PE13-015

MAZDA

7/5/2013

APPENDIX 3

CAC-138393540

## Gaby Laur

**From:** Paul Winovitch
**Sent:** Thursday, June 13, 2013 3:46 PM
**To:** Gaby Laur; Travis Young
**Subject:** RE: Documents needed for 2 files

Gaby,

Travis has gone for the day. I will assist.

See below for a copy of the e-mail. Letter to follow.

Customer's Email text

Sent: Sun Oct 30 15:11:07 PDT 2011
Received: Sun Oct 30 15:12:06 PDT 2011
From: [redacted]
To: MazdaCustomerAssistance@mazdausa.com
Subject: My Mazda Dealership - Service Department

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Ever since I bought my Mazda 6 three years ago I've had a couple of different reaccuring problems with my car. The most frequent being the radio not coming on when I turn my car on. If I turn the car off and back on it works again. The second problem, and more concerning is the transmission will jump out of gear while I'm driving it! As with the radio, all I have to do is turn off the car to fix the problem. I've taken the car multiple times to the dealership with no correction of either problem. This past week was the second time they have kept my car for an extended period of time. After over week they call me up and tell me they have fixed the radio by putting screws in the door latch and the transmission was due to the key that I had being recalled! I may not know a lot about cars but I do know neither one have anything to do with the other. The very same night I got my car back the radio didn't work once again. I've very tired of dealing with the dealership and this car!

Paul

**Paul Winovitch | Manager, Customer Assistance**
**Mazda North American Operations**
**7755 Irvine Center Dr. | Irvine, CA 92618**
**T 949.727.6879 | F 949.727.6592**

---

**From:** Gaby Laur
**Sent:** Thursday, June 13, 2013 3:42 PM
**To:** Travis Young
**Cc:** Paul Winovitch
**Subject:** Documents needed for 2 files

Hi Travis,

2 of the records we'll use in this investigation state a source other than the telephone. One is an email and the other one is a letter. Could you please scan the email and the letter and send them to me? I will include them in the PE response.

| | | |
|---|---|---|
| 138393540 | Email | 1YVHP82A595[redacted] |
| 142767460 | Letter | 1YVHP81A495[redacted] |

Thanks a million!!

Gaby

**Gaby Laur | Quality Analyst**
**Mazda North American Operations | Irvine, CA 92614**
**T 949.442.6590 | F 949.222.2646 | www.MazdaUSA.com**

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MAZDA

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CAC-142767460

SL

#142767460

[redacted]

Norman, OK [redacted]

sent letter
8/7/12
* closed
SL.

Mazda North American Operations
Attn: Customer Service/Quality Assurance
7755 Irvine Center Dr
Irvine, CA 92618

Reynolds Auto Group
Attn: Mr. Kenny Hines
Fixed Operations Director
825 N. Interstate Drive
Norman, OK 73070

2 August 2012

To Whom It May Concern;

I am writing to inform you of a problem I recently had with my 2009 Mazda 6.

On Thursday afternoon, 27 July 2012, I arrived at my home in Norman, OK. After exiting my car I found I could **NOT** close the driver's door. Upon examination I found that the three retaining bolts for the latch mechanism were missing and the mechanism had fallen into the door itself.

I restarted the car, lowered the window and drove the car, holding the door closed, to Reynolds Mazda. The Service Manager, Mr. David Sullins, approached and asked what the problem was.

I showed him that the driver's door would not close or latch. He then asked me who serviced my car. I replied that only Reynolds Mazda serviced the auto.

Long story short… he took the car to the body shop and they informed him that this was a 'recurring' problem with the Mazda.

This is the second incident of screws coming loose on this car. Approximately 5 months ago the center brake light retaining screws, inside the rear window, came undone and the light fell down into the trunk area.

There appears to be a problem with Mazda Quality Control in that hardware is being installed without the use of either a torque value or liquid locking device. This car only has 8,600 miles and is just three years old.

Mr. Sullins, Service Manager, then informed me that this was a recurring problem with Mazda autos, "as per Steve, the head of the body shop." And that the bolts had NOT been installed with 'LocTite'.

I strongly believe that if this is true then Mazda has a major safety issue. What is to stop any of the doors from coming open on a freeway or highly traveled roadway?

On 1 August 2012 I spoke with Mr. Kenny Hines, Fixed Operations Director for Reynolds Auto Group. Mr. Hines spoke with the body shop and verified this is a recurring issue. He also spoke with the 'Zone Representative' for Mazda and again was informed that this issue has been seen multiple times in the last six months.

I would greatly appreciate knowing why Mazda has not sent a Service Bulletin to their dealers making them aware of this issue and why a recall has not been forth-coming letting the dealerships reinstalling the hardware with a liquid locking device?

Respectfully,

[redacted]

August 7, 2012

[redacted]

Norman, OK [redacted]

RE: VIN: 1YVHP81A495[redacted]
File: 142767460
Vehicle: 2009 Mazda6

Dear Mr. [redacted]

Thank you for contacting Mazda North American Operations. I am in receipt of your letter regarding your safety concern on your 2009 Mazda6.

We appreciate you bringing your concern regarding the door latch screws to our attention.
Rest assured I have documented the details of your letter for our corporate record. These records are continuously being reviewed in an effort to provide only the highest quality products to our customers. The file number which references your letter is 142767460.

I have followed up with Service Manager David Sullins at Reynold Mazda regarding your experience with your door latch. I confirmed that our regional management has been made aware of your safety concerns. However, for your peace of mind, as a consumer, you also have the option of filing a formal complaint regarding your safety concern to the National Highway Traffic Safety Administration (NHTSA).

Again, thank you for contacting Mazda and bringing this to our attention.

Sincerely,

Stephanie
Representative, Customer Assistance
Mazda North American Operations
(800) 222-5500 Ext. 1170

Mazda North American Operations
7755 Irvine Center Drive
Irvine, CA 92618-2922
Telephone 949.727.1990
Facsimile 949.727.6101

zoom-zoom

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APPENDIX 3

VOQ 10448036(1)

**VOQ # 10448036**

**Date Complaint Filed:** 02/15/2012
**Component(s):** LATCHES/LOCKS/LINKAGES

**Date of Incident:** 02/14/2012
**NHTSA ID Number:** 10448036

All Products Associated with this Complaint

Details

1 Associated Document

**Crash:** No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
**Manufacturer:** MAZDA MOTOR CORP
**Vehicle Identification No. (VIN):** 1YVHP81H695...

**SUMMARY:**

TL* THE CONTACT OWNS A 2009 MAZDA MAZDA6. THE CONTACT STATED THAT BOTH FRONT DOOR LOCKS DETACHED FROM THE VEHICLE. THE DEALER AND MANUFACTURER WERE NOTIFIED OF THE FAILURE, BUT DENIED ANY ASSISTANCE WITH REPAIRS. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATELY FAILURE AND CURRENT MILEAGES WERE 58,000. UPDATED 03/16/12*LJ THE CONSUMER STATED THREE OF THE SCREWS WERE MISSING. HE ALSO CHECKED THE OTHER DOORS, AND THEY WERE EITHER MISSING OR LOOSE. UPDATED 04/09/12

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VOQ 10448036(2)

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department of Transportation

**National Highway Traffic Safety Administration**

**DOT Auto Safety Hotline**

# Vehicle Owner's Questionnaire

**To Report Vehicle Safety Defects**
**1-888-DASH-2-DOT**
**(1-888-327-4236)**
**INTERNET:www.nhtsa.dot.gov/hotline**

FOR AGENCY USE ONLY 100148

Date Received MAR 16 2012

15-FEB-2012

**Repository** ☐

Reference No. 10448036

**OWNER INFORMATION (Type or Print)**

**Name** [redacted]

**Address** [redacted]

**City** ADDISON **State** IL **Zip Code** [redacted]

Daytime Telephone Number [redacted]

E-mail Address [redacted]

Evening Telephone Number [redacted]

*The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).*

**VEHICLE INFORMATION**

| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side | Make | Model | Model Year |
|---|---|---|---|
| 1YVHP81H695[redacted] | MAZDA | MAZDA6 | 2009 |

| Date Purchased | Dealer's Name and Telephone Number | Engine: No: Cylinders | Fuel Type: |
|---|---|---|---|
| 1/04/11 | Howard Buick- GMC (630) 832-9500 | 4 | GAS |

| Original Owner | Dealer's City | State | Zip Code |
|---|---|---|---|
| ☐ | Elmhurst | IL | 60126 |

| Transmission Type | | Powertrain | Multiple Failure: | Incident Date(s) |
|---|---|---|---|---|
| Auto | ☒ Antilock Brakes ☒ Cruise Control | Engine/Transmission | | 14-FEB-2012 |

**FAILED COMPONENT(S)/PART(S) INFORMATION**

| Vehicle Component Code: 162000 STRUCTURE: BODY | Failure Mileage | Failure Speed |
|---|---|---|
| | 58000 | 0 |

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

| Tire Make | Tire Model (Name or Number) | Tire Size (Example P215/65R15) |
|---|---|---|
| DOT No. (Example: DOTMAL9ABC036) | ☐ Original Equipment ☐ Prior Repair | Failure Location: |
| Tire Component Code | | Tire Failure Type: |

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

| Make: | Date Manufactured: | Model No./Name: |
|---|---|---|
| Seat Type: | Installation System: | |
| Child Seat Component Code: | Failed Part: | |

**APPLICABLE INCIDENT INFORMATION**

*(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)*

| Crash | Fire | Number of Persons Injured | Number of Deaths | Reported to Police |
|---|---|---|---|---|
| ☐ Yes ☒ No | ☐ Yes ☒ No | Ø | Ø | N |

**Narrative Description of Incident(S), Crash(es), and Injury(ies).**
**Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).**

TL* THE CONTACT OWNS A 2009 MAZDA MAZDA6. THE CONTACT STATED THAT BOTH FRONT DOOR LOCKS DETACHED FROM THE VEHICLE. THE DEALER AND MANUFACTURER WERE NOTIFIED OF THE FAILURE, BUT DENIED ANY ASSISTANCE WITH REPAIRS. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATELY FAILURE AND CURRENT MILEAGES WERE 58,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

**The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.**

(Driver's Front)

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

The door lock fell off. My wife had to drive home holding the door. I found all 3 screws missing. I checked the other 3 doors & There was 1 screw missing & ALL were loose.

