



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS  
1625 N MARKET BLVD., SUITE N-112  
SACRAMENTO, CA 95834  
INTERNET: www.dca.ca.gov



May 19, 2006

CU Number: NJ 2006 9788

2006 JUN 1 10 46 16

[Redacted]  
Charlotte, NC [Redacted]

0159457

Dear [Redacted]

Thank you for contacting the State of California, Department of Consumer Affairs (DCA) regarding Mazda Motor of America.

Although the information you provided indicates this is a business that does not require registration or licensure with any regulatory body within the DCA, your issue may fall within the authority of the agency marked below. Therefore, we have forwarded your complaint to the agency indicated for possible action. If you have further questions or concerns regarding this matter, please contact them directly.

- United States Government**  
National Highway Traffic  
Safety Administration  
400 Seventh Street, SW  
Washington, DC 20590  
Toll-Free: (800) 424-9393  
Web site: [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)

We recommend that you consult with a private attorney to find out more about your rights under these circumstances, since the issues raised are of a legal/contractual nature. You may wish to check your local telephone directory to see if there is a legal aid society in your area that can assist

The DCA licenses and regulates over 2.3 million Californians in more than 230 different professions, investigates complaints against licensees, and combats fraudulent, deceptive and unlawful business practices. Most importantly, the DCA educates consumers so they are capable of making informed decisions in a complex and changing marketplace.

We hope this information is helpful. Thank you for sharing your concerns and allowing us the opportunity to serve you.

Sincerely,

Alice Jordan  
Correspondence Unit

Enclosures

cc: Nation Highway Traffic Safety Administration

*Quinn  
6/5/06*



DEPARTMENT OF CONSUMER AFFAIRS  
3737 Main St Suite 650, Riverside CA 92501  
(951) 320-2039



**INTERNET COMPLAINT FORM**  
PLEASE USE SEPARATE FORM FOR EACH COMPLAINT

PERSON/COMPANY (COMPLAINANT)		COMPLAINT FILED AGAINST (RESPONDENT)	
[REDACTED]		MAZDA MOTOR OF AMERICA	
ADDRESS (CITY/STATE)	ADDRESS (NUMBER)	ADDRESS (STREET)	
[REDACTED]	[REDACTED]	7755 IRVINE CENTER DRIVE	
CITY/STATE	CITY/STATE	CITY/STATE	
CHARLOTTE, NC	[REDACTED]	PO BOX 19734, IRVINE CA 9262	
PHONE WHERE YOU CAN BE REACHED: 8am-5pm	BUSINESS PHONE NUMBER		
[REDACTED]	1-800-222-5500		
AREA CODE	AREA CODE		
[REDACTED]	1-800-222-5500		
WHAT DID YOU DEAL WITH?	Customer service representative		

PLEASE SPECIFY TYPE OF COMPLAINT:

<input checked="" type="checkbox"/> Automotive Repair	<input type="checkbox"/> Electronic and/or Appliance Repair	<input type="checkbox"/> Private Investigator	<input type="checkbox"/> Security Guard/Firm
<input type="checkbox"/> Smog Check	<input type="checkbox"/> Home Furnishings or Thermal Insulation	<input type="checkbox"/> Repossession Agency	<input type="checkbox"/> Private Security Company
<input type="checkbox"/> Cemetery	<input type="checkbox"/> Hearing Aid Dispenser	<input type="checkbox"/> Locksmith	<input type="checkbox"/> Firearm/Baton Training Facility/Instructor
<input type="checkbox"/> Funeral			<input type="checkbox"/> Burglar Alarm Company
<input type="checkbox"/> Crematory			

PRODUCT/MODEL/ITEM OF CONCERN: MAZDA 626-1999, Spring in timing belt tensioner.

DATE OF PURCHASE/REPAIR/SERVICE:

BRIEFLY DESCRIBE YOUR COMPLAINT (BE SPECIFIC-MAKE, MODEL, YEAR, WHEN, WHERE, HOW): (SEE ADDITIONAL PAGE 2 IF NEEDED)

I was driving my car when it just stopped & stalled. It would not move. I had to get it towed. I got a diagnostic and was informed that the spring in the timing belt tensioner had broken. I took the car to get repaired & it cost me \$611.38 to get fixed. I contacted the National Highway Traffic Safety Administration and reported it. Next I went on-line and found out that there had been a RECALL on the car for the exact <sup>same</sup> ~~car~~ <sup>problem</sup>.

WHAT DO YOU WANT THE PERSON OR COMPANY TO DO TO SATISFY YOUR COMPLAINT?

I want Mazda to be held liable for the repair costs that I paid in order to get my car fixed. The problem was a defect and a RECALL had been made for the exact problem I had with my car. I provided the RECALL information and receipts.

Please attach to this form copies of any papers involved (contracts, bills received, correspondence, invoices, estimates, etc). Paperwork received will not be copied and/or returned.

I HEREBY CERTIFY UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT TO THE BEST OF MY KNOWLEDGE ALL OF THE ABOVE STATEMENTS ARE CORRECT.

