

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

[REDACTED]
Virginia Beach, Virginia [REDACTED]
November 2, 2014

NOV 14 2014

NHTSA Headquarters
1200 New Jersey Avenue. S.E.
West Building
Washington, D.C. 20590

Ref: 2003 Mazda Tribute TRB LX 2A
VIN 4F2YZ04143K [REDACTED]

Dear Sir;

I received a call from Mazda North American Operations on Friday, October 31st and was told that my vehicle has been out of warranty since 2008 as far as Safety Recalls are concerned. Additionally, there is no recall ref this problem and the vehicle is too old. Unless there is other Mazda Tributes with this problem, this case is closed.

They will not reimburse me for repairs up to this point, but they will send me a voucher for \$100 to be used at the local Mazda Dealer for Service or whatever.

Passing this onto the NHTSA in case there is any other vehicles like mind that have similar problems.

Sincerely,

[REDACTED]

NH
11/21/14
MW

[REDACTED]
Virginia Beach, Virginia [REDACTED]
October 16, 2014

Mazda North American Operations
Attn: Customer Assistance Center
7755 Irvine Center Drive
Irvine, California 92618-2922

Ref: 2003 Mazda Tribute TRB LX 2A
VIN: 4F2YZ04143K [REDACTED]

Dear Sir;

I have a Safety Issue with my 2003 Mazda Tribute that I want you to look into. On September 30, 2013 I took my vehicle to Hall Mazda, 4372 Holland Road, Virginia Beach, Virginia 23452 as the Air Bag light came on and would not go out. Attached is the work order from the dealership where it was fixed. I was told the connectors under the passenger seat were bad and needed repair.

Now, on October 14, 2014 I took my vehicle to Hall Mazda as the Air Bag light came on again and would not go out. The Service Advisor told me that the connectors under the Driver's Seat were bad and they would Hard Wire them just as they did on the Passenger side. I've attached a copy of the Work Order for the latest repair.

Is this not a Safety Issue and something that the Mazda Dealer/Corporation should be taking care of and not charging the Customer ?? I'm sending copies of the Work Orders as well as this letter to the National Transportation Safety Board for them to look into this also.

What if the Air Bag had deployed while my wife or I were driving due to bad connections ?? The work order for the passenger side stated that they repaired pretensioners and connectors when in fact they were Hard Wired per conversation with the Service Advisor.

I am requesting reimbursement for both repair charges, ie: \$278.05 on 30SEP13 and \$ 239.90 on 14OCT14 for a total of \$ 517.95 ... This was a Safety item which should have been charged to Mazda not the Customer. It's called Faulty Wiring Connections.

Sincerely,

[REDACTED]

Cc: NTSB

NHTSA Headquarters
1200 New Jersey Avenue S. E.
West Building
Washington, D.C. 20590

w/work order attachments dated 30SEP13 and 14OCT14

MER #:

INVOICE



Hall

AUTOMOTIVE

LOCATION #10
HALL MAZDA
4372 HOLLAND RD
VIRGINIA BEACH, VA 23452
(757) 631-7000 MAIN
(757) 631-7002 SERVICE
www.hallauto.com

PAGE 2

VA BEACH, VA
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 10002 JAMES LAMB

BUS: [REDACTED]		CEL: [REDACTED]		SERVICE ADVISOR: [REDACTED]		10002 SAMEL [REDACTED]		
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT		TAG
PEBBLE	03	MAZDA TRIBUTE		4F2YZ04143K [REDACTED]	[REDACTED]	86282/86282		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
19MAY03 DD			17:30 13OCT14		0.00	CPN	14OCT14	
R.O. OPENED		READY		OPTIONS:	STK: [REDACTED]	ENG:3.0_Liter_DOHC TRN:A		

15:19 13OCT14	13:42 14OCT14	LIST	NET	TOTAL
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99P MAZDA FULL CIRCLE THOROUGH SERVICE INSPECTION
10191 JOHNSON, MARK LIC#: 10191
CMH 0.00 0.00

G** HARDWARE AIR BAG REPAIR
87 AIR BAG CONNECTOR REPAIR
10191 JOHNSON, MARK LIC#: 10191
CMH 239.90 239.90

H** REPLACE FUEL PUMP
87 REPLACE FUEL PUMP
10191 JOHNSON, MARK LIC#: 10191
CMH 321.99 321.99
1 ED01-60-960 GAUGE, FUEL TANK 174.77 174.77

CUSTOMER PAY MISCELLANEOUS SHOP SUPPLIES FOR REPAIR ORDER 49.95

THANK YOU FOR SERVICING YOUR VEHICLE HERE AT HALL MAZDA. WE APPRECIATE YOUR BUSINESS. I HOPE THAT YOUR VISIT WAS TRULY EXCEPTIONAL! IF WE WEREN'T TRULY EXCEPTIONAL...I NEED TO KNOW! PLEASE CONTACT ME THE SERVICE MANAGER J. HORST / 757-631-7025/J.HORST@HALLAUTO.COM

HALL MAZDA
4372 HOLLAND RD
VIRGINIA BCH, VA 234521

TERMINAL ID: 004002063
MERCHANT #: 345764707880

VISA
#XXXXXXXXXX [REDACTED]

SALE
BATCH: 000861
DATE: OCT 16, 14
SQ: 003

INVOICE
TIME: 15:30
AUTH NO: 032911

TOTAL \$920.84

CUSTOMER COPY

ALL PRODUCTS ARE SOLD "AS IS" AND HALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY A PARTICULAR PURPOSE. HALL GUARANTEES THE ITHS OR 12,000 MILES, WHICHEVER COMES FIRST.

mence collection proceedings of this invoice, I understand that Hall iction, interest, and reasonable internal and/or engaged counsel henticated copy of this invoice may be used in place of the original come necessary pursuant to Virginia Code section 8.01-374.