ATTACH ADDITIONAL SHEETS IF NECESSARY


U.S. Department of Transportation

**National Highway Traffic Safety Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382


Official Business
Penalty for Private Use $300

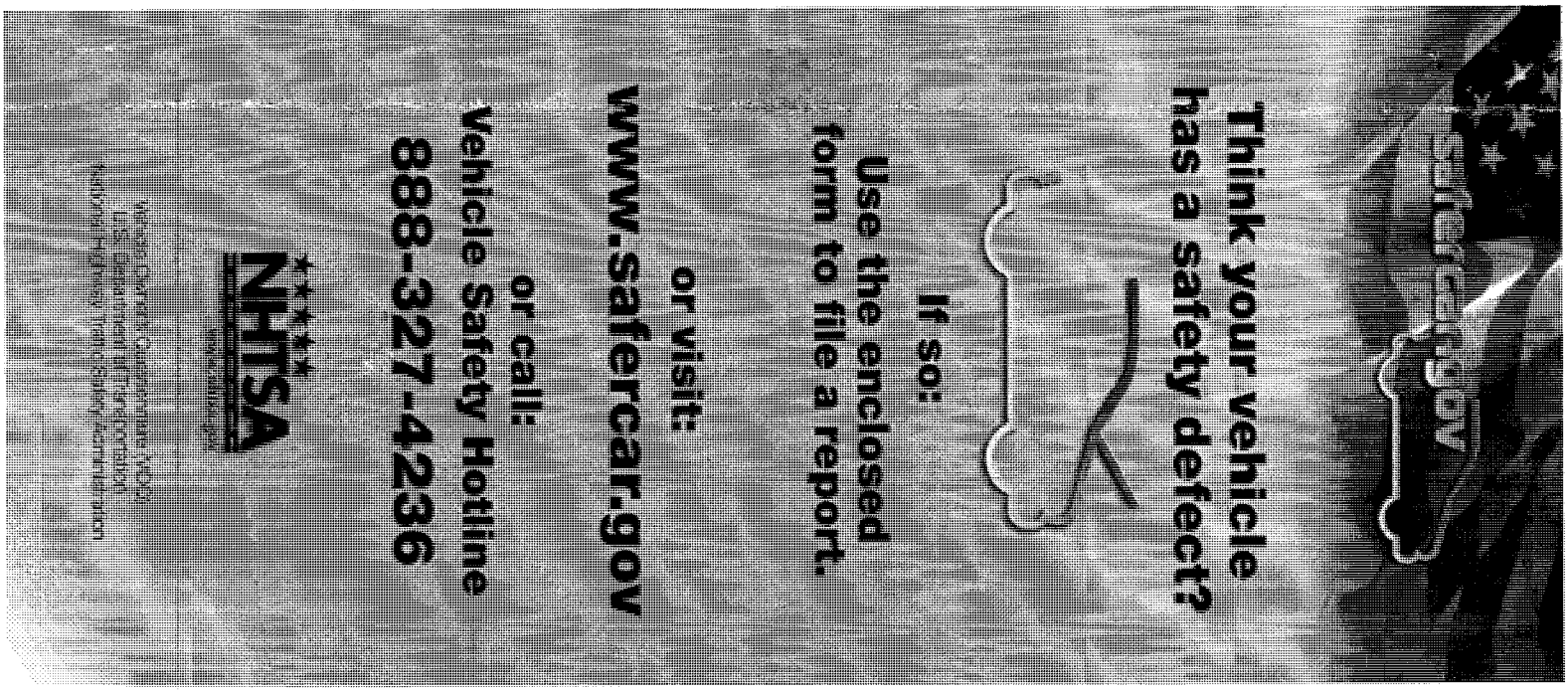
NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation**
**National Highway Traffic Safety Administration**
**Office of Defects Investigation, NVS-210**
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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MAZDA

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APPENDIX 3

VOQ 10515258

**VOQ # 10515258**

**Date Complaint Filed:** 06/03/2013
**Date of Incident:** 04/07/2013
**Component(s):** STRUCTURE
**NHTSA ID Number:** 10515258

All Products Associated with this Complaint

Details

0 Associated Documents

**Crash:** No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
**Manufacturer:** MAZDA MOTOR CORP
**Vehicle Identification No. (VIN):** 1YVHP82A295...

**SUMMARY:**
FRONT DRIVERS SIDE WOULD NOT CLOSE. UPON CHECKING ALL THE SCREWS HOLDING THE LATCH WERE MISSING.

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APPENDIX 8A

[redacted]

送信日時: 2013/06/18 (火) 14:22

**Subject:** Reqeusting information

Team,
I need some help understanding the door latch issues that came in through FQIR. Without pictures of the issue it is a little difficult to fully understand, but this is what I have so far.

I have created the attached matrix to help put things together but need some help with it.
Please support!

**Ken,**

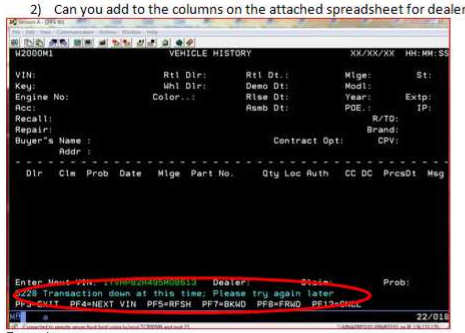
1) As we spoke, we need a station analysis completed on door latch install to ensure current production torque and process is correct for clean commit. Dwg torque = 4.2~6.2mm (joint is A rank so it should be error proofed).
2) Can you look up QLS for 1YVHP82A695[redacted] to see if any repairs were in the area?

**CJ,**
Per our conversation earlier, I would like to know some details regarding the door handle recall/inspection completed.
I am trying to correlate the data to understand how these vins/issues may be related.
**Question:**

1) Do you know anything related to the campaign for Inner Door Bezel Campaign ID E09? I have 3 vehicles on 9/24 that have the door ajar light issue.
2) Can you share with me the repair and inspection procedures for the door handle issue? I would like to know if the LH front door latch needed to be loosened due to the lock cylinder.
3) What code was the door handle recall under so in warranty we can understand if vehicle was completed?
4) Can you cross check the vins on the attached matrix to see if they were inspected/repaired at the port during the QCCP?

**Greg,**
I am having issues looking into the warranty system. Both NNS and the online warranty system is giving me a transaction error.
Request:

1) Can you look into the warranty system to see if these vins have had the door handle recall done?
2) Can you add to the columns on the attached spreadsheet for dealers and dealer codes these repairs were done at?




Regards,
Jeff Brossia
PVT Engineer
Engineering East, R&D
Desk: (734) 783-8818
Cell: (734) 363-4624
E-mail: jbrossia@mazdausa.com

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APPENDIX 8B

差出人: Hiroki Tanoue
宛先: 'ikeda.t@mazda.co.jp'; 'yoshida.mo@mazda.co.jp'; 'ishigami.k@mazda.co.jp'
ＣＣ: 'hatakenaka.t@mazda.co.jp'
件名: 【御願い】J61Jドアラッチスクリュー外れ

送信日時: 2010/09/15 (水) 10:00

池田さん、吉田さん、石神さん
Cc. 畠中さん

御世話になります。MNAOの田上です。
J61J量産車にて08年8月/9月を中心に2種類の市場不具合が出ています。
①ドアラッチ締結スクリューがトルクDownし外れる。
②ドアラッチ締結スクリューに誤って長いスクリューが使われている。

FQIR HP910-1409 0... FQIR HP910-1411 0...

どちらも運転席側、左Frドアラッチです。

【御願い】MNAO品証から質問を受けています。
本部位はAランク締結部位のところではあるのですが、最悪リコール等の積極対応も考慮する必要があるでしょうか？
できれば①･②切り分けて回答頂けると助かります。

【現状及び経過】
昨日、多発性の懸念があるのではないか？ということで添付のFQIRと共に問題提起がありました。
●現在、①は4件、②は8件発生しています。

Door latch FQIR.xls

●AAIでは 図面値4.2～6.2Nmの締結トルクに対し、設定トルク(5.2Nm)に達すると電源が切れるナットランナーを使用しています。Aランクですので日々n=5のトルクcheckして機器に異常が無い事を確認しています。

59-006-A.pdf 59-006-AR.pdf

●社用車や我々のリースカーにて残留トルクを測定したところ、異常に規定トルクより低いものは存在していません。

Door Latch Torque audit ...

●8-9月生産車はアウターハンドルリコール対象車でもあることと、左Frドアに問題が偏っている事からディーラーサービス上の問題も無かったか？修理履歴を含め確認中です。
(左Frドアはキーシリンダーが存在する為、ハンドルレバー脱着の際にはドアラッチも外す可能性が高い。
●なぜか？誰がオーダーしたか？使われたのか？わからないのですが、08年9月に10本の長いスクリュー(J56で使用していたスクリュー)がAAIにオーダーされています。
サービスパーツはMNAOが直接受け取るのでAAIは関係ありません。

【私見】
Aランクなので非常に厳しいのですが、
●①に関しては走行中(ドア閉め後)に全ての締結ボルトが外れた場合、
･ラッチング機能:既にラッチングされており、即ドアが開かなくなるor急に開くような不具合は無い。
･衝突性能:影響不明。←これがKeyかと考えています。
･予見性:異音や半ドア警告灯の点滅が有り、予見性はあると思われる。
ドア開け時に外れたのであれば、FQIRにあるように閉まらないという状態になるかと思います。
この状態であれば、走れないので… 。
●②に関しては不具合票のように予見性がある、ハーフラッチは可能のようなのでSafetyIssueにはならないと考えています。

【希望納期】JPN9/16(木)納期で御願いできないでしょうか？

Hiroki Tanoue | Assistant Manager | Product Engineering
Mazda North American Operations | Flat Rock, MI 48134
T 734.782.7602 | htanoue@mazdausa.com | www.MazdaUSA.com

Ikeda san, Yoshida san,Ishigami san
Cc. Hatakenaka san

Hello. I'm Tanoue from MNAO.
There are two kinds of field defects appear as for J61J mass production vehicles manufactured in August/September 2008.
[1]Door latch screws loose and fall

Both defects occurred at the left front door latch on the driver side .

[Request]
I received questions from MNAO Quality Assurance.
The joint is A rank. Will we need to consider proactive action such as a recall?
Please answer [1] and[2] separately, if possible.

