

**COMPLAINT AGAINST CT LICENSED
DEALER OR REPAIRER**
K-35 REV. 10-2012

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
Consumer Complaint Center
On The Web At ct.gov/dmv

MAY 5, 2018
CL-11033884-1099
CASE NUMBER

DMV OFFICE USE ONLY	DEALER LICENSE NUMBER	DEALER LOCATION NUMBER
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COMPLETE BELOW, PRINT TWO COPIES AND SIGN BOTH, THEN, SEND ONE COPY TO THE DEALER OR REPAIRER.
SEND THE OTHER COPY, PLUS COPIES OF ALL PAPERS RELATED TO YOUR COMPLAINT, TO THE DMV AT ADDRESS BELOW:
TO: Department of Motor Vehicles, Consumer Complaint Center, 60 State Street, Wethersfield, CT 06161-2010.

* IS REQUIRED FIELD

REPAIR SHOP OR DEALERSHIP INFORMATION	BUSINESS NAME (As Shown on Invoice) Modern Mazda		PERIOD VEHICLE IN CUSTODY OF BUSINESS (Dates) Sept 21 - Oct 3 2017	
	BUSINESS ADDRESS (Number and Street) 68 Waterbury Rd		DEALER OR REPAIRER PHONE NUMBER (860) 283-4304	
	(City or Town) Thomaston Ct	(State) CT	(Zip Code) 06787	PERSON DEALT WITH Amanda Schemenauer
COMPLAINANT INFORMATION	YOUR NAME [REDACTED]			DATE OF SERVICE/SALE 9/21/17 - 10-3-2017
	TEENYME Ct			[REDACTED]
VEHICLE INFORMATION	MAKE Mazda	MODEL RX-8	YEAR 2004	[REDACTED]
	VEHICLE IDENTIFICATION NUMBER 2M1FE173440		CURRENT ODOMETER READING 144340	[REDACTED]

YOUR E-MAIL ADDRESS

THE DEALER OR REPAIRER SHOULD BE GIVEN THE OPPORTUNITY TO RESOLVE THE COMPLAINT PRIOR TO ANY ACTION BY THE DMV. IF YOUR COMPLAINT IS RESOLVED AFTER SUBMISSION TO DMV, PLEASE MAIL A SIGNED AND DATED LETTER STATING SO.

TYPE OF COMPLAINT

☐ MOTOR VEHICLE SALES ☒ MOTOR VEHICLE REPAIRS ☐ TOWING/STORAGE ☒ OTHER Complaints/Repairs

Please type a brief description of your complaint below:

I already wrote to you once before, I talked to a States Attorney, he said these weren't paid repairs, they were recalls, I got a letter from my mechanic saying the car was in good running conditions, with no problems with the compression. We brought the car into Modern Mazda in Thomaston Ct, to do a fuel leak, fuel pump ->



IMPORTANT INFORMATION:

- All complaints must be submitted by mail to the address above.
- Include readable copies of ALL sale or repair documents.
- Incomplete complaints will not be investigated.

Please note that the DMV does not investigate complaints related to improper or negligent repairs, misdiagnosis, poor quality parts, paint or cosmetic work.

The above are all civil matters that consumers can pursue in civil court.

I am filing a complaint against the business named above. I am requesting that the Department of Motor Vehicles assist me in resolving my problem to the extent provided

SIGNATURE [REDACTED]	DATE SIGNED 4/17/2018
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ALL COPIES OF ALL DOCUMENTS RELATED TO YOUR COMPLAINT: SALES PURCHASE ORDERS, INVOICES, FEDERAL ODOMETER STATEMENTS, REPAIR ORDERS, ESTIMATES, AUTHORIZATIONS, STATEMENTS FROM REPAIR SHOPS/ DEALERS, ETC.

