



State of Wisconsin
Governor Scott Walker

CL-10763630-4522

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

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

August 28, 2015

[REDACTED]
Brown Deer WI [REDACTED]

RE: File [REDACTED] (Refer to this number when contacting our agency)
Mazda Motor of America Inc
Attn Customer Experience Ctr 7755 Irvine Center Dr
Irvine CA 92713-9734

SEP -9 2015

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Mazda Motor of America Inc.

I recieved the enclosed response from Mazda North American Operations and Amato Automotive Group.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590
Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

Thank you again for bringing your complaint to our attention.

Sincerely,

Jeffery A. Schnetzler
Consumer Protection Investigator
Investigation Unit
Bureau of Consumer Protection
Telephone: (608) 224-5178 FAX (608) 224-4677
Email: Jeffery.Schnetzler@wisconsin.gov
www.facebook.com/wiconsumer

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Department of Agriculture, Trade and Consumer Protection

JUL 07 2015

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

Madison, WI

1. How do we contact you?

Name: (Mr) Mrs. Miss Ms. [REDACTED]
(circle one) (first) (middle) (last)

Phone: Home () Work () ext. Cell [REDACTED]

Contact me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Cell Email: [REDACTED]

Address: [REDACTED] PO Box: [REDACTED]

City: Brown Deer State: WI Zip: [REDACTED] County: Milwaukee

2. What business is your complaint against?

Name of business: _____

Address: _____ Ste.# _____ PO Box: _____

City: _____ State: _____ Zip: _____ County: _____

Phone: () _____ Name of person you talked to: _____ Title: _____

Business email: _____ Business website: _____

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- | | | |
|---|---|--|
| ☐ Internet | ☐ Person from business came to my home | ☐ I went to the business |
| ☐ Email | ☐ Person from business called me | ☐ I telephoned the business |
| ☐ I responded to a radio or TV ad | ☐ Business sent me information in the mail | |
| ☐ I responded to a printed advertisement | ☐ I attended a convention or trade show | |

4. When did your first contact with the business occur? month: MAY day: 16 year: 2015

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) MARZDA II

7. Was the item advertised? (circle one) (No) Yes Date: _____ Where: _____

8. Did you sign a contract/agreement? (circle one) No (Yes) If yes, contract/agreement number: 14

9. Where were you when you signed the contract/agreement? 8301 N 76th STREET Date signed: JUNE 2014

10. Amount paid: \$ 19,538.74 by: (circle one) cash check credit card financed money transfer other plan

11. Where did you pay the business: (check one)

- | | | | |
|-------------------------------------|---|--|--|
| ☐ Internet | ☒ By mail | ☐ By telephone with credit/debit card | ☐ Away from company's place of business |
| ☐ At my home | ☐ At the company's place of business | ☐ At a convention or trade show | |

12. Did you contact the business about your complaint? (circle one) No (Yes) If yes, date: MAY 18, 2015

What happened? I WAS TOLD THEY COULD NOT HELP ME WITH CAR REPAIR OR PROVIDE A LOANER CAR NO HELP WAS OFFERED

13. Have you filed this complaint with another agency? (circle one) (No) Yes Agency name: _____

What happened? _____

14. Have you contacted a private attorney? (circle one) Yes (No)

IMPORTANT: More questions on the back page (over)

15. Have you started court action? (circle one) Yes ☒ No

16. Describe your complaint in detail.

THE RIGHT AXEL BROKE CAUSING MY STEERING SYSTEM TO LOSE CONTROL AND I HIT ANOTHER CAR WITHOUT WARNING WHEN I LOSS CONTROL OF MY CAR WHILE DRIVING. I WAS DRIVING HOME WHEN THE AXEL BROKE CAUSING ME TO RUN INTO THE BACK OF A PARKED CAR ON THE STREET. MY MAZDA 2 WAS A TOTAL LOSS NEEDING A TOTAL OF \$6,000 IN DAMAGE. AT THIS TIME I WANT TO FILE A COMPLAINT AGAINST THE MAZDA CORPORATION STEERING SYSTEM BUILT INTO THE MAZDA 2 2014 CARS MANUFACTURED IN JAPAN.