[Present conditions and progress]
Yesterday, we received problems for which frequent occurrence is concerned with the attached FQIR.
*Now, problem[1] occurs 4 cases, and [2] occurs 8 cases.

*AAI uses nut runners which cut off when tightened torque reaches the setting torque(5.2Nm) for spec torque 4.2~6.2 Nm.
Because the joint is A rank, so they confirm torque check using 5 samples every day and make sure there is no abnormality of the apparatus.

*Though residual torque of company/lease vehicles were audited, there was not the torque which was abnormally less than the standard torque.

*Vehicles manufactured from Aug. to Sep. are subject of the outer handle recall campaign, and most of defects have occurred at the left front door . So, it is confirmed that if dealer service at that time had a problem or not, including the repair history.
(Since a key cylinder exists on the left front door, it is highly possible to remove a door latch in the case of handle lever removal/reinstallation.)

*Although I don't understand Why?Who ordered? Was it used ? , 10 long screws(screw used for J56) were ordered to AAI in September, 2008.
MNAO receives service parts directly, AAI is not related.

[my opinion]
This is Arank problem, so it is very severe, but
*As for [1], in the case all tightened screw bolts fall out during driving (after door closed )
- latching function: already latched and there is no defect that doors open immediately or open suddenly.
- collision performance: unknown. ← I think this is Key.
- Foreseeability : rattle and door ajar warning illuminates, so it seems that there is foreseeability.
If screws fall off at the time of door opening, I will think doors don't close as it is reported in FQIR. If it is in this state, since it cannot drive .
*As for [2], I think that it is not a safety Issue because there is foreseeability as FQIR stated and the half latch is possible.

[deadline] Can't I ask for your help by Sept. 16 (Thurs.) JPN time ?

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MAZDA

7/5/2013

APPENDIX 8B

59-006-A

# Auto Alliance Inc.
# Torque Inspection and Studies System: Process History

Process: 59-006-A

Generated: 9/14/2010, kloose1

From: 08/01/2010 to 09/14/2010

*PROCESS INFORMATION*

Process number: **59-006-A** Comment:

Description: **SECURE LH FRONT/REAR DOOR LATCH ASSY**

Element description:

Vehicle: **J61** Class: **C** Power tool: Socket: **TX30**

Eng. torque spec: **5.2 +/- 1.0 Nm** Type: **U** Xder: **A4**

*INSPECTION INFORMATION*

Dep't: **T** Zone: **D10N** Supervisor: **ROY MELLIN**

TPPS date: Ppk: **0.0** Current inspection limits: **4.2 - 6.2 Nm**

| Date | Sh | Process/Stop | Rdg 1 | Rdg 2 | Rdg 3 | Rdg 4 | Rdg 5 | Range | Avg | Insp. Low | Insp. High | Restart? | Rot# | Reaudit | Cause | Timestamp | TCN # | Flag |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 08/02/2010 | A | 59-006-A C1 | 5.6 | 5.3 | 5.7 | 6.2 | 5.1 | 1.1 | 5.6 | 4.2 | 6.2 | No | 0584 | - | - | 08:24 8/2/10 | - | |
| 08/03/2010 | A | 59-006-A C1 | 5.9 | 5.9 | 5.7 | 5.3 | 5.0 | 0.9 | 5.6 | 4.2 | 6.2 | No | 1276 | - | - | 08:55 8/3/10 | - | |
| 08/04/2010 | A | 59-006-A C1 | 5.8 | 5.7 | 5.4 | 5.9 | 6.0 | 0.6 | 5.8 | 4.2 | 6.2 | No | 1813 | - | - | 08:56 8/4/10 | - | |
| 08/05/2010 | A | 59-006-A C1 | 6.2 | 5.5 | 5.6 | 5.5 | 5.9 | 0.7 | 5.7 | 4.2 | 6.2 | No | 2374 | - | - | 09:04 8/5/10 | - | |
| 08/05/2010 | B | 59-006-A C1 | 6.2 | 5.5 | 5.6 | 5.5 | 5.9 | 0.7 | 5.7 | 4.2 | 6.2 | No | 2374 | - | - | 09:04 8/5/10 | - | |
| 08/16/2010 | A | 59-006-A C1 | 5.5 | 5.0 | 4.5 | 4.2 | 5.2 | 1.3 | 4.9 | 4.2 | 6.2 | No | 2796 | - | - | 08:24 8/16/10 | - | |
| 08/17/2010 | A | 59-006-A C1 | 4.8 | 5.2 | 5.3 | 5.7 | 5.6 | 0.9 | 5.3 | 4.2 | 6.2 | No | 3425 | - | - | 08:53 8/17/10 | - | |
| 08/18/2010 | A | 59-006-A C1 | 5.3 | 5.4 | 5.0 | 5.7 | 5.4 | 0.7 | 5.4 | 4.2 | 6.2 | No | 4009 | - | - | 08:49 8/18/10 | - | |
| 08/19/2010 | A | 59-006-A C1 | 4.6 | 5.5 | 5.9 | 4.4 | 4.3 | 1.6 | 4.9 | 4.2 | 6.2 | No | 4575 | - | - | 08:25 8/19/10 | - | |
| 08/23/2010 | A | 59-006-A C1 | 5.3 | 4.7 | 5.4 | 5.1 | 5.7 | 1.0 | 5.2 | 4.2 | 6.2 | No | 5193 | - | - | 08:31 8/23/10 | - | |
| 08/24/2010 | A | 59-006-A C1 | 5.0 | 5.6 | 5.6 | 4.7 | 4.9 | 0.9 | 5.2 | 4.2 | 6.2 | No | 5771 | - | - | 07:57 8/24/10 | - | |
| 08/25/2010 | A | 59-006-A C1 | 5.9 | 5.2 | 5.0 | 5.4 | 5.1 | 0.9 | 5.3 | 4.2 | 6.2 | No | 6393 | - | - | 08:04 8/25/10 | - | |
| 08/26/2010 | A | 59-006-A C1 | 4.7 | 5.2 | 4.6 | 4.7 | 5.2 | 0.6 | 4.9 | 4.2 | 6.2 | No | 7032 | - | - | 08:32 8/26/10 | - | |
| 08/27/2010 | A | 59-006-A C1 | 5.3 | 6.2 | 5.6 | 4.7 | 4.7 | 1.5 | 5.3 | 4.2 | 6.2 | No | 7613 | - | - | 08:25 8/27/10 | - | |
| 08/30/2010 | A | 59-006-A C1 | 4.7 | 5.7 | 4.4 | 4.3 | 4.9 | 1.4 | 4.8 | 4.2 | 6.2 | No | 8226 | - | - | 08:37 8/30/10 | - | |
| 08/31/2010 | A | 59-006-A C1 | 5.5 | 5.6 | 5.5 | 5.1 | 5.5 | 0.5 | 5.4 | 4.2 | 6.2 | No | 8835 | - | - | 08:19 8/31/10 | - | |
| 09/01/2010 | A | 59-006-A C1 | 5.5 | 5.5 | 4.5 | 4.8 | 4.6 | 1.0 | 5.0 | 4.2 | 6.2 | No | 9445 | - | - | 08:12 9/1/10 | - | |
| 09/02/2010 | A | 59-006-A C1 | 4.9 | 4.9 | 6.3> | 4.5 | 4.6 | 1.8 | 5.0 | 4.2 | 6.2 | No | 9995 | - | HIGH TORQUE | 08:22 9/2/10 | - | * |
| 09/08/2010 | A | 59-006-A C1 | 4.3 | 4.7 | 4.6 | 5.8 | 4.9 | 1.5 | 4.9 | 4.2 | 6.2 | No | 0651 | - | - | 08:35 9/8/10 | - | |
| 09/09/2010 | A | 59-006-A C1 | 4.6 | 4.5 | 5.2 | 4.2 | 5.5 | 1.3 | 4.8 | 4.2 | 6.2 | No | 1211 | - | - | 07:52 9/9/10 | - | |
| 09/10/2010 | A | 59-006-A C1 | 4.3 | 4.5 | 4.4 | 4.6 | 4.8 | 0.5 | 4.5 | 4.2 | 6.2 | No | 1818 | - | - | 07:56 9/10/10 | - | |
| 09/13/2010 | A | 59-006-A C1 | 5.5 | 5.5 | 5.0 | 5.0 | 5.9 | 0.9 | 5.4 | 4.2 | 6.2 | No | 2429 | - | - | 08:03 9/13/10 | - | |

PE13-015

MAZDA

7/5/2013

APPENDIX 8B

59-006-AR

# Auto Alliance Inc.
# Torque Inspection and Studies System: Process History

Process: 59-006-AR

Generated: 9/14/2010, kloose1

From: 08/01/2010 to 09/14/2010

*PROCESS INFORMATION*

Process number: **59-006-AR** Comment:

Description: **SECURE RH FRONT/REAR DOOR LATCH ASSY**

Element description:

