

INFORMATION Redacted PURSUANT TO THE FREEDOM OF ^{CL-11009668-7544}
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

May 25, 2017

JUN 22 2017

The Director
NHTSA
1200 New Jersey Ave SE
Washington DC 20590

Dear Sir/Ms.:

Re VIN JM1CR293X80 [REDACTED]

Attached, please find my letter to Mazda Corporation, describing my experience as an owner of its product, the 2008 Mazda 5. The letter is in regard to the minivan's inferior engineering. Along with the letter, please find copies of invoices pertaining to the last two repairs: one, to replace the ignition lock cylinder; and the other, an overhaul of the transmission system.

It is my hope and wager that you will conclude there is a systemic problem with the Mazda 5's transmission, and will initiate a recall of the vehicle, by which process I and other affected consumers may recover some of the expense we have incurred in having our vehicles repaired.

I appreciate your attention to this matter.

Yours truly,

[REDACTED]

West Chicago, IL [REDACTED]

Ham
7/2/17
LD

Zoom Zoom, Clunk Clunk

Re VIN JM1CR293X80 [REDACTED]

May 22, 2017

Dear Mazda Corporation:

I was dissatisfied with my Dodge Caravan; it leaked oil and rusted easily. So when the time came to replace it in 2008, I bought a Mazda 5. Your minivan did not have glowing reviews, but it was rated fairly well by all concerned. I have driven it over 91,000 miles over 9 years, changing the oil regularly, replacing tires and brake pads whenever necessary. At 64,000 and 81,000 miles, I had to put in new rear shock mounts. At 69,300 miles, the oil cooler assembly broke. That's about \$1100 worth of repairs, together. Okay, I could deal with it. The parts guy at the dealership did say the oil cooler was designed poorly, as it came in two sections, vulnerable where they attached together. At 83,400 miles, the wheel rims had to be replaced. They had corroded internally, allowing air to leak from the tires—and 400 dollars to leak out of my wallet. Fast forward to early May, 2017: the ignition cylinder froze up. How could a part like that fail? Surely it was exposed to very little wear and tear. \$500 out the window, followed by curses directed at Mazda Corporation. And then WHAM!— not two weeks later, on the 14th of May, 2017, at 91,040 miles or so, the transmission broke. The warning lights appeared, and I could not drive the vehicle beyond first gear. I took the poor thing to AAMCO, who, for \$3098.66 (a filthy, breath-taking sum), fixed and rebuilt the transmission.

Attached, please find copies of invoices related to the aforementioned repairs.

I have just one question for Mazda Corporation: Why the crappy engineering?

Yours truly,

[REDACTED]
West Chicago, IL [REDACTED]

CUSTOMER SVC MGR		LAST		FIRST	
STAN					
ADDRESS		CITY		STATE/PROV	
		WEST CHICAGO		IL	
YEAR	MAKE	MODEL	COLOR	VEHICLE IDENTIFICATION NO	
2008	MAZDA	MAZDA5	RED	JM1CR293X80	
WARRANTY CLAIM INFO	ORIGINAL RO	ORIGINAL MILES	ORIG DELV. DATE		
HAT NUMBER		EMAIL ADDRESS			

INTERNATIONAL CUSTOMER SERVICE
201 GIBRALTAR ROAD
HORSHAM, PA 19044
CALL TOLL FREE (800) 523-0401



BEST CMPLT CAR CARE IN
420 ROOSEVELT RD
GLEN ELLYN, IL 60137567

05/19/2017

17:02:17

CREDIT CARD

DISCVR SALE

Card # XXXXXXXXXXXX
Chip Card: Discover Credit
AID: A0000001523010
ATC: 0013
TC: EC9877C336BEF270
SEQ #: 6
Batch #: 455
INVOICE 6
Approval Code: 01929P
Entry Method: Chip Read
Mode: Issuer