17. How do you feel your complaint should be resolved? (please be specific)

I WOULD LIKE A FULL INVESTIGATION MADE OF THE MAZDA STEERING SYSTEM TO FIND OUT WHY THE AXEL BROKE WHILE DRIVING. I WOULD LIKE FULL COMPENSATION FOR THE LOSS OF MY VEHICLE. I AM COMPLETELY WITHOUT TRANSPORTATION AT THIS TIME I NEED TRANSPORTATION TO TRAVEL TO MY VARIOUS MEDICAL APPOINTMENTS TO ATTEND TO THE ELDERLY AT THE [REDACTED] I WORK AT [REDACTED]

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

(over)
please

The above information is true and accurate to the best of my knowledge.

Your signature: [REDACTED]

Date: 6-26-15

Return this form and two copies of your papers to:

BUREAU of CONSUMER PROTECTION
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

EMAIL: DATCPHotline@wisconsin.gov

WEBSITE: datcp.wisconsin.gov

Toll-free in WI: (800) 433-7128

(608) 224-4976

FAX: (608) 224-4677

TDD: (608) 224-5058

THE STATE FAIR EVERY SUMMER AS A CROWD CONTROL
MANAGER ON THE 3RD SHIFT. I NEED A CAR
TO TRAVEL FOR ~~FOR~~ MEDICAL APPOINTMENTS WITH
MY BROTHER-IN-LAW WHO HAS PARKINSON DISEASE
AND SEVERE STROKES. I VOLUNTEER AT THE




Home of.....

WARRANTY FOREVER!

August 4, 2015

[REDACTED]
Brown Deer, WI [REDACTED]

State of Wisconsin
Department of Agriculture, Trade and Consumer Protection
Attn: Jeffrey Schnetzler
2811 Agriculture Drive P.O. Box 8911
Madison, WI 53708-8911

Re: File [REDACTED]

Gentleman:

We have reviewed the above-referenced complaint and the documentation included with the complaint.

We have no record of any communication or contact with [REDACTED] on May 18, 2015. The most recent interaction with [REDACTED] was on January 26, 2015, when we performed an oil change and multi-point inspection. The mileage on the vehicle at that time was 8,134.

It is highly unusual for an axle to break on such a new, low mileage vehicle. If there was a defect in the manufacture of the vehicle this would most likely be covered under the Mazda manufacturer's warranty. John Amato Hyundai, Inc. sold its Mazda franchise in September 2014; accordingly, we can no longer perform warranty repairs.

The complaint seems to be against the Mazda Corporation. We have no record of any communication and no Amato employee recalls any conversation with [REDACTED] since January 26, 2015. Accordingly, we feel there is nothing we can do to resolve the complaint as we are not a party to the incident.

Sincerely,

John Amato Hyundai, Inc.

Donald G. Morrison, CFO
Secretary

Amato. Driven To Make You Happy.

Amato Hyundai
8301 N. 76 St.
Milwaukee, WI 53223
(414) 357-8500

Amato Preferred Auto Sales
8380 N. 76 Street
Milwaukee, WI 53223
(414) 365-1698

Amato Nissan
5200 N. Port Washington Rd.
Glendale, WI 53217
(414) 964-4400

Amato Ford
1015 S. Main St.
Mukwonago, WI 53149
(262) 363-3085

Please visit our website often at www.amatoauto.com to keep up with our Inventory and Specials



August 19, 2015

Jeff Schnetzler
Department of Agriculture, Trade and Consumer Protection
2811 Agriculture Drive
Madison, WI 53708

Subject:

VIN: JM1DE1KY1E0

File #:

Dear Jeff Schnetzler,

This is in response to your recent letter in which you request Mazda to review Mr. [REDACTED] complaint and provide our position.

I contacted the Concours Body Shop and obtained pictures of the damaged Mazda2. Upon review of the pictures, you can see the front axle is not broken but was pulled out of the automatic transmission as a result of the accident. I have enclosed the pictures to support our position.

After carefully reviewing this matter, Mazda must decline to provide any assistance to [REDACTED] with regards to the accident. [REDACTED] should contact his insurance company, so they can assistance with the damage caused by the accident. While we regret that our response is not a more favorable one, we believe that it is fair and appropriate.