Vehicle: **J61** Class: **C** Power tool: Socket: **TX30**

Eng. torque spec: **5.2 +/- 1.0 Nm** Type: **U** Xder: **A4**

*INSPECTION INFORMATION*

Dep't: **T** Zone: **D10S** Supervisor: **ROY MELLIN**

TPPS date: Ppk: **0.0** Current inspection limits: **4.2 - 6.2 Nm**

| Date | Sh | Process/Stop | Rdg 1 | Rdg 2 | Rdg 3 | Rdg 4 | Rdg 5 | Range | Avg | Insp. Low | Insp. High | Restart? | Rot# | Reaudit | Cause | Timestamp | TCN # | Flag |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 08/02/2010 | A | 59-006-AR C1 | 6.1 | 5.7 | 5.6 | 5.4 | 6.0 | 0.7 | 5.8 | 4.2 | 6.2 | No | 0586 | - | - | 08:25 8/2/10 | - | |
| 08/03/2010 | A | 59-006-AR C1 | 5.8 | 5.5 | 5.3 | 5.9 | 5.3 | 0.6 | 5.6 | 4.2 | 6.2 | No | 1276 | - | - | 08:54 8/3/10 | - | |
| 08/04/2010 | A | 59-006-AR C1 | 6.2 | 4.9 | 5.7 | 5.4 | 5.9 | 1.3 | 5.6 | 4.2 | 6.2 | No | 1813 | - | - | 08:56 8/4/10 | - | |
| 08/05/2010 | A | 59-006-AR C1 | 5.1 | 5.9 | 5.8 | 6.2 | 5.6 | 1.1 | 5.7 | 4.2 | 6.2 | No | 2374 | - | - | 09:05 8/5/10 | - | |
| 08/05/2010 | B | 59-006-AR C1 | 5.1 | 5.9 | 5.8 | 6.2 | 5.6 | 1.1 | 5.7 | 4.2 | 6.2 | No | 2374 | - | - | 09:05 8/5/10 | - | |
| 08/16/2010 | A | 59-006-AR C1 | 4.6 | 4.8 | 4.9 | 4.8 | 5.4 | 0.8 | 4.9 | 4.2 | 6.2 | No | 2798 | - | - | 08:25 8/16/10 | - | |
| 08/17/2010 | A | 59-006-AR C1 | 4.3 | 5.3 | 5.7 | 5.7 | 6.2 | 1.9 | 5.4 | 4.2 | 6.2 | No | 3425 | - | - | 08:54 8/17/10 | - | |
| 08/18/2010 | A | 59-006-AR C1 | 5.8 | 5.5 | 5.2 | 5.1 | 5.2 | 0.7 | 5.4 | 4.2 | 6.2 | No | 4009 | - | - | 08:49 8/18/10 | - | |
| 08/19/2010 | A | 59-006-AR C1 | 4.4 | 4.3 | 4.6 | 4.8 | 5.5 | 1.2 | 4.7 | 4.2 | 6.2 | No | 4578 | - | - | 08:25 8/19/10 | - | |
| 08/23/2010 | A | 59-006-AR C1 | 6.1 | 5.8 | 5.0 | 5.9 | 5.1 | 1.1 | 5.6 | 4.2 | 6.2 | No | 5193 | - | - | 08:32 8/23/10 | - | |
| 08/24/2010 | A | 59-006-AR C1 | 5.7 | 4.7 | 4.8 | 5.0 | 5.6 | 1.0 | 5.2 | 4.2 | 6.2 | No | 5774 | - | - | 07:57 8/24/10 | - | |
| 08/25/2010 | A | 59-006-AR C1 | 4.2 | 5.0 | 4.5 | 5.7 | 5.9 | 1.7 | 5.1 | 4.2 | 6.2 | No | 6393 | - | - | 08:04 8/25/10 | - | |
| 08/26/2010 | A | 59-006-AR C1 | 4.8 | 4.2 | 4.8 | 5.1 | 4.8 | 0.9 | 4.7 | 4.2 | 6.2 | No | 7032 | - | - | 08:33 8/26/10 | - | |
| 08/27/2010 | A | 59-006-AR C1 | 5.0 | 4.5 | 5.3 | 5.5 | 5.6 | 1.1 | 5.2 | 4.2 | 6.2 | No | 7615 | - | - | 08:25 8/27/10 | - | |
| 08/30/2010 | A | 59-006-AR C1 | 5.1 | 4.7 | 4.9 | 5.6 | 6.1 | 1.4 | 5.3 | 4.2 | 6.2 | No | 8229 | - | - | 08:40 8/30/10 | - | |
| 08/31/2010 | A | 59-006-AR C1 | 4.6 | 4.4 | 5.8 | 4.8 | 5.1 | 1.4 | 4.9 | 4.2 | 6.2 | No | 8838 | - | - | 08:20 8/31/10 | - | |
| 09/01/2010 | A | 59-006-AR C1 | 4.5 | 5.1 | 5.0 | 4.9 | 4.5 | 0.6 | 4.8 | 4.2 | 6.2 | No | 9445 | - | - | 08:12 9/1/10 | - | |
| 09/02/2010 | A | 59-006-AR C1 | 5.1 | 5.5 | 4.8 | 4.7 | 4.7 | 0.8 | 5.0 | 4.2 | 6.2 | No | 9995 | - | - | 08:32 9/2/10 | - | |
| 09/08/2010 | A | 59-006-AR C1 | 5.6 | 5.8 | 6.1 | 5.6 | 4.9 | 1.2 | 5.6 | 4.2 | 6.2 | No | 0654 | - | - | 08:36 9/8/10 | - | |
| 09/09/2010 | A | 59-006-AR C1 | 5.9 | 5.0 | 5.9 | 4.5 | 5.7 | 1.4 | 5.4 | 4.2 | 6.2 | No | 1211 | - | - | 07:52 9/9/10 | - | |
| 09/10/2010 | A | 59-006-AR C1 | 5.6 | 4.9 | 5.2 | 6.0 | 5.9 | 1.1 | 5.5 | 4.2 | 6.2 | No | 1818 | - | - | 07:56 9/10/10 | - | |
| 09/13/2010 | A | 59-006-AR C1 | 4.4 | 5.1 | 4.5 | 4.9 | 5.8 | 1.4 | 4.9 | 4.2 | 6.2 | No | 2429 | - | - | 08:03 9/13/10 | - | |

PE13-015

MAZDA

7/5/2013

APPENDIX 8C

差出人: tanoueh@mazda.co.jp
宛先: Tomoki Hirohata
ＣＣ: ishigamik@mazda.co.jp
件名: FW: Reqeusting information
添付ファイル: Door latch FQIR (2).xls

送信日時: 2013/06/18 (火) 14:53

**From:** Greg Sovitch
**Sent:** Wednesday, September 15, 2010 11:49 PM
**To:** Greg Sovitch; Jeff Brossia; CJ Martin; Kenneth Bagdon; Hiroki Tanoue; Atsushi Watanabe; Myron Laba; Bryan Everett; Sam Masaya Sato; John Trela
**Cc:** Ed Marck; Tomohiro Tanimoto; Ramki Srinivasan; Ahmed Chishty
**Subject:** RE: Reqeusting information

Updated with door inspection/repair detail...

---

**From:** Greg Sovitch
**Sent:** Tuesday, September 14, 2010 4:58 PM
**To:** Jeff Brossia; CJ Martin; Kenneth Bagdon; Hiroki Tanoue; Atsushi Watanabe; Myron Laba; Bryan Everett; Sam Masaya Sato; John Trela
**Cc:** Ed Marck; Tomohiro Tanimoto; Ramki Srinivasan; Ahmed Chishty
**Subject:** RE: Reqeusting information

Jeff,
Per your request, here's the door recall information for the listed VIN's.

---

**From:** Jeff Brossia
**Sent:** Tuesday, September 14, 2010 2:16 PM
**To:** CJ Martin; Greg Sovitch; Kenneth Bagdon; Hiroki Tanoue; Atsushi Watanabe; Myron Laba; Bryan Everett; Sam Masaya Sato; John Trela
**Cc:** Ed Marck; Tomohiro Tanimoto; Ramki Srinivasan; Ahmed Chishty
**Subject:** RE: Reqeusting information

Team,
I have updated the matrix sent out yesterday with the new FQIR, as well as gathered additional data.

1) AAI torque audit data (last 2 months)
2) Torque audit data from MNAO lease vehicles/turn ins (vehicles with mileage) completed this morning.

Summary:

- It appears to be mostly a Aug/Sept 2008 issue
- MNAO lease vehicles with between 5,000 miles and 15000 do not show a reduction in torque.
- Correct screws are being used at the station
- The guns at station appear to be shooting the correct torque.

Request:

1) Please follow up with the requested items below. Updates in Red.
2) Need pictures of the screws/bolts that are too long.

Regards,
Jeff Brossia

---

**From:** Jeff Brossia
**Sent:** Monday, September 13, 2010 4:46 PM
**To:** CJ Martin; Greg Sovitch; Kenneth Bagdon
**Cc:** Hiroki Tanoue; Atsushi Watanabe; Ed Marck; Tomohiro Tanimoto; Ramki Srinivasan
**Subject:** Reqeusting information

Team,
I need some help understanding the door latch issues that came in through FQIR. Without pictures of the issue it is a little difficult to fully understand, but this is what I have so far.

I have created the attached matrix to help put things together but need some help with it.
Please support!

**Ken,**

1) As we spoke, we need a station analysis completed on door latch install to ensure current production torque and process is correct for clean commit. Dwg torque = 4.2~6.2mm (joint is A rank so it should be error proofed).
2) Can you look up QLS for 1YVHP82A695[redacted] ***[Jeff Brossia]*** and 1YVHP82BX95[redacted] to see if any repairs were in the area?

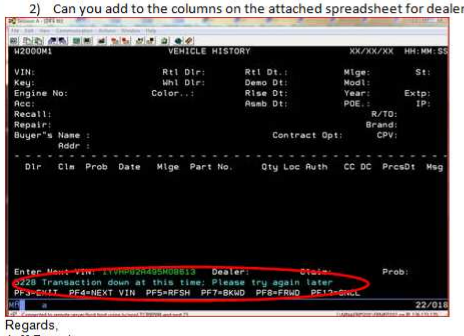
**CJ,**
Per our conversation earlier, I would like to know some details regarding the door handle recall/inspection completed.
I am trying to correlate the data to understand how these vins/issues may be related.
**Question:**

1) Do you know anything related to the campaign for Inner Door Bezel Campaign ID E09? I have 3 vehicles on 9/24 that have the door ajar light issue.
2) Can you share with me the repair and inspection procedures for the door handle issue? I would like to know if the LH front door latch needed to be loosened due to the lock cylinder.
3) What code was the door handle recall under so in warranty we can understand if vehicle was completed?
4) Can you cross check the vins on the attached matrix to see if they were inspected/repaired at the port during the QCCP?

**Greg,**
I am having issues looking into the warranty system. Both NNS and the online warranty system is giving me a transaction error.

Request:

1) Can you look into the warranty system to see if these vins have had the door handle recall done?
2) Can you add to the columns on the attached spreadsheet for dealers and dealer codes these repairs were done at?