PHONE

PHONE

AMCO Center

INTERNAL USE ONLY

QTY	SERVICE DESCRIPTION	SALE AMOUNT	PRICE
	DESCRIPTION OF PROBLEM— CHECK ENGINE LIGHT IS ON . A/T LIGHT 1 ANOTHER SHOP HAD CLEARED CODES WERE P0773 AND P0762		
	AAMCO MULTI-POINT INSPECTION		
	AUTHORIZATION: BY: STAN DATE: 5/15/2017 TIME: 5:31 PM FROM: AL		0.00
	VERIFICATION: SIGNATURE		
	SECOND PERSON AUTHORIZATION: _____ PHONE: _____		
	SERVICE RECOMMENDATION		
	AAMCO MAY OPERATE THIS VEHICLE FOR THE PURPOSE OF TESTING AND DELIVERY AT MY OWN RISK. I UNDERSTAND THAT IF A TORQUE CONVERTER AND/OR HARD PARTS ARE REQUIRED, THE COST WILL BE IN ADDITION TO THE BASE PRICE OF \$2432.81. I HAVE THE RIGHT TO AUTHORIZE THE ADDITIONAL COST, OR TO REQUEST REASSEMBLY AND REINSTALLATION OF THE UNSERVICED TRANSMISSION FOR A LABOR CHARGE OF \$590 WHICH INCLUDES THE COST OF DISASSEMBLY AND EXAMINATION. I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN (5) DAYS OF THE DATE		
	AUTHORIZATION: BY: STAN DATE: 5/15/2017 TIME: 5:31 PM FROM: AL		
	VERIFICATION: D.O.B 1/27/60		
	CUSTOM REBUILT SERVICE \$2432.81 HARD PARTS AND OTHER COMPONENTS ADDITIONAL COST (AS NEEDED)		
	TORQUE CONVERTER (ADDITIONAL COST IF REQUIRED) \$0		
	TRANSMISSION SERVICE		
	AAMCO'S CUSTOM REBUILT TRANSMISSION WITH AN EXCHANGED REBUILT TORQUE CONVERTER WITH AAMCO 12 MONTH / 18,000 MILE LIMITED WARRANTY. SEE REVERSE SIDE FOR OTHER WARRANTY TERMS AND CONDITIONS		
1	NEW - ASSEMBLY KIT PRICE-GUIDE #GETBNR		967.72
1	NEW - FILTER		26.46
	NEW - TRANS FLUID FILLED TO MANUFACTURER'S SPECIFICATION		73.63
1	EXCHANGE REBUILT TORQUE CONVERTER		499.00
1	BAND		110.87
	LABOR TO REMOVE, REBUILD & REINSTALL		1365.00
1	INTERNET DISCOUNT		-100.00
	AUTHORIZATION: BY: STAN DATE: 5/16/2017 TIME: 5:08:59 PM FROM: AL		
	VERIFICATION: DR.#0027		
	CUSTOM REBUILT SERVICE \$2432.81 / HARD PARTS & OTHER COMPONENTS \$110.67 / TORQUE CONVERTER \$499		
	**SHOP SUPPLIES		29.98
	MILEAGE IN 91,081 MILEAGE OUT 91,089		
	TOTAL LABOR		1,365.00



TC: 6
SEQ #: 6
Batch #: 6
INVOICE
Approval Code: 01929P
Entry Method: Chip Read
Mode: Issuer
AMCO Center

INTERNAL
USE ONLY

QTY	DESCRIPTION	SALE AMOUNT	PRICE
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DESCRIPTION OF PROBLEM-- CHECK ENGINE LIGHT IS ON, A/T LIGHT
ANOTHER SHOP HAD CLEARED CODES WERE P0773 AND P0762

AAMCO MULTI-POINT INSPECTION

AUTHORIZATION: BY: STAN DATE: 5/15/2017 TIME: 5:31 PM FROM: AL
VERIFICATION: SIGNATURE

SECOND PERSON AUTHORIZATION: _____ PHONE: _____

SERVICE RECOMMENDATION

AAMCO MAY OPERATE THIS VEHICLE FOR THE PURPOSE OF TESTING AND DELIVERY AT MY OWN RISK. I UNDERSTAND THAT IF A TORQUE CONVERTER AND/OR HARD PARTS ARE REQUIRED, THE COST WILL BE IN ADDITION TO THE BASE PRICE OF \$2432.81. I HAVE THE RIGHT TO AUTHORIZE THE ADDITIONAL COST, OR TO REQUEST REASSEMBLY AND REINSTALLATION OF THE UNSERVICED TRANSMISSION FOR A LABOR CHARGE OF \$599 WHICH INCLUDES THE COST OF DISASSEMBLY AND EXAMINATION. I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN (5) DAYS OF THE DATE

