

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		Date Received MAR 03 2011 27-JAN-2011	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City OXFORD State NC Zip Code [REDACTED]				Repository ☐	
				Reference No. 10379305	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).				Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]	
				Evening Telephone Number [REDACTED]	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side JM3LW28Y110		Make MAZDA		Model MPV -LX VAN	Model Year 2001
Date Purchased 04-26-2008	Dealer's Name and Telephone Number (704) 563-1510 MONTGOMERY MAZDA		Engine: No: Cylinders 6		Fuel Type:
Original Owner ☐	Dealer's City		State	Zip Code	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 11-MAY-2009
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION				Failure Mileage 112954	Failure Speed 65
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair	Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☒ Yes ☐ No	Number of Persons Injured	Number of Deaths	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL*THE CONTACT OWNS 2001 MAZDA MPV. WHILE DRIVING APPROXIMATELY 65 MPH, THE CONTACT NOTICED SMOKE OR STEAM AROUND THE VEHICLE. THE CONTACT WAS ABLE TO EXIT THE HIGHWAY AND CONTACT AAA TO HAVE THE VEHICLE TOWED TO THE DEALER. THE CONTACT DID NOT KNOW WHAT CAUSED THE FAILURE. THE TRANSMISSION AND CATALYTIC CONVERTER WERE REPLACED. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 112,954.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

[REDACTED]
Oxford, North Carolina [REDACTED]

January 5, 2010

Mr. James O'Sullivan, President and CEO

Mazda North American Operation

P. O. Box 19734

Irvine, California 92623-9734

RE: RQID: 124309820

Dear Sir

I purchased a 2001 Mazda MPV LX on April 26, 2008 from Montgomery Mazda in Charlotte, North Carolina for \$7500. One year and fifteen days later on my return trip, the van burst into smoke/steam. AAA flat-bed towed the Mazda MPV to the nearest Mazda dealer, 122 miles to Amherst, New York from Painted Post, New York on NYS 390. I travel alone and had left Buffalo, New York @ 6:20 AM for my twelve hour trip. Can you image your mother, wife or daughter in this predicament?

Montgomery Mazda had a rebuilt G4AEL transmission and a rebuilt converter installed in this 2001 automobile on February 5, 2008. The Mazda MPV was only 7yrs old. On May 11, 2009, the Mazda MPV broke down; the parts were only in use one year, three months, six days. The van was not sold for two months and 21 days, therefore only a minimum mileage should have been added.

Since the Mazda MPV is inoperable, it is still in New York State. The findings of Northtown World Auto Centre, 3900 Sheridan Drive, Amherst, NY per two level one diagnostic service are as follows: replace with a used motor @ \$4,099; head gasket @ \$1865; radiator @ \$555 and cat. Converter @ \$1150, per invoice no. 354828.

I appeal to you to investigate my complaint and assist me in getting a reliable van. The stress that I endured this year, especially from Thanksgiving to Christmas is beyond unbearable. I am in a town with no cab or bus service. I purchased the Mazda MPV to have reliable transportation to travel to see my grandchildren in Orlando, Florida and Buffalo, New York.

I have forward all the records pertaining to this purchase, breakdown and other contacts to your Customer Assistance Office. In addition, I have contacted the elected officials of North Carolina that represent me in Oxford, NC and those that represent Montgomery Mazda in Charlotte, NC (attachments).

Sir, I didn't believe Mazda Corporation made any automobiles to last only eight years. However, upon contacting Consumer Reports, I was notified the engine was underpowered until the 2002 upgrade to a 3.0-liter V6 and a five-speed automatic, PLUS the Mazda MPV LX Wagon has been discontinued after the 2006 model year.

encl. - A.C.

cc: [REDACTED]

YAHOO! MAIL

Montgomery Mazda sales dispute [RQID:124309820]

Thursday, June 25, 2009 12:42 PM

From: "MazdaCustomerAssistance@mazdausa.com"
<MazdaCustomerAssistance@mazdausa.com>
To: berlenciad@yahoo.com

Thank you for your letter regarding your sales experience at Montgomery Mazda. We apologize for any inconvenience and frustration this situation has caused you. It is never our intention to have anyone less than completely satisfied with any aspect of her Mazda ownership experience.

Please understand, every Mazda dealership is independently owned and operated, and as such, solely responsible for their policies, sales transactions and services they provide. It is our hope that all Mazda dealerships make the right business decisions and treat all customers with the highest standards of integrity. We regret that your experience with Montgomery Mazda fell short of those expectations.

We have documented your sales complaint for our corporate records, which are dealer specific. We continuously evaluate these records with the dealer as part of our ongoing commitment to further improve the customer buying experience. We recommend contacting the Sales Manager and General Manager of Montgomery Mazda to address and resolve your sales contract dispute.

Thank you for contacting Mazda.

Regards,
Tim Kotlar
Specialist, Customer Assistance E-Business

Mazda North American Operations

Rec'd
01/15/10



January 12, 2010

[REDACTED]
ID:124309820
[REDACTED]

Oxford, NC [REDACTED]

Dear [REDACTED]

We are in receipt of your letter you wrote to James O'Sullivan regarding your 2001 Mazda MPV, please except my response on behalf of Mr. O'Sullivan.

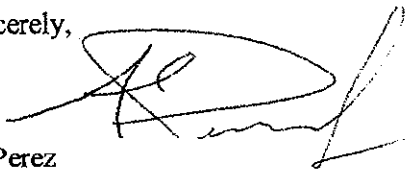
The regular manufacturer's warranty on this vehicle would have been 36-months or 50,000 miles, whichever comes first. This is a bumper-to-bumper warranty but does not cover maintenance for wear items such as oil changes, brake pads, tires, clutch, etc. I'm afraid that you have been out of warranty for quite some time and at this point it would be your responsibility as the consumer.

As each Mazda dealer is an independent business entity, they have the right to set their prices, and manage their business as they see fit. Also, they are solely responsible for the business transactions they make, including repairs and services they perform on vehicles. Being that the vehicle was purchased used and as is, this would be something that you would have to continue to resolve with the dealer.

Again, thank you for contacting Mazda. If you have any further questions please do not hesitate to call us at 1 (800) 222-5500.

Again, thank you for contacting Mazda.

Sincerely,


Al Perez
Specialist, Customer Assistance

[REDACTED]
Oxford, North Carolina [REDACTED]

July 30, 2010

Mr. James O'Sullivan, President & CEO
Mazda North American Operation
P. O. Box 19734
Irvine, California 92623-9734

RE: FYI

Dear Mr. O'Sullivan,

This is a follow up on my notices regarding my purchase from John Montgomery Mazda Dealer. I have rented yet another vehicle to travel since I purchased the LEMON from a dealer that represents your products.

I am renting a minivan to travel to Buffalo, New York for August and again when I return to NC. I rented a car for two week in July to have transportation for my Italian family while visiting North Carolina. Since May 11, 2009, I had to rent transportation five times.

I was able to let my international families from Italy, Germany and Korea know how Mazda Corporation has treated me, but most of all I informed my American family about your automobiles at our family reunion.

I also rented a car to pass out the enclosed flyers regarding John Montgomery Mazda Dealer in Charlotte, North Carolina at the playoff game of the Bobcats. Yes, I drove six hours and spent one hour passing out the flyers in the Charlotte, NC area.

You might approve of the dealer's transaction but I will never let it rest. I will continue to inform the government and the people of Mazda's business practices now that I am feeling better.

Until my next FYI, I remain,

Yours truly,

[REDACTED]

encl.

cc: Montgomery Mazda Dealer

Mazda North American Operations



September 10, 2010

[REDACTED]
[REDACTED]
Oxford, North Carolina [REDACTED]

Dear [REDACTED]

We are in receipt of your second letter to Mazda North American Operations addressed to Mr. O'Sullivan. It is my pleasure to reply to you on behalf of Mr. O'Sullivan.

First, let me say that it is never our intention to have anyone less than completely satisfied with any aspect of his or her Mazda experience. I apologize Montgomery Mazda sold you a 2001 Mazda MPV that you are not satisfied with.

Please understand, all authorized Mazda dealerships are independently owned and operated businesses. As such, they are solely responsible for the business transactions they make, including the sale of Mazda vehicles.

Mazda continually works with each authorized Mazda dealer to provide the highest level of service to our customers. I regret your experience with Montgomery Mazda and your Mazda MPV fell short of your expectations.

I have documented your letter for the corporate record, which is dealer specific. We continuously evaluate these records as part of our ongoing commitment to provide only the highest quality products and services.

Again, thank you for contacting Mazda.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Glynn' followed by a stylized surname.

Glynn Noles
Representative, Customer Assistance

cc: 131641000

STATE OF NORTH CAROLINA
VEHICLE INSPECTION RECEIPT/STATEMENT

SAFETY AND EMISSIONS (OBDII)

Sticker Class: Emissions Inspection
Sticker Number: AE701583

~~02/05/2008~~

* APPROVAL *

Inspection Fee \$23.75
Sticker Fee \$6.25
Window Tinting Fee \$0.00
Total Fees \$30.00

Make: MAZDA
Year: 2001
Body Style: Minivan
VIN: JM3LW28Y110
County: MECKLENBURG
Sticker Expiration Month/Year: 02/2009
TIN: 780725123314

Vehicle Type: Light Duty
Plate Number: [REDACTED]
Odometer Reading: 102362
Number of Cylinders: 6
Type of Fuel: Gasoline
Previous Odometer: 0
Motor Vehicle Dealer Number:

Safety Equipment

Headlights..... PASS
Parking Lights..... PASS
Tail Lights..... PASS
Beam Indicator Light/Switch PASS
License Plate Light..... PASS
Stop Light..... PASS
Directional Signals..... PASS
Horn..... PASS
Windshield Wipers..... PASS
Rear View Mirrors..... PASS
Foot Brake..... PASS
Emergency Brake..... PASS
Steering Mechanism..... PASS
Tires..... PASS
Exhaust System..... PASS
Clearance Lights..... N/A
Reflectors..... N/A
Window Tinting..... N/A

Tampering Inspection

Catalytic Converter..... PASS
Air Injection System..... N/A
PCV Valve..... PASS
Unleaded Gas Restrictor..... PASS
Exhaust Gas Recirculation..... PASS
Thermostatic Air Control..... N/A
Fuel Evaporation Control..... PASS
Oxygen Sensor..... PASS
Gasoline Tank Cap..... PASS

OBDII Test Results

* PASS *
* MIL Bulb Working.....Pass *
* Connector Damage.....Pass *
* Communication Established.....Pass *
* MIL Commanded-On.....Pass *
* Engine RPM at Reading.....00753 *

Station Number: 20101
Inspection Class: Safety/Emission

Analyzer Number: WZ100094 Ver: 0705
Receipt/Statement Number: 00001244
Waiver Number: _____

Inspector-Mechanic: [Signature]

MATTHEW A. WALTERS

Owner's Repair Authorization: _____

RETAIN THIS COPY FOR YOUR RECORDS

Division of Air Quality - 10/08

126 Division of Air Quality - 10/08

126 Division of Air Quality - 10/08

126 Division of Air Quality - 10/08

126 Division of Air Quality - 10/08

126 Division of Air Quality - 10/08

126 Division of Air Quality - 10/08

126 Division of Air Quality - 10/08

126 Division of Air Quality - 10/08

02-05-2008

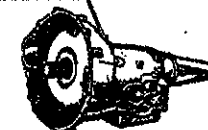
per your
request attached service
tickets on MPV.

PAYLESS TRANSMISSION

Quality Work At An Affordable Price!

Foreign & Domestic

Automatic &
Standard



DATE 02/05/08 ☐ SEF ☐ INS

NAME [REDACTED]

ADDRESS [REDACTED]

John Cornell
704-598-9830 cell
Over 25 Years Experience
in the Charlotte Area!

6022-B MCDANIEL LN.

704-598-4545



ITEM TO BE SERVICED

NATURE OF SERVICE REQUEST

JM3LW28Y110 [REDACTED]

QTY.	PART #	DESCRIPTION OF PARTS OR MATERIALS	PRICE
1		REBUILT G4AE1 TRANSMISSION	
1		REBUILT CONVERTER	
		12 MONTHS OR 12,000 MILES WARRANTY	
LABOR PERFORMED O.D. 102315			
			TOTAL MATERIALS
			TAX
			TOTAL LABOR
			TOTAL AMOUNT ▶ \$1600.00

DATE WANTED

DEPOSIT

RECEIVED BY

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL. WE WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE CAUSED BY FIRE, THEFT, TESTING OR ANY OTHER CAUSES BEYOND OUR CONTROL.

308611

AUTHORIZED BY:

CUSTOMER'S
CLAIM CHECK

TERMS - NET CASH
NO GOODS HELD OVER 30 DAYS

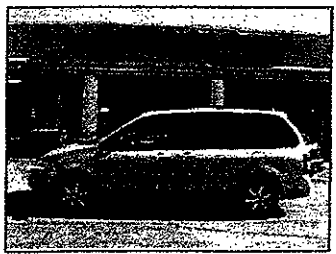
5084

02-05-2008
and



Reduced 7,288

Home Buy Sell Research Shopping Advice



View All Photos (6 total)

2001 Mazda MPV LX - \$8,988

Dealer: Montgomery Mazda
Call: 888-436-6549

Mileage: 102,422
Body Style: Minivan
Exterior Color: Tan
Interior Color: Beige
Stock #: 7218A

VIN: JM3LW28Y110176274

Engine: 2.5L V6
Transmission: AUTO 4SPD
Drive: FWD
Doors: 5
Wheelbase: 112"

CARFAX 1-Owner Vehicle
View Free Report

X-7500

TAX - TAG

Doc - fee 779

8279

4
4,279

250.00 deposit
wells f. visa
JUNE 7

About the Dealer

Montgomery Mazda
888-436-6549
6735 E Independence Blvd Charlotte NC



Call: 888-436-6549

Printed on April 20, 2008

4:45 AM

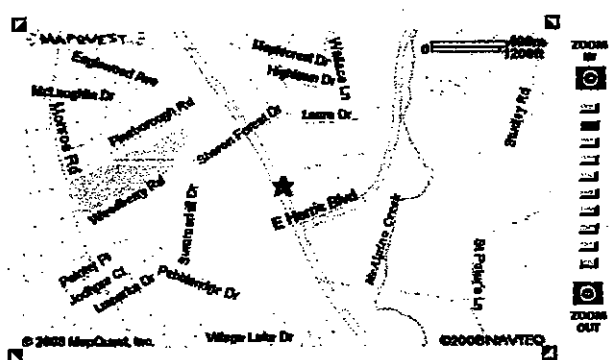
George
701
563
1510

26

Features: Power Door Locks, Power Windows, Master Window Lock, 6 Disc CD Changer, Aluminum Alloy Wheels, Tilt Steering Wheel, Trip Odometer, 3 Point Seat Belts, Interior Woodgrain Package, Quad Captain's Chairs, Reclining Seats, Dual Side View Mirrors, Power Glass Moonroof, Video Cassette Player, LCD TV, Cruise Control, AM/FM Radio, Auto Express Down Window, Power Mirrors, Rear Window Defroster, Reading Light(s), Dual Air Bags, Intermittent Wipers, Anti-Lock Braking System (Abs), Temperature Gauge, Carpeting, Fold Down Rear Seat, Cloth Seats, Child Safety Locks, Rear Window Wiper, 7 Passenger Seating

Standard Equipment: Fuel Economy EPA Highway (Mpg): 23 And EPA City (Mpg): 18, Two Disc Brakes Including Two Ventilated Discs, Driver And Passenger Front Airbag, Bench Front Facing Removable One-Piece Third Row Seats With Three Seat Capacity, Complex Surface Lens Halogen Bulb Headlights, Tachometer, Fixed Rear Window With Defogger And Intermittent, Front Reading Lights, Two Symmetrical Captain's Front Facing Reclining Removable Rear Seats, Power Steering, Air Conditioning, Delayed/Fade Courtesy Lights, Cargo Capacity: All Seats In Place (Cu Ft): 17.2, All Seats Removed (Cu Ft): 127 And Third Row Seats Removed (Cu Ft): 54.6, Emission Control Level Fed, Unleaded Fuel, 18.5 Gallon Main Unleaded Fuel Tank, Low Fuel Level Warning, Clock, Two Height Adjustable Head Restraints On Front Seats, Rear Seats And 3rd Row Seats, Front Seat Center Armrest, Rear Seat Center Armrest, Strut Front Suspension Independent With Stabilizer Bar And Coil Springs, Torsion Beam Rear Suspension Semi-Independent With Stabilizer Bar And Coil Springs, Ventilation System With Recirculation Setting And Micro Filter, Windshield Wipers With Fixed Intermittent Wipe, Door Ajar Warning, External Dimensions: Overall Length (Inches): 187, Overall Width (Inches): 72.1, Overall Height (Inches): 68.7, Wheelbase (Inches): 111.8, Front Track (Inches): 60.8, Rear Track (Inches): 60.8 And Curb To Curb Turning Circle (Feet): 37.4, Internal Dimensions: Front Headroom (Inches): 41, Rear Headroom (Inches): 39.3, Front Hip Room (Inches): 54.8, Rear Hip Room (Inches): 56.4, Front Leg Room (Inches): 40.8, Rear Leg Room (Inches): 37, Front Shoulder Room (Inches): 59.8 And Rear Shoulder Room (Inches): 60.8, Cargo Area Dimensions: Front Width (Inches): 49, Width Between Arches (Inches): 46.3 And Height (Inches): 34.9, Height Adjustable 3-Point Reel Front Seat Belts On Driver Seat And Passenger Seat, Load Restraint Hooks, Floor Covering: Carpet-In Load Area, Rear View Mirror

Seller's Notes: Call Keith to schedule a test drive at 704-200-3274!!!!!!!!!!!!!! ACT NOW AND TAKE ADVANTAGE OF NO PAYMENTS FOR 90 DAYS!!!! LIMITED TIME ONLY!!! PRINT THIS PAGE AND ASK FOR KEITH TO GET OUR INTERNET SALE PRICE!!!! (oac)



Map to 6735 E Independence Blvd Charlotte NC. (Get Driving Directions)

100
12
200
100
1200

04-20-2008



Vehicle Pricing & Information

nadaguides.com

4/21/2008

Autos • Motorcycles • Boats • Collector Cars • Recreation Vehicles • Manufactured Homes

Mini/Cargo Van
2001 Mazda MPV-V6 Wagon LX

PRICING

	<u>Clean Trade-In</u>	<u>Clean Retail Value</u>
Base Price		
	\$5,550	\$7,350
Mileage		
100,000 miles	N/A	N/A
Options		
Aluminum/Alloy Wheels (Std. ES)	\$100	\$125
Power Sunroof	\$325	\$375
Rear Air Conditioning (Std. ES)	\$50	\$75
Rear Entertainment System	\$250	\$300
TOTAL PRICE	\$6,275	\$8,225*

The consumer values on nadaguides.com are based on the Consumer edition of the N.A.D.A. Official Used Car Guide®, and should not be utilized for Industry purposes. The consumer values may vary from the N.A.D.A. Official Used Car Guide values presented to you by insurance companies, banks, credit unions, government agencies and car dealers due to vehicle condition, regional market differences and frequency of updates.

Clean Trade-In

A Clean Trade-In vehicle will be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean and all power options should work. The mileage should be within the acceptable range for the model year. The "Clean Trade-In" value is a national average calculated from the Official Used Car Guide's ten regions. The "Clean Trade-In" value for your vehicle could be higher or lower than the national average due to your local market conditions.

Clean Retail Value

A Clean Retail vehicle will be clean and without glaring defects. Tires and glass should be in good condition. The paint should match and have a good finish. The interior should have wear in relation to the age of the vehicle. Carpet and seat upholstery should be clean, and all power options should work. The mileage should be within the acceptable range for the model year.

A Clean Retail vehicle on a dealer lot may include a limited warranty or guarantee, and possibly a current safety and/or emission inspection (where applicable).

Note: Vehicles with low mileage that are in exceptionally good condition and/or include a manufacturer certification can be worth a significantly higher value than the Clean Retail price shown.



View All Photos
(6 total)

About the Dealer

Montgomery Mazda
704-200-3274
6735 E Independence Blvd Charlotte
NC



Call: 704-200-3274

Printed on April 24, 2008

George JANKOWSKI
704-563-1510
Ext. 126

Robert Cameron
704-524-8045

2001 Mazda MPV LX - \$8,988

Dealer: Montgomery Mazda
Call: 704-200-3274

Mileage: 102,422

Body Style: Minivan

Exterior Color: Tan

Interior Color: Beige

Stock #: 7218A

VIN: JM3LW28Y110

Engine: 2.5L V6

Transmission: AUTO 4SPD

Drivetrain: FWD

Doors: 5

Wheelbase: 112"

Features: Power Door Locks, Power Windows, Master Window Lock, 6 Disc CD Changer, Aluminum Alloy Wheels, Tilt Steering Wheel, Trip Odometer, 3 Point Seat Belts, Interior Woodgrain Package, Quad Captain's Chairs, Reclining Seats, Dual Side View Mirrors, Power Glass Moonroof, Video Cassette Player, LCD TV, Cruise Control, AM/FM Radio, Auto Express Down Window, Power Mirrors, Rear Window Defroster, Reading Light(S), Dual Air Bags, Intermittent Wipers, Anti-Lock Braking System (ABS), Temperature Gauge, Carpeting, Fold Down Rear Seat, Cloth Seats, Child Safety Locks, Rear Window Wiper, 7 Passenger Seating

Standard Equipment: Fuel Economy EPA Highway (Mpg): 23 And EPA City (Mpg): 18, Two Disc Brakes Including Two Ventilated Discs, Driver And Passenger Front Airbag, Bench Front Facing Removable One-Piece Third Row Seats With Three Seat Capacity, Complex Surface Lens Halogen Bulb Headlights, Tachometer, Fixed Rear Window With Defogger And Intermittent, Front Reading Lights, Two Symmetrical Captain's Front Facing Reclining Removable Rear Seats, Power Steering, Air Conditioning, Delayed/Fade Courtesy Lights, Cargo Capacity: All Seats In Place (Cu Ft): 17.2, All Seats Removed (Cu Ft): 127 And Third Row Seats Removed (Cu Ft): 54.6, Emission Control Level Fed, Unleaded Fuel, 18.5 Gallon Main Unleaded Fuel Tank, Low Fuel Level Warning, Clock, Two Height Adjustable Head Restraints On Front Seats, Rear Seats And 3rd Row Seats, Front Seat Center Armrest, Rear Seat Center Armrest, Strut Front Suspension Independent With Stabilizer Bar And Coil Springs, Torsion Beam Rear Suspension Semi-Independent With Stabilizer Bar And Coil Springs, Ventilation System With Recirculation Setting And Micro Filter, Windshield Wipers With Fixed Intermittent Wipe, Door Ajar Warning, External Dimensions: Overall Length (Inches): 187, Overall Width (Inches): 72.1, Overall Height (Inches): 68.7, Wheelbase (Inches): 111.8, Front Track (Inches): 60.8, Rear Track (Inches): 60.8 And Curb To Curb Turning Circle (Feet): 37.4, Internal Dimensions: Front Headroom (Inches): 41, Rear Headroom (Inches): 39.3, Front Hip Room (Inches): 54.8, Rear Hip Room (Inches): 56.4, Front Leg Room (Inches): 40.8, Rear Leg Room (Inches): 37, Front Shoulder Room (Inches): 59.8 And Rear Shoulder Room (Inches): 60.8, Cargo Area Dimensions: Front Width (Inches): 49, Width Between Arches (Inches): 46.3 And Height (Inches): 34.9, Height Adjustable 3-Point Reel Front Seat Belts On Driver Seat And Passenger Seat, Load Restraint Hooks, Floor Covering: Carpet In Load Area, Rear View Mirror

Seller's Notes: Call Keith to schedule a test drive at 704-200-3274!!!!!!!!!!!!!!!!!!!! ACT NOW AND TAKE ADVANTAGE OF NO PAYMENTS FOR 90 DAYS!!! LIMITED TIME ONLY!!! PRINT THIS PAGE AND ASK FOR KEITH TO GET OUR INTERNET SALE PRICE!!!! (oac)

http://www.cars.com/go/search/detail_print.jsp?sessionid=Ny0MXzu4aRjQQMKUtoawQPp?paId=2... 4/24/2008

Re-built transmission Not in ad.

04-24-2008

#1



CARFAX® Vehicle History Report™

carfax.com

2001 MAZDA MPV WAGON
JM3LW28Y110
SPORTS VAN
2.5L V6 FI DOHC 24V / FRONT WHEEL
DRIVE
 Standard Equipment | Safety Options



Hi-I'm the CARFAX Xpert™. I'm here to help you better understand the data in this CARFAX Report. Did you know...

- We checked over 5 billion records from thousands of data sources for this vehicle
- This vehicle qualifies for the CARFAX Buyback Guarantee
- The last reported odometer reading was 102,362

SUMMARY

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

OWNERSHIP HISTORY	OWNER
The number of owners is estimated by CARFAX	
Year purchased	2001
Type of owner	Corporate lease
Estimated length of ownership	6 yrs. 6 mo.
Owned in the following states/provinces	North Carolina
Estimated miles driven per year	15,330/yr
Last reported odometer reading	102,362



TITLE PROBLEMS	OWNER
CARFAX guarantees the information in this section	
Salvage Junk Rebuilt	Guaranteed No Problem
Fire/Flood Hail Damage Buyback/Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.	



OTHER INFORMATION	OWNER
Not all accidents or other issues are reported to CARFAX	
Total Loss Check No total loss reported to CARFAX.	☒ No Issues Reported
Structural / Frame Damage Check No structural / frame damage reported to CARFAX.	☒ No Issues Reported
Airbag Deployment Check No airbag deployment reported to CARFAX.	☒ No Issues Reported
Odometer Rollback Check No indication of an odometer rollback.	☒ No Issues Indicated

://www.carfax.com/cfm/ccc_DisplayHistoryRpt.cfm?partner=CDM_U&vin=JM3LW28Y110 4/24/2008

I made my own CARFAX Check. Tuesday 4/24/08



6735 East Independence Blvd. • Charlotte, North Carolina 28212

APRIL 26, 2008

Dear [REDACTED]

We want to thank you for selecting Montgomery Mazda as your dealer in your recent purchase. We value your business and appreciate you allowing us to serve you. We now look forward to making every effort to ensure that the ownership of your new vehicle is a pleasure.

Our service and parts departments have a commitment to delivering the quality treatment you deserve as our customer. Service and parts hours are Monday through Friday 8:00 AM to 6:00 PM and for your convenience service work is handled on an appointment basis when possible. We will make every attempt to assist you at anytime and repair estimates are always given whenever possible.

We at Montgomery Mazda will strive towards your complete satisfaction with any and all services we offer. We hope to develop a friendly and long lasting relationship of doing business together.

Again thank you from our total management team, we look forward to serving you.

Sincerely,

MONTGOMERY MAZDA
Management

Phone 704-563-1510 • Fax 704-563-7282

04/26/2008



6735 East Independence Blvd. • Charlotte, North Carolina 28212
Phone 704-563-1510 • Fax 704-563-7282

04/26/2008

GEORGE A. JANKOWSKI

BUYER

CO-BUYER

STREET ADDRESS

CITY

STATE

COUNTY

ZIP

OXFORD

NC

GRANTVILLE

BUYER BIRTHDATE

DL NO.

CO-BUYER BIRTHDATE

DL NO.

HOME NO.

WORK NO.

E-MAIL

BASE PRICE

7500.00

TOTAL

7500.00

TAX

225.00

TRANSFER N/A NEW 55.00

TOTAL FEES

DEALER PROCESSING FEE \$499.00

554.00

SUB-TOTAL

8279.00

TRADE-ALLOWANCE N/A

EQUITY

LESS TRADE PAYOFF N/A

N/A

SUB TOTAL

8279.00

REBATE N/A

TOTAL CASH DOWN

DEPOSIT N/A C.O.D. N/A

N/A

SERVICE CONTRACT/GAP

N/A

UNPAID BALANCE

8279.00

STOCK# 7218A ☐ NEW ☐ USED ☐ DEMO

YEAR 2001 MAKE MAZDA MODEL MPV

COLOR SAND MILEAGE 102440 KEY NO.

SERIAL JH3LW28Y110

INSURANCE CARRIER

POLICY NO. SPOKE TO:

PHONE

STREET / P.O. BOX

CITY STATE ZIP

EFF. DATES DEDUCTS. COLL. COMP.

LIEN INFO

LIENHOLDER

STREET / P.O.

CITY STATE ZIP

TRADE 1 DESCRIPTION

YEAR MAKE MODEL COLOR

SERIAL

MILEAGE ACV

TAG NO. N/A STICKER N/A EXP. DATE

TRADE PAYOFF INFO

LENDER AMOUNT N/A

STREET / P.O. BOX

CITY STATE ZIP

ACCT. # GOOD UNTIL

SPOKE TO PHONE #

CONTRACTUAL DISCLOSURE STATEMENT

"The information you see on the window form (Buyer's Guide) for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract sale."

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement.

I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am 21 years of age, or older, and hereby acknowledge receipt of a copy of this order.

SALESMAN

PURCHASER

CO-PURCHASER

04/26/2008



MONTGOMERY MAZDA

(704)563-1510 (800)223-5439 WATTS
WWW.MONTGOMERYMAZDA.COM



STORE HOURS
M-F 8:30-9
SAT 8:30-6



Ask for your
**FREE
CARFAX
Report**

carfax.com

CITY MPG

18



HWY MPG

23

Mileage only an estimate; actual mileage varies with vehicle condition, age, options, driving conditions/habits, and other factors. Estimated mileage based on vehicle's original EPA rating.

Dealer Specialties, ("DS") and this Dealership make no representations, expressed or implied, to any actual or prospective purchaser or owner of this vehicle as to existence, ownership, accuracy, description, or condition of this vehicle, listed equipment, accessories, price or any warranties. Any and all differences must be addressed prior to the sale of the vehicle. Portions of this sticker include the copyrighted information of Kelley Blue Book Co. Copyright © 2003 by Kelley Blue Book Co., Inc. (Mar-Apr, 2003 Edition). All Rights Reserved. The specific information required to determine the value for this particular vehicle was supplied by the dealer (or by a third party on behalf of the dealer) generating this window sticker. Vehicle valuations are approximations and may vary from vehicle to vehicle. This window sticker is intended for the individual use of the dealer and may not be sold or transmitted to another party. Kelley Blue Book assumes no responsibility for errors or omissions.

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2001 Mazda MPV LX Van

6 Cyl. 2.5 Fuel Injected

Mileage: 102,422

Transmission: Automatic With OD

Color: Sand Mica

V.I.N.: JM3LW28Y110

Stock No.: 7218A

Speed-Proportional Power
Steering

Power Windows

6 Disc Cd Changer

Tilt-Adjustable Steering

Wheel

Trip Odometer

3 Point Seat Belts

Quad Captain's Chairs

Dual Side View Mirrors

Video Cassette Player

Cruise Control

1 One-Touch Windows

Rear Defogger

Dual Air Bags

4-Wheel Anti-Lock Braking
System (abs)

Temperature Gauge

Carpeting

Cloth Seats

Fixed Interval Rear Wiper

Full Overhead Console With

Storage

12v Dc Power Outlet(s)

Front And Rear Cupholders

Remote Power Door Locks

Master Window Lock

Aluminum Alloy Wheels

Manual Air Conditioning

Tachometer

Interior Woodgrain Package

Reclining Seats

Power Glass Moonroof

Lcd Tv

Am/Fm Stereo Radio

Power Remote Driver Mirror

Adjustment

Front Reading Lights

Variable Intermittent Wipers

7 Passenger Seating

In-Radio Clock

Fold Down Rear Seat

Child Safety Locks

Front Headrest(s) - Manual

Adjustable

Driver And Passenger Door

Pockets

Deep Privacy Glass

Media Reviews - Comments about this vehicle... 5 Best Truck
Nominee - Van [Car & Driver]

SALE PRICE **ASK**
SALESPERSON

04/26/2008

mazda

VEHICLE INVOICE
MONTGOMERY
mazda

6735 East Independence Blvd. • Charlotte, North Carolina 28212
Phone 704-563-1510 • Fax 704-563-7282

SOLD TO

ADDRESS

OXFORD NC

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2001	MAZDA	MPV	USED	JM3LW28Y110
SALESMAN		GEORGE A JANKOWSKI		KEY NOS.

INSURANCE COVERAGE INCLUDES				
FIRE & THEFT ☐		☐ PUBLIC LIABILITY - AMT.		
COLLISION - AMT. DEDUCTIBLE ☐		☐ PROPERTY DAMAGE - AMT.		

OPTIONAL EQUIPMENT AND ACCESSORIES	GROUP	DESCRIPTION	PRICE

"All warranties on this vehicle are the manufacturer's. The seller, Montgomery Mazda, hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Montgomery Mazda neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. This disclaimer by the seller Montgomery Mazda in no way affects the terms of the manufacturer's warranty.

USED CAR TRADED			
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
BODY COLOR			

DATE 04/26/2008		INVOICE NO. 43570	STOCK NO. 7218A
DESCRIPTION		SALE	
PROTEGE			
RX-7			
626			
P 928			
R MX-6			
I MPV			
C MIATA			
E MX-6			
O MILLENIA			
F TRUCK		7500.00	
		7500.00	
U.C. RETAIL			
U.C. WHOLE			
SALES TAX		7500.00	
LICENSE AND TITLE		225.00	
D.O.C. FEE		55.00	
TOTAL CASH PRICE		499.00	
FINANCING		8279.00	
INSURANCE		N/A	
TOTAL TIME PRICE		N/A	
DEPOSIT		8279.00	
CASH ON DELIVERY		N/A	
		8279.00	
USED CAR ALLOWANCE		N/A	
PAYMENTS			
MONTHS DOLLARS PER MONTH			
1 N/A		TOTAL N/A	
<i>Always Bring Your Car Here For Factory Authorized Service</i>			

04/26/2008

#2

This CARFAX Report provided by:
Montgomery Mazda
 6735 E Independence Blvd
 Charlotte, NC 28212
 704-563-1510
 www.montgomerymazda.com

1-888-436-6549



CARFAX Vehicle History Report

An independent company established in 1986

2001 MAZDA MPV WAGON
 JM3LW28Y110
 SPORTS VAN
 2.5L V6 FI DOHC 24V / FRONT WHEEL
 DRIVE
 Standard Equipment | Safety Options



Hi-I'm the **CARFAX Xpert™**. I'm here to help you better understand the data in this CARFAX Report. Did you know...

- We checked over 5 billion records from thousands of data sources for this vehicle
- This vehicle qualifies for the CARFAX Buyback Guarantee
- The last reported odometer reading was 102,362

SUMMARY

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

OWNERSHIP HISTORY	OWNER
The number of owners is estimated by CARFAX	
Year purchased	2001
Type of owner	Corporate lease
Estimated length of ownership	6 yrs. 6 mo.
Owned in the following states/provinces	North Carolina
Estimated miles driven per year	15,330/yr
Last reported odometer reading	102,362



TITLE PROBLEMS

CARFAX guarantees the information in this section

TITLE PROBLEMS	OWNER
Salvage Junk Rebuilt	Guaranteed No Problem
Fire/Flood Hail Damage Buyback/Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem
GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.	
Register View Terms	



OTHER INFORMATION

Not all accidents or other issues are reported to CARFAX

OTHER INFORMATION	OWNER
Total Loss Check No total loss reported to CARFAX.	☒ No Issues Reported
Structural / Frame Damage Check No structural / frame damage reported to CARFAX.	☒ No Issues

From: **GEORGE JANKOWSKI** of m.m.
<http://www.carfaxonline.com/cfm/cfoEventHandler.cfm>

4/26/08

04-26-08 (A)

Airbag Deployment Check No airbag deployment reported to CARFAX.	Reported ☒ No Issues Reported
Odometer Rollback Check No indication of an odometer rollback.	☒ No Issues Indicated
Accident Check Accident reported on 03/16/2003. Inspected at a collision repair facility on 03/17/2003.	Accident indicator
Manufacturer Recall Check No recalls still require repair.	☒ No Recalls Reported

DETAILS

Glossary

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. CARFAX checked over 5 billion vehicle history events and found 21 record(s) for this 2001 MAZDA MPV WAGON (JM3LW28Y110).

OWNER1		Date:	Mileage:	Source:	Comments:
Purchased:	2001	04/27/2001		NICB	Vehicle manufactured and shipped to original dealer
Type:	Corporate lease				
Where:	North Carolina	06/10/2001		North Carolina Motor Vehicle Dept. Waxhaw, NC	Registered as corporate lease vehicle
Est. miles/year:	15,330/yr	06/28/2001	35	North Carolina Motor Vehicle Dept. Waxhaw, NC	Title issued or updated First owner reported Registered as lease vehicle
Est. length owned:	6/10/01 - 1/7/08 (6 yrs. 6 mo.)				
		06/07/2002	18,937	North Carolina Inspection Station Matthews, NC	Passed emissions inspection
		03/16/2003		North Carolina Police Report	Accident reported in Union County involving a left rear impact with another motor vehicle Very minor damage reported
		03/17/2003		Collision Repair Facility North Carolina	Vehicle inspected after an accident or other incident Damage to rear A vehicle inspection completed by your dealer or professional inspector is recommended
					CARFAX began reporting information from this source on 05/06/2005.
		07/11/2003	40,833	North Carolina Inspection Station Matthews, NC	Passed emissions inspection
		12/24/2003		North Carolina Motor Vehicle Dept. Charlotte, NC	Registration updated when owner moved the vehicle to a new location
		05/26/2004	48,491	North Carolina Inspection Station Matthews, NC	Passed emissions inspection
		12/28/2004		North Carolina Motor Vehicle Dept. Monroe, NC	Registration updated when owner moved the vehicle to a new location
		06/06/2005	62,701	North Carolina Inspection Station Matthews, NC	Passed emissions inspection

04-26-08 (6)

11/29/2005	69,922	North Carolina Motor Vehicle Dept. Monroe, NC Title #	Odometer reading reported
01/04/2006		North Carolina Motor Vehicle Dept. Monroe, NC Title #	Registration issued or renewed Passed safety inspection
05/31/2006	78,767	North Carolina Inspection Station Matthews, NC	Passed emissions inspection
01/05/2007		North Carolina Motor Vehicle Dept. Monroe, NC Title #	Registration issued or renewed Passed safety inspection
07/02/2007	94,039	North Carolina Inspection Station Matthews, NC	Passed emissions inspection
01/07/2008	102,305	Montgomery Mazda Charlotte, NC 704-563-1510 www.montgomerymazda.com	Vehicle offered for sale
01/07/2008		Montgomery Mazda Charlotte, NC 704-563-1510 www.montgomerymazda.com	Vehicle serviced Oil and filter changed chassis lubricated Safety inspection performed
02/05/2008	102,362	North Carolina Inspection Station Charlotte, NC	Passed emissions inspection
02/19/2008		Dealer Inventory Charlotte, NC	Vehicle offered for sale
04/26/2008		Mazda Motor of America, Inc.	No recalls open for repair
 CARFAX 1-Owner vehicle! 1-owner 2001 Mazda MPV Wagon vehicles are worth an average of \$543 more to consumers because 1-owner vehicles tend to be consistently driven and maintained. Use this as a guide when comparing vehicles. Learn More			

Service
Repa

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

GLOSSARY

[View Full Glossary](#)

• Accident Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Various events in a vehicle's history can indicate an accident, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident is reported and not all reported accidents are provided to CARFAX. Details about the accident (e.g. severity, impact location, airbag deployment) vary depending on the source of the accident indicator. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- o According to the National Safety Council, Injury Facts, 2007 edition, 7% of the 245 million registered vehicles in the U.S. were involved in an accident in 2005. Over 75% of these were considered minor or moderate.
- o CARFAX depends on many sources for its accident data. Each one of these sources has different processing

04-26-2008(c)

YAHOO! MAIL

Classic

Print - Close Window

Subject: RE: Mazda

Date: Mon, 28 Apr 2008 03:11:59 -0700

From: "Robert Cameron" <RCameron@mazdausa.com>

To: [REDACTED]

Not to worry...understand that with 100+ miles a rebuilt transmission is not a bad thing at all. In a lot of cases, a rebuilt can usually out-perform the one it replaced.

I'm sure that these folks did the right thing by you

Robert

-----Original Message-----

From: [REDACTED]

Sent: Sunday, April 27, 2008 4:56 PM

To: Robert Cameron

Subject: Mazda

Robert,
I purchased the Mazda MPV. However, I was not informed that the transmission had been re-built until I was halfway thru the blank paperwork and my ride to Oxford had left.
I did not get the service report because the department was closed. I informed George on Thursday that I could get a ride to Charlotte on Saturday.
I'm not feeling good regarding a rebuilt transmission.

Be a better friend, newshound, and know-it-all with Yahoo! Mobile. Try it now.
http://mobile.yahoo.com/?_ylt=Ahu06i62sR8HDtDypao8Wci9tAcJ

" I HAVE AN E-MAIL DATED 4/19/2008 ON NADA GUIDES, WHERE I WAS STILL CHECKING PRICES, ECT., ON THE BACK OF THIS E-MAIL, I COPIED PAGES 178-179 OF THE CONSUMER REPORTS BUYING GUIDE 2008 TO MAKE AN INFORM DECISION OF THIS PURCHASE. "

http://us.f546.mail.yahoo.com/ym/ShowLetter?box=Inbox&MsgId=1388_1503957_18569_2133_614... 4/29/2008

04-19-2008
04-27-2008
04-28-2008

J#	PART-NO.....	DESCRIPTION...	T	COST....	QTY	PRICE...	EXT.PRC.	CWI	GRP
1	PKG7126	OIL&FLT	0	****	1	****	****	I	
1	MZAJTM-14-302	FILTER,OIL	0	3.64	1	4.55	4.55	I	
1	MZ500-7128	5W30GT1HP	0	9.30	1	11.63	11.63	I	
1	MZLBZ2-33-28Z-MV	VPM,BRAKE	0	27.30	1	34.13	34.13	I	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	0.00	0.00
INTERNAL	40.24	50.31
TOTALS	40.24	50.31

(E=ENTER) (P=PAGE) (S=SP ORD) (K=KIT)

*This was printed per
my request.

* Two (2) days after -

04-28-2008

888-436-6549 James Height

RECORD OF TELEPHONE CONVERSATION FOR FILE

VENDOR : Montgomery Mazda
EMPLOYEE : _____ ID. # _____
SUBJECT : E-mail address; Owner/manager's Name
TELEPHONE : 704-563-1510
DATE & TIME : Monday, April 28, 2008 @ 11:35 AM

REMARKS : Operator - 4/28 @ 1:12 pm
Owner/ 

called "Sonny"
Re-Built Transmission - OK!
USED

REFERRED TO : Rec'd call regarding my
e-mail to Mont. Mazda - Ken

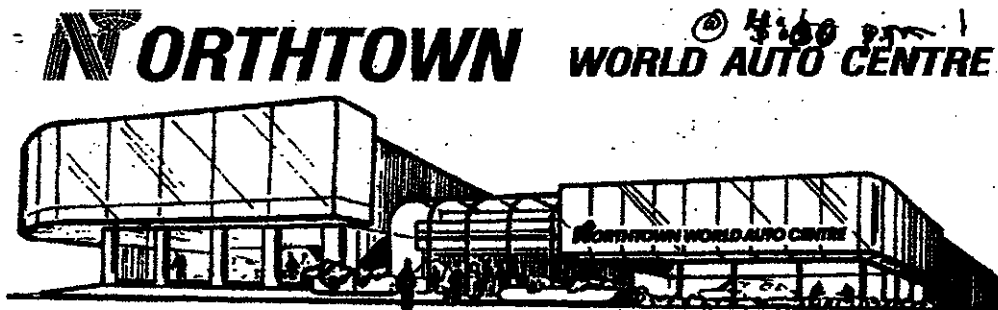
ACTION TAKEN : *Service manager
one year warranty transmission!

DATE & TIME : 04-28-08
@ 3:20 pm

04-28-2008

CERTIFICATE OF TITLE

05-16-2008



3900 Sheridan Drive, Amherst, New York 14226

PHONE 839-9600

www.norhttownauto.com

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER	
27 JUN 08		27 JUN 08	27 JUN 08	58413B	18:00

S
O
L
D
T
O

ACCOUNT NO. 999922
CASH SLS EMP

S
H
I
P
T
O

PAGE 1 OF 1

SOLD TO YOU BY: ANTHONY PUTMAN

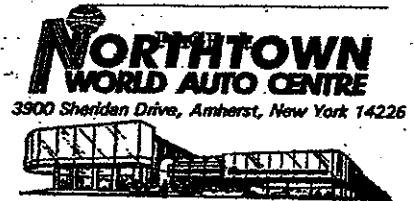
SHIP VIA		SLSM.	B/L NO.	TERMS	F.O.B. POINT		
		202		Cash Employee	AMHERST NY		
QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT	NOTICE TO CUSTOMER POSITIVELY NO EXCHANGES WITHOUT THIS TICKET. NO REFUNDS ON SPECIAL ORDERS. NO REFUNDS AFTER 10 DAYS. 10% HANDLING CHARGE ON ALL RETURNED ITEMS. NO RETURNS ON ELECTRICAL PARTS. REFUND ON PURCHASES PAID BY CHECK ARE REFUNDED AFTER CHECK CLEARS. PARTS DEPT. HOURS MONDAY - FRIDAY 7:30 A.M. - 9:00 P.M. SATURDAY 7:30 A.M. - 5:00 P.M. THANK YOU FOR YOUR BUSINESS!
1	1	0 9965 34 6050	WHEEL DISC	298.10	212.91	212.91	
PAID JUN 27 2008 							
THANKS FOR DOING BUSINESS WITH NWAC							
CUSTOMER'S SIGNATURE							
X							
PARTS						212.91	
SUBLET							
FREIGHT						0.00	
SALES TAX						18.63	
TOTAL						\$231.54	



CUSTOMER COPY

06-27-2008

BUFFALO, NY



Telephone 839-9600
www.NorthtownAuto.com

SERVICE ADVISOR ROLAND LAVIGNE

REF. NO.	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	INVOICE NO.	DATE IN	DATE OUT	INVOICE NO.
08DEC08	08DEC08		JM3LW28Y110	T8818		08DEC08	346340	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVERY DATE	IN SERVICE DATE	TESTED BY	CREATED BY
08:55	09:31	01	Mazda MPV		0.00	01JAN01	210	210
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
109905	109905							

A PERFORM MAZDA FULL CIRCLE REPORT CARD
 99% PERFORM MAZDA FULL CIRCLE REPORT CARD
 212 CM1 10.00 10.00
 TIRE TIRES STATUS "GREEN"
 212 CM1 0.00 0.00
 BRKE BRAKE STATUS "GREEN"
 212 CM1 0.00 0.00
 BATTG BATTERY STATUS "GREEN"
 212 CM1 0.00 0.00
 ... PERFORMED MAZDA FULL CIRCLE INSPECTION
 TECH FOUND RADIATOR CAP OFF THE VEHICLE.
 INSTALLED RADIATOR CAP. TECH ALSO FOUND
 GASKET CHUNKS INSIDE TRANSMISSION FLUID. REC.
 TRANSMISSION FLUSH \$199.00 TAX INCLUDED.
 CUSTOMER DECLINED SERVICE AT THIS TIME. TECH
 212

Body Shop Phone 614-1900
 Guaranteed Estimates
 All Work Guaranteed 90 Days
 or 4,000 Miles
 Towing Phone 832-6600
 Service & Parts Hours
 7:30 AM - 9:00 PM Mon. - Fri.
 7:30 AM - 5:00 PM -Sat.

