

JUN 02 2018

Mazda North America  
Attn: Customer and Recall Center  
PO Box 19734  
Irvine, CA 92623-9734

CL-1111605-5164

June 9, 2018  
Subject: CX 3 Oil Loss

Dear Sir:

Recently I have an incident in my 2017 CX 3 ( ID Number: JM1DKDD78H0 [REDACTED] ).after an oil change at Bob King Mazda Dealership, Winston-Salem, NC . The oil was changed on 5/28/2018 with auto total mileage of 9508 miles. After the oil change I left the car in the house garage. Few days later I noticed some liquid on the floor. The liquid puddle grown larger in size on the next few days. Unfortunately, this was oil. All the oil, almost completely, in the car has drained on the floor leaving a big mess(see picture). So I get in touch with Service manager of the dealership, Mr.Mike Evans. He was kind enough to send his assistant Mr. Bryant Anderson to my house to check on the car. He cleaned the oil spill and took car to the dealership for further checks.

I am reporting this by a certified letter for **two reasons**:

First- The CX 3 is a new car. with very few on the road. The oil loss could be a human error but could be a Design fault/ Vague instructions/Training. The oil problem can turn into a very serious one, Usually I change the oil before I travel to Florida – a 700 mile trip. If I did that trip immediately the engine and perhaps the whole car (~\$30,000 )would be ruined in addition to any other human toll on the road. Thus I hope Mazda will follow on this reporting to me and to the Us Government..

Second: Running the engine with very low oil not only can lead to many unpredictable mechanical problems but also the spilled oil can stick and penetrate many wiring and sensors. Just look at the picture of my garage after the "oil cleaning with solvents". Still, it is very visible- even horrible. The oil has penetrated into the floor and garage door wood. It is still oozing from the wood. If this happens to the concrete, think of the numerous sensors and wiring in the car. The same thing happens to many parts of the car. However, with time, dirt could accumulate too and both change the conductivity of the sensors, the electrical wiring, the front breaking system , etc; so they become prematurely faulty. This car has many advanced safety sensors. Unfortunately, there is no one system to be replaced or simply checked out now which restores the safety to the car. If such problems are encountered in the future at any time while I own the car, this letter will be a reminders to Mazda to stand up to its obligation to take full responsibility including the repairs - unless they have now a better alternative proposals.

Sincerely,

[REDACTED]  
Winston-Salem, NC [REDACTED]

- copy to: **NHTSA Headquarters**  
**1200 New Jersey Avenue SE.**  
**West Building**  
**Washington, DC 20590**

Supporting data:

- copies of the oil change and subsequent check on the oil spillage from Bob King Mazda.
- Photos of the oil spillage in my garage and after the solvent cleaning.

AM  
7.12.18  
W

# BOB KING

**AUTOMOTIVE GROUP**

1601 Silas Creek Pkwy. - Winston-Salem, NC 27127  
 (336) 724-2861 - Fax: (336) 631-3137  
 www.bobkingauto.com



**SERVICE DEPARTMENT HOURS**  
 7:30 a.m. to 6:00 p.m.  
 Monday - Friday  
 8:00 a.m. - 4:00 p.m. Saturday

R/O Open Date	R/O Number
6/08/18	
R/O Close Date	
6/08/18	Pre-Invoice
Mileage In	Mileage Out
9508	9515
Service Advisor / Tag #	

**MARK JONES**

Vehicle Identification

**JM1DKDD78H0**

Delivery Date

In-Service Date

WINSTON SALEM, NC			Work Phone		
Year	Make	Model	Body	Color	License Number
2017	MAZDA	CX-3	FWD 4DR GRAND TOU		

DESCRIPTION AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#2 - 11HYZLEAK: CUSTOMER STATES CHECK FOR A FLUID LEAK Tech: VINCENT COLAGROSSO (078) CONFIRMED BAD OIL DRAIN PLUG CRUSH WASHER. REPLACED DEFECTIVE CRUSH WASHER AND TOPPED OFF OIL. COMPANY REPRESENTATIVE WENT TO CUSTOMER S HOUSE AND CLEANED OIL SPILL FROM DRIVEWAY.	Internal
#3 - NIN: NO INSPECTION NECESSARY Tech: VINCENT COLAGROSSO (078)	Internal

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 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.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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R/O Open Date	R/O Number
5/28/18	
R/O Close Date	
5/28/18	Pre-Invoice
Mileage In	Mileage Out
9493	9493
Service Advisor / Tag #	
MARK JONES	

WINSTON SALEM, NC		Work Phone	Vehicle Identification
		Home Phone	JM1DKDD78H0
Year	Make	Model	Body
2017	MAZDA	CX-3	FWD 4DR GRAND TOU
		Color	License Number
		Delivery Date	In-Service Date

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 06MA110: MAZDA 5,000 MILE/4 MONTH SERVICE MAZDA 3,750 / 5,000 MILE COMPLIMENTARY OIL CHG - PER JOHN Tech: David Lynn (684) Kit: PKPE: MAZDA PE01-14-302 KIT Installed PE01-14-302A-MV :OIL FILTER, (VPM) Installed 9956-41-400 :GASKET Installed 0W20 :FULL SYNTHETIC OIL COMPLETED SERVICE	Internal Internal Internal Internal Internal
#2 - 55R: MAZDA RETENTION PROGRAM .4 FLAG TIME MAZDA RETENTION PROGRAM Tech: David Lynn (684)	Internal
#3 - 99P: MAZDA FULL CIRCLE PROGRAM MULTI-POINT VEHICLE INSPECTION Tech: David Lynn (684) PERFORMED MAZDA FULL CIRCLE CHECK OUT. Sub Total: .00	
#4 - 04HYZ: TIRE ROTATION CUSTOMER STATES ROTATE TIRES. Tech: David Lynn (684) PERFORMED TIRE ROTATION Sub Total: 18.95	18.95
Please Note: CREATED 2018-05-18 03:50:00PM TAKEN BY JOHN MCDANI	

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 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.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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Top oil Leakage before clean up



Bottom : after clean up with solvent

**CERTIFIED MAIL®**

Winston-Salem, NC



7015 0640 0000 0000 0000

**Department of Transportation**

To: W48- 226

Location Code: DOT

Cost Center: 4 West

Mail Point: NVS-200,210,300,010

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

6/18/2018 12:51:37 PM

*W48  
226*

**NHTSA Headqua  
1200 New Jersey  
West Building  
Washington, DC**



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