AUTHORIZATION: BY: STAN DATE: 5/15/2017 TIME: 5:31 PM FROM: AL
VERIFICATION: D.O.B 1/27/60

CUSTOM REBUILT SERVICE \$2432.81 HARD PARTS AND OTHER COMPONENTS ADDITIONAL COST (AS NEEDED)
TORQUE CONVERTER (ADDITIONAL COST IF REQUIRED) \$0

TRANSMISSION SERVICE

AAMCO'S CUSTOM REBUILT TRANSMISSION WITH AN EXCHANGED REBUILT TORQUE CONVERTER WITH AAMCO 18 MONTH/18,000 MILE LIMITED WARRANTY. SEE REVERSE SIDE FOR OTHER WARRANTY TERMS AND CONDITIONS

1 NEW - ASSEMBLY KIT PRICE-GUIDE #GETBNR	967.72
1 NEW - FILTER	26.46
NEW - TRANS FLUID-FILLED TO MANUFACTURER'S SPECIFICATION	73.63
1 EXCHANGE REBUILT TORQUE CONVERTER	499.00
1 BAND	110.67
LABOR TO REMOVE, REBUILD & REINSTALL	1365.00
1 INTERNET DISCOUNT	-100.00

AUTHORIZATION: BY: STAN DATE: 5/16/2017 TIME: 5:08:59 PM FROM: AL
VERIFICATION: DR

CUSTOM REBUILT SERVICE \$2432.81 / HARD PARTS & OTHER COMPONENTS \$110.67 / TORQUE CONVERTER \$499
**SHOP SUPPLIES 29.98

MILEAGE IN 91,081 MILEAGE OUT 91,089

TRANSMISSION

PARTS: 1,577.48 LABOR: 1,365.00 SUBTOTAL: 2,942.48

Total Car Care

PARTS: 0.00 LABOR: 0.00 SUBTOTAL: 0.00

TOTAL LABOR 1,365.00
TOTAL PARTS 1,577.48
SERVICE AGREEMENT 0.00
SUBTOTAL 2,972.46
TAX 126.20
TOTAL 3,098.66

CONSUMER RIGHTS NOTICE:

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate, which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

a) I request an estimate in writing before you begin repairs.

Signature: _____

b) Please proceed with the repairs but call me for approval

before continuing if the price exceeds \$ 3098.66

Signature: _____

c) I do not want an estimate and you may set the price of repairs.

Signature: _____

Date: _____

Time: _____

The estimated price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed to by the consumer and the motor vehicle repair facility.

LABOR CHARGES ARE FLAT RATES UNLESS OTHERWISE SPECIFIED — PROPOSED COMPLETION DATE

CERTIFICATION

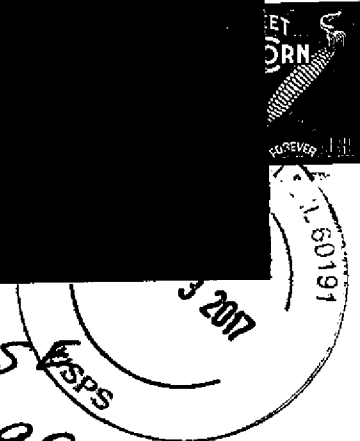
COMPLETION CERTIFICATE

PARTS SHOWN AS EXCHANGE ARE NOT RETURNABLE

Payments

[REDACTED]
WEST CHICAGO, IL [REDACTED]

[REDACTED]
NHTSA
ATTN. RECALLS DEPT.
1200 NEW JERSEY AVE. SE
WASHINGTON DC 20590



20590-

