

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



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

18-JUN-2015

Repository ☐

Reference No.
10725965

OWNER INFORMATION (Type or Print)

Name

Address

City NEWTON

State NJ

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

JM1BK1431211

Make
MAZDA

Model
MAZDA3

Model Year
2007

Date Purchased

1/2010

Dealer's Name and Telephone Number

Sussex County Honda

973-579-3500

Engine:

No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

Newton

State

N.J.

Zip Code

07860

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

29-JAN-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 200000 WHEELS, 162000 STRUCTURE: BODY, 354100 EQUIPMENT: MECHANICAL: JACKS

Failure Mileage

109,150

Failure Speed

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

0

Number of Deaths

0

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 A 2007 MAZDA 3. THE CONTACT STATED THAT THE REAR DRIVER SIDE TIRE DEFLATED. THE CONTACT CHANGED THE TIRE WITH A SPARE TIRE AND INDICATED THAT THE JACK WAS DEFECTIVE. UPON CHANGING THE TIRE, THE METAL FRAME FRACTURED AS WELL AS THE ROCKER PANEL WITHOUT WARNING. A TIRE REPAIR SHOP REPLACED THE TIRE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED NO REMEDY. THE VIN AND FAILURE MILEAGE WERE NOT AVAILABLE.

The jack was fine
it was the metal frame underneath the car that was defective. I placed the jack exactly where Mazda's owners manual said to and as soon as I began to raise the car the metal frame under the car collapsed as well as the metal on the rear door causing an the damage not only to the metal, but all the plastic rocker panel and trim

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 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.

July 20, 2015

Dear National Highway Safety

you are the 4th agency I am contacting about the terrible treatment, dishonesty and outright lies these crooks from the Mazda North American operations, have done not only to me but also the B.B.B. I sent you all the information I sent the B.B.B and what they sent me. Then they told me to contact the Federal Trade Commission and they took all the information and directed me to contact the NJ ST attorney General office, division of consumer affairs which I did and sent you all the information I sent them and then they are the people who told me to contact you, so I did right away and you sent me your form.

all the information I sent you tells the whole story so I don't have to explain it again. I highlighted the information on your form that was not correct and printed the correct information and added what I could that was missing. Also I sent you the estimate for the damage done, the bill for Firestone fixing the tire the day after this piece of garbage fell apart and pictures of the damage caused and where I placed the jack. on the back of the pictures I explained the damage.

Mazda's defective car was what caused this, nothing I did. They are responsible for all this damage. It was lucky it happened in our driveway and not some major highway or isolated road where we could have been stranded in the cold and dark. Even more serious the metal frame collapsed just by jacking it. What would happen to this piece of garbage if we were in an accident. I am afraid we could be

Seriously Injured or Killed!

Besides Mazda being responsible for all the damage done to their defective car I should sue them for all the mental anguish emotional distress and time I have spent talking to and writing and sending all of you people, who are trying to help all this information

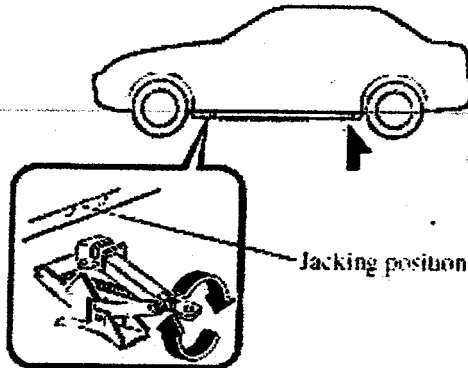
Thanks For your help

Call me anytime at [REDACTED]
or e-mail me at [REDACTED]

In Case of an Emergency

Flat Tire

3. Place the jack under the jacking position closest to the tire being changed.

**⚠ WARNING**

Use only the front and rear jacking positions recommended in this manual:

Attempting to jack the vehicle in positions other than those recommended in this manual is dangerous. The vehicle could slip off the jack and seriously injure or even kill someone. Use only the front and rear jacking positions recommended in this manual.

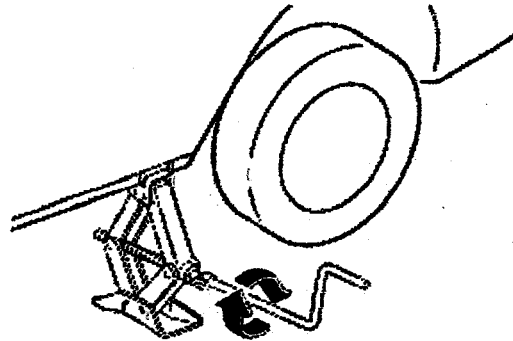
Use only the jack provided with your Mazda:

Using a jack that is not designed for your Mazda is dangerous. The vehicle could slip off the jack and seriously injure someone.

Never place objects under the jack:
Jacking the vehicle with an object under the jack is dangerous. The jack could slip and someone could be seriously injured by the jack or the falling vehicle.