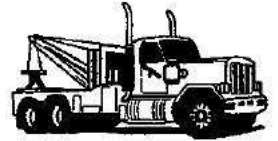
Send One Copy to CT DMV

Send other Copy to the Dealer or Repairer

1st

Rings, And Fuel pump discharge & also the front
lower arm ball joint safety Recall. Both jobs
were suppose take 3 hours each. Got my car
Returned to me 9/25/17 told me to come pick
up my car that it was fixed, they took it for
a test drive, which I don't think they did
Because mileage was the same as when I dropped
it off. When I took the car it was sputtering
like not getting enough gas, so brought it back, they
said they'd fix the problem, next thing I know,
Couple days later, they're trying to tell me there's
no compression. So to check that out, they
Charged me \$110,000, they said the compression
test failed. This is why the state's attorney
told me to get a letter from my mechanic
showing I had an oil change 2 wks before.
~~before~~ having these recalls done. Brought car
through emissions also 2 1/2 wks before car
past. My mechanic said I had no problems with
car, It was running fine, I had no problem
with the compressions or issues with car
So is you could look into this, I would
appreciate this, I'll send in all ...

(860) 583-3407



Paul Bulabon (owner)
5/1/2018



STATE OF CONNECTICUT

VEHICLE INSPECTION REPORT



OVERALL RESULT

Pass



TEST CENTER INFORMATION

Test Center Number	Vernon E Schiavo	IP0002987	SY001178	1701
Inspector Name	Inspector Number	Analyzer Number	Software Version	
Hamelin and Sons Inc		64 West Street Bristol, CT. 06010		
Test Center Name		Test Center Address		

VEHICLE INFORMATION

JM1FE173440	01	CT	2004	Sedan	3809	1.3	19839	
VIN	License Plate Number	Class Code	State	Year	Body Type	GVWR	Engine Size	VLT Row ID
MAZDA	RX8	144340	Gasoline	R	M	DUAL		
Make	Model	Odometer	Fuel Type	Cylinders	Transmission	Exhaust		

TEST INFORMATION

09/14/2017 09:13:17	09/19/2017	09/19/2019	1	Initial	75397	16413
Today's Test Date / Time	Old Test Due Date	New Test Due Date	Test Counter	Test Type	Test Number	Test Fee
PASS	YES	NO				
Visual Inspection - Catalyst Converter	DMV Match	DMV Data Update	Authorization Number			

OBD II

PASS

PASS

855

Pass

14

Pass

OBD Readiness

RPM

Connector Status

Connector Voltage

Communication Status

Test Name

OBD Results

PCM ID

Engine Temperature

MIL Engine Off

MIL Engine On

MIL Commanded On

199.4

PASS

N/A

NO

Air Condition System: Not Supported

Catalyst: Ready

Comprehensive Component: Ready

EGR System: Not Supported

Evaporative System: Ready

Fuel System: Ready

Heated Catalyst: Not Supported

Misfire: Ready

Oxygen Sensor: Ready

Oxygen Sensor Heated: Ready

Secondary Air System: Not Ready

Total Number of Diagnostic Trouble Codes (DTC):

DTC #1

DTC #2

DTC #3

DTC #4

DTC #5

Congratulations! Your vehicle has passed the Connecticut Emissions Test. Your feedback is important to us; please visit our website at www.ctemissions.com or call (888) 828-8399 to take a short survey to share your testing experience.

This test was performed in conformance with Section 207(b) of the Federal Clean Air Act.

By completing this inspection I attest that I have personally verified and correctly entered the Vehicle Identification Number (VIN) and vehicle information reported on this document. I further certify that this inspection is in compliance with the State of Connecticut Vehicle Emissions and the Quality Assurance Standards.

IP0002987 Vernon E Schiavo



IMPORTANT SAFETY RECALL

2004-2008 RX-8 - Safety and Emission Recall

Fuel Leak at Fuel Pump Rings and Fuel Pump Discharge Pipe Recall 1017E

NHTSA Campaign Nos. 16V-793 and 17V-354

July 30, 2017

This notice applies to your vehicle: VIN JM1FE173440 [REDACTED]

Dear Mazda Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2004-2008 RX-8 vehicles produced from April 10, 2003 through February 18, 2008.

In December 2016, you received a notice regarding Safety and Emission Recall 0516J, 2004-2008 RX-8 Fuel Leak at Fuel Pump Rings, and that Mazda would notify you when parts become available to perform the repair. Recall 1017E now replaces 0516J.

