of our Lord two thousand and ..... .

John Cotter Daniel J Hogan

12-14-07

**CLERK / MAGISTRATE.**

NOTES.

(1) When more than one defendant is involved, the names of all defendants should appear in the caption. If a separate summons is used for each defendant, each should be addressed to the particular defendant.

(2) The number assigned to the complaint by the Clerk/Magistrate's Office at commencement of the action shall be affixed to this summons before it is served.

NOTICE TO DEFENDANT - YOU NEED NOT APPEAR PERSONALLY IN COURT TO ANSWER THE COMPLAINT, BUT IF YOU CLAIM TO HAVE A DEFENSE, EITHER YOU OR YOUR ATTORNEY MUST SERVE A COPY OF YOUR WRITTEN ANSWER WITHIN TWENTY (20) DAYS AS SPECIFIED HEREIN AND ALSO FILE THE ORIGINAL IN THE CLERK/MAGISTRATE'S OFFICE.

## PROOF OF SERVICE OF PROCESS

I hereby certify that on ..... , 2 .....
I served a copy of the within summons, together with a copy of the complaint in this action, upon the within-named defendant, in the following manner (See Rule 4(d) (1-5):*

.....

.....

.....

Dated: ..... 2 .....

**N.B. TO PROCESS SERVER:-**
PLEASE PLACE DATE YOU MAKE SERVICE ON DEFENDANT IN THIS BOX AND ON COPY SERVED ON DEFENDANT AND RETURN ORIGINAL TO THIS COURT.

| |
|---|
| ..... 2 ..... |

* *If service is made at the last and usual place of abode, the officer shall forthwith mail first class a copy of the summons to such last and usual place of abode, and shall set forth in the return the date of mailing and the address to which the summons was sent (G.L. Chap. 223 sec. 31).*

[redacted]

The Commonwealth of Massachusetts

SUFFOLK, ss. BOSTON MUNICIPAL COURT DEPARTMENT
OF THE TRIAL COURT FOR CIVIL BUSINESS
CENTRAL DIVISION

No. .....

..... , Plff(s).

v.

..... , Deft(s).

SUMMONS

(Mass. R. Civ. P. 4)

OFFICE OF THE CLERK / MAGISTRATE
BOSTON MUNICIPAL COURT DEPARTMENT
CENTRAL DIVISION
24 NEW CHARDON STREET, SIXTH FLOOR
BOSTON, MASSACHUSETTS 02114

2/9/07

COMMONWEALTH OF MASSACHUSETTS

SUFFOLK, ss. 001400 DE -707

07 01 CV

TRIAL COURT DEPARTMENT
BOSTON MUNICIPAL COURT
C. A. NO.:

PLYMOTH ROCK ASSURANCE )
CORPORATION AS SUBROGEE )
OF EGOR RACZ )
Plaintiff, )
)
v. )
)
MAZDA MOTOR of AMERICA, INC., )
Defendant )

**COMPLAINT AND JURY DEMAND**

**PARTIES**

1. The Plaintiff, Plymouth Rock Assurance Corporation ("Plymouth Rock"), is a duly organized corporation under the laws of the Commonwealth of Massachusetts, with a principle place of business located at 695 Atlantic Avenue in Boston, MA 02111.

2. Plymouth Rock, is exercising its right to subrogation pursuant to an insurance contract that it has with Egor Racz.

3. The Defendant, Mazda Motor Corporation, is a corporation duly organized under the laws of the State of California with a principal place of business located at 7755 Irvine Center Drive, Irvine, CA 92623-9734, and which, directly, or by agent, transacts business within the Commonwealth of Massachusetts.

4. Jurisdiction is proper in the Court pursuant to M.G.L. ch. 223A §3, as a result of the Defendant, Mazda Motor Corporation conducting business within the Commonwealth of Massachusetts, and an incident arising out of said business transactions within this jurisdiction of the Commonwealth of Massachusetts.

**FACTS**

5. Prior to December 7, 2004, the Defendant, Mazda Motor Corporation, designed, manufactured, inspected, tested, assembled, sold, distributed and/or supplied a 2002 Mazda Tribute vehicle equipped with a 3.0 liter engine.

6. On or about December 7, 2004, the subject Tribute vehicle's accelerator malfunctioned, causing a collision with another vehicle.

7. In January of 2005, the Defendant, Mazda Motor Corporation, sent out a recall for 2002-2004 Tribute accelerator cables. The recall specified that the accelerator cable may prevent the throttle from returning to the idle position, which could result in vehicle crashes without warning.

8. Plymouth Rock paid five thousand five hundred and six dollars and fifty-four cents ($5,506.54) for said property damage to Egon Racz's vehicle and one thousand four hundred and fifty five dollars and fifty-three cents ($1,455.53) for damages to the vehicle that Egon Racz's Tribute vehicle collided with pursuant to its insurance policy with Egon Racz.

**COUNT I - NEGLIGENCE**

9. The Plaintiff repeats and fully incorporates by reference herein paragraphs 1 through 9 above.

10. As a direct and proximate result of the negligence of the Defendant, Mazda Motor Corporation, in the design, manufacture, inspection, testing, assembly, sale, distribution and/or supply of the subject accelerator cable for the Tribute model vehicle; and as a direct and proximate result of the negligence of the Defendant, Mazda Motor Corporation, Mr. Racz suffered extensive property damage to his vehicle. Plaintiff compensated Mr. Racz for said property damage as well as the owner of the vehicle Mr. Racz hit pursuant to an insurance contract it has with him.

