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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

CL-10506103-7899

From: [REDACTED]
To: PortableSafetyComplaint (NHTSA)
Subject: Complaint About the way Mazda & its Dealer Ship dealing to poor consumers like us.
Date: Monday, April 01, 2013 6:34:12 PM

Hi Sir, Madam,
I own a Mazda MPV van 2003 Plate number [REDACTED] Vin#JM3LW28J330 [REDACTED]
since last year 2012 & since then due to its faulty computer/Catalyst Converter or
some thing my car failed to pass any inspection despite of spending more than \$
3000 dollars + my time & frustration, I contacted many many mechanic even I
contacted Massachusetts department of transportation Motor assistant program 617
364 1607 for help my reference number is 1169139, for a one year waiver of
the sticker, Their system is also very complicated & I could not understand what
they want to do or I can do?

So I took the matter to talk to MAZDA Jose F. Customer Assistance Representative Phone #
(800) 222-5500

Mazda North American Operations company reference of file #146537280. & they
recommend me to Mazda dealership where they ask the repair \$2100, (which is
beyond my capacity), & the price the dealership is asking out rages just to change
the catalyst converter for me its an over charge of faulty manufactured vehicle.
My request is Please advice to MAZDA company that to repair this vehicle & bring
back safely on road (no body understand this MPV repair & check engine light,
they know I am a poor consumer I am not able to repair their vehicle consistently
, They simply deny that vehicle is beyond warranty.

Following is their response"" The warranty terms of the Emissions Warranty for you 2003 Mazda
MPV is 84 months or 70,000 miles – whichever occurs first (09/17/2009), from the date the vehicle is
first put into service. Unfortunately, all warranties for your vehicle have expired due to time and
mileage and there is no assistance that can be provided in regards to your concern. ""

Please do it some thing

Thanks

Ph [REDACTED]

Email: [REDACTED]

Address
[REDACTED]

Brighton ,MA [REDACTED]

NM

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SMD