1. Insert the jack handle into the jack.

5. Turn the jack handle clockwise and raise the vehicle high enough so that the spare tire can be installed. Before removing the lug nuts, make sure your Mazda is firmly in position and that it cannot slip or move.



6. Remove the lug nuts by turning them counterclockwise; then remove the wheel and center cap.



BETTER BUSINESS BUREAU® SERVING NEW JERSEY

1262 Whitehorse-Hamilton Sq. Rd., Bldg. A, Ste. 202, Hamilton, NJ 08690

TEL: (609) 588-0808 • FAX: (609) 588-0546 • info@newjersey.bbb.org • www.newjersey.bbb.org

COMPLAINT FORM

Instructions: Complete as much of this form as possible. Return it to the BBB at the above address, along with copies of relevant documents such as contracts, receipts, warranties or cancelled checks.

Company Name: Mazda North American Operations

Company Address: 7755 Irvine Center Drive P.O. Box 19734

Company City/ST/ZIP: Irvine, CA 92623-9734

Company Phone: 800-222-5500 Company Email mazda customer experience

@mazdausa.com

Customer Name: [REDACTED]

Customer Address: [REDACTED]

Customer City/ST/ZIP: Newton N.J.

Customer Daytime Phone: [REDACTED] Customer Email: [REDACTED]

Order/Contract/Account #: Case number - [REDACTED]

Date Problem Occurred: 1/29/15 Amount involved: \$ 1,960.48

Date(s) You Complained to Company: 1/30/15 + 2/3/15

To Whom: Calvin - customer service 1/30/15 Calvin + a Supervisor 2/3/15

Nature of complaint (please use additional pages if necessary):

Outraged and very upset that Mazda refuses to do anything about
all the damage done to our car when I changed a flat tire exactly
as their manual said to do

What settlement would you consider fair (please use additional pages if necessary)?

The car is defective and Mazda should pay the full amount
of 1,960.48 any car you have you should be able to change a
tire for the life of the car without it destroying the car

Your privacy is important to us. Our privacy policy can be found at www.newjersey.bbb.org or by contacting us.

THE TEXT OF YOUR COMPLAINT MAY BE PUBLICLY POSTED ON THE BBB WEB SITE (BBB reserves the right to not post in accordance with BBB policy). PLEASE DO NOT INCLUDE ANY PERSONALLY IDENTIFIABLE INFORMATION IN DESCRIBING THE NATURE OF YOUR COMPLAINT. BY SUBMITTING YOUR COMPLAINT, YOU ARE REPRESENTING THAT IT IS A TRUTHFUL ACCOUNT OF YOUR EXPERIENCE WITH THE BUSINESS. THE BBB MAY EDIT YOUR COMPLAINT TO PROTECT PRIVACY RIGHTS AND TO REMOVE INAPPROPRIATE LANGUAGE.

Signed: [REDACTED] Date: 4/15/15

May 31, 2015

Dear Better Business:

My wife is a teacher and when she got home on 1/29/15 and told me that the low tire light was on. I went and checked the car and saw that the driver's rear wheel was very low. I got my compressor to pump it up, but the valve on the tire was no good. It would not hold air, so I had to change the tire and put the spare on, so she could go to school the next day. We have had many cars through the years and unlike the old cars where you jack the car up under the metal bumper, the new ones do not have these bumpers anymore. All the newer cars have a special place where you have to put the jack so you can raise the car and change the tire.

The first thing I did was to get the owners manual and look up changing a tire, so I would put the jack exactly where the manual directed. I did this and as soon as the jack started to raise the car off the driveway, I heard this very loud noise and could not believe the damage this caused to our car. I finished changing the tire and called Firestone so they could fix her regular tire, which they did the next day. When I finished, it was late, cold, and dark. I wanted to see the damage in the daylight before I called Mazda.

When I saw how bad it was, I called Mazda Customer Service right away and this is when I first spoke to Calvin, a representative. When I told him what happened, he could not believe it, asked me to take a picture, and to e-mail it to him. He told me not to worry because Mazda would take care of it. I believed him and sent the e-mail, which I enclosed. He also told me I should hear from him within 24 hours. Well, I waited 5 days and heard nothing from him, or anyone else from Mazda. All I got was this automated response. I was e-mailed right after I spoke to Calvin on 1/30/15.

After waiting 5 days, I called Mazda Customer Service again and spoke to Calvin. This time his story changed. He told me they could do nothing because our car was out of warranty. I told him this was absolutely insane. Changing a tire is guaranteed for life, so I demanded to speak to a supervisor. He had the nerve to tell me this was an insurance matter. I told him that this was ridiculous because for the lifetime of your car, you should be able to change a tire without the car falling apart.

I called my insurance agent right away to let him know what this supervisor told me. Craig has been in the insurance business for a very long time, and in all his years, he never heard of a car manufacturer tell anyone that damage done to your car by changing a flat was an insurance issue.

I am outraged over this unprofessional treatment I got from the Mazda Corporation. I have changed many tires in my life and never had any other car fall apart like this one did. This Mazda vehicle is only 8 years old and a defective car

caused the damage. Both Calvin and the supervisor outright lied to me and refuse to make good on something that is completely their responsibility.

