

CL-10358743-1511

Montevideo, Maryland

March 14, 2011

Re: Confirmation ODI
No.: 10358743

MAR 21 2011

Mr. Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Dear Mr. Reid:

When is this nightmare of Mazda's ignition coils constantly going bad end? Add the following information to my complaint (confirmation ODI No.: 10358743) I mailed previously to you on 12/17/10 with my receipts.

Newly, on March 9, 2011, after "check engine" light came on, one original front ignition coil on my Mazda 2003 MPV van was replaced (as well as a cracked water pump belt and a trans range sensor). Then I went from the Fitzgerald's Dealer Repair Garage to my home only 15 miles away (the car seemed to run fine then); I parked my car at home for the rest of the day and the next day too.

On March 11, 2011, after I started the car, the "check engine" light came on again a block away, the car ran very rough (more rough than before it was supposedly fixed), it smelled like it was burning, and I almost did not make it back to Fitzgerald's Mazda Auto Shop in Frederick County, MD (the county where I live). Guess what? The front ignition coil replaced on 9/2010 at Galtersburg Mazda and still under warranty had gone bad. The other front ignition coil replaced on 4/3/2008 at Galtersburg Mazda went bad too. Both ignition coils were replaced on 3/11/2011 at Fitzgerald's. See new receipts enclosed.

ET
03/11
PW

Mr. Reid, U.S. Dept. Transportation -- 3/14/11

Page 2

One of the Mazda employee explained that the Mazda van has too much voltage for these ignition coils to handle and that's why they "blow." As of now, all ignition coils have been replaced (2 repeatedly).

As I mentioned in 2010, Mazda ignition coils should be recalled. I must insist on a recall of Mazda ignition coils. What's the point of replacing bad ignition coils again and again with bad ignition coils? Not safe. I insist on being financially reimbursed for all the replacements of these bad ignition coils and for each time their spark plugs and their intake gaskets had to be replaced all together. These breakdowns are killing me financially — a 71-year-old retired lady on a small fixed income, who requires secure car performance, especially in the Winter.

Please insist on the Mazda ignition coils' recalls and recalls for their connected parts and financial re-imbursement to me for all.

Sincerely,

[REDACTED]

[REDACTED]

phone (no e-mail)

OPJ Confirmation No.:
10358743

Fitzgerald

FitzMall.com

AUTO MALLS
SINCE 1966

Mazda parts are
warranted for 12 mos.
or 12,000 miles.



SUZUKI

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL



MAZDA

SAAB



Visit us at our website: www.FitzMall.com

CUSTOMER NO. 94101	ADVISOR MARY ANN LONG	96	TAG NO. 2224	INVOICE DATE 03/09/11	INVOICE NO. MACS786188
MONROVIA, MD	LABOR RATE 99.00	LICENSE NO.	MILEAGE 109,926	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 03/MAZDA/MPV			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. J M 3 L W 2 8 A 1 3 0			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 03/08/11
BUSINESS PHONE	COMMENTS				MO: 109926

TOTALS

VISIT US AT www.FitzMall.com TO SEE OUR
CURRENT SERVICE SPECIALS

Please note that while your vehicle is on premises, we will
not be responsible for any damage to your vehicle under
certain circumstances. Please ask one of our representatives
about the extent of our responsibility, including our
insurance coverage.

THANK YOU FOR VISITING FITZGERALD AUTO MALL
You may receive a factory survey about this visit, if you
have any reason not to give us the highest score possible.
PLEASE CONTACT

Lester Abel - Service Manager (301)696-9200 x 14310
Tim Phillips - Service Manager (301)696-9200 x14344

CUSTOMER SIGNATURE

TOTAL LABOR.... 475.20
TOTAL PARTS.... 352.29
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 19.95
TOTAL MISC DISC -99.50
TOTAL TAX..... 20.84

TOTAL INVOICE \$ 768.78

Mastercard

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, MasterCard,
Discover or American Express Bank Cards for payment. No credit will
be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and
labor.

We charge interest at .04% per day on amounts past due more than
30 days under this repair order. You agree to pay a storage charge of
\$45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this
repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of
work your vehicle may be sold under the Uniform Commercial Code
of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of
inspecting, testing, and repairing it.

NOTICE TO OUR CUSTOMERS

Please note that we are not liable to you for any casualty loss you may
sustain when it is in for service should it be stolen or damaged by persons
not employed by this dealership.

We commit to you to deliver the highest quality repairs and service to your
vehicle and commit to take the required level of care to ensure the
safeguarding of your vehicle and protections thereof from the damaging acts
of third parties not employed by us. Should your vehicle be damaged despite
our best efforts, your resort will be to your own vehicle insurance provider.
Should you wish to know the extent of our insurance coverage for these
facilities and our repair operations ask your service sales representative or
higher supervisor. You agree to be bound by the Fitzgerald Loaner Car
Program Agreement and the Vehicle Use Agreement if you or your
agent accepts a Loaner Car to use while we are repairing your
vehicle.

We warrant that the parts and labor provided under this Repair Order
will be free of defects in material and workmanship for 90 days or
4000 miles from when we return your vehicle to you. Any defects in
parts or labor covered by this warranty shall only be corrected at this
location and is limited to repair or replacement of the defective parts
and labor. No other express warranties are provided.

By signing below you waive the requirement to test drive the
vehicle.

Labor is charged by flat rate manual unless you agree that labor will
be charged by clock hour.

A charge equivalent to 10% of total repair order is included for
environmental, disposal and misc. charges used on your vehicle.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway
Traffic Safety Administration (N.H.T.S.A.) with bulletins describing
any defects in their vehicles. You may obtain copies of these bulletins
from either the Manufacturer or N.H.T.S.A. In addition, certain con-
sumer publications or organizations publish this information, which
may be available for a fee or for free.

X

CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER PAYMENT

() CASH () CHECK NO.
() CHARGE () CREDIT CARD

CASHIER SIGNATURE

PAYMENT DATE / /

CUSTOMER CALLED BY

DATE TIME SP834839 0 (08/06)

CHEVROLET • CADILLAC • MAZDA • VOLKSWAGEN



MAZDA



SUZUKI



SAAB



MARY ANN LONG
ASST. SERVICE MANAGER

FITZGERALD AUTO MALL

114 BAUGHMANS LANE • FREDERICK, MD 21702
LOCAL 301-696-9200 • METRO 301-831-4646
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E-mail LONGM@FITZGERALDAUTOMALL.COM

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MAZDA

SAAB



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CUSTOMER NO. 94101	ADVISOR MARY ANN LONG	TAG NO. 96 2224	INVOICE DATE 03/09/11	INVOICE NO. MACS786188
MONROVIA, MD	LABOR RATE 99.00	LICENSE NO.	MILEAGE 109,926	COLOR GREEN/
	YEAR / MAKE / MODEL 03/MAZDA/MPV			STOCK NO.
	VEHICLE I.D. NO. J M 3 L W 2 8 A 1 3 0			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
BUSINESS PHONE		P.O. NO.	R.O. DATE 03/08/11	PRODUCTION DATE
COMMENTS				

MO: 109926

LABOR & PARTS				
J# 1 09CVZ	ENGINE	UNITS: 2.00	TECH(S):124006 789	198.00
C/S ENGINE LITE COMES ON-- SOMETIMES FLASHES- CAR SOMETIMES JERKS--- SEE PREVIOUS REPAIRS CODE P0304 REPLACE 1 COIL				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	AJ51-18-100A	COIL,IGNIT	99.98
JOB # 1 TOTAL PARTS				99.98
JOB # 1 TOTAL LABOR & PARTS				297.98
J# 2+21CVZ	TRANSMISSION	UNITS: 2.00	TECH(S):124006	198.00
REPL TRANS RANGE SENSOR FAULT P0706 COMPLETED				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	FP01-19-444B	SWITCH	234.28
JOB # 2 TOTAL PARTS				234.28
JOB # 2 TOTAL LABOR & PARTS				432.28
J# 3+09CVZ2	ENGINE	UNITS: 0.80	TECH(S):124006	79.20
REPL WATER PUMP BELT				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	AJ03-18-381	BELT V	18.03
JOB # 3 TOTAL PARTS				18.03
JOB # 3 TOTAL LABOR & PARTS				97.23
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES/ENVIRONMENTAL CHG		19.95
JOB # 1	CRMS	CRM SERVICE DISCOUNT		-49.50
JOB # 3	CRMP	CRM PARTS DISCOUNT		-25.00
JOB # 3	CRMS	CRM SERVICE DISCOUNT		-25.00
TOTAL - MISC				-79.55

RECOMMENDATIONS
TIRES AND ALIGN
OIL PAN IS LEAKING

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, MasterCard, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .04% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of \$45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

NOTICE TO OUR CUSTOMERS

Please note that we are not liable to you for any casualty loss you may sustain when it is in for service should it be stolen or damaged by persons not employed by this dealership.

We commit to you to deliver the highest quality repairs and service to your vehicle and commit to take the required level of care to ensure the safekeeping of your vehicle and protection thereof from the damaging acts of third parties not employed by us. Should your vehicle be damaged despite our best efforts, your resort will be to your own vehicle insurance provider. Should you wish to know the extent of our insurance coverage for these facilities and our repair operations ask your service sales representative or his/her supervisor. You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (NHTSA) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or NHTSA. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

X

CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER PAYMENT

() CASH () CHECK NO.

() CHARGE () CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____ / ____ / ____

CUSTOMER CALLED BY: _____

DATE _____ TIME _____ SF534539 Q (08/06)

VISA

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 OPI Confirmation No.:
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CUSTOMER NO. 94101		ADVISOR FREDERICK SEVERANC		89227	TAG NO. 2157	INVOICE DATE 03/11/11	INVOICE NO. MACS786612																								
MONROVIA, MD [REDACTED]		LABOR RATE 99.00		LICENSE NO.	MILEAGE 109,959	COLOR GREEN/	STOCK NO.																								
		YEAR / MAKE / MODEL 03/MAZDA/MPV					DELIVERY DATE	DELIVERY MILES																							
		VEHICLE I.D. NO. J M 3 L W 2 8 A 1 3 0					SELLING DEALER NO.	PRODUCTION DATE																							
		F.T.E. NO.					P.O. NO.	R.O. DATE 03/11/11																							
BUSINESS PHONE		COMMENTS																													
MO: 109963																															
LABOR & PARTS J# 1 09CVZ ENGINE UNITS: TECH(S): 58232 789 149.50 STATES CHECK ENGINE LIGHT IS BACK ON. CAR RUNNING VERY ROUGH FOUND #6 CYL. IGNITION COILED FAILED. AS PER CUSTOMER REQUEST REPLACE #5 WHILE IN THERE. (#6 PARTS WARR.) REPLACED #5 IGNITION COIL.																															
<table border="0"> <thead> <tr> <th>PARTS</th> <th>QTY</th> <th>FP-NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> <th></th> </tr> </thead> <tbody> <tr> <td>JOB # 1</td> <td>1</td> <td>AJ51-18-100A</td> <td>COIL,IGNIT</td> <td>99.98</td> <td>99.98</td> </tr> <tr> <td colspan="4"></td> <td>JOB # 1 TOTAL PARTS</td> <td>99.98</td> </tr> <tr> <td colspan="4"></td> <td>JOB # 1 TOTAL LABOR & PARTS</td> <td>249.48</td> </tr> </tbody> </table>								PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		JOB # 1	1	AJ51-18-100A	COIL,IGNIT	99.98	99.98					JOB # 1 TOTAL PARTS	99.98					JOB # 1 TOTAL LABOR & PARTS	249.48
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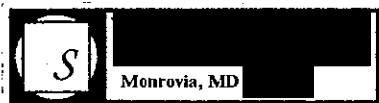
You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repainting it.

NOTICE TO OUR CUSTOMERS

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SUBURBAN ADDRESS
15 MAR 2001 PM 2



Mr. Randy Reid, Chief
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Office of Defects Investigation
Enforcement
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

20590