It has been found that the same vehicles have a fuel leak concern at the fuel pump in a location different from recall 0516J, and Mazda has decided to conduct a new Safety and Emission Recall 1017E to address the concern from previous recall 0516J and the new concern.

If you are a recipient of this notice, your vehicle is included in this new recall.

What are the problems?

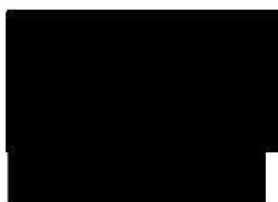
Concern 1

Previous Recall 0516J - Fuel Leak at Fuel Pump Rings:

(Note: Recall 1017E replaces previous recall 0516J)

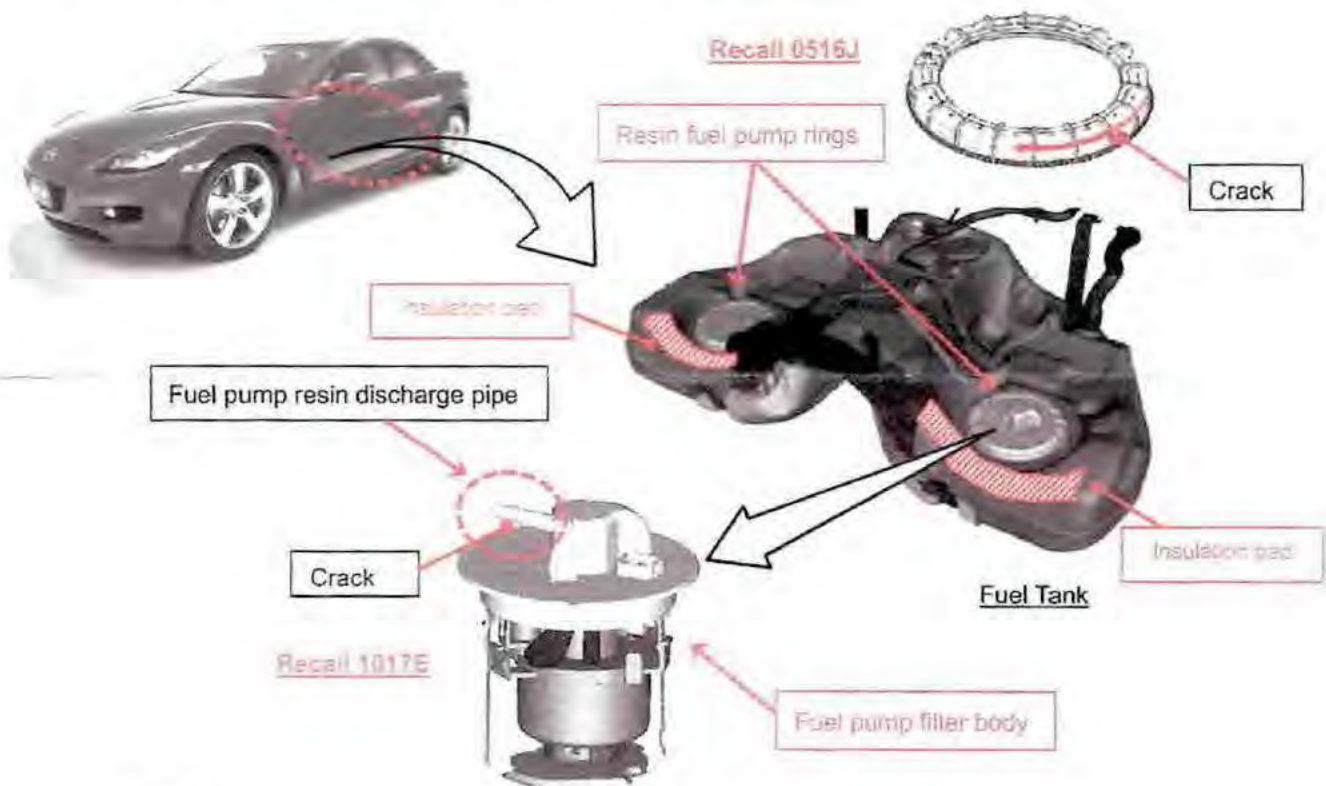
On the fuel pump rings of certain subject RX-8 vehicles, the resin fuel pump rings, which are located on the top surface of the fuel tank, may deteriorate by heat from the engine and exhaust pipes due to insufficient heat insulating performance. Continuous use of the vehicle may allow the deterioration to progress, leading to a crack in the fuel pump rings and subsequent fuel leak, which may increase a risk of fire.