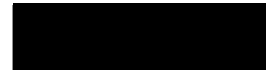
No car manufacturer is going to make a car that you cannot change a tire without destroying it. Also, I have the warranty book that came with this Mazda, and nowhere in the book or in the owner's manual does it say that there is a limited time that you can change a tire because damage can be done to the car. These excuses Calvin and the supervisor gave me are the most asinine things I have ever heard.

This is Mazda's responsibility and I should get paid the full amount of \$1,960.48 from them that were caused by their defective car.

I enclosed 2 pictures of the damage done and one where I jacked it up exactly as the manual explained.

I really need your help with this, and thank you in advance for any assistance you can give me.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.



Attn: Amanda Biggs, Complain No. 10590901

1 message

MazdaCustomerExperience@mazdausa.com
<MazdaCustomerExperience@mazdausa.com>

Wed, Apr
29, 2015 at
12:42 PM

To: info@sandiego.bbb.org

Cc: [REDACTED]

Service Request Number 1-19915029

ATTN: Amanda Biggs

I am in receipt of your office's letter regarding the concerns of [REDACTED] and his 2007 Mazda3 and am responding on behalf of Mazda North American Operations (MNAO).

[REDACTED] was informed in February of 2015 by MNAO that his vehicle has been outside of all manufacturer warranties as of October 30, 2011. [REDACTED]

[REDACTED] was advised that due to his vehicle being outside of all manufacturer warranties, repairs would not be covered by MNAO. There are no recalls relating to the concern and his feedback has been documented for Mazda's records by the handling department.

Thank you for contacting Mazda North American Operations. Should you have any further questions, please contact me at the number below.

Sincerely,

Tania

Representative, Customer Experience

800.222.5500

Select Prompt 2, then Ext. 1142

[SR Number: 1-19915029]

858-496-2131



49K

... 5/13/2015

**BBB**

1 message

Lee Dyer <ldyer@sandiego.bbb.org>

Tue, May 26, 2015 at 4:14 PM

To: [REDACTED]

Dear [REDACTED]

I was able to get our Director and she agreed to reopen your complaint. I was able to talk to our contact today and sent him the rebuttal so they can respond.

Will be reopening the case now and as soon as we get a response from the company it will be sent to you.

Thank you for your patience.

Lee

Regards,

Lee Ellen Dyer - **Senior Dispute & Information Analyst**

Tel: 858-637-6199

Fax: 858-496-2141

Email: ldyer@sandiego.bbb.org

www.bbb.org Start With Trust

BBB of San Diego, Orange and Imperial Counties

4747 Viewridge Ave. Suite 200

San Diego, CA 92123-4389

ALERT: EMAIL PHISHING SCAM - CLAIMS TO BE FROM BBB BUT IT IS NOT.

Should you receive such an email, please disregard its message, forward

5/27/2015

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Complaint ID 10590901

WHAT DO I DO NEXT?

The Better Business Bureau has determined that the business made a good faith effort to address the complaint and has now closed it

PICK YOUR NEXT STEP:

There is nothing for you to do on this complaint right now.

The complaint has been Administratively Closed

Sent Via: Email (ODR)
From: BBB of San Diego
To: [REDACTED]
Subject: The complaint has been Administratively Closed
Date Sent: 5/27/2015 1:26:24 PM
Attachments: 10590901 page from manual.pdf

[Click here for printer friendly version](#) [REDACTED]
Newton, NJ

Dear [REDACTED]

This message is in regard to your complaint submitted on 4/22/2015 12:00:00 AM against Mazda North American Operations. Your complaint was assigned ID 10590901.

The BBB has determined that the company's response exhibits an understanding of your grievance and addresses the disputed issues. Therefore, the BBB has decided to close your complaint. We regret if we were unable to achieve a mutually satisfying resolution in this case.

Your complaint will remain on the company's Business Review for our standard reporting period of 36-months. If you would like to pursue this complaint further it may be helpful for you to contact the following agency(s):

Small Claims Court and/or Federal Trade Commission

Please feel free to contact us with any further questions.

Regards,

Lee Ellen Dyer
The Better Business Bureau

BUSINESS MESSAGE:

Lee,

When [REDACTED] was changing the flat tire on his vehicle, he placed the jack under the body moulding and not the frame of vehicle.

5/27/2015

Since the damage was caused by poor jack placement, Mazda will not be offer any reimbursement for this matter.

Regards, Paul

Attachments: 10590901 page from manual.pdf

[Privacy Policy](#) [Trademarks](#) [Terms of Use](#)

This is an outright lie by Mazda's to the BBB and me. Calvin and the supervisor from the Mazda Customer Experience knew right at the start when I sent them the picture enclosed on 1/30/15 that the jack was placed properly. They only used this excuse when the BBB reopened my case because Mazda's first excuse about being out of warranty was total insanity. Any car you buy is guaranteed to be able to change a tire for the life of the car.