SIGNATURE: [REDACTED] DATE: 4/13/06

Attachment:

Continued complaint:

same model, and year, that had a spring tensioner defect. I have enclosed a copy of the recall information for you to review. I contacted Mazda Of American in Irvine CA, which is the corporate address, and explained what had happened to my car. In addition, when I called the representative told me that there had not been a recall. However, upon further research he stated that there had been a recall on 5/9/00, and requested my VIN#. He then stated that my car was not recalled. Every car has it's own VIN # and the reason my car was not recalled at that time was because it had not happened yet. A car must first break down before one will know what the problem is. Moreover, when I called several different repair shops, I was told that for the spring in the timing belt tensioner to break was rare and must be a defect. It was not a usual problem or a maintenance problem. I take care of my car and had my timing belt replaced at 60,000 miles. When the tensioner spring broke, I still had 19,000 miles left on it before it needed replacing. The exact problem that was recalled by Mazda was the exact same problem that happen to my car. Mazda's corporate office is based in California and this is the home address for all complaints. I tried to resolve the problem with Mazda but, could not resolve it and Mazda would not take responsibility for the repair costs. Lastly, I have enclosed the repair bill and have put an asterisk where you can read by the comment what the problem was with my car.

I appreciate all the assistance you can give me in resolving this problem.

Thank you,



## 1999 Mazda 626 Recalls, Defects, &amp; Problems

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Mazda 626 Photo

## 1999 Mazda 626

Suggested Retail: \$2,625.00 - \$4,829.00

Trade-In Pricing: \$1,362.00 - \$4,131.00

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## 1999 Mazda 626 Recalls ▶

Safety is an important consideration when buying a car. AutoBuyGuide.com is dedicated to providing you with all of the safety and 1999 Mazda 626 recall information you need to keep your family safe. Search our catalog of official 1999 Mazda 626 recalls to view all car defects and reports for all submodels. Is your car safe? Check the current 1999 Mazda 626 recalls listed at AutoBuyGuide.com for your vehicle to find out.

## 1999 Mazda 626 Recall ID from NHTSA: 032065000

Auto Recall Date: 10/05/2005

Vehicle Component: FUEL SYSTEM, GASOLINE

Estimated Vehicles Affected: 42962

1999 MAZDA 626 Defect Summary:

CERTAIN SPX FILTRAN FUEL FILTERS WITH A 45-DEGREE ANGLE INLET TUBE, MODEL 800F350-S1, SOLD AS REPLACEMENT FILTERS FOR 1993-1997 FORD PRIDE, 1993-2001 MAZDA 626 AND MX-6, AND 1983-1994 LOYAL, 3-DOOR COUPE, HATCHBACK, SEDAN, WAGON, BRAT, DL, GL, GL-10, RX, XT, AND XTS PASSENGER VEHICLES WITH EFI OR TURBO ENGINES. THESE FILTERS ARE PACKAGED AS WIX, NAPA, AND CARQUEST BRAND FUEL FILTERS. CERTAIN SPX FILTRAN FUEL FILTERS WITH A 90-DEGREE ANGLE INLET TUBE, MODEL 800F300-S2, SOLD AS REPLACEMENT FILTERS FOR 1993-1994 SUBARU VEHICLES WITH EFI OR TURBO ENGINES. THESE FILTERS ARE PACKAGED AS WIX, NAPA, AND CARQUEST BRAND FUEL FILTERS. FUEL MAY LEAK FROM THE FILTER DUE TO NON-CONFORMING BRAZING WELDS WHERE THE INLET TUBE IS CONNECTED TO THE FILTER CAN.

Defect Consequence:

IN THE PRESENCE OF AN IGNITION SOURCE, A VEHICLE FIRE CAN OCCUR.

Remedy:

SPX WILL NOTIFY ITS CUSTOMERS AND PROVIDE A FULL REFUND. THE RECALL BEGAN SEPTEMBER 27, 2005. OWNERS MAY CONTACT MR. CHRIS GRESON AT 704-889-3733 OR CONTACT THE WIX INFORMATION HOTLINE AT 800-849-6698.

Notes: SPX FILTRAN.

## 1999 Mazda 626 Recall ID from NHTSA: 00V134000

Auto Recall Date: 05/09/2000

Vehicle Component: ENGINE AND ENGINE COOLING:ENGINE

Estimated Vehicles Affected: 31000

1999 MAZDA 626 Defect Summary:

VEHICLE DESCRIPTION: PASSENGER VEHICLES. AN EXTERNAL SPRING IN THE TIMING BELT TENSIONER COULD BREAK.

Defect Consequence:

THE BROKEN SPRING MAY GET CAUGHT IN THE TIMING BELT, RESULTING POSSIBLE ENGINE STALLING.

Remedy:

DEALERS WILL CHECK THE TENSIONER INSTALLED AND REPLACE IT IF THE VEHICLE IS EQUIPPED WITH THE AFFECTED TENSIONER.

Notes: MAZDA NORTH AMERICAN OPERATIONS, 92004

# FAX TRANSMISSION



Fax To: Randy Castleman

Fax Number: (951) 320-2039

From: [REDACTED]

Date: 5/9/06

Pages (including cover): 6

Re: Mr. Castleman, please review.

I was informed that because Mazda Motor of America is located in Irvine this is the office to file a complaint with.

Thank You  
[REDACTED]

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**