Stop



~~1-800-879-3889~~
~~4327~~
~~Please contact your dealer~~
~~1-800-879-3889~~
~~4327~~

On the fuel pump discharge pipe of certain subject RX-8 vehicles, the discharge pipe may deteriorate, affected by the pressure of fuel inside the pipe and by heat from the engine and exhaust pipe due to insufficient durability of resin discharge pipe. Continuous use of the vehicle may allow the deterioration of discharge pipe to progress, leading to a crack in the pipe and subsequent fuel leak, which may increase a risk of fire.



What will Mazda do?

The repairs of recall 0516J and 1017E will be performed at the same time on your RX-8 vehicle. Your Mazda dealer will replace the fuel pump rings with new ones and install heat insulation pads onto the fuel tank to address the concern of recall 0516J and replace the fuel pump filter body with a modified one to address the concern of recall 1017E.

The repairs will be performed at no cost to you.



IMPORTANT SAFETY RECALL

2004 RX-8
Front Lower Arm Ball Joint - Safety Recall 1117E
NHTSA Campaign No. 17V-355

July 2017

This notice applies to your vehicle: VIN JM1FE173440 [REDACTED]

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2004 RX-8 vehicles produced from April 10, 2003 through May 7, 2004.

If you are a recipient of this notice, your vehicle is included in this recall.

What is the problem?

On certain 2004 RX-8 vehicles, the front lower arm ball joint case may have a crack due to inappropriate manufacturing process at production stage. The ball joint case may break and detach from the ball joint if a large load is applied during driving, causing a loss of steering control and increasing the risk of a crash.

What will Mazda do?

Because Driving Matters, Safety Matters. Your Safety is Important to Mazda.

Your Mazda dealer will replace the front lower arms (both left and right) with the modified ones. The replacement will be performed free of charge. Repairs to your vehicle are expected to take 1.6 hours to complete.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have the front lower arms replaced as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for repair on front lower control arms?

If you have already paid for repair or replacement of front lower arms due to crack of the front lower arms case, prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid *Information Change Card* (no envelope required) as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Experience Center toll free at (800) 222-5500, select option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We actively work to improve our products and search for solutions to improve your ownership experience. We sincerely apologize for any inconvenience this recall may cause you.

Sincerely,

Mazda North American Operations

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Mazda North American Operations

