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Greenville, SC [REDACTED]
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10130195

July 5, 2005

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

Dear Sir:

On April 17, 2004, I purchased a new 2004 Mazda Tribute from John Finger Mazda in Greenville, SC.

Recently my car started making a loud roaring noise on left front side. I took car in for servicing on June 30, 2005 and asked service advisor to please find out what was causing loud noise. When I returned to pick up car, service advisor informed me that the left front tire was causing the noise. He stated the tire was "cupping" which it should not be doing. I asked him if tire could be replaced since car is still under warranty. He stated this problem was between me and the tire manufacturer which is Continental Tire and sent me to a tire dealer in my area. The tire dealer informed me "cupping" is not included in warranty.

Sir, I paid over \$23,000 for this vehicle and someone should be accountable for this problem. Why would Mazda do business with a tire manufacturer like Continental who makes such a cheap product? I am sure there are other Mazda customers who are experiencing the same problem with tires.

I am asking that you, Mazda, authorize John Finger Mazda to replace all four of my tires at NO CHARGE in order to satisfy an upset customer. I realize you are not the tire manufacturer, but you did authorize these

WAC
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tires to be placed on your vehicles. I have 23,000 miles on these tires and have had them rotated every 5,000 miles (see attached records). John Finger Mazda has maintained this vehicle since date of purchase. I DO NOT feel safe riding on these tires. Would you?

I look forward to hearing from you ASAP concerning my request.

Thank you,

A large black rectangular redaction box covering the signature and name of the sender.

**Cc John Finger, President
John Finger Mazda
2512 Laurens Road
Greenville, SC 29607**

✓ **NHTSA
US Dept. of Transportation
400 Seventh Street
Washington, DC 20590**

RO No: 146623 Opened: 24AUG04 Closed: 24AUG04 Mileage: 5426

Line Code: C Booker: 655 Comeback: N

Complaint: 9 ROTATE TIRES

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
655	955	CM	9		ROTATE TIRES
				PTS\$	0.00 LBR\$ 12.50 MSC\$ 0.00

--- 7 of 9 - Dealer -----

RO No: 145486 Opened: 25JUN04 Closed: 25JUN04 Mileage: 3737

Line Code: A Booker: 655 Comeback: N

Complaint: 99P FULL CIRCLE SERVICE INSPECTION

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....
655	1050	CM	TIRG		TIRES ARE OK
				PTS\$	0.00 LBR\$ 0.00 MSC\$ 0.00
655	1050	CM	BRKG		BRAKES ARE OK
				PTS\$	0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: B Booker: 655 Comeback: N

Complaint: CUSTOMER STATES REAR HATCH AREA RATTling

Cause: RATTLE NOISE

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 148673 Opened: 16DEC04 Closed: 16DEC04 Mileage: 10288

Line Code: A Booker: 655 Comeback: N

Complaint: 99P FULL CIRCLE SERVICE INSPECTION

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
655	934	CM	TIRG		TIRES ARE OK			
					PTS\$	0.00	LBR\$	0.00 MSC\$ 0.00
655	934	CM	BRKG		BRAKES ARE OK			
					PTS\$	0.00	LBR\$	0.00 MSC\$ 0.00

Line Code: B Booker: 655 Comeback: N

Complaint: MB OIL AND FILTER CHANGE

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
655	934	CM	MB		OIL AND FILTER CHANGE			
					PTS\$	12.60	LBR\$	11.43 MSC\$ 0.00

Line Code: C Booker: 655 Comeback: N

Complaint: 9 ROTATE TIRES

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
655	934	CM	9		ROTATE TIRES			
					PTS\$	0.00	LBR\$	12.50 MSC\$ 0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 150606 Opened: 05APR05 Closed: 07APR05 Mileage: 16023
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: E Booker: 905 Comeback: N
Complaint: CUSTOEMR STATES ON TRIP WHEN ON OFF RAMP CUST APPLIED BRAKES A

Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
905 101 CM NPF COULD NOT DUPLICATE SYMPTON AS CUSTOMER
DESCRIBED
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00

Line Code: F Booker: 905 Comeback: N
Complaint: M15 15,000 MILE INTERVAL SERVICE

Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
905 101 CM M15 15,000 MILE INTERVAL SERVICE
PTS\$ 29.52 LBR\$ 68.00 MSC\$ 0.00

Labor Operations that are not attached to a line
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
905 WM 9999 SUBLET REPAIRS
PTS\$ 0.00 LBR\$ 0.00 MSC\$ 52.00

--- 4 of 9 - Dealer -----
RO No: 148673 Opened: 16DEC04 Closed: 16DEC04 Mileage: 10288

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 152065 Opened: 30JUN05 Closed: 30JUN05 Mileage: 23194

905	970	CM	9	PTS\$	0.00	LBR\$	0.00	MSC\$	0.00
				ROTATE TIRES					
				PTS\$	0.00	LBR\$	12.50	MSC\$	0.00

Line Code: D Booker: 905 Comeback: N

Complaint: WASH PER COUPON

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
905	970	CM	N		WASHED				
				PTS\$	0.00	LBR\$	0.00	MSC\$	0.00

Line Code: E Booker: 905 Comeback: N

Complaint: CUSTOEMR STATES RIGHT TAIL LIGHT INOP

Cause: FAULTY ELEMENT

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
905	970	WM	T0320ARX		REPLACED RIGHT TAILLIGHT BULB				
				PTS\$	3.36	LBR\$	13.58	MSC\$	0.00

-- 2 of 9 - Dealer -----

RO No: 150730 Opened: 13APR05 Closed: 13APR05 Mileage: 16510

Line Code: A Booker: 905 Comeback: N

Complaint: CUST STATES WIPER MAKING A SQUEAKING NOISE

Cause: NOISEY

Press B, S#, Return for next page, EST#, ?, or E to Exit: