

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

[REDACTED]  
Whitehouse Station, NJ [REDACTED]  
December 27, 2022

Mazda NA Operations  
Customer Experience Center  
P.O. Box 19734  
Irvine, CA 92623-9734

Re: Mazda CX-5-2017  
VIN: JM3KFBDLXH [REDACTED]

To Whom It May Concern,

I own a 2017 Mazda CX-5, VIN listed above. For a number of months the navigation system would reboot itself at a certain exit on the highway.

Then, in November, 2022 the system began rebooting every few minutes. I never knew if I would get accurate navigation instructions because it would stop working in the middle of giving me directions. When the system would reboot, it would also disconnect any telephone call that was happening simultaneously and I would not be able to change the radio station. When it came back on the station would go to information channel zero of Sirius XM.

We looked on the internet and found many people had the same issues and their mechanics did not know what to do about it.

I called Mazda customer assistance at 800-222-5500 and spoke to Roy who said he wrote a case [REDACTED] and he said there was no documentation or complaints about this issue.

I made an appointment with Open Road Mazda of East Brunswick, New Jersey. They told me I would have to pay a diagnostic fee of \$169.95 but it would be credited to the repair if I chose to repair the vehicle. They found that the SD card was "defective" and that there had been a Service Bulletin (B11713950881G) on 6/2/21 to that effect. They said I had to pay for the new SD Card because the car was out of warranty. They also discovered outdated and corrupted software. The technician updated my software; he said this is something that can only be done at the dealer. I paid for a replacement SD Card and was then told that the diagnostic fee would not be credited because the repair did not involve any labor.

I take issue with all aspects of this process:

1. Since they found there was a Service Bulletin that the part was defective why did they have to diagnose anything?
2. Since the part was defective it should have had a recall when the service bulletin came out and been replaced at no cost.
3. Why doesn't the dealer automatically update the software when the car is brought in for service? This should be part of your Full Circle inspection.
4. I regularly bring my car in for service
5. Why didn't Roy, the customer service agent at the toll free number know about this service bulletin? He should have found this and made me aware of it instead of telling me there were no issues found for the Mazda CX-5.

*RM*

I would like Mazda to send me a refund for the amount of this repair, which is \$569.90 plus tax of \$37.73= \$607.63. Copies of all my relevant receipts are attached.

Finding this "defect" has made me question a previous repair from January 20, 2022. The vehicle's Forward Facing Camera Module was found to have failed. Again, in that case the system would randomly flash a message that the automatic smart braking system turned off or the side turning assistance was not working due to adverse conditions even when there were no adverse conditions. That repair cost \$990.41 plus tax of \$65.56, equaling \$1,055.97. Those receipts are attached as well.

I would like to know whether there was also a Service Bulletin about that part which should have been a recall. The Forward Front Camera System malfunctioning is a dire safety issue when you are relying on the vehicle to automatically brake as it is supposed to do, not turn off at random times.

I respectfully request a refund in cash of the total of \$1,663.61. Mazda USA is very lucky that neither of these malfunctions caused an accident or serious bodily harm.

Very truly yours,

A solid black rectangular box redacting the signature of the Mazda owner.

Mazda Owner

Enclosures

cc: National Highway Traffic Safety Administration w/attachments ✓

# OPEN ROAD MAZDA



352 Route 18  
East Brunswick, NJ 08816



Sales: (732) 257-5300 • Parts & Service: (732) 257-5303  
www.openroad.com

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JOSEPH FORCELLA</b>	008615	TAG NO. [REDACTED]	INVOICE DATE <b>12/09/22</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MIILEAGE <b>85,169</b>	COLOR <b>/</b>
WHITEHOUSE STATION, NJ [REDACTED]	YEAR / MAKE / MODEL <b>17/MAZDA/CX-5/</b>			DELIVERY DATE
[REDACTED]	VEHICLE I.D. NO. <b>J M 3 K F B D L X H O</b>			DELIVERY MILES
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/09/22</b>	
BUSINESS PHONE	COMMENTS			

MO [REDACTED]

**LABOR & PARTS**

PERFORM 85,000 MILE SERVICE  
OIL AND FILTER CHANGE, ROTATE TIRES, TOP OFF ALL FLUIDS,  
CHECK TIRE PRESSURE AND PERFORM A FULL CIRCLE VIDEO  
INSPECTION.  
589.90+TAX & DISPOSAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	PKMKITPE01	SKY G LOF	****	****
JOB # 1	1	PE01-14-302A-MV	OIL FILTER	6.44	6.44
JOB # 1	1	9956-41-400	GASKET, CP	1.10	1.10
JOB # 1	5	MOIL-OW20	SUPREME SY	7.30	36.50
			SUPREME SYNTHETIC		
JOB # 1 TOTAL PARTS					44.04
JOB # 1 TOTAL LABOR & PARTS					89.90

Our goal is to provide  
"EXCELLENT"  
service.

C/S: CUSTOMER STATED INFOTAINMENT SCREAN IS GLITCHING AND RE  
BOOTING THE RADIO ALSO IS ACTING WEIRD BY MIXING TOGETHER NA  
AWARE OF \$169.95 DIAG  
DIAG FOUND OUTDATED SOFTWARE AND CORRUPTED. RECOMMENED  
UPDATE AND NEW SD CARD THAT IS BAD.  
REPLACED SD CARD AND UPDATED SOFTWARE  
\$9 TO 74.000

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	1	BHP1-66-EZ1P	SD CARD	399.95	399.95
JOB # 2 TOTAL PARTS					399.95
JOB # 2 TOTAL LABOR & PARTS					569.90

Thanks for  
your business.

PERFORM MAZDA'S " FULL CIRCLE " REPORT CARD INSPECTION.  
DOCUMENT TIRE AND BRAKE WEAR. ( BRAKE CHECK DONE ONLY IF  
WHEELS REMOVED FOR MAINTANENCE SVC ) TEST BATTERY CONDITION.  
A COMPLEMENTARY SERVICE VALUED AT \$39.95  
COMPLEMENTARY VEHICLE WASH AND/OR WASH VOUCHER  
VALUED AT \$11.95  
PERFORMED COMPLEMENTARY FULL CIRCLE INSPECTION VALUED  
AT \$39.95

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

Parked in Spot # \_\_\_\_\_

**OPEN ROAD  
QUALITY CONTROL  
INSPECTION**

Inspected By \_\_\_\_\_ Date \_\_\_\_\_

INSPECTED VEHICLE BATTERY - STATUS "GREEN"  
BATTERY PERFORMING WITH-IN COLD CRANKING AMP LOAD.

Cust. Called For Del. By \_\_\_\_\_  
Time \_\_\_\_\_ Date \_\_\_\_\_

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CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>JOSEPH FORCELLA</b>	TAG NO. [REDACTED]	INVOICE DATE <b>12/09/22</b>
LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE <b>85,169</b>	COLOR <b>/</b>
YEAR / MAKE / MODEL <b>17/MAZDA/CX-5/</b>	DELIVERY DATE		DELIVERY MILES
VEHICLE I.D. NO. <b>J M 3 K F B D L X H O</b>	SELLING DEALER NO.		PRODUCTION DATE
F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE <b>12/09/22</b>	
BUSINESS PHONE [REDACTED]	COMMENTS		MO: [REDACTED]

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00

INSPECTED VEHICLE'S BRAKE SYSTEM, STATUS "GREEN"  
OVER 5MM ( DISC ) OR OVER 2MM ( DRUM ) REMAINING

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

INSPECTED ALL TIRE'S, STATUS "GREEN"  
(TIRE TREAD IS AT 6/32nds OR GREATER) NO ATTENTION NEEDED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 6 TOTAL PARTS	0.00
			JOB # 6 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HR	HAZARDOUS WASTE / RECYCLE CHARGES		14.19
		TOTAL - MISC		14.19

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
X02E1TMVS2: CUSTOMER REQUESTED A LOANER created 2022-12-01 11:20:00a  
taken by Patrick Breen CALL ON 12/02 BETWEEN 9-10 AM

Our goal is to provide  
"EXCELLENT"  
service.

Thanks for  
your business.

Parked in Spot # \_\_\_\_\_

**OPEN ROAD  
QUALITY CONTROL  
INSPECTION**

Inspected By \_\_\_\_\_ Date \_\_\_\_\_

Cust. Called \_\_\_\_\_  
For Del. By \_\_\_\_\_

Time \_\_\_\_\_ Date \_\_\_\_\_

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[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE <b>85,169</b>	COLOR <b>/</b>	STOCK NO
<b>WHITEHOUSE STATION, NJ</b> [REDACTED]	YEAR / MAKE / MODEL <b>17/MAZDA/CX-5/</b>			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. <b>J M 3 K F B D L X H O</b> [REDACTED]			SELLING DEALER NO	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/09/22</b>		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: [REDACTED]