If you have any questions, please contact me at (949) 727-6879

Sincerely,

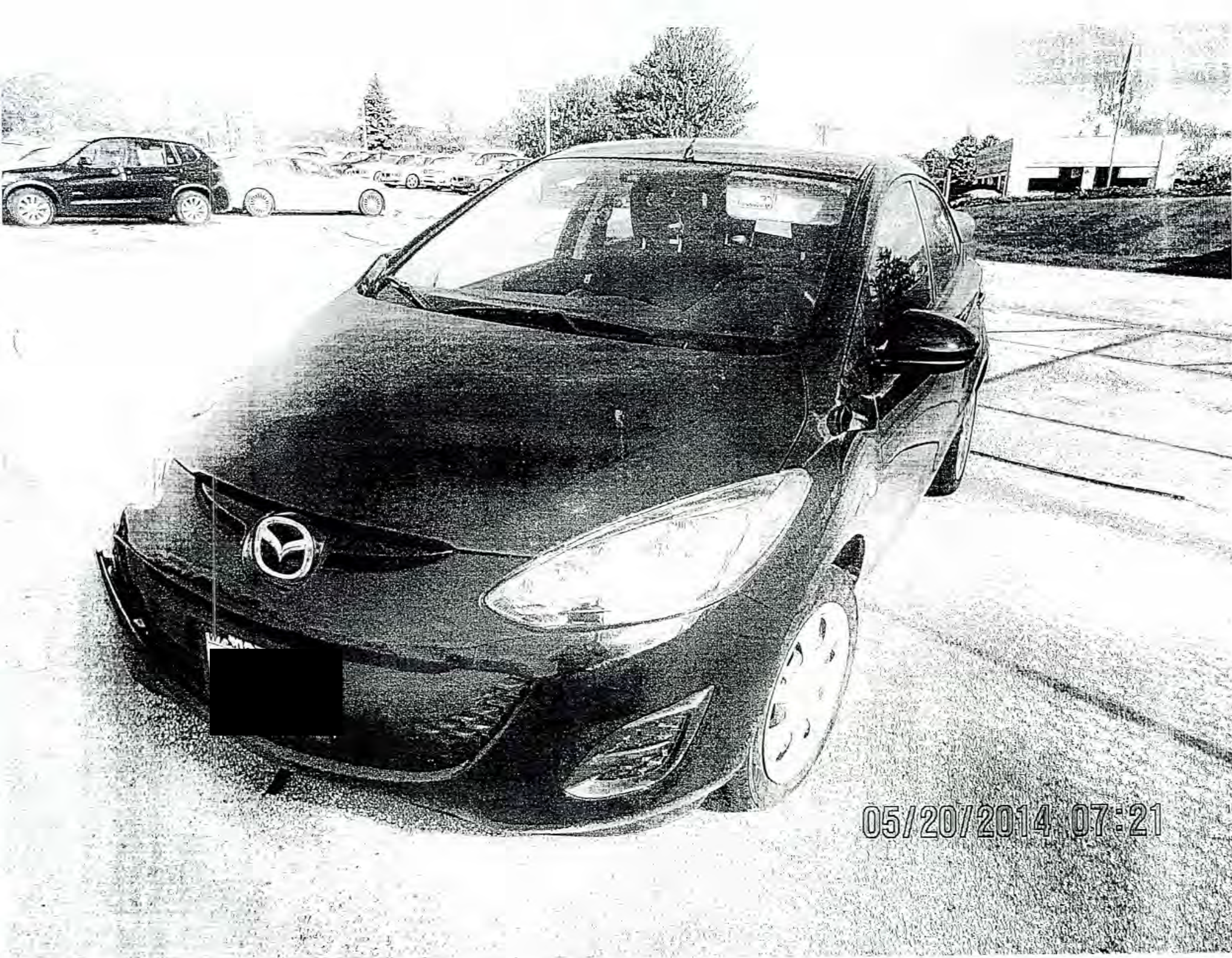
Paul Winovitch
Manager, Customer Mediation

Cc: [REDACTED]