Regards,
Jeff Brossia
PVT Engineer
Engineering East, R&D
Desk: (734) 783-8818
Cell: (734) 363-4624
E-mail: jbrossia@mazdausa.com

# PE13-015

# MAZDA

# 7/5/2013

# APPENDIX 8D

ご参考までに。
2010/09/16 6:39 にこのメッセージに返信しました。

差出人: yoshida.mo@mazda.co.jp
宛先: Hiroki Tanoue; ikeda.t@mazda.co.jp; ishigamik@mazda.co.jp
ＣＣ: hatakenaka.t@mazda.co.jp
件名: RE: 【御願い】J61Jドアラッチスクリュー外れ
添付ファイル: J61Jスクリュー誤組について100815.xls

送信日時: 2010/09/15 (水) 19:57

田上さん
連絡いただいた市場不具合の件コメントします。
1、ドアラッチスクリュートルクダウンし外れる。
・ラッチング状態でスクリュー緩み、外れがあってもドア開放せず。また最初から外れていればそもそも閉まらない。
・緩んでガタがある状態で閉めた場合でもねじ係りが元々３山ぐらいしか無い為、疑似ラッチになる可能性はないはず。但し緩めた状態で評価はしていない。
・以上より閉まらない事象は発生しても勝手に開くようなAランク事象にはならない。

・但し緩んだ状態での衝突性能は低下します。市品情にあるように１本だけのスクリューで緩く保持している状態ではラッチ取付け部の亀裂、変形量が増し、傷害値が上がるだろうというのがS開コメント。テストしていないので悪化代は不明。
ガタがあれば車両での噛み合い強度も低下することが懸念される。
とにかくテストしていないので定量的には何も言えませんが、性能低下のリスクはあります。

2、スクリュー誤組
・長いスクリューを使用した場合、アジャヤSWのリンク作動を妨げるため、ドアがラッチングしてもアジャヤSWオンしない。このため市品情の現象ルームランプ点灯しっぱなしとなる(添付)。ラインで検査していれば流出防止できたのではないかと思います。
・クローレバー、フォークレバーへの影響は無い為、ラッチングの機能には影響なく、Aランクにはつながらない。

---

**From:** Hiroki Tanoue [mailto:htanoue@mazdausa.com]
**Sent:** Wednesday, September 15, 2010 10:00 AM
**To:** Ikeda Toshifumi (池田 利文); Yoshida Motoki (吉田 元喜); Ishigami Kuniaki (石神 邦明)
**Cc:** Hatakenaka Takeshi (畠中 威)
**Subject:** 【御願い】J61Jドアラッチスクリュー外れ

池田さん、吉田さん、石神さん
Cc. 畠中さん

御世話になります。MNAOの田上です。
J61J量産車にて 08年8月/9月を中心に2種類の市場不具合が出ています。
①ドアラッチ締結スクリューがトルクDownし外れる。
②ドアラッチ締結スクリューに誤って長いスクリューが使われている。
<<FQIR HP910-1409 09MY mazda6 LEFT DOOR LATCH SCREWS LOOSE.xls>> <<FQIR HP910-1411 09MY mazda6 LEFT DOOR LATCH SCREWS LOOSE.xls>>

どちらも運転席側、左Frドアラッチです。

【御願い】MNAO品証から質問を受けています。
本部位はAランク締結部位のところではあるのですが、最悪リコール等の積極対応も考慮する
必要があるでしょうか？
できれば①・②切り分けて回答頂けると助かります。

【現状及び経過】
昨日、多発性の懸念があるのではないか？ということで添付のFQIRと共に問題提起がありました。
●現在、①は4件、②は8件発生しています。
<<Door latch FQIR.xls>>
●AAIでは図面値4.2～6.2Nmの締結トルクに対し、設定トルク(5.2Nm)に達すると電源が切れる
ナットランナーを使用しています。Aランクですので日々n=5のトルクcheckして機器に異常が無い事を
確認しています。
<<59-008-A.pdf>> <<59-008-AR.pdf>>
●社用車や我々のリースカーにて残留トルクを測定したところ、異常に規定トルクより低いものは
存在していません。
<<Door Latch Torque audit on lease vehicles 8-14.xls>>
●8-9月生産車はアウターハンドルリコール対象車でもあることと、左Frドアに問題が偏っている事から
ディーラーサービス上の問題も無かったか？修理履歴を含め確認中です。
(左Frドアはキーシリンダーが存在する為、ハンドルレバー脱着の際にはドアラッチも外す可能性が高い。)
●なぜか？誰がオーダーしたか？使われたのか？わからないのですが、08年9月に10本の
長いスクリュー(J56で使用していたスクリュー)がAAIにオーダーされています。
サービスパーツはMNAOが直接受け取るのでAAIは関係ありません。

【私見】
Aランクなので非常に厳しいのですが、
●①に関しては走行中(ドア閉め後)に全ての締結ボルトが外れた場合、
・ラッチング機能:既にラッチングされており、即ドアが開かなくなるor急に開くような不具合は無い。
・衝突性能:影響不明。←これがKeyかと考えています。
・予見性:異音や半ドア警告灯の点滅が有り、予見性はあると思われる。
ドア開け時に外れたのであれば、FQIRにあるように閉まらないという状態になるかと思います。
この状態であれば、走れないので…。
●②に関しては不具合票のように予見性がある、ハーフラッチは可能のようなので
SafetyIssueにはならないと考えています。

【希望納期】JPN9/16(木)納期で御願いできないでしょうか？

Hiroki Tanoue | Assistant Manager | Product Engineering
Mazda North American Operations | Flat Rock, MI 48134
T 734.782.7602 | htanoue@mazdausa.com | www.MazdaUSA.com

Mr. Tanoue
This is my opinion about the informed field defect.
1 -- A door latch screw torque getting down , and fallen out.
- Even if screw loosens and falls in the state of latching, the door doesn't open. Moreover, if screws have fallen out from the beginning, the door will not be closed .
- When the door is closed with the screw loosened and backlash, screw is tightened with only 3 screw threads . So it does not become a false latch.
However, evaluation is not carried out in the state that screws loosened.
-Though the defect that door doesn't close may occur, an A rank defect that door opens freely, doesn't occur.

- However, the collision performance deteriorates in the condition that screw is loosened.
Safety Development commented that the crack and deformation of a latch attachment part would increase, and an injury index will go up by the state of holding the door latch loosely with one screw as it is written in field reports.
Since it is not tested, how much it deteriorate is unknown.
If there is backlash, the latching intensity may deteriorate in vehicles.
Since it is not tested anyhow, I can't comment quantitatively, but there is a risk of performance decrement.

2, Wrong screw installed
- In case a long screw is used, door ajar switch doesn't not turn on even if doors are latching because the link operation of door ajar warning switch is prevented.
Therefore, it becomes the symptom that room light continue illuninating as field report stated.(attachment).
I think that we could have prevented escape of the concern if it was inspected on the line.
v lever and a fork lever, the function of latching isn't influenced. Therefore, it doesn't lead to A rank.

Ikeda san, Yoshida san,Ishigami san
Cc. Hatakenaka san

Hello. I'm Tanoue from MNAO.
There are two kinds of field defects appear as for J61J mass production vehicles manufactured in August/September 2008.
[1]Door latch screws loose and fall

Both defects occurred at the left front door latch on the driver side .

[Request]
I received questions from MNAO Quality Assurance.
The joint is A rank. Will we need to consider proactive action such as a recall?
Please answer [1] and[2] separately, if possible.

[Present conditions and progress]
Yesterday, we received problems for which frequent occurrence is concerned with the attached FQIR.
*Now, problem[1] occurs 4 cases, and [2] occurs 8 cases.

*AAI uses nut runners which cut off when tightened torque reaches the setting torque(5.2Nm) for spec torque 4.2~6.2 Nm.
Because the joint is A rank, so they confirm torque check using 5 samples every day and make sure there is no abnormality of the apparatus.

*Though residual torque of company/lease vehicles were audited, there was not the torque which was abnormally less than the standard torque.

*Vehicles manufactured from Aug. to Sep. are subject of the outer handle recall campaign, and most of defects have occurred at the left front door . So, it is confirmed that if dealer service at that time had a problem or not, including the repair history.
(Since a key cylinder exists on the left front door, it is highly possible to remove a door latch in the case of handle lever removal/reinstallation.)

*Although I don't understand Why?Who ordered? Was it used ? , 10 long screws(screw used for J56) were ordered to AAI in September, 2008.
MNAO receives service parts directly, AAI is not related.

[my opinion]
This is Arank problem, so it is very severe, but
*As for [1], in the case all tightened screw bolts fall out during driving (after door closed )
- latching function: already latched and there is no defect that doors open immediately or open suddenly.
- collision performance: unknown. ← I think this is Key.
- Foreseeability : rattle and door ajar warning illuminates, so it seems that there is foreseeability.

PE13-015

MAZDA

7/5/2013

APPENDIX 8E

差出人: tanoueh@mazda.co.jp
宛先: Tomoki Hirohata
ＣＣ: ishigamik@mazda.co.jp
件名: FW: Reqeusting information
添付ファイル: 59-006-A 08.15.08.pdf

送信日時: 2013/06/18 (火) 16:29

**From:** Jeff Brossia
**Sent:** Friday, September 17, 2010 10:10 PM
**To:** CJ Martin; Greg Sovitch; Kenneth Bagdon; Hiroki Tanoue; Atsushi Watanabe; Myron Laba; Bryan Everett; Sam Masaya Sato; John Trela
**Cc:** Ed Marck; Tomohiro Tanimoto; Ramki Srinivasan; Ahmed Chishty; Hajime Sasaki
**Subject:** RE: Reqeusting information

Update:
Sasaki-san was able to recover torque data during the FQIR vehicle production time frame.
Please see attached.

Thank you Sasaki-san!