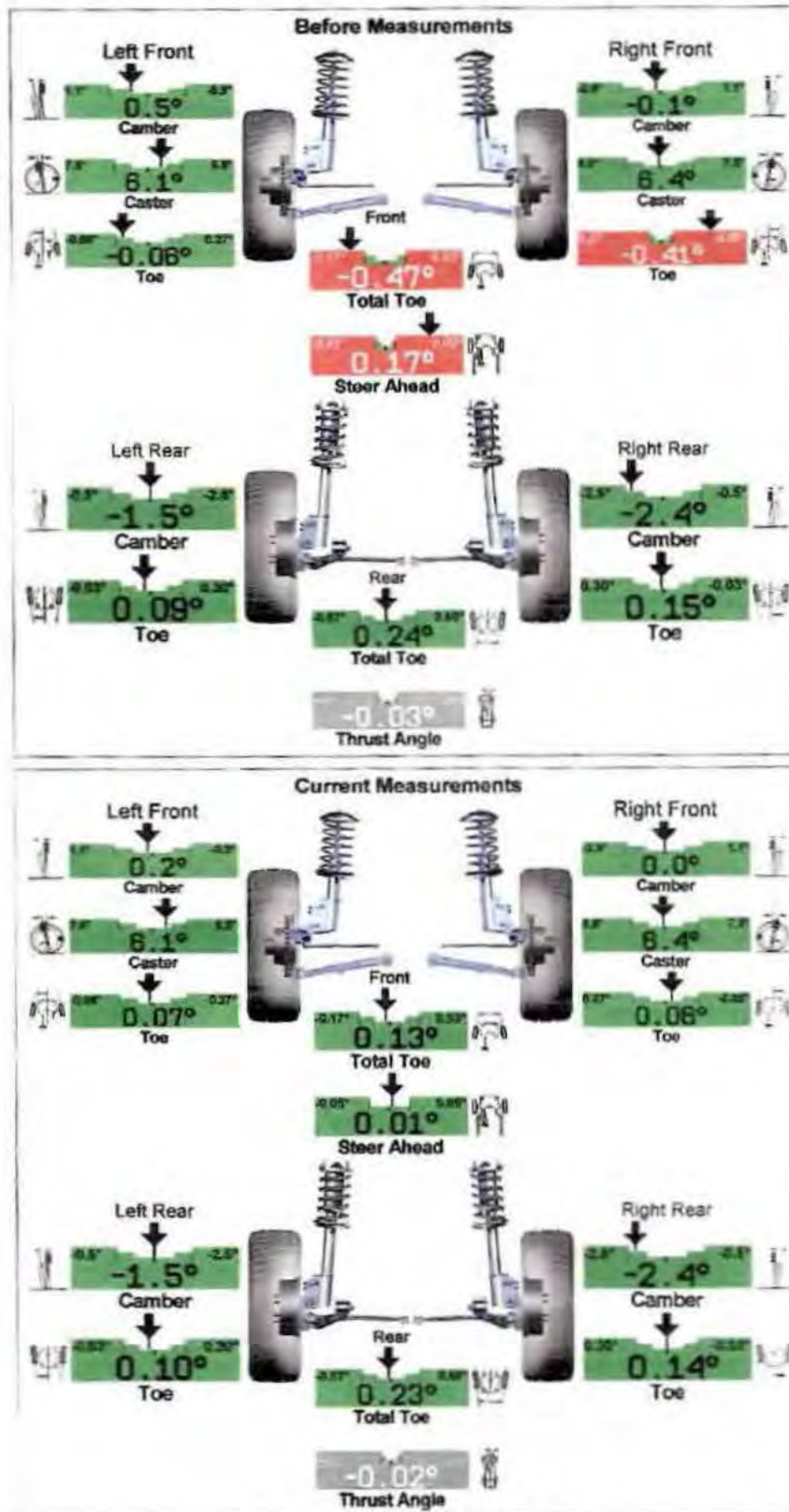
Handwritten signatures and initials, including "Deane", "K. H.", and "D. H.", likely representing authorized personnel.

Work Order:

Date

9/29/17 2:33 PM

Mazda : RX-8 : 2004-08 : Standard Suspension



- The steering wheel is currently level.

CUSTOMER, #:

MODERN

BUY TRANSPARENTLY



INVOICE

 68 Waterbury Road
 P.O. Box 309
 Thomaston, CT 06787
 (860) 283-4304

www.modernmazdadodge.com

TERRYVILLE, CT

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 634 AMANDA SCHEMENAUR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
VELOCITY-R	04	MAZDA RX8	JM1FE173440		144897/144897		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
23JUL03	DD27MAY03		WAIT 28SEP17		110.00	CASH	29SEP17
R.O. OPENED		READY	OPTIONS: DLR:NBH ENG:1.3 LITER TRN:M				

09:04 28SEP17 13:13 29SEP17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PERFORM 2004-2008 RX-8 RECALL 1017E FUEL LEAK AT FUEL PUMP RINGS

.....PERFORMED RECALL 1017E FUEL LEAK AT FUEL PUMP RINGS

REPLACED FUEL PUMP RINGS AND FUEL PUMP FILTER BODY

1017E PERFORM 2004-2008 RX-8 RECALL 1017E FUEL

LEAK AT FUEL PUMP RINGSPERFORMED

RECALL 1017E FUEL LEAK AT FUEL PUMP RINGS

REPLACED FUEL PUMP RINGS AND FUEL PUMP

FILTER BODY

389 WM 1.10

1 N3Y1-13-ZE0C FILTER, FUEL PUMP

1 F1Y1-42-A1X NUT, RETAINER & GASKET KIT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B C/S: 1117E -1117E FRONT LOWER ARM BALL JOINT