WHEREFORE, the Plaintiff, Plymouth Rock, demands judgment against the Defendant, Mazda Motor Corporation in the amount of six thousand nine hundred and sixty two dollars and seven cents ($6,962.07) together with interests therein, costs, attorney's fees and other relief this Honorable Court deems just and equitable.

**COUNT II – BREACH OF WARRANTY**

11. The Plaintiff repeats and fully incorporates by reference herein paragraphs 1 through 11 above.

12. Prior to December 7, 2004, the Defendant, Mazda Motor Corporation, in its sale, design, manufacture, distribution and supply of the subject Tribute vehicles made implied warranties of merchantability, safety and fitness for the ordinary purpose for which the subject product was to be used.

13. Said warranties were breached by the Defendant as the subject Tribute vehicle was not safe, not merchantable, not fit for the ordinary purpose for its intended use.

14. As a direct and proximate result of the Defendant, Mazda Motor Corporation's breach of warranties, the Egon Racz suffered extensive property damage as well as causing damage to another vehicle. Plaintiff compensated the Egon Racz for said property damage pursuant to an insurance contract.

WHEREFORE, the Plaintiff, Plymouth Rock, demands judgment against the Defendant, Mazda Motor Corporation in the amount of six thousand nine hundred and sixty two dollars and seven cents ($6,962.07) together with interests therein. costs, attorney's fees and other relief this Honorable Court deems just and equitable.

**COUNT III – UNFAIR COMPETITION PURSUANT TO M.G.L. c. 93A**

15. The Plaintiff repeats and fully incorporates by reference herein paragraphs 1 through 15 above.

16. As a result of the Defendant, Mazda Motor Corporation's, material and substantial breach of warranties, the Defendant has committed unfair or deceptive acts or practices in its conduct of trade or commerce in violation of the Massachusetts Consumer Protection statute. M.G.L. c. 93A

WHEREFORE, the Plaintiff, Plymouth Rock, demands judgment against the Defendant, Mazda Motor Corporation in the amount of six thousand nine hundred and sixty two dollars and seven cents ($6,962.07) together with interests therein. costs, attorney's fees, treble damages pursuant to M.G.L. c. 93A, and other relief this Honorable Court deems just and equitable.

**PLAINTIFF DEMANDS A TRIAL BY JURY ON ALL COUNTS.**

Dated: 12/7/07

Respectfully submitted
The Plaintiff,
by its attorney,

Jorge A. Solis (662178)
GIBSON & BEHMAN, P.C.
One Faneuil Hall Marketplace
South Building, fourth floor
Boston, MA 02109
(617) 723-9170

FORM 1

| CIVIL ACTION COVER SHEET | DOCKET NO(S) | Trial Court of Massachusetts Superior Court Department County: Suffolk - BMC |
|---|---|---|

| PLAINTIFF(S) | DEFENDANT(S) |
|---|---|
| Plymouth Rock Assurance Corp. a/s/o Egor Racz | Mazda Motor Corp. |
| ATTORNEY, FIRM NAME, ADDRESS AND TELEPHONE<br>Gibson & Behrman, P.C.<br>Jorge Solis<br>One Mountain Road, Burlington, MA<br>Board of Bar Overseers number: 01816 | ATTORNEY (if known) |

**Origin code and track designation**

Place an X in one box only:

- [X] 1. F01 Original Complaint
- [ ] 2. F02 Removal to Sup. Ct. C.231, s. 104 (Before trial) (F)
- [ ] 3. F03 Retransfer to Sup. Ct. C. 231, s. 102C (X)
- [ ] 4. F04 District Court Appeal C.231, s. 97 & 104 (After trial) (X)
- [ ] 5. F05 Reactivated after rescript; relief from judgment/Order (Mass.R.Civ.P. 60)(X)
- [ ] 6. E10 Summary process Appeal (X)

**TYPE OF ACTION AND TRACK DESIGNATION (See reverse side)**

| CODE NO. | TYPE OF ACTION (Specify) | TRACK | IS THIS A JURY CASE? |
|---|---|---|---|
| B06 | product liability | (F) | (X) Yes ( ) No |

**The following is a full, itemized and detailed statement of the facts on which plaintiff relies to determine money damages. For this form, disregard double or treble damage claims; indicate single damages only.**

**TORT CLAIMS**

(Attach additional sheets as necessary)

A. Documented medical expenses to date:

1. Total hospital expenses ..... $
2. Total doctor expenses ..... $
3. Total chiropractic expenses ..... $
4. Total physical therapy expenses ..... $
5. Total other expenses (describe) ..... $

Subtotal $

B. Documented lost wages and compensation to date ..... $

C. Documented property damages to date ..... $ 6,962.07

D. Reasonably anticipated future medical and hospital expenses ..... $

E. Reasonably anticipated lost wages ..... $

F. Other documented items of damages (describe)

$

G. Brief description of plaintiff's injury, including nature and extent of injury (describe)

$ 6,962.07

TOTAL $ 6,962.07

**CONTRACT CLAIMS**

(Attach additional sheets as necessary)

Provide a detailed description of claim(s):

TOTAL $

PLEASE IDENTIFY, BY CASE NUMBER AND COUNTY, ANY RELATED ACTION PENDING IN THE SUPERIOR COURT DEPARTMENT

**"I hereby certify that I have complied with the requirements of Rule 5 of the Supreme Judicial Court Uniform Rules on Dispute Resolution (SJC Rule 1:18) requiring that I provide my clients with information about court-connected dispute resolution services and discuss with them the advantages and disadvantages of the various methods."**

Signature of Attorney of Record: Jorge A. Solis Date: 12/7/07