Loose Screws – Production Date

| FQIR # | FQIR Subject | H/L | PO | Dea | Dealer Cod | Door repai | Vin | Mil | Prod. D | Retail De | H/L or Repair Date |
|---|---|---|---|---|---|---|---|---|---|---|---|
| HP910-1408 | LEFT DOOR LATCH SCREWS LOOSE | - | 102736 | | 23894 | Left Front | 1YVHP82A495 | 15366 | 8/12/2008 | 8/29/2008 | 8/31/2010 |
| **HP910-1411** | **LEFT DOOR LATCH SCREWS LOOSE** | | **96955** | | **23684** | **Left Front** | **1YVHP82BX95** | **8789** | **8/15/08** | **9/23/08** | **5/27/09** |
| HP910-1408 | LEFT DOOR LATCH SCREWS LOOSE | - | 102738 | | | Left Front | 1YVHP82A195 | 38540 | 9/2/2008 | 9/20/2008 | 8/6/2010 |
| HP910-1409 | LEFT DOOR LATCH SCREWS LOOSE | - | 102774 | | | Left Front | 1YVHP82A695 | 14169 | 9/12/2008 | 12/21/2008 | 9/1/2010 |

Latch Screws too long – Production Date

| FQIR # | FQIR Subject | H/L | PO | Dea | Dealer Cod | Door repai | Vin | Mil | Prod. D | Retail De | H/L or Repair Date |
|---|---|---|---|---|---|---|---|---|---|---|---|
| HP910-1388 | Door ajar light on all the time | 638521 | - | | | Left Front | 1YVHP81A995 | 29418 | 9/5/08 | 10/10/08 | 9/30/09 |
| HP910-1388 | Door ajar light on all the time | 669138 | - | | | Left Front | 1YVHP81A095 | 35850 | 9/12/08 | 10/2/08 | 4/30/10 |
| HP910-1388 | Door ajar light on all the time | 667011 | - | | | Left Front | 1YVHP81A795 | 23600 | 9/17/08 | 4/27/09 | 4/16/10 |
| HP910-1388 | Door ajar light on all the time | 678170 | - | | | Left Front | 1YVHP82A195 | 31436 | 9/24/08 | 10/26/08 | 7/13/10 |
| HP910-1388 | Door ajar light on all the time | 661440 | - | | | Left Front | 1YVHP81A995 | 38695 | 9/24/08 | 10/2/08 | 3/11/10 |
| HP910-1388 | Door ajar light on all the time | 666486 | - | | | Left Front | 1YVHP81A795 | 43751 | 9/24/08 | 10/7/08 | 4/14/10 |
| HP910-1388 | Door ajar light on all the time | 638192 | - | | | Left Front | 1YVHP81A895 | 25497 | 9/30/08 | 10/31/08 | 9/29/09 |
| HP910-1388 | Door ajar light on all the time | 675425 | - | | | Left Front | 1YVHP81H995 | 37055 | 2/11/09 | 3/3/09 | 6/15/10 |

Regards,
Jeff Brossia

---

**From:** Jeff Brossia
**Sent:** Tuesday, September 14, 2010 2:16 PM
**To:** CJ Martin; Greg Sovitch; Kenneth Bagdon; Hiroki Tanoue; Atsushi Watanabe; Myron Laba; Bryan Everett; Sam Masaya Sato; John Trela
**Cc:** Ed Marck; Tomohiro Tanimoto; Ramki Srinivasan; Ahmed Chishty
**Subject:** RE: Reqeusting information

Team,
I have updated the matrix sent out yesterday with the new FQIR, as well as gathered additional data.

1) AAI torque audit data (last 2 months)
2) Torque audit data from MNAO lease vehicles/turn ins (vehicles with mileage) completed this morning.

Summary:

- It appears to be mostly a Aug/Sept 2008 issue
- MNAO lease vehicles with between 5,000 miles and 15000 do not show a reduction in torque.
- Correct screws are being used at the station
- The guns at station appear to be shooting the correct torque.

Request:

1) Please follow up with the requested items below. Updates in Red.
2) Need pictures of the screws/bolts that are too long.

Regards,
Jeff Brossia

---

**From:** Jeff Brossia
**Sent:** Monday, September 13, 2010 4:46 PM
**To:** CJ Martin; Greg Sovitch; Kenneth Bagdon
**Cc:** Hiroki Tanoue; Atsushi Watanabe; Ed Marck; Tomohiro Tanimoto; Ramki Srinivasan
**Subject:** Reqeusting information

Team,
I need some help understanding the door latch issues that came in through FQIR. Without pictures of the issue it is a little difficult to fully understand, but this is what I have so far.

I have created the attached matrix to help put things together but need some help with it.
Please support!

**Ken,**

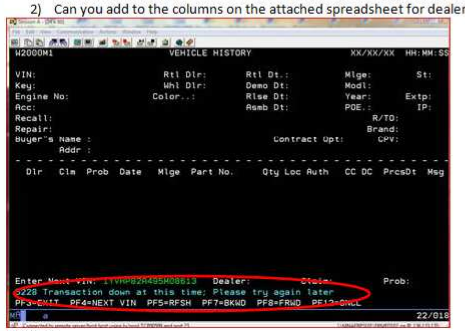
1) As we spoke, we need a station analysis completed on door latch install to ensure current production torque and process is correct for clean commit. Dwg torque = 4.2~6.2mm (joint is A rank so it should be error proofed).
2) Can you look up QLS for 1YVHP82A695[redacted] ***[Jeff Brossia]*** and 1YVHP82BX95[redacted] to see if any repairs were in the area?

**CJ,**
Per our conversation earlier, I would like to know some details regarding the door handle recall/inspection completed.
I am trying to correlate the data to understand how these vins/issues may be related.
**Question:**

1) Do you know anything related to the campaign for Inner Door Bezel Campaign ID E09? I have 3 vehicles on 9/24 that have the door ajar light issue.
2) Can you share with me the repair and inspection procedures for the door handle issue? I would like to know if the LH front door latch needed to be loosened due to the lock cylinder.
3) What code was the door handle recall under so in warranty we can understand if vehicle was completed?
4) Can you cross check the vins on the attached matrix to see if they were inspected/repaired at the port during the QCCP?

**Greg,**
I am having issues looking into the warranty system. Both NNS and the online warranty system is giving me a transaction error.
Request:

1) Can you look into the warranty system to see if these vins have had the door handle recall done?
2) Can you add to the columns on the attached spreadsheet for dealers and dealer codes these repairs were done at?




Regards,
Jeff Brossia
PVT Engineer
Engineering East, R&D
Desk: (734) 783-8818
Cell: (734) 363-4624
E-mail: jbrossia@mazdausa.com

8:35
2013/07/03

PE13-015

MAZDA

7/5/2013

APPENDIX 8E

VOQ 10515258

# Auto Alliance Inc.
## Torque Inspection and Studies System: Process History

**59-006-A**

08/11/08 - 09/13/08

Printed on
09/16/10
TISS v 6.25

**GENERAL PROCESS INFORMATION**

Process Number: 59-006-A
Comment:
Description: SECURE LH FRONT/REAR DOOR LATCH ASSY
Vehicle: J61 Class: C Power Tool: Socket: TX30
Torque Spec - Mean: 5.2 Variance: 1.0 Type: U Xder: A4
Spec Date: 11/29/07 Last Adjusted: 11/29/07 Times Modified: 0

**INSPECTION INFORMATION**

Dept: T Zone: D10N Supervisor: ROY MELLIN
TPPS Date: / / Ppk: 0.00 Inspection Limits (Residual) - Low: High:

**AUTOMATED PROCESS INFORMATION**

Date Checked: / / Cp: 0.0 Cpk: 0.0 1st Run Capability: 0

**59-006-A**

08/11/08 - 09/13/08

> < = Over/Under Limit * = Out of Spec or Missing - = Before Spec Change R = Reaudit ? = Insp. Limits not Known

| Date | Sh. | Data 1 | Data 2 | Data 3 | Data 4 | Data 5 | Range | Avg. | Inspection Limits Then Low | High | Rotation | Cause | Timestamp | Notice |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| *59-006-A* | | | | | | | | | | | | | | |
| 08/11/08 | A | 4.8 | 4.6 | 6.1 | 5.0 | 5.4 | 1.5 | 5.2 | 4.2 | 6.2 | 9910 | | 09:12 8/11/08 | |
| 08/11/08 | B | 5.5 | 6.1 | 5.4 | 5.5 | 5.3 | 0.8 | 5.6 | 4.2 | 6.2 | 0343 | | 19:03 8/11/08 | |
| 08/12/08 | A | 4.4 | 4.4 | 4.7 | 4.8 | 5.3 | 0.9 | 4.7 | 4.2 | 6.2 | 919 | | 09:11 8/12/08 | |
| 08/12/08 | B | 6.1 | 5.3 | 5.8 | 5.0 | 5.7 | 1.1 | 5.6 | 4.2 | 6.2 | 1354 | | 19:05 8/12/08 | |
| 08/13/08 | A | 6.0 | 5.0 | 5.1 | 5.7 | 5.3 | 1.0 | 5.4 | 4.2 | 6.2 | 1903 | | 08:32 8/13/08 | |
| 08/13/08 | B | 5.2 | 5.1 | 4.9 | 5.3 | 5.3 | 0.4 | 5.2 | 4.2 | 6.2 | 2401 | | 19:04 8/13/08 | |
| 08/14/08 | A | 5.4 | 4.2 | 5.0 | 4.9 | 4.7 | 1.2 | 4.8 | 4.2 | 6.2 | 2853 | | 08:44 8/14/08 | |
| 08/14/08 | A | 5.3 | 5.1 | 6.2 | 5.5 | 5.2 | 1.1 | 5.5 | 4.2 | 6.2 | 3897 | | 09:56 8/15/08 | |
| 08/14/08 | B | 4.9 | 5.2 | 5.1 | 5.2 | 5.0 | 0.3 | 5.1 | 4.2 | 6.2 | 3321 | | 19:03 8/14/08 | |
| 08/15/08 | A | 5.3 | 5.1 | 6.2 | 5.5 | 5.2 | 1.1 | 5.5 | 4.2 | 6.2 | 3897 | | 09:56 8/15/08 | |
| 08/15/08 | B | 5.2 | 5.3 | 5.3 | 5.2 | 5.1 | 0.2 | 5.2 | 4.2 | 6.2 | 4336 | | 19:02 8/15/08 | |