5/27/2015



CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

June 11, 2015



JOHN J. HOFFMAN
Acting Attorney General

STEVE C. LEE
Acting Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

NEWTON NJ

Re: MAZDA NORTH AMERICAN OPERATIONS
File Number:

Dear

Thank you for writing to the New Jersey Division of Consumer Affairs - Office of Consumer Protection and bringing this matter to our attention. Hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources.

The Division has reviewed the materials you submitted to determine how we can best assist you with this matter. After a careful review of these materials, it does not appear that consumer protection laws administered by the Division have been violated. Because communications from the public as consumers are a vital part of the Division's role to monitor the consumer marketplace and to take action consistent with its important consumer protection goal, we will retain your materials as part of the Division's consumer contact records. If, at a later date, the Division receives similar communications from the public that warrant the Division's action, we will contact you.

Once again thank you for contacting the New Jersey Division of Consumer Affairs. If you have any questions please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervising Investigator, Consumer Service Center

National Highway
Safety Commission

1072 5965

Ref NO

TD

Reun 6

Spoke to

888-327-4236

~~National Highway~~



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]
ADDRESS: [REDACTED]
CITY: Newton
STATE: NJ ZIP CODE: [REDACTED]
HOME TELEPHONE NUMBER: [REDACTED]
(include area code)
WORK TELEPHONE NUMBER: [REDACTED]
(include area code)
* E-MAIL ADDRESS: [REDACTED]
* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO
RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

BUSINESS: Mazda North American Operat
ADDRESS: 7755 Irvine Center Drive
CITY: Irvine
STATE: CA ZIP CODE: 92623-97
TELEPHONE NUMBER (1): 1-800-222-3500
(include area code)
TELEPHONE NUMBER (2): _____
(include area code)
P.O. Box 19734

For statistical and informational purposes only. Your age: ☐ 18-29 ☐ 30-44 ☐ 45-59 ☒ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|--|--|--|--|
| ☒ Automotive | ☒ Automotive Repairs | ☐ Banking | ☐ Credit Card |
| ☐ Charity | ☐ Direct Mail/Sweepstakes | ☐ Home Repair | ☐ Internet/Cyberspace |
| ☒ Professional Service | ☐ Stocks/Securities | ☐ Telemarketing | ☐ Telecommunications |
| ☐ Bingo/Raffle | ☐ Health Club | ☐ Warranty | ☐ Advertising |
| ☐ Wheelchair Lemon Law | ☐ Weighing/Measuring Devices | ☒ Used Car Lemon Law | ☐ New Car Lemon Law |
| ☐ Furniture | ☐ Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. ☐ New ☒ Used
b. ☒ Purchased ☐ Leased
c. Purchase Price 13,000-13,500 Current Mileage 109,150 when this happened 112,114 now
d. Date of Purchase January 2010 ☒ With Warranty ☒ With Service Contract ☐ As Is
e. Make Mazda Model Mazda3 Sport 5 Dr Hatchback Year 2007

3. Name of company you dealt with: We bought the car from Sussex County Honda but it is Mazda that I dealt with concerning this complaint

4. Name and title of company agents or employees you dealt with: I spoke to Calvin when this first happened at Mazda customer experience he is a customer service representative then a supervisor by phone and e-mailed and called Tania a representative, Customer Experience.

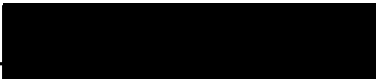
5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

I filed a complaint with the Better Business Bureau of New Jersey on 4/15/15, because Mazda North American Operations is in California my complaint was handled by the BBB in California. I enclosed my complaint form and letter I wrote to the BBB and the e-mails I got from them and the e-mails Mazda sent to them and me. This explains everything about my complaint. Also I send you the estimate I got when the car fell apart when I jacked it up. Pictures of all the damage done and a picture where I placed the jack, exactly where the Mazda's Owners manual said to put it, and the bill from Firestone when they fixed the tire I had to change. This was the fourth time I had to change a tire on this car but this time it caused all this damage. The Mazda representatives outright lied to me and the BBB. First they told me they would take care of this, then they gave me this garbage that they would do nothing because our car was out of warranty, then the supervisor told me it was an insurance issue and this is when I filed the complaint with the BBB. Lee Ellen Dyer, Senior Dispute & Information Analyst is the wonderful lady I dealt with most from the BBB. Her telephone number is on one of the e-mails she sent me. If you need to talk to her I attached the rest of this.

6. The amount of loss involved in this complaint: \$ 1,960.48. Please provide a breakdown of these losses:

The loss and damage to my wife's car is all on the estimate I enclosed from Hampton Body Works, Inc

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.


Signature

6/3/15

Date

* This certification must be signed by the person completing the form.

I am [redacted] and we have had many cars that I have changed a tire on and never had the car fall apart like this piece of garbage Mazda. The Mazda company are crooks and liars and refuse to take responsibility for their defective car! When the BBB first contacted Mazda they replied with the enclosed e-mail that I was informed that the car was out of warranty and they would do nothing. This is insane, any car should be able to change a tire without it falling apart for the life of the car. I know this but I called 5 local car dealerships, including Sussex Honda and all of them told me they know of no car that you can not change a tire for the life of the car and that Mazda's warranty excuse is total garbage. Bob, the used car manager from Sussex Honda even called me and apologized about this and told me we could trade this Mazda in and get a car that you could jack up for life.