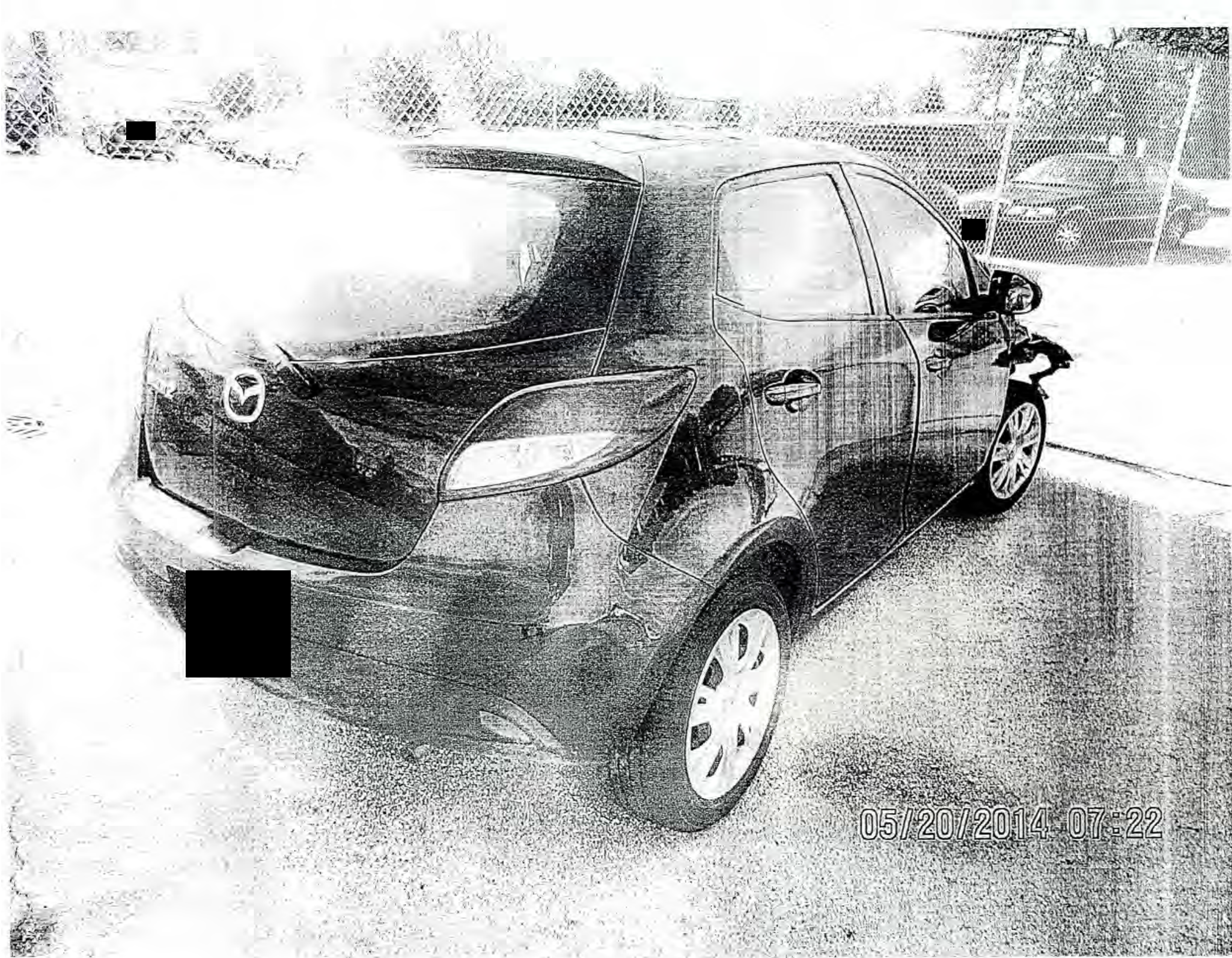
Mazda North American Operations
7755 Irvine Center Drive
Irvine, CA 92618-2922
Telephone 949.727.1990
Facsimile 949.727.6101

zoom





05/20/2014 07:21



05/20/2014 07:22



05/20/2014 07:22

MFD. BY MAZDA MOTOR CORPORATION

DATE 12/13

FRONT GAWR/PNBE AV 1761 LB 799 KG
WITH/AVEC /

X

TIRES/PNEUS
RIMS/JANTES

KPA/ PSI COLD/A FROID

GVWR/PNBV 3311 LB 1502 KG
REAR GAWR/PNBE AR 1550 LB 703 KG

WITH/AVEC /

X

TIRES/PNEUS
RIMS/JANTES

KPA/ PSI COLD/A FROID

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND
THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: JMIDE1KY1E0

TYPE: PASS CAR

COLOR CODE: 41W

MADE IN JAPAN



05/20/2014 07:22



**Department of Agriculture,
Trade & Consumer Protection**

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

TCP

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08/31/2015

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WASHINGTON DC 20590