## 59-006-A (continued)

08/11/08 - 09/13/08

> < = Over/Under Limit  * = Out of Spec or Missing  - = Before Spec Change  R = Reaudit  ? = Insp. Limits not Known

| Date | Sh. | Data 1 | Data 2 | Data 3 | Data 4 | Data 5 | Range | Avg. | Inspection Limits Then Low | High | Rotation | Cause | Timestamp | Notice |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| *59-006-A (continued)* | | | | | | | | | | | | | | |
| 08/18/08 | A | 5.0 | 4.5 | 5.2 | 5.0 | 5.2 | 0.7 | 5.0 | 4.2 | 6.2 | 4976 | | 11:15 8/18/08 | |
| 08/18/08 | B | 6.2 | 4.9 | 5.4 | 6.1 | 5.1 | 1.3 | 5.5 | 4.2 | 6.2 | 5208 | | 19:06 8/18/08 | |
| 08/19/08 | A | 4.5 | 5.1 | 4.8 | 4.9 | 5.0 | 0.6 | 4.9 | 4.2 | 6.2 | 5828 | | 10:18 8/19/08 | |
| 08/19/08 | B | 5.1 | 5.0 | 5.2 | 5.2 | 5.7 | 0.7 | 5.2 | 4.2 | 6.2 | 6071 | | 19:10 8/19/08 | |
| 08/20/08 | A | 5.5 | 4.6 | 5.4 | 5.0 | 5.2 | 0.9 | 5.1 | 4.2 | 6.2 | 6586 | | 09:44 8/20/08 | |
| 08/20/08 | B | 5.7 | 5.9 | 5.5 | 5.2 | 5.2 | 0.7 | 5.5 | 4.2 | 6.2 | 6945 | | 19:14 8/20/08 | |
| 08/21/08 | A | 6.0 | 5.0 | 4.7 | 6.1 | 5.3 | 1.4 | 5.4 | 4.2 | 6.2 | 7365 | | 08:43 8/21/08 | |
| 08/21/08 | B | 5.4 | 5.0 | 5.4 | 5.0 | 5.7 | 0.7 | 5.3 | 4.2 | 6.2 | 7809 | | 19:19 8/21/08 | |
| 08/22/08 | A | 5.5 | 4.4 | 4.3 | 4.8 | 5.0 | 1.2 | 4.8 | 4.2 | 6.2 | 8242 | | 08:40 8/22/08 | |
| 08/22/08 | B | 4.7 | 4.4 | 4.9 | 5.3 | 5.3 | 0.9 | 4.9 | 4.2 | 6.2 | 8656 | | 18:48 8/22/08 | |
| 08/25/08 | A | 5.3 | 5.2 | 4.2 | 5.9 | 5.7 | 1.7 | 5.3 | 4.2 | 6.2 | 9114 | | 08:47 8/25/08 | |
| 08/25/08 | B | 4.3 | 4.9 | 5.0 | 5.5 | 5.4 | 1.2 | 5.0 | 4.2 | 6.2 | 9487 | | 19:12 8/25/08 | |
| 08/26/08 | A | 5.4 | 4.2 | 4.6 | 5.0 | 6.0 | 1.8 | 5.0 | 4.2 | 6.2 | 9893 | | 08:33 8/26/08 | |
| 08/26/08 | B | 4.9 | 5.9 | 5.5 | 5.6 | 5.8 | 1.0 | 5.5 | 4.2 | 6.2 | 0303 | | 19:09 8/26/08 | |
| 08/27/08 | A | 6.0 | 5.7 | 5.2 | 5.0 | 5.5 | 1.0 | 5.5 | 4.2 | 6.2 | 718 | | 08:43 8/27/08 | |
| 08/27/08 | B | 5.0 | 5.9 | 5.6 | 5.4 | 5.2 | 0.9 | 5.4 | 4.2 | 6.2 | 1127 | | 19:05 8/27/08 | |
| 08/28/08 | A | 6.1 | 5.4 | 4.7 | 5.1 | 4.3 | 1.8 | 5.1 | 4.2 | 6.2 | 1566 | | 08:47 8/28/08 | |
| 08/28/08 | B | 5.2 | 6.0 | 5.7 | 5.4 | 4.9 | 1.1 | 5.4 | 4.2 | 6.2 | 1979 | | 19:16 8/28/08 | |
| 08/29/08 | A | 5.5 | 4.2 | 4.6 | 5.2 | 4.7 | 1.3 | 4.8 | 4.2 | 6.2 | 2410 | | 08:48 8/29/08 | |
| 08/29/08 | B | 5.6 | 6.2 | 5.7 | 5.2 | 5.1 | 1.1 | 5.6 | 4.2 | 6.2 | 2814 | | 18:47 8/29/08 | |
| 09/02/08 | A | 5.7 | 5.6 | 5.5 | 4.7 | 5.6 | 1.0 | 5.4 | 4.2 | 6.2 | 3249 | | 08:46 9/2/08 | |
| 09/03/08 | A | 6.1 | 4.3 | 4.3 | 5.1 | 4.8 | 1.8 | 4.9 | 4.2 | 6.2 | 4120 | | 08:49 9/3/08 | |
| 09/03/08 | B | 5.3 | 5.4 | 5.6 | 5.5 | 5.5 | 0.3 | 5.5 | 4.2 | 6.2 | 4551 | | 19:06 9/3/08 | |
| 09/04/08 | A | 5.2 | 4.8 | 4.7 | 4.5 | 5.6 | 1.1 | 5.0 | 4.2 | 6.2 | 5025 | | 08:31 9/4/08 | |
| 09/04/08 | B | 5.8 | 6.1 | 5.6 | 5.2 | 6.0 | 0.9 | 5.7 | 4.2 | 6.2 | 5449 | | 19:08 9/4/08 | |
| 09/05/08 | A | 5.6 | 5.4 | 4.5 | 4.8 | 5.5 | 1.1 | 5.2 | 4.2 | 6.2 | 5929 | | 08:47 9/5/08 | |
| 09/05/08 | B | 6.2 | 5.5 | 5.2 | 5.6 | 5.2 | 1.0 | 5.5 | 4.2 | 6.2 | 6313 | | 18:52 9/5/08 | |
| 09/08/08 | A | 5.4 | 5.1 | 4.9 | 4.2 | 4.6 | 1.2 | 4.8 | 4.2 | 6.2 | 6789 | | 08:46 9/8/08 | |
| 09/09/08 | A | 4.8 | 4.7 | 5.2 | 4.6 | 5.1 | 0.6 | 4.9 | 4.2 | 6.2 | 7201 | | 08:47 9/9/08 | |
| 09/10/08 | A | 4.7 | 4.3 | 4.8 | 4.7 | 5.0 | 0.7 | 4.7 | 4.2 | 6.2 | 7646 | | 08:48 9/10/08 | |
| 09/11/08 | A | 5.5 | 5.0 | 4.4 | 5.9 | 5.3 | 1.5 | 5.2 | 4.2 | 6.2 | 8024 | | 08:47 9/11/08 | |
| 09/12/08 | A | 5.2 | 6.2 | 5.9 | 6.0 | 5.9 | 1.0 | 5.8 | 4.2 | 6.2 | 8457 | | 06:46 9/12/08 | |



*** End of Report ***

PE13-015

MAZDA

7/5/2013

APPENDIX 8F2

u-shin
U-SHIN LTD.

1/1

ﾏﾂﾀﾞ株式会社

ﾎﾞﾃﾞｨ開発部
ﾄﾞｱ･ﾘｯﾄﾞ開発Gr

石神様

発行番号　Q103CDF09

作成日 2013 年 06 月 25 日

# 市場クレーム調査報告書

検査解析部　第一試験解析課

| | |
|---|---|
| 形式・車種 | J61J ｱﾃﾝｻﾞ　資料番号 |
| 得意先品番 | GS3L-59310 |
| 製品名 | ﾌﾛﾝﾄｻｲﾄﾞﾄﾞｱﾗｯﾁ(LH) |
| ﾃｰﾏ番号 | (　　)　記録 (　　) |
| ｽｹｼﾞｭｰﾙ番号 | (　　)　ﾌｫﾛｰ (　　) |

| | | 承　認 | 審　査 | 担　当 |
|---|---|---|---|---|
| | | 藤 本 | ✓ | 稲 井 |

件名　市場ｸﾚｰﾑ調査報告

拝啓　貴社益々御清栄の段大慶に存じます。
弊社平素より格別の御愛顧を賜り厚く御礼申し上げます。
さて、首記の件につきまして次の通り御報告申し上げますので、
宜しく御査収の程御願い申し上げます。

敬具

記

1. ｸﾚｰﾑ情報

件名　走行中、車両取付ﾈｼﾞが緩む

情報　車種:J61J(ｱﾃﾝｻﾞ)、型式･車台No.:1YVHP82A395[redacted]、車両生産日：2008/10/14、
初年度登録日：2009/04/27、修理入庫日：-、走行-km

現象　助手席ﾄﾞｱが閉まらなくなり、お客様が確認したところ、助手席ﾄﾞｱﾗｯﾁがﾄﾞｱ内部に
落ち込んでおり、ｽｸﾘｭｰ(1本)が地面に落ちているのを発見。残り2本は不明。
※ﾈｼﾞは3本とも行方不明

補足　ﾃﾞｨｰﾗｰ確認にてﾈｼﾞﾛｯｸ剤で問題ﾗｯﾁを応急処置した後に取り外してﾗｯﾁ回収したと
のこと。

2. 現品調査(別紙①参照)

・ﾗｯﾁ品番　：GS3L-59310
・生産ﾛｯﾄNo.：中国8G12(2008/07/12)、日本8H29(2008/08/29)
・外観調査　：外観上ﾈｼﾞ山に変形、潰れの異常は無く、ﾈｼﾞｹﾞｰｼﾞ(JIS2級)も通り止まり問題
無く異常は認められません。

3. 再現調査(別紙②参照)

ﾗｯﾁ噛合い振動評価を行いましたが、ﾈｼﾞ緩みなく、異常は認められません。
また、ﾈｼﾞを1本外した状態でのｲｼﾞﾜﾙ評価も行いましたが、残りのﾈｼﾞに緩み無く異常は認め
られません。

4. 結果

本調査において、不具合品はﾈｼﾞ緩み無く、異常は認められません。

| 配布先 | □ □ □ □ □ □ □ □ | 特記事項 | |
|---|---|---|---|

書式No.　PHQ041A

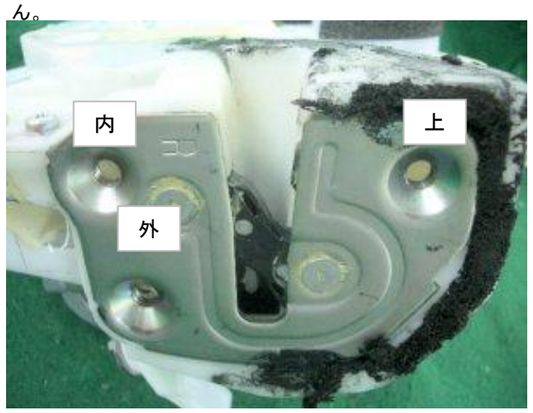
市場ｸﾚｰﾑJ61J DL-車両ﾈｼﾞ緩み調査-
●外観調査

別紙①

＜結果＞
ﾈｼﾞ部に汚れは付着していますが、潰れ、変形の異常は認められません。また、ﾈｼﾞ穴内部に金属ではなくﾈｼﾞﾛｯｸ剤の欠片が認められました(ﾃﾞｨｰﾗｰにてﾈｼﾞﾛｯｸ剤を応急処置に付けたとの情報有り)。

