

[REDACTED] 1:10
New York, NY [REDACTED]

January 30, 2006

National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

*Gift to
10148708*

To Whom It May Concern:

I am writing this correspondence to bring a situation to your attention that exists on a national level concerning the auto manufacturer, Mazda, NA. I wrote to Office of the Attorney General in the state of New York, Mr. Eliot Spitzer, who forwarded my original correspondence to him, to your agency. As I have not yet received a response from your agency, I am writing directly to you regarding this matter. I also filed an Internet consumer complain form and have not received any response to that either. Getting to the point, this manufacturer, Mazda, NA, has put thousands of vehicles on the road that have defective transmissions in certain makes/models of their vehicles that results in premature transmission burnout. I am one of the consumers that have been affected by this and the problem is being experienced my consumers across the country who are waiting for your office to act. My case is as follows:

I purchased a used 1995 Mazda 626 4-door sedan in 1998 with a mileage of 30,000 miles on it for the cost of approximately \$20,000. Since owning the vehicle, I have logged 10,000 miles, bringing the current mileage to 40,000. My transmission has seized and the cost of replacing it is \$4,000. This is the scenario across the country with these Mazda vehicles. Others have had their transmission seize at even lower mileages. The problem it seems is resulting from the installation of Ford transmissions into these Mazda cars that are obviously incompatible with these Mazda vehicles. These cars are dangerously and unexpectedly stalling in traffic as you drive them, unbeknownst to the driver of this premature, time elapse transmission problem, once latent that begins to surface. And you downplay the seriousness of the incident due to the low mileage on the car as one would never suspect it is a transmission problem with such low mileage. Even non-Mazda auto shops are surprised that the transmission is the problem.

My vehicle has been sitting at my local dealer's facility for the past 7 months. It remains there because I do not have \$4,000 for a new transmission and the car cannot be driven from the dealer's physical location without a transmission. I have contacted Mazda repeatedly in an attempt to have them replace the transmission at their expense as the problem clearly lies with them. They, of course, have refused, stating that my warranty period has expired. I contend that this is NOT a warranty issue but rather a gross case of defective product manufacturing that may or may not surface during the warranty period. If vehicles have a fatal inherent flaw right off the assembly line that will only be discovered with accumulation of mileage then the car is defective from its inception.

The dealer claims they can do nothing about the situation and advised me to contact Mazda's customer service line. I did so only to find their representative dismissive and repetitive in stating 'your warranty has expired. The company is clearing banking on and hiding behind this warranty jargon stance. I am now without a vehicle that I continue to pay insurance on despite the fact that I do not have access to the vehicle and am now being asked by the dealership to give them the title in order for them to dispose of my vehicle. Again, a vehicle with

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only 40,000 miles on the odometer, that I paid \$20,000 for and realized an additional 10,000 miles under my ownership. That computes to \$2,000 per mile. And now I am left with the only option of having to scrap what is otherwise a vehicle in good condition, due to Mazda's negligence that it refuses to acknowledge. I think this situation is outrageous and unconscionable as this corporation has shown no regard whatsoever for the consumer or its dealerships for that matter. I understand that the corporation (Mazda) is settling these transmissions matters on a case-by-case basis when, in fact, there should have been a national recall. Many owners of these vehicles have been advised to install an additional cooling unit to prevent the transmission from burning out so quickly. Mazda has not even given this advise on a national basis or offered to voluntarily install these additional cooling units to help the consumer protect their investment.

I am hoping that your office will look into this matter and use whatever authority and resources available to you to bring this matter to the fore and assist consumers like myself with rectifying this wrong. I believe the original correspondence forwarding to your agency contains attachments from the Internet from other consumers across the country detailing their similar experience with the auto manufacturer and certain Mazda vehicles that seem to span several years, makes and models. Lastly, I would like to add that my vehicle was used almost exclusively for transporting an elderly parent around to local facilities in order to perform grocery shopping, doctor's appointments and banking activities. I now am without a vehicle that I should have been able to retain for many more years. I am no longer able to provide transportation for my 90-year-old mother that needs to see a doctor. I am unemployed and unable to afford to shuttle her around in taxis so, as a direct result of the car situation, her health is now extremely precarious. I am hoping that this company without conscience will be made to do the right thing. My \$20,000 investment, and others' as well, stands to be lost with nothing to show for it as this greedy and unconscionable auto manufacturer continues to do business as usual in the country.

If we all continue to strive to make this a better America by weeding out corrupt individuals as well as corporate entities that prey on the public then we will have done our part in assisting to make this country unlike any other in the world. I bring this matter to your attention for this purpose as well as for addressing my own personal situation. I cannot afford a lawyer so I have no choice but to seek the assistance of my government in looking out for my interest as a life long citizen of the U.S. I hope that my faith in the laws and justice, only to be found in the country, shall continue to prevail.

Thanking you in advance for your assistance and await your reply.

Sincerely,


P.S. I am fully prepared to exhaust all avenues to bring this matter to the public's attention as Mazda, NA has shown itself to be devoid of reputable business practices and respect for its consumer base and has forfeited the right to enjoy the goodwill, support and purchasing power of the American consumer.

UPDATE: I have since transferred this vehicle back to the dealer from which it was purchased as I was being threatened with being charged \$50 per day in storage fees if the vehicle continued to remain on its premises. I had no other option but to 'give' this vehicle to them and I am now out of \$20,000 dollars and have no vehicle at all to show for it, with little prospect of ever being able to afford to purchase another car, as I am still unemployed. I truly believe that Mazda should be held responsible for these transmissions and either reimburse the purchasers of these vehicles with a replacement vehicle and/or the equivalent sum of the prorated cost of the vehicle at the current market value were the transmission in proper condition as purchaser assumed they were. This is a national disgrace.

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