00 RECALL 1117E FRONT LOWER CONTROL ARMS

389 WM 1.60

1 F1Y1-34-30XA KIT, LWR ARMS

1 F151-34-150 LINK, CONTROL

1 F151-34-170 LINK, CONTROL

4 9994-01-001S NUT, FLANGE

2 F151-34-66Z BOLT, ADJUST

2 F151-28-66Z BOLT, ADJUST

4 9YB0-41-406A NUT

2 F151-34-473 PLATE, CAM

2 F151-28-473 PLATE, CAM-SUB FRAME

00 FRONT LOWER CONTROL ARMS

389 WM 0.40

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C MAZDA FULL CIRCLE SERVICE INSPECTION

99P MAZDA FULL CIRCLE INSPECTION

389 IPS 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

SERVICE DEPARTMENT HOURS: Mon - Thurs 7:30 - 5:30 - Fri 7:30 - 5:00 - Sat. 8:00 - 4:00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN OF ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	



INVOICE

68 Waterbury Road
P.O. Box 309
Thomaston, CT 06787
(860) 283-4304

www.modernmazdadodge.com

TERRYVILLE, CT

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 361 JOEL PARADIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
VELOCITY-R	04	MAZDA RX8	JM1FE173440		144901/144904		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23JUL03	DD27MAY03		18:00 03OCT17		110.00	CASH	04OCT17
R.O. OPENED		READY	OPTIONS: DLR:NBH ENG:1.3 LITER TRN:M				

14:42 03OCT17 09:11 04OCT17

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES VEHICLE HAS NO POWER. PERFORM COMPRESION TEST AND ADVISE. ** what you called and said the car was ready to pick up, I said*

00 NO POWER *it felt like it wasn't getting enough gas, and your date for that*
32 CM 1.00 110.00 110.00 *day*

PARTS: 0.00 LABOR: 110.00 OTHER: 0.00 TOTAL LINE A: 110.00 *is*

PERFORMED COMPRESSION TEST. ENGINE FAILED TEST. MINIMUM KPA'S FOR COMPRESSION IS 6.9. THE READINGS ARE 6.9, 6.4, 7, 6.6, 6.7, 6.6. THE INTAKE MUST BE REMOVED FROM CAR TO CHECK FOR CARBON BUILD UP AND TO FIND IF THE SHUTTERS ARE WORKING OR IF THE INTAKE ASSEMBLY MUST BE REPLACED. TO REMOVE INTAKE THE ENGINE MUST BE REMOVED. IF INTAKE PASSES THEN PLUGS, WIRES, AND COILS MUST BE REPLACED AND VEHICLE STILL MAY NOT RUN CORRECT AFTER DUE TO ENGINE FAILING COMPRESSION TEST. THE CATALYTIC CONVERTER IS ALSO CLOSE TO MINIMUM SPEC AND WILL HAVE TO BE REPLACED SOON. THE COLD START AIR PUMP IS ALSO FAILED AND MUST BE REPLACED. RECOMMEND FOR NO FURTHER WORK TO BE PERFORMED ON VEHICLE DUE TO YEAR AND MILEAGE. CUSTOMER TO TOW VEHICLE FROM DEALERSHIP.

B MAZDA FULL CIRCLE SERVICE INSPECTION

CAUSE: YOUR NEXT SERVICE APPOINTMENT

99P MAZDA FULL CIRCLE SERVICE INSPECTION

32 CM 0.00

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SERVICE DEPARTMENT HOURS: Mon - Thurs 7:30 - 5:30 • Fri 7:30 - 5:00 • Sat. 8:00 - 4:00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN OF ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	110.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	110.00
LESS INSURANCE	0.00
SALES TAX	6.99
PLEASE PAY THIS AMOUNT	116.99

ville Ct,



U.S. Dept of Transportation
of Defective Investigation NVS "210"
1200 New Jersey Ave
Southeast West Building
Washington D.C.
20590