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Mazda
North American Operations
PO Box 19734
Irvine, CA. 92623-9734

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August 8, 2006

Gentlemen:

File [REDACTED]

Two years ago I bought a new Mazda 6, all loaded. The car now has 22,000 miles. During a rainstorm, like the other cars preceding me on the road, I drove through water which was about six inches up the wheels for a distance of about 15 yards. This was not a pothole; the road is, in fact, very smooth there. There were other cars in front of me, the speed was about 5 miles an hour. When I drove out of this area, the car was vibrating and rattling. I drove one mile to reach home. The rattling noise stopped. I thought it was a matter letting things to dry. The next day the rattling noise resumed after driving one mile. Steam was coming out of the hood. The temperature gauge remained in the middle and did not indicate overheating. The firemen arrived with the police. The car was towed on a platform truck to Mazda of Great Neck, on Saturday morning, July 31th. I was told that there was a hole in the radiator and that I had hit something.

One week later when I was going to pick up the vehicle, I was told the fan had to be changed also. The parts were given to me at my request for inspection. One of the blades of the fan had torn and was not there to be seen. It had detached from the central cone. The reason for the hole was now clear; the rupture of the blade from the fan had created an opening in the radiator from which coolant fluid was leaking. Radiator and fan were changed (see attached bill). I thought that a new car should tolerate abundant rain, but it is not so. When I looked at the fan, it appeared very flimsy and would probably break again under similar conditions. Other cars have a ring connecting all the blades and reinforcing the fan.

Since the car is under warranty, I thought that this damage would be covered. I was told by a loud service advisor that this was an "Act of God" and was promptly directed to the cash register by a booming voice which was not coming from the sky. I am not used to being treated like that at a dealership and still wonder if this "Act of God" can be imputed to a congenital construction defect. I am now the owner of an automobile that cannot run in heavy rain. I tried to talk to the service manager. I was told he was not there. Your decision will certainly influence my decision to remain a loyal customer of Mazda.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Port Washington, NY

NAR aaf
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cc: Mazda of Great Neck
Attorney General of New York
Bureau of Consumer Affairs
Better Business Bureau
NHTSA
Consumer Reports