After getting this e-mail about being out of warranty the BBB closed my case. I went through Mazda's owners manual and warranty information book and nowhere in either book does it say changing a tire is under the warranty.

I called the BBB about this and Lee Dyer

is the agent I dealt with. She could not believe what Mazda was doing and you can see in the e-mail she spoke to her director and they re-opened my case. This Time Mazda changed their story and outright lied to the BBB. Instead of the warranty excuse, they said I placed the jack in the wrong place as you can see in the e-mail. I know, the BBB knows and Mazda knows that this is an absolute lie. Their warranty excuse would not hold water so now they changed to this lie! I called Lee Dyer again and she told me to contact the Federal Trade Commission, gave me their number and I called them right away. They took my complaint gave me this reference number [REDACTED] and told me to contact you. I did nothing wrong, Mazda is responsible for this and need your help. The man I spoke to from your office was wonderful and very helpful! You can call me anytime at [REDACTED]

Thank you so much
[REDACTED]

Customer Invoice

01/30/2015

FIRESTONE COMPLETE AUTO CARE
NEWTON AMES PLAZA
AMES PLAZA US206 N
NEWTON, NJ. 07860-3404

Service Advis
12 JESSE
973.383.2139

2007 MAZDA 3 S [SILVER]
 2.3L L4 FI GAS

Lic #: [REDACTED] NJ Vin #: JM1BK143171 [REDACTED]
 In: 01/30/15 5:40PM Mileage: 109,150
 Out: 01/30/15 6:27PM

Store # 018600

RETAIL SALE

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price
FLAT REPAIR & BALANCE 55 SERIES AND ABOVE (Rear-Left)	1 12			
TAKE OUT TPMS SENSOR, CLEAN UP RIM AND PUT IN RUBBER VALVE STEM. CUSTOMER IS AWARE THAT THE TPMS LIGHT WILL STAY ON!				
WHEEL BALANCE PARTS	7005989 07TN	1	2.20	2.20
FLAT REPAIR BALANCE LABOR	7010132 07TS	1	4.01	4.01
FLAT REPAIR LABOR	7019488 07TS	1	10.00	10.00

Technician(s):

07 JEFFREY BLOOMER

Payment History:

American Express 6000 17.34 500741
 Total Tendered 17.34

Summary:

Parts 2
 Labor 14
 Shop Supplies 0
 Sub-Total 16
 Tax (7.00%) 1

Total \$17

I have received the above goods and/or services. If this is a credit
 card purchase, I agree to pay and comply with my cardholder
 agreement with the issuer.

Revision History:

Rev
Amt

Customer Signature

1) 01/30/2015 06:03PM -23.12

IN PERSON

All parts are new unless otherwise specified.

Declined Work:

TPMS SENSOR AND RESET - NEW TIRE

I acknowledge notice and oral approval of an
 increase in the original estimated price.

Signature or Initials

PLEASE TELL US ABOUT YOUR SERVICE EXPERIENCE TODAY!

Get \$10 off your next total purchase of \$25 or more and be entered into a drawing for \$500 in services
 Call 1-800-859-9203 or go to www.FirestoneSurvey.com; Enter Code 018600-152846

Offer expires 15 days from date of invoice. Good at all participating locations. Redemption code:

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Motorist Assurance Program

We Support ASE
 Testing and



HAMPTON BODY WORKS, INC.

52 Hampton House Rd, Newton, NJ 07860

Phone: (973) 383-1384

FAX: (973) 579-1344

Workfile ID:
License Number:**Preliminary Estimate**

Customer: [REDACTED]

Job Number:

Written By: Tony Defreitas

Insured: [REDACTED]

Policy #:

Claim #:

Date of Loss:

Date of Loss:

Days to Repair: 0

Date of Impact: 08 Left Qtr Post (Left Side)

Insurer: [REDACTED]

Inspection Location:**Insurance Company:**

HAMPTON BODY WORKS, INC.

52 Hampton House Rd

Newton, NJ 07860

Repair Facility

(973) 383-1384 Business

Newton, NJ

Day

VEHICLE

Year: 2007	Body Style: 4D WGN	VIN: JM1BK143171 [REDACTED]	Mileage In: 109487
Make: MAZDA	Engine: 4-2.3L-FI	License: [REDACTED]	Mileage Out:
Model: 3	Production Date:	State: NJ	Vehicle Out:
Color: SILVER Int:	Condition:	Job #:	

TRANSMISSIONOverdrive
5 Speed Transmission**POWER**Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors**DECOR**

Dual Mirrors

Body Side Moldings

Console/Storage

CONVENIENCEAir Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Steering Wheel Touch Controls
Rear Window Wiper**Telescopic Wheel****RADIO**AM Radio
FM Radio
Stereo
CD Player
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes**SEATS**Cloth Seats
Bucket Seats**WHEELS**