**TOTALS**

Thank you for choosing Open Road Mazda! Your business is valued and appreciated. If you have any questions or observations, please contact me directly:	TOTAL LABOR....	215.81
Joe Correa Service Manager Joaquin.Correa@OpenRoad.com (732)257-5300 www.OpenRoad.com	TOTAL PARTS....	443.99
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	14.19
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	44.65
	<b>TOTAL INVOICE \$</b>	<b>718.64</b>

Go to [openroadmazdaofeastbrunswick.com](http://openroadmazdaofeastbrunswick.com) and click on  
" Schedule your Service Appointment "  
for a fast and easy way to schedule your  
next service visit

VISA  MASTERCARD  AMEX  CASH  CHECK

CUSTOMER SIGNATURE

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"EXCELLENT"  
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Parked in Spot # \_\_\_\_\_

**OPEN ROAD  
QUALITY CONTROL  
INSPECTION**

Inspected By \_\_\_\_\_ Date \_\_\_\_\_

Cust. Called \_\_\_\_\_  
For Del. By \_\_\_\_\_

Time \_\_\_\_\_ Date \_\_\_\_\_

# OPEN ROAD MAZDA



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CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>DONNA COCHRAN</b>	TAG NO. <b>8893</b>	INVOICE DATE <b>01/20/22</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>67,652</b>
[REDACTED]	YEAR / MAKE / MODEL <b>17/MAZDA/CX-5/</b>	DELIVERY DATE	DELIVERY MILES
<b>WHITEHOUSE STATION, NJ [REDACTED]</b>	VEHICLE I.D. NO. <b>J M 3 K F B D L X H O [REDACTED]</b>	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/20/22</b>
[REDACTED]	BUSINESS PHONE	COMMENTS	MO [REDACTED]

**LABOR & PARTS**

#1 1 OOH CRAZY [REDACTED] UNITS: 2.00 TECH(S): 593 18.24  
 PERFORM OIL AND FILTER CHANGE  
 PERFORM FULL CIRCLE INSPECTION  
 CHECK TIRE PRESSURES  
 TOP OFF ALL FLUIDS  
 \$59.95 + TAX

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PKMKITPE01	SKY G LOF	****	****
JOB # 1	1	PE01-14-302A-MV	OIL FILTER	6.44	6.44
JOB # 1	1	9956-41-400	GASKET	1.02	1.02
JOB # 1	5	MOIL-0W20	SUPREME SY	6.90	34.50
			SUPREME SYNTHETIC		
JOB # 1 TOTAL PARTS				41.96	
JOB # 1 TOTAL LABOR & PARTS				60.20	

#2 2 10MAZ [REDACTED] UNITS: 2.00 TECH(S): 593 400.00

CUSTOMER STATES ALL THE LIGHTS CAME ON SCBS, FOWARD FACING CAMERA MALFUNCTION, AMVBER HEADLIGHT WARNING LIGHT IS ON THE DASH CUSTOMER DID CLEAN WINDSHIELD AND MAZDA LOGO IN THE GRILL PLEASE CHECK AND ADVISE \$169.99 + TAX  
 TECH PERFORMED DIAGNOSTIC AND FOUND CODES U3000 AND B1735A FOR THE FOWARD FACING CAMERA MODULE FAILURE. VEHICLE NEEDS A NEW CAMERA  
 AS PER CUSTOMER TECH REMOVED AND REPLACED THE FOWARD FACING CAMERA. TECH REPROGRAMMED CAMERA AND VERIFIED PROPER OPERATIONS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	KDD1-67-XCXA	CAMERA, FO	590.41	590.41
JOB # 2 TOTAL PARTS				590.41	
JOB # 2 TOTAL LABOR & PARTS				990.41	

#3 3 99MAZ990 [REDACTED] UNITS: 10.00 TECH(S): 593 0.00

PERFORM MAZDA'S " FULL CIRCLE " REPORT CARD INSPECTION. DOCUMENT TIRE AND BRAKE WEAR. ( BRAKE CHECK DONE ONLY IF WHEELS REMOVED FOR MAINTANENCE SVC ) TEST BATTERY CONDITION. A COMPLEMENTARY SERVICE VALUED AT \$39.95  
 COMPLEMENTARY VEHICLE WASH AND/OR WASH VOUCHER VALUED AT \$11.95  
 PERFORMED COMPLEMENTARY FULL CIRCLE INSPECTION VALUED AT \$39.95

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

#4 4 99MAZBATEC [REDACTED] UNITS: 1.00 TECH(S): 593 0.00

INSPECTED VEHICLE BATTERY - STATUS "GREEN"  
 BATTERY PERFORMING WITH-IN COLD CRANKING AMP LOAD.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

Our goal is to provide  
"EXCELLENT"  
service.

