

KENNY C. GUINN  
Governor

STATE OF NEVADA

PATRICIA MORSE JARMAN  
Commissioner  
Consumer Affairs Division

SYDNEY H. WICKLIFFE, C.P.A.  
Director  
Department of  
Business and Industry



DEPARTMENT OF BUSINESS AND INDUSTRY  
**CONSUMER AFFAIRS DIVISION**  
OFFICE OF THE COMMISSIONER

March 31, 2005

10118908

2005 APR 12 11 46 38

[Redacted]  
[Redacted]  
Las Vegas, NV [Redacted]

Re: Mazda Corp.

File #: 103684.

Dear [Redacted]:

A careful evaluation of your complaint has been made. The intake officer has determined that the proper agency that may be able to assist you in resolving the issues in your complaint is:

National Highway Traffic Safety Administration  
Department of Transportation  
400 7<sup>th</sup> Street S.W., Room 5232  
Washington, DC 20590

Therefore, we are requesting that they review your complaint in an effort to determine if they can assist you in resolving it. To facilitate that end, we are forwarding a copy of the information you sent the division. I am sorry we could not assist you. Thank you for bringing your concerns to the attention of the division.

Sincerely,

*Sharon Jackson*  
Sharon Jackson  
Deputy Chief Investigator

*Maria*  
4/13/05

P.S. This department wants information on cars with defects. DOT Safety Hotline:  
1-888-327-4236, [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov).



**Rene Michels**

103684 ✓

**From:** [REDACTED]  
**Sent:** Tuesday, November 16, 2004 9:33 PM  
**To:** R Michels  
**Subject:** RE: Complaint you filed against Mazda

Sharon,

I have inserted the letter in this mail as requested.

**TO:**  
**2004**  
**Charles Hughes, CEO**  
**Mazda Motor Corporation**  
**7755 Irvine Center Drive**  
**Irvine, CA 92623**

**October 30,**

**FROM:**  
[REDACTED]  
**Las Vegas, NV**  
[REDACTED]

**RE: REFERENCE NUMBER 2198665**

**Dear Mr. Hughes,**

**I hope you can help me. I have a complaint I'd like to register with you about the safety of a car made by Mazda Motor Corporation. The VIN (vehicle identification number) is 4F2CZ94135K [REDACTED].**

**I have purchased a new 2005 Mazda Tribute from Courtesy Imports in Henderson, Nevada. The car has been back to the dealer for a problem they cannot rectify and claim that it is a Mazda design error.**

**The dealer kept the vehicle for two days and upon return stated  Will take fuel at half speed. Checked with Stock Unit #MA5004 Like veh does the same thing. Found veh operating per Manufacturers spec s .**

**This problem is assumed a fuel tank filler design problem that Mazda cannot correct. It is not only a pollution problem, but also a fire hazard. To fill this tank (which spews gas shutting of pump) requires manually overriding the pump safety (illegal operation) shut off, by continually clicking the pump on and off rapidly.**

**This is a very dangerous procedure.**

**Here's what I would like to see you do to provide resolution: I have**

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requested numerous times that Mazda provide a copy of their fueling specifications, however to date they have not been provided. I have asked the dealer to replace this automobile, but they have refused.

I now request complete re-imbusement of all expenses and payments incurred in the purchase of the vehicle.

Mazda did offer to have their "tech's" inspect the vehicle, but without the proper tools to perform an inspection, I have deemed it to be another waste of my time as the dealer claims this vehicle meets the Manufacturers Specifications.

Thank you for your prompt attention to this matter. I look forward to hearing from you soon.

Sincerely,

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[REDACTED]  
Las Vegas, Nevada [REDACTED]

**CC:**  
**Office of the Attorney General**  
**Nevada Department of Justice**  
**Las Vegas Office**  
**555 E. Washington Ave Suite 3900**  
**Las Vegas, Nevada 89101**

**Courtesy Imports**  
**260 North Gibson Road**  
**Henderson, Nevada 89014**

**Attachment: Courtesy Import repair order  
invoice  
MACS193290 dated 08/24/04**

— Original Message —

**From:** R Michels

**To:** [REDACTED]

**Sent:** 11/16/2004 7:18:37 AM

**Subject:** RE: Complaint you filed against Mazda

We do not open attachments. Please mail your documents in and include your mailing address with it.

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