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHERFog Lamps
Rear Spoiler

Preliminary Estimate

Customer: XXXXXXXXXX

Job Number:

Vehicle: 2007 MAZD 3 4D WGN 4-2.3L-FI SILVER

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		PILLARS, ROCKER & FLOOR					
2	*	Rpr LT Rocker panel (HSS)				s 5.0	2.2
		Note: GAP TO DOOR IS ALSO TO TIGHT NOW					
3		Add for Clear Coat					0.9
4	*	Repl LT Rocker molding sunlight slvr	BR5V51P50B67	1	607.25	1.0	1.3
5		Add for Clear Coat					0.3
6	#	Repl Hardware		1	10.00		
7		QUARTER PANEL					
8		Blnd LT Quarter panel					1.1
		Note: Quarter panel rusted. Can't guarentee paint repairs					
9		Repl LT Stone guard w/o side spoiler	BP4K504R1B	1	16.67	0.2	
10		REAR LAMPS					
11	*	R&I LT Lens & housing				0.3	
12		REAR BODY & FLOOR					
13		R&I LT Trunk side trim standard gray				0.3	
14		REAR BUMPER					
15		R&I R&I bumper cover				1.5	
16	#	Subl Hazardous waste removal		1	7.50 T		
17	#	Repl Cover Car		1	5.00 T	0.2	
18	#	Color tint / color match		1			0.5
19	#	Rpr Color sand and buff				1.5	
20	#	Repl Seam sealer/caulking		1	20.00 T	0.5	
21	#	Clean for delivery/post-repair cleaning		1	15.00		
SUBTOTALS					681.42	10.5	6.3

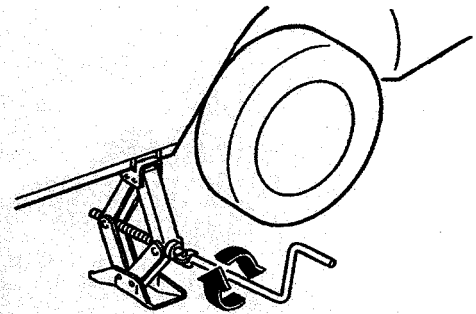
ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			648.92
Body Labor	10.5 hrs @	\$ 55.00 /hr	577.50
Paint Labor	6.3 hrs @	\$ 55.00 /hr	346.50
Paint Supplies	6.3 hrs @	\$ 32.00 /hr	201.60
Body Supplies	8.4 hrs @	\$ 3.00 /hr	25.20
Miscellaneous			32.50
Subtotal			1,832.22
Sales Tax	\$ 1,832.22 @	7.0000 %	128.26
Grand Total			1,960.48
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			1,960.48

Sent 1/30/15

In Case of an Emergency
Flat Tire

4. Insert the jack handle into the jack.
5. Turn the jack handle clockwise and raise the vehicle high enough so that the spare tire can be installed. Before removing the lug nuts, make sure your Mazda is firmly in position and that it cannot slip or move.



6. Remove the lug nuts by turning them counterclockwise; then remove the wheel and center cap.

I just spoke to your
Customer Service, Calvin
is his name. I told
him that we jacked our
car up exactly as shown
in the picture from your
owners manual and as
you can see in the picture
it destroyed this part of
our car and this should
be taken care of as fixed
by you. Thank [redacted]

Case NO. [redacted]



defective mazda

1 message

Wed, May 27, 2015 at
3:47 PM

[REDACTED]
To: "MazdaCustomerExperience@mazdausa.com"
<mazdacustomerexperience@mazdausa.com>

you people outright lied to the bbb. you said I placed the jack under the body moulding and not the frame .I put the jack exactly where your manual said and when I jacked it up this piece of garbage fell apart causing. almost 2000.00 worth of damage service request number [REDACTED]

[REDACTED] 5/27/2015

Thank you for contacting Mazda!

This is an automated response. We know how important your time is and will do our best to get back to you with a personalized response as quickly as possible. We appreciate your patience.

If you have not provided your name, contact information and VIN number in your original e-mail, please reply and include this information in order to expedite processing of your request.

You may also reach us by phone at 1-800-222-5500. Our business hours are Monday through Friday, 6:00 AM to 5:00 PM PST, closed on Holidays.

Zoom-Zoom!

got Jan, 30/

Mazda Customer Experience Center

P.S. Have you checked out our newest models? See them at www.mazdausa.com

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

From: [REDACTED]
Sent: 1/30/2015 07:35:23 AM
To: MazdaCustomerExperience@mazdausa.com
Subject: Fwd: Scanned document from HP ePrint user

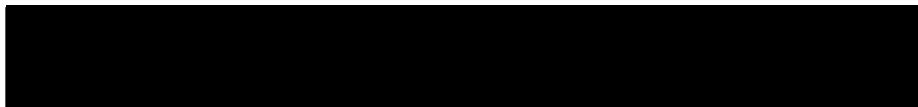
< meta http-equiv="Content-Type" content="text/html; charset=utf-8"><div dir="ltr">
<div class="gmail_quote">----- Forwarded message -----
From: <b class="gmail_sendername"> <eprintcenter@hp.com>
Date: Fri, Jan 30, 2015 at 10:14 AM
Subject: Scanned document from HP ePrint user
To: [REDACTED]

This email and attachment are sent on behalf of [REDACTED]

If you do not want to receive this email in future, you may contact [REDACTED] directly or you may consult your email application for spam or junk email filtering options.