Thanks for  
your business.

Parked in Spot # \_\_\_\_\_

## OPEN ROAD QUALITY CONTROL INSPECTION

Inspected By \_\_\_\_\_ Date \_\_\_\_\_

Cust. Called \_\_\_\_\_  
For Del. By \_\_\_\_\_

Time \_\_\_\_\_ Date \_\_\_\_\_

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East Brunswick, NJ 08816



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CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>DONNA COCHRAN</b>	8893	TAG NO. [REDACTED]	INVOICE DATE <b>01/20/22</b>	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>67,652</b>	COLOR <b>/</b>	STOCK NO.
<b>WHITEHOUSE STATION, NJ</b> [REDACTED]	YEAR / MAKE / MODEL <b>17/MAZDA/CX-5/</b>			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. <b>J M 3 K F B D L X H O</b> [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/20/22</b>		
BUSINESS PHONE	COMMENTS				MO [REDACTED]

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00
# 5-99MAZBRKY			INSPECTED VEHICLE'S BRAKE SYSTEM, STATUS "YELLOW" 3.5MM (DISC) OR 1.01-2MM ( DRUM ) REMAINING	0.00
PARTS				
JOB # 5 TOTAL PARTS				0.00
JOB # 5 TOTAL LABOR & PARTS				0.00
# 6-99MAZTTRC			INSPECTED ALL TIRE'S, STATUS "GREEN" (TIRE TREAD IS AT 6/32nds OR GREATER) NO ATTENTION NEEDED.	0.00
PARTS				
JOB # 6 TOTAL PARTS				0.00
JOB # 6 TOTAL LABOR & PARTS				0.00
# 7-99MAZGRND			TECHNICIAN RECOMMENDS ADDITIONAL SERVICE SEE ESTIMATE	0.00
PARTS				
JOB # 7 TOTAL PARTS				0.00
JOB # 7 TOTAL LABOR & PARTS				0.00
MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	HR	HAZARDOUS WASTE / RECYCLE CHARGES		19.95
TOTAL - MISC				19.95

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Thanks for  
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ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
WAIT created 2022-01-18 09:08:00pm taken by

TECHNICIAN CERTIFICATION  
593 RONALD HAASE 51484-593

Parked in Spot # \_\_\_\_\_

**OPEN ROAD  
QUALITY CONTROL  
INSPECTION**

Inspected By \_\_\_\_\_ Date \_\_\_\_\_

Cust. Called  
For Del. By \_\_\_\_\_

Time \_\_\_\_\_ Date \_\_\_\_\_

# OPEN ROAD MAZDA



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East Brunswick, NJ 08816



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www.openroad.com

CELL [REDACTED]

CUSTOMER NO [REDACTED]	ADVISOR DONNA COCHRAN	TAG NO. 8893	INVOICE DATE 01/20/22
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 67,652
[REDACTED]	YEAR / MAKE / MODEL 17/MAZDA/CX-5/	DELIVERY DATE	DELIVERY MILES
WHITEHOUSE STATION, NJ [REDACTED]	VEHICLE I.D. NO. J M 3 K F B D L X H O	SELLING DEALER NO	PRODUCTION DATE
[REDACTED]	F.T.E. NO	P.O. NO	R.O. DATE 01/20/22
[REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

**TOTALS**

Thank you for choosing Open Road Mazda!  
Your business is valued and appreciated.  
If you have any questions or observations, please  
contact me directly:

Joe Correa Service Manager  
Joaquin.Correa@OpenRoad.com  
(732)257-5300  
www.OpenRoad.com

Go to openroadmazdaofeastbrunswick.com and click on  
" Schedule your Service Appointment "  
for a fast and easy way to schedule your  
next service visit

[ ] VISA [ ] MASTERCARD [ ] AMEX [ ] CASH [ ] CHECK

TOTAL LABOR....	418.24
TOTAL PARTS....	632.37
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	19.95
TOTAL MISC DISC	0.00
TOTAL TAX.....	70.92
<b>TOTAL INVOICE \$</b>	<b>1141.48</b>

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"EXCELLENT"  
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Parked in Spot # \_\_\_\_\_

**OPEN ROAD  
QUALITY CONTROL  
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Inspected By \_\_\_\_\_ Date \_\_\_\_\_

Cust. Called  
For Del. By \_\_\_\_\_

Time \_\_\_\_\_ Date \_\_\_\_\_