Detailing & Cleaning
 Tires & Accessories

** PRE-INVOICE **

www.NorthtownAuto.com

DESCRIPTION	TOTALS
LABOR AMOUNT	10.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	10.00
ADDITIONAL PAYEE	0.00
SALES TAX	0.88
PLEASE PAY THIS AMOUNT	10.88

Thanks For Doing Business
 With
NORTHTOWN
 Automotive Companies

YOUR VEHICLE HAS BEEN QUALITY CONTROL
 INSPECTED BY OUR TEAM. IF FOR ANY REASON
 YOU ARE NOT COMPLETELY SATISFIED PLEASE
 CONTACT OUR SERVICE MANAGER



PAID

DEC 08 2008

MC(V)DI AX CA CK#

CUSTOMER ADV

RTS REPAIR SHOP REG. # R7087258

12-08-2008

23430

261220

INVOICE



FORD KIA HYUNDAI

4511 Chapel Hill Blvd.
Durham, NC 27707
(919) 489-6531

OXFORD NC
HOME

BUS:

PAGE 1

SERVICE ADVISOR: 1576 JOHNNY HODGES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
TAN	01	MAZDA MPV VAN	JM3LW28Y110		111291/111291	T9276	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN01 DD			17:30 13FEB09			CASH	13FEB09
R.O. OPENED		READY		OPTIONS: DLR:23836 ENG:2.5 Liter			
10:17 13FEB09		11:12 13FEB09					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES CHECK ENGINE LT IS ON. DIAGNOSTIC CHARGE \$100.00 PLUS
ANY ADDITIONAL PARTS AND LABOR NEEDED PER CODE. *\$1400 Estimate*

R REPAIR

1889 CM1 99.00 99.00
111291 DIAG-P0481, P0421-NEEDS PCM REFLASH, RIGHT CAT CONVERTER

B MAZDA FULL CIRCLE REPORT CARD

TIRG TIRE STATUS (GREEN) TREAD DEPTH 7/32" OR
GREATER

1889 IZ (N/C)
BRKG BRAKE STATUS GREEN BRAKE LININGS OVER 5MM
(DISC) OR 2MM (DRUM)

1889 IZ (N/C)
BATG BATTERY TEST GOOD ON FULL CIRCLE
1889 IZ (N/C)

MAZDA CD HYUNDAI

3rd Time, Same Numbers
P0481 and P0421

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

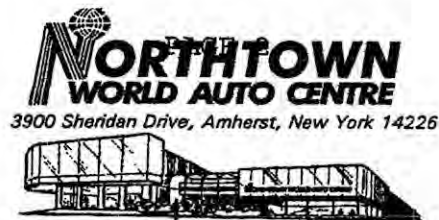
DESCRIPTION	TOTALS
LABOR AMOUNT	99.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	99.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

02-13-2009

BUFFALO, NY



SERVICE ADVISOR MARGARET OLEKSA

Telephone 839-9600
www.NorthtownAuto.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
11MAY09	18MAY09		JM3LW28Y110		T2274		18MAY09	354828
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVERY DATE	IN SERVICE DATE	CLOSED BY	OPENED BY
13:28	09:24	01	Mazda MPV		0.00	01JAN01	220	230
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
112954	112954							

THIS TIME
B C.S. SHE LOOKED UP IN THE MIRROR AND SAW
SMOKE OR STEAM CLOUDING THE REAR WINDOW.
00 SEE LINE A

231 CM2 0.00 0.00

C PERFORM MAZDA FULL CIRCLE REPORT CARD

99P PERFORM MAZDA FULL CIRCLE REPORT CARD

231 CM2 0.00 0.00

TIRG TIRES STATUS "GREEN"

231 CM2 0.00 0.00

BATTG BATTERY STATUS "GREEN"

231 CM2 0.00 0.00

BRKN BRAKE STATUS NOT CHECKED THIS VISIT

231 CM2 0.00 0.00

Body Shop Phone 614-1900

Guaranteed Estimates

All Work Guaranteed 90 Days
or 4,000 Miles

Towing Phone 832-6600

Service & Parts Hours
7:30 AM - 9:00 PM Mon. - Fri.
7:30 AM - 5:00 PM -Sat.

Detailing & Cleaning

Tires & Accessories

** PRE-INVOICE **

www.NorthtownAuto.com

DESCRIPTION	TOTALS
LABOR AMOUNT	129.90
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	129.90
ADDITIONAL PAYEE	0.00
SALES TAX	11.36
PLEASE PAY THIS AMOUNT	141.26

Thanks For Doing Business
With
NORTHTOWN
Automotive Companies

YOUR VEHICLE HAS BEEN QUALITY CONTROL
INSPECTED BY OUR TEAM. IF FOR ANY REASON
YOU ARE NOT COMPLETELY SATISFIED PLEASE
CONTACT OUR SERVICE MANAGER

PAID

MAY 18 2009

MC VI DI AX CA CKE



Day MAZDA became Disabled

05-11-2009(B)

NHTSA
U S Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590
1-888-372-4236

RE: [REDACTED]

Reference No. 10379305

I paid insurance on this disabled vehicle while trying to get the dealer, Montgomery Mazda in Charlotte, North Carolina and Mazda North American Operation of Irvine, California to do something about the lemon that was sold to me.

The Hartford Insurance Company was paid from May 11, 2009 until present. My son had the van repaired in Buffalo, New York and was returned to me on October 17, 2010.

Policy No. [REDACTED] I have the paid invoices if necessary.

I have rental expenses from May 19, 2009 to August 1, 2009 that were necessary, not pleasure rentals. I have the paid invoices if necessary.

J & L Auto Repair I. Inc.
 1127 Hertel Avenue Buffalo, NY 14216
 (716) 877-4929 Fax (716) 876-7848

FAC #7058847

OWNER [REDACTED]		DATE 10-7-10	
ADDRESS [REDACTED]		PHONE [REDACTED]	
		EST. NO.	
		ORDER NO.	
		MOTOR NO.	
YEAR/MAKE	MODEL	MILEAGE	SERIAL NO.
01 Mazda	MPV Van	112,954	[REDACTED]
QUAN	DESCRIPTION OF LABOR OR MATERIAL	PART NO	MATERIAL
(M)	Replace engine (used) 30 day warranty		
	Replace Radiator (new)		
	Thermostat gasket		
	spark plugs		
	spark plug wires		
	Serp- Belt		
	Exhaust manifold gaskets		
	2 - 134A freon		
	oil filter		
	1-gallon ant. freeze		
		3200.00 Total 1300.00 Pd cash 1900.00 Bal due	
VIN # JM3LW28YH0 [REDACTED]			
MED - 10/2000			
PARTS PRICE BASED ON STANDARD CATALOG PROCUREMENT PRICE LISTS, SUBJECT TO CHANGE WITHOUT NOTICE. PROCUREMENT AND DELIVERY CHARGES MAY BE ADDED FOR SPECIAL SERVICE ITEMS NOT AVAILABLE LOCALLY.		TOTAL MATERIALS	
OLD PARTS REMOVED FROM CARS WILL BE JUNKED UNLESS OTHERWISE INSTRUCTED IN WRITING. THE ABOVE IS AN ESTIMATE BASED ON OUR INSPECTION AND DOES NOT COVER ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP. OCCASIONALLY AFTER WORK HAS STARTED, WORN PARTS ARE DISCOVERED WHICH ARE NOT EVIDENT ON FIRST INSPECTION. BECAUSE OF THIS THE ABOVE PRICES ARE NOT GUARANTEED.		TOTAL LABOR	
		TOTAL MATERIALS	
ESTIMATED BY		TAX	
ESTIMATE APPROVED BY		PAID OUT - TOW & STORAGE	
AUTHORIZED AND ACCEPTED		INSPECTION	
BY OWNER OR AGENT		TOTAL 3200.00	
DATE			

10-07-2010

STATE OF NORTH CAROLINA

MAIL TO:

CONSUMER PROTECTION

EXTRA

**CONSUMER
COMPLAINT**
(Motor Vehicle)

ATTORNEY GENERAL'S OFFICE

9001 MAIL SERVICE CENTER

RALEIGH, NC 27699-9001

TELEPHONE: (919) 716-6000

TOLL-FREE IN NC: (877) 566-7226

SECTION 1: Your Information

Mr. ☒ Mrs.	Last name	First name	MI
Mailing address			
City	State	Zip code	Country, if not US
Day phone number, including area code	Evening phone number, including area code	Fax number, including area code	
Country of residence	E-mail address	Cell phone, including area code	

SECTION 2: Information About Company Against Which You are Complaining

Full name of company	MONTGOMERY MAZDA		
Mailing address	6735 EAST INDEPENDENCE BLVD.		
City	State	Zip code	Country, if not US
Telephone number, including area code	Fax number, including area code		

SECTION 3: Complaint Information (complete any blocks which apply to your complaint)