Regards,
HP Team
</div>
</div>

2/3/2015



RE: defective mazda

1 message

MazdaCustomerExperience@mazdausa.com
<MazdaCustomerExperience@mazdausa.com>

Wed, May
27, 2015 at
3:46 PM

To: 

****This is an automated response.****

Thank you for contacting Mazda!

We know how important your time is and will do our best to get back to you with a personalized response as quickly as possible. We appreciate your patience.

If you have not provided your name, contact information and VIN number in your original e-mail, please reply and include this information in order to expedite processing of your request.

You may also reach us by phone at 1-800-222-5500. Our business hours are Monday through Friday, 5:00 AM to 6:00 PM PST, and Saturday 7:00 AM to 3:00 PM. We are closed on Holidays.

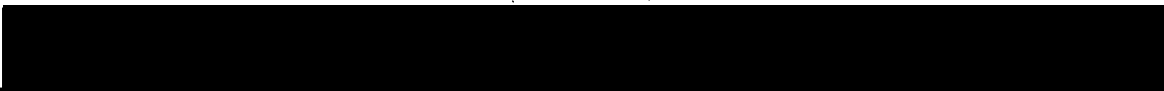
Zoom-Zoom!

Mazda Customer Experience Center

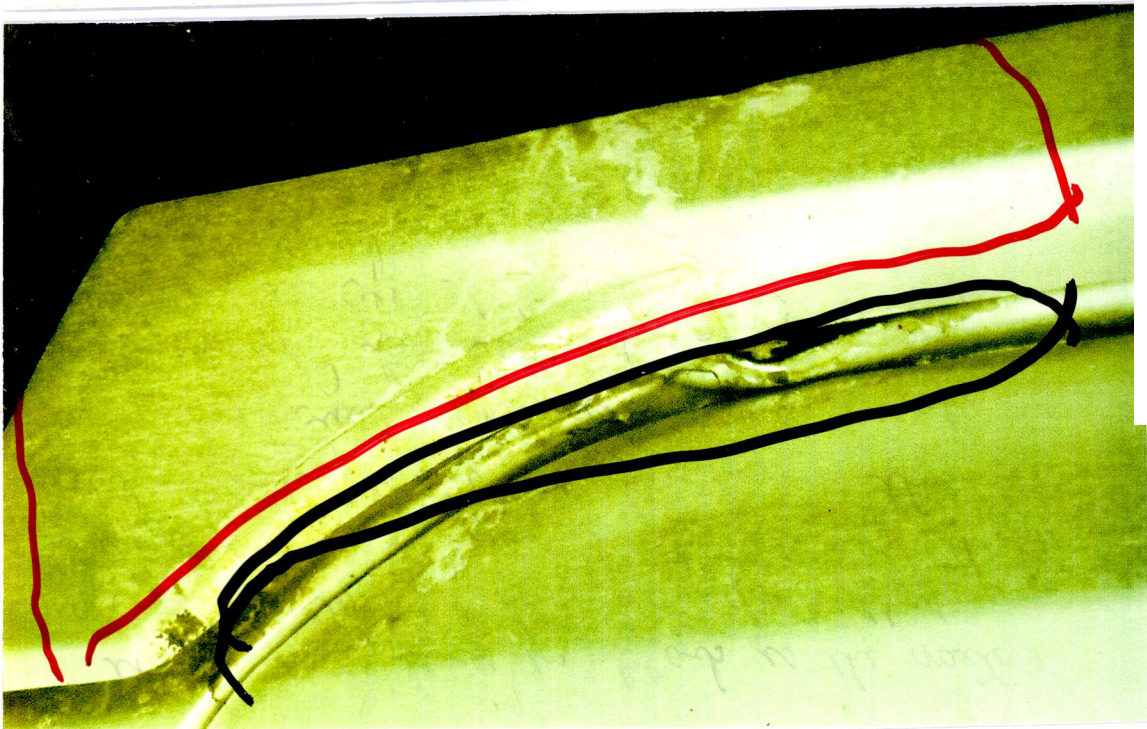
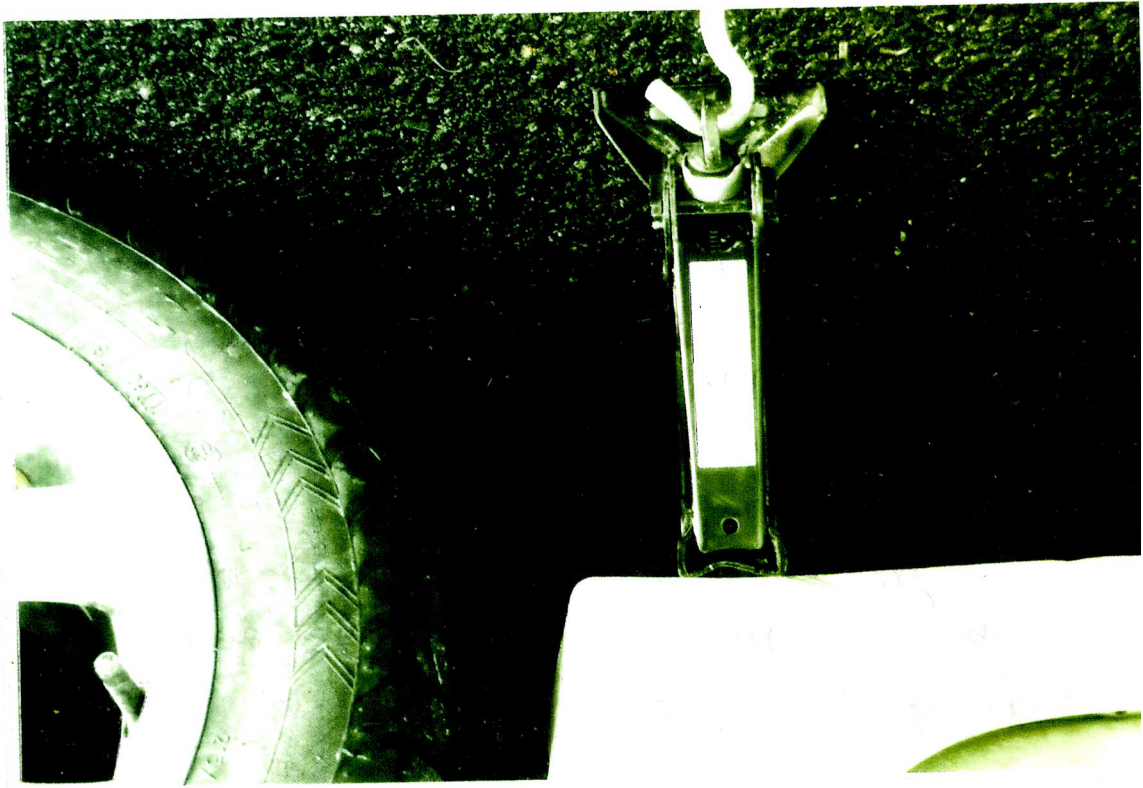
P.S. Have you checked out our newest models? See them at www.mazdausa.com

