

Mazda American Operations
Attn: Customer Experience Center
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June 5, 2015

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

JUN 15 2015

My husband and I purchased a new 2015 Mazda CX5 in May 2014. This is our first experience with a Mazda and we have been relatively pleased with the automobile.

However, on Friday, May 1, the weather had turned quite warm, and when my husband turned on the air conditioner, it did not cool the car. It did not work the following day. On Monday, he called our Mazda dealer in Grand Rapids, Michigan to set up an appointment for an oil change and to have them check out the air conditioner. We were not concerned about there being a big bill because the car was under warrantee, and I had also purchased an additional service contract.

He took the car in for service on Wednesday, June 6. But when the serviceman talked with my husband, he said that it appeared that the air conditioning condenser had been hit by a stone and had a hole in it, and had lost freon; the condenser would have to be replaced. Unfortunately, he said, that it would not be covered by the warrantee, nor by the additional service contract.

Then to make matters worse, my husband called our auto insurance agent, who told him that unfortunately, it would not be covered by comprehensive, but would be considered collision and he would be at fault, resulting in higher premiums for the next three years. After some thought, he decided to cancel the claim. He could not.

Since the needed part had to be ordered, my husband was given a loaner, a Mazda 3. Sometime on the way home from the dealership, the windshield on the loaner cracked. That was covered by our comprehensive, with a deductible.

When we were able to pick up the car, on Thursday, May 14, we asked for the old condenser, to show to the insurance adjuster. We did have a retired GM engineer look at the condenser. Yes, he did see the problem. But he also showed us where the condenser is placed, right in the front of the car, with NO protection around it. And there are large vents in the grill area. This is a problem waiting to happen again.

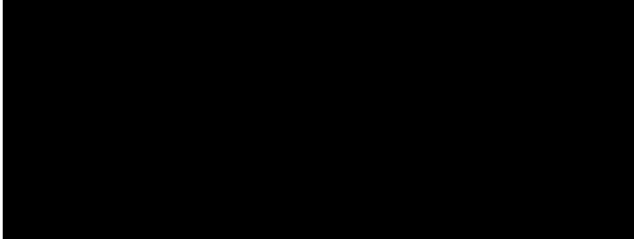
I called the dealer's service and asked about a car mask for the front of the car, to prevent stones from being projected into the new condenser. I was told that a mask would not help because the openings would not be covered. I spoke with our local gas station owner/mechanic. He told us that automobiles USED to have a screen in the front for protection from road debris.

We are quite distressed to find out that this is a problem waiting to happen again and again. We live in Michigan, and our roads are a disaster. We cannot afford to replace condensers over and over. What plans does Mazda have to solve this problem?

ET
6/15/15
SMD

And, of course, on Wednesday, May 20, another cracked windshield. This is the second cracked windshield on this 2015 Mazda. Is there a problem with the type of glass that causes so many cracked windshields? What is Mazda doing to solve this problem?

We look forward to hearing from you.



Stanwood, Michigan [redacted]



cc: NHTSA Headquarters



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