NGEMENTS MADE IN ADVANCE.

r damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control.

I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims, and I hereby assume personal liability for payment in full for any and all work done on said vehicle. By signing below, I authorize Hall and/or its affiliates to contact me at the telephone numbers above for the purpose of providing information on its products and services.

X CUSTOMER SIGNATURE

CUSTOMER COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	678.99
PARTS AMOUNT	201.79
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	49.95
TOTAL CHARGES	930.73
ADJUSTMENTS	25.00
SALES TAX	15.11
PLEASE PAY THIS AMOUNT	920.84

Thank You!

HOURS OF OPERATION
SERVICE: M-F 7:30am-6:00pm
(Wed. until 8:00pm) SAT 8:00am-1:00pm
24 Hour Service Drop Avail: 7 DAYS A WEEK
QUICK LUBE: M-F 8:00am-4:00pm (Wed.-7pm)

CUSTOMER #:



Hall

AUTOMOTIVE

LOCATION #10
HALL MAZDA
4372 HOLLAND RD
VIRGINIA BEACH, VA 23452
(757) 631-7000 MAIN
(757) 631-7002 SERVICE
www.hallauto.com

INVOICE

PAGE 1

VA BEACH, VA

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 10002 JAMES LAMB

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: [REDACTED] 16992 SALES LTR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
PEBBLE	03	MAZDA TRIBUTE	4F2YZ04143K [REDACTED]	[REDACTED]	83806/83806	T6252	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY03 DD			17:30 30SEP13		0.00	CASH	30SEP13
R.O. OPENED		READY	OPTIONS:	STK: [REDACTED]	ENG:3.0 Liter DOHC TRN:A		

07:56 30SEP13 10:30 30SEP13

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A OWNER STATES AIR BAG LIGHT ON

87 REPAIR PRETENSIONER WIRING AND CONNECTORS

10060 WAGNER,GEORGE LIC#: 10060

CMH

239.90 239.90

B** MAZDA FULL CIRCLE THOROUGH SERVICE INSPECTION

99P MAZDA FULL CIRCLE THOROUGH SERVICE INSPECTION

10060 WAGNER,GEORGE LIC#: 10060

CMH

0.00 0.00

CUSTOMER PAY MISCELLANEOUS SHOP SUPPLIES FOR REPAIR ORDER

35.99

HALL MAZDA
4372 HOLLAND RD
VIRGINIA BCH, VA 23452

TERMINAL ID:
MERCHANT #:

004087
34576470

XXXXXXXXXX

E
I: 000249
SEP 30, 13
11

INVOICE: 0
TIME:
AUTH NO: 0

TOTAL \$278.05

CUSTOMER COPY

THANK YOU FOR YOUR BUSINESS. WE VALUE YOU
AS A CUSTOMER. IF YOU ARE NOT COMPLETELY
SATISFIED WITH YOUR MOST RECENT VISIT TO HALL
MAZDA, PLEASE CONTACT THE SERVICE MANAGER ED
BALINGIT 757-631-7025 OR EMAIL
EDWIN.BALINGIT@HALLAUTO.COM. HAVE A GREAT DAY

DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

Attorney Fees: In the event Hall shall commence collection proceedings of this invoice, I understand that Hall may recover from me all costs of collection, interest, and reasonable internal and/or engaged counsel attorney's fees. I further agree that an authenticated copy of this invoice may be used in place of the original should its admission into evidence become necessary pursuant to Virginia Code section 8.01-374.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

NOTE: Hall is not responsible for loss or damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control.

I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims, and I hereby assume personal liability for payment in full for any and all work done on said vehicle. By signing below, I authorize Hall and/or its affiliates to contact me at the telephone numbers above for the purpose of providing information on its products and services.

X CUSTOMER SIGNATURE

CUSTOMER COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	239.90
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	35.99
TOTAL CHARGES	275.89
ADJUSTMENTS	0.00
SALES TAX	2.16
PLEASE PAY THIS AMOUNT	278.05

Thank You!

HOURS OF OPERATION
SERVICE: M-F 7:30am-6:00pm
(Wed. until 8:00pm) SAT 8:00am-1:00pm
24 Hour Service Drop Avail: 7 DAYS A WEEK
QUICK LUBE: M-F 8:00am-4:00pm (Wed.-7pm)

[REDACTED]
VIRGINIA BEACH VA [REDACTED]

RICHMOND VA 230

03 NOV 2014 PM 2 L



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1200 New Jersey Avenue S.E.
West Building
Washington, D.C. 20590

20590