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

From: 
Sent: 5/27/2015 12:47:29 PM
To: MazdaCustomerExperience@mazdausa.com
Subject: defective mazda



... 5/27/2015



when I raised the car.

The red is the plastic rocker panel that was ripped away from the car when the metal frame collapsed

The area outlined in black is the metal on the bottom of the rear door that caved in as I jacked the car up. The red is the plastic rocker panel that was destroyed when the metal frame collapsed breaking it away and tearing it off the car.

Here is where I placed the jack after checking the owners manual. as you can see by the diagram from the owners manual I put it exactly where it was suppose to go.

Unlike Mayda's outright lies to the better business that I put the jack under the body moulding and not the frame of the car. This is the 4th time I had to change a tire on this car so I knew what I was doing.



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

18-JUN-2015

Repository ☐

Reference No.

10725965

OWNER INFORMATION (Type or Print)

Name

Address

City

NEWTON

State

NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

MAZDA

Model

MAZDA3

Model Year

2007

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

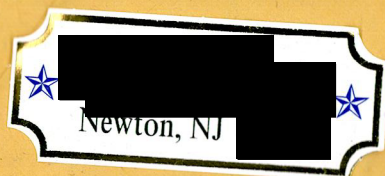
TL* THE CONTACT OWNS A 2007 MAZDA 3. THE CONTACT STATED THAT THE REAR DRIVER SIDE TIRE DEFLATED. THE CONTACT CHANGED THE TIRE WITH A SPARE TIRE AND INDICATED THAT THE JACK WAS DEFECTIVE. UPON CHANGING THE TIRE, THE METAL FRAME FRACTURED AS WELL AS THE ROCKER PANEL WITHOUT WARNING. A TIRE REPAIR SHOP REPLACED THE TIRE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND PROVIDED NO REMEDY. THE VIN AND FAILURE MILEAGE WERE NOT AVAILABLE.

The Jack was fine it was the metal frame where I jacked the car up that was defective I put the jack exactly where the owners manual said to and as soon as I began to raise the car the metal frame collapsed under the car and rear door causing all the damage not only to the metal but also the plastic rocker panel and trim

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.

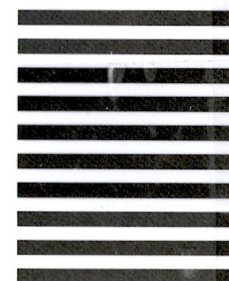


U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



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IF MAILED
IN THE
UNITED STATES**



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POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**
1200 New Jersey Avenue SE.
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