Year	Make	Model	VIN#	Mileage
2001	MAZDA	MPV LX VAN	JM3LW28Y110	102,420
Is your complaint about: ☐ New car sales practices ☐ Used car sales practices			Date of: (check all that apply)	
☐ Warranty ☐ Repossession ☐ Towing ☐ Manufacturing Defect ☒ Repairs			☐ purchase: APRIL 26, 2008	
☐ Financing or leasing? ☒ Damage Disclosure ☐ Title Issues			☐ repair: HAVE NOT	
Did you buy your vehicle: ☐ New ☒ Used ☐ As Is?		Where Financed (if relevant). Include Address:		
Did you sign a lease? Yes ☐ No ☒		If yes, please give the following		Starting date
Total amount paid		Amount in dispute		Expiration date
\$8279		Approximately \$4,000		
Did you buy an extended service contract? Yes ☐ No ☒		If yes, name of company responsible for extended service contract or warranty		
If repairs, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.)				
RADIATOR, MOTOR, HEADGASKET, CATALYTIC CONVERTER				
Before any work was performed, did you receive an estimate? ☐ Yes ☐ No				
Did you authorize any changes to the original estimate? ☐ Yes ☐ No If yes, provide details on the next page				
Were the completed repairs different from what you had authorized? ☐ Yes ☐ No If yes, provide details on the next page				

SECTION 4: Information About the Transaction

How was initial contact made between you and the business?	Where did the transaction take place?
☐ I went to company's place of business	☐ At my home
☐ I received a telephone call from business	☒ At company's place of business
☐ I received information in the mail or by fax	☐ By mail
☐ I responded to radio/television ad	☐ Over the phone
☐ I responded to printed advertisement	☐ Via computer (website or e-mail)
☐ I responded to a Website or e-mail solicitation	☐ Trade show or hotel
☐ I attended a trade show or convention	☐ Other
☒ Other Employee Relative	

SALES REPRESENTATIVE

06/12/2009

SECTION 5: Details of Complaint (use additional sheets if necessary)

Supporting Documents:

- 1) Montgomery Mazda
- 2) Auto Zone
- 3) Millennium Auto Group of Durham
- 4) NORTATOWN World Auto Center
- 5) ALAMO CAR RENTAL

I AM A SENIOR CITIZEN WHO PURCHASED A USED VAN FROM MONTGOMERY MAZDA ON APRIL 26, 2008. ONE YEAR AND FIFTEEN DAYS ON MY RETURN TRIP, THE VAN BURST INTO SMOKE. I HAD THE VAN TOWED BACK TO BUFFALO, NY BECAUSE THERE WAS NO MAZDA DEALER IN CORNING, NY (the nearest largest city). THE VAN IS STILL IN BUFFALO, NEW YORK.

If additional supporting documents are necessary, please contact me. I have a chronological report that includes, WalMart, CarMax, Ship on Site (Craig's list), Delta Sonics that shows oil changes, parts, attempts to sell, detailing. I thought I did everything necessary to make this purchase enjoyable to visit my grandchildren in two states.

SECTION 6: Resolution Attempts You Have Made

Have you contacted the company with your complaint? ☐ Yes ☒ No	If yes, name of person most recently contacted	His/her phone number, incl. area code
Results:		
What result would you consider fair? I HAD the mazda one year, fifteen days. Pay for repairs to make car driveable and rental.		
Do you have an attorney in this case? ☐ Yes ☒ No	If yes, name of your attorney	Attorney's number, incl. area code
Has your complaint been heard or is it scheduled to be heard in court? ☐ Yes ☒ No If yes, where and when?		
If already heard, what was the result?		

SECTION 7: Important Information

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature

Date:

06/12/2009

Mail to: NC Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001

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365
15
380

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Your signature

Date:

06/12/2009

Mail to: NC Attorney General's Office, Consumer Protection Division, 9001 Mail Service Center, Raleigh, NC 27699-9001

06/12/2009



Telephone 839-9600
www.NorthtownAuto.com

BUFFALO, NY 1

SERVICE ADVISOR MARGARET OLEKSA

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.D. NO.	INVOICE PRINTED	INVOICE NO.
11MAY09	18MAY09		JM3LW28Y11		T2274		18MAY09	354828
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVERY DATE	IN SERVICE DATE	CLOSED BY	OPENED BY
13:28	09:24	01	Mazda MPV		0.00	01JAN01	220	230
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
112954	112954							

A CUSTOMER STATES VEHICLE STARTED LEAKING
FLUID AND THE VEHICLE STARTED MAKING A
NOISE.

L1 PERFORM LEVEL ONE DIAGNOSTIC SERVICE
231 CM3 64.95 64.95

L1 PERFORM LEVEL ONE DIAGNOSTIC SERVICE
221 CM2 64.95 64.95

TECH FOUND COOLANT EMPTY. VEHICLE STARTS
HARD AND SMOKE IS COMING FROM OVERFLOW
RESERVIOR. COOLANT LEAKING HIGH ON RADIATOR
AREA. RETREIVED CODES EGR SYSTEM EXCESSIVE
FLOW AT IDLE, #4 CYLINDER MISFIRE, COOLING FAN
2 CONTROL CIRCUIT MALFUNCTION AND BANK 1 CAT
EFFICIENCY BELOW THRESHOLD. TECH 231.
PERFORMED PRESSURE CHECK ON COOLANT SYSTEM AND
FOUND LARGE CRACK BELOW UPPER RADIATOR HOSE.
FOUND COOLANT FROM RIGHT EXHUST MANIFOLD.
POSSIBLE THAT HEADGASKET IS BAD, ONCE MOTOR
WAS STARTED FOUND MOTOR IS RAPPING. SUSPECT
INTERNAL DAMAGE TO MOTOR. ALSO HAS PULLEY/BELT
NOISE TECH 221 PRICE ON REPLACEING MOTOR
\$4099.00 THIS IS FOR A USED MOTOR. HEADGASKET
\$1865.00, RADIATOR \$555.00. CAT. CONVERTER.
\$1150.00 CUSTOMER DECLINED ALL REPAIRS AT

Body Shop Phone 614-1900

Guaranteed Estimates

All Work Guaranteed 90 Days
or 4,000 Miles

Towing Phone 832-6600

Service & Parts Hours
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Detailing & Cleaning

Tires & Accessories

www.NorthtownAuto.com

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADDITIONAL PAYEE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Thanks For Doing Business

With

NORTHTOWN

Automotive Companies



NYS REPAIR SHOP REG. # 157077506

05-11-2009 (A)

DAY MAZDA became disabled.

FAN
CONTROL

CATALYTIC
Converted COPY!



Thu Jan 15 08:40:31 2009

Thu Jan 15 08:40:21 2009

AutoZone #2432

120 LINDEN
OXFORD, NC 27565
(919)603-1600

AutoZone #2432

120 LINDEN
OXFORD, NC 27565
(919)603-1600

OEM Number to Cross: P0481			PRICE
CATALOG	PART#	WARRANTY	
		CORE	
TROUBLESHOOTING	P0481		0.00
OEM Brand: OBDII			

OEM Number to Cross: P0421			PRICE
CATALOG	PART#	WARRANTY	
		CORE	
TROUBLESHOOTING	P0421		0.00
OEM Brand: OBDII			

The PCM has determined that a malfunction exists in the control circuit for cooling fan 2.

The PCM has determined that the warm up catalyst efficiency for bank 1 is below threshold for the current engine operating conditions. (Bank 1 identifies the location of cylinder #1, while bank 2 identifies the cylinders on the opposite bank)

TROUBLESHOOTING	P0481	0.00
OEM Brand: DOMESTIC		

TROUBLESHOOTING	P0421	0.00
OEM Brand: DOMESTIC		

Definition
Cooling fan primary circuit condition

Explanation
The engine cooling fan relay circuit is monitored for opens and shorts

Probable Causes
1.-Cooling fan relay defective
2.-Check connector and wiring

Definition
Catalyst efficiency low-bank 1

Explanation
The oxygen sensors monitor the catalytic converters ability to store oxygen.

Probable Causes
1.-Catalytic Converter defective (Failure possibly due to #2, 3, or 4)
2.-Engine misfire or running condition
3.-Large vacuum leak
4.-Engine oil leakage into exhaust-valve guide seals, piston rings

Prices and availability are subject to change

Prices and availability are subject to change

THIS IS NOT A RECEIPT

THIS IS NOT A RECEIPT

01-15-2009



W418-226

From

[REDACTED]
Oxford, North Carolina [REDACTED]

**TO U S Department of Transportation
National Highway Traffic Safety Administration
Office of Defects investigation – (NVS-210)
1200 New Jersey Avenue SE – West Building
Washington, DC 20590**

SECURITY OPERATIONS
MAR 0 2 2011