・外観上、傷、割れ、変形等はありません。

・ﾊﾟｯﾄﾞがずれていますが、粘着剤の状況よりﾗｯﾁ取り外し後にずれたものと考えます。その他に異常は認められません。

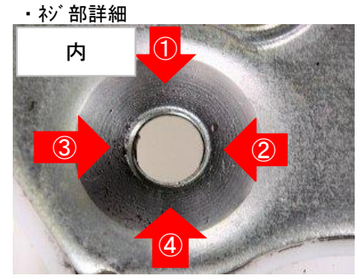


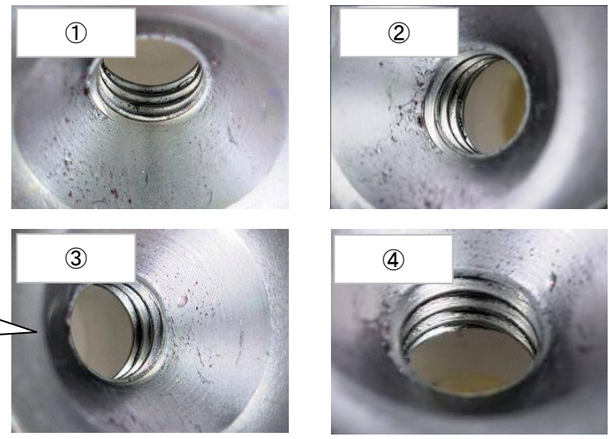

・取付ﾈｼﾞ周辺に異常な傷は認められない

・取付ﾈｼﾞ周辺に異常な傷は認められない

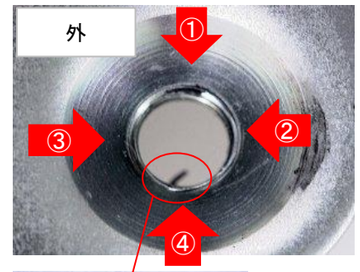
・取付ﾈｼﾞ周辺に異常な傷は認められない

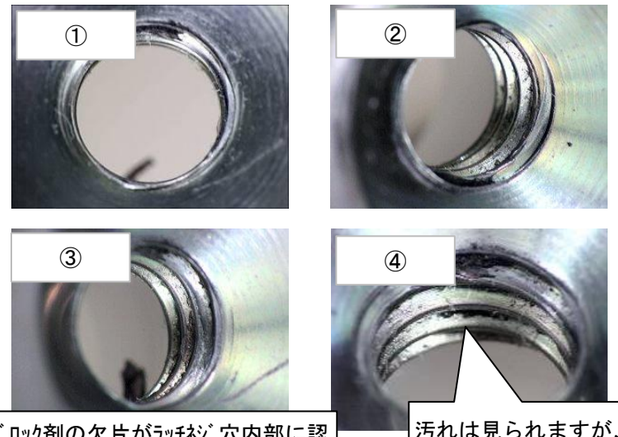
・ﾈｼﾞ部詳細



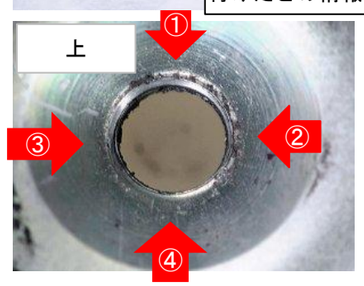

ﾒﾈｼﾞ山潰れは認められません。

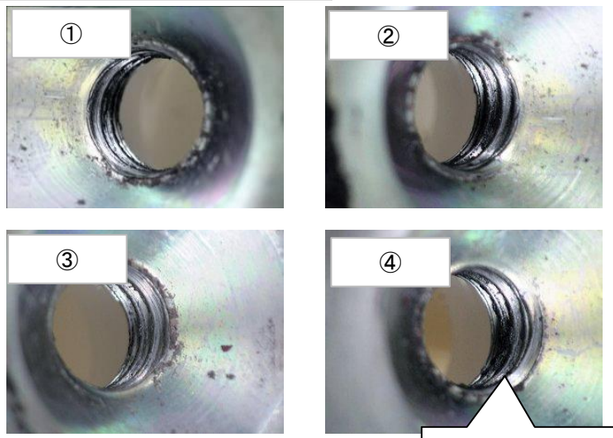


金属ではなくﾈｼﾞﾛｯｸ剤の欠片がﾗｯﾁﾈｼﾞ穴内部に認められます。(ﾃﾞｨｰﾗｰにてﾈｼﾞﾛｯｸ剤を応急処置で付けたとの情報有り)

汚れは見られますが、ﾒﾈｼﾞ山潰れは認められません。



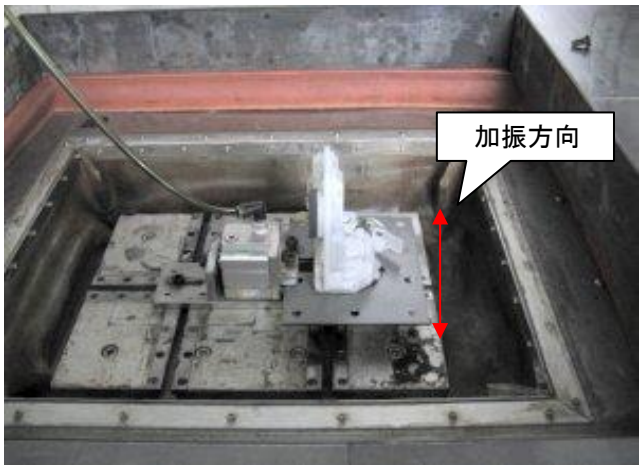

汚れは見られますが、ﾒﾈｼﾞ山潰れは認められません。

市場ｸﾚｰﾑJ61J DL-車両ﾈｼﾞ緩み調査-　　別紙②

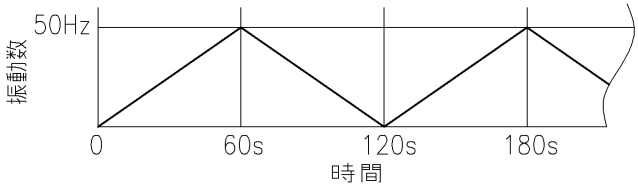
●振動調査

＜結果＞
振動評価を行いましたが、ﾈｼﾞ緩みは認められません。また、連続振動及び1本ﾈｼﾞを取り外してのｲｼﾞﾜﾙ評価も行いましたが、ﾈｼﾞ緩みは認められません。

・振動状況

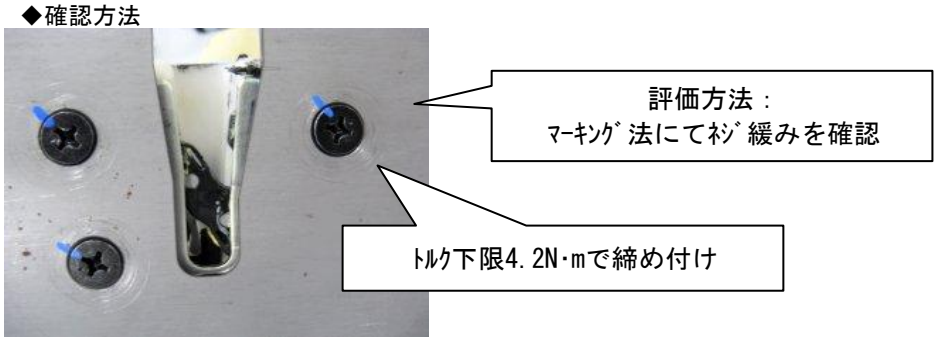



・振動SPEC(図面抜粋)



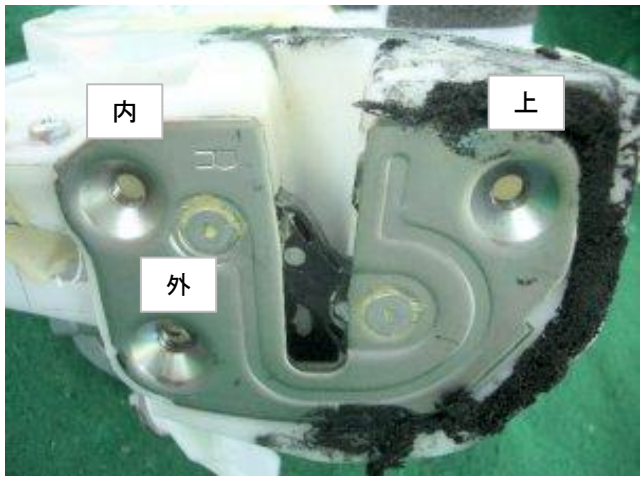

| | |
|---|---|
| 振動数 | 0～50Hz |
| 時間 | 0.5h |
| 振幅 | 2mm(ｽﾄﾗｲｶｰ噛合い軸方向) |
| ﾗｯﾁ状態 | ﾌﾙﾗｯﾁ状態 |
| ﾊﾞｯｸﾌﾟﾚｯｼｬｰ | 686N |

◆確認方法




◆ﾈｼﾞ緩み確認結果

| | 外 | 内 | 上 |
|---|---|---|---|
| 不具合品 | 緩み無し | 緩み無し | 緩み無し |
| 良品 | 緩み無し | 緩み無し | 緩み無し |




◆ｲｼﾞﾜﾙ評価①結果(連続振動5ｻｲｸﾙ)

| | 外 | 内 | 上 |
|---|---|---|---|
| 不具合品 | 緩み無し | 緩み無し | 緩み無し |
| 良品 | 緩み無し | 緩み無し | 緩み無し |

◆ｲｼﾞﾜﾙ評価②結果(1本ﾈｼﾞを外して振動)

| 不具合品 | 外 | 内 | 上 |
|---|---|---|---|
| 外を外す | - | 緩み無し | 緩み無し |
| 内を外す | 緩み無し | - | 緩み無し |
| 上を外す | 緩み無し | 緩み無し | - |