

W. Bradenton, FL , (cell)

E-Mail: Vehicle Serial No. 4F2YZD4166K

Mazda North America Operations: RFR. This issue is being RE- submitted to Mazda. NA Operations for reconsideration? Refusal to comply with this request will result in my filing a civil action here to recover the estimated cost for the repair, and or replacement of the "Door AJAR" ALARM SYSTEM FOR THIS VEHICLE. I PURCHASED THIS VEHICLE NEW. This RFR is being submitted again for the following reason: The Mazda website, online request for assistance website, "SUBMIT" feature did malfunction when activated. I was forced to dial the assistance no. I explained my issue to the CSR who appeared to not have the authority to make a major decision for me, although he was cordial. My goal is to repair this safety feature that has malfunctioned! I feel the safety feature should be functional thru-out the life of the vehicle. I am looking at a cost of \$4590.00 to repair this defect, from "COX Mazda, Bradenton, FL."

This is the responsibility of the manufacturer! This feature, (Door Ajar) notification is a major preventative safety item that should have an interrupt feature within. It does not! The defect of malfunction, ringing of the chime, is a conscience detraction element that cannot be tolerated continuously! Refusal to repair this defect at your expense will result in a formal civil action to cover the repair costs, court costs and attorney's fees. Thank you.

Best Regards,

Request consideration for this item?

"Door AJAR" Feature, ALARM, Alarm goes off constantly.

I went to <sup>Cox</sup> Fairbanks Mazda 5.16.23 to seek a solution. I was quoted about \$765.00 per door to repair, (replace sensors and switches). I was told by service writer, "the switches wear out" I do not concur! I was able to stop alarm temporarily by spraying with "electronics cleaner", alarm resumed in 1 week. This is a safety, (preventive incident) item, The service of this item (X6 doors/openings) must not be interrupted! This safety item must remain active throughout the life of the vehicle! Default? The service parts and repair have a permanent SAFETY function and should be warranted for the life of the vehicle. I was told the only, "quick-fix" was to disconnect the HORN! This item should have a temporary "disable" switch.

The service and repair of these door ajar functional features

should be covered by the manufacturer, for the original owner, as long as that owner owns the vehicle! I request that Mazda cover the repair costs for this defect. Thank you

Copy

**RE: Mazda Customer Experience Center - File Number [REDACTED]**

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**From:** Mazda Customer Experience <mazdacustomerexperience@mazdausa.com>  
**To:** [REDACTED]  
**Subject:** RE: Mazda Customer Experience Center - File Number [REDACTED]  
**Date:** May 17, 2023 12:30 PM

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Service Request Number [REDACTED]

Dear [REDACTED]

Thank you for contacting Mazda Customer Experience Center.

**Unfortunately Mazda will not be able to provide assistance on your case since car is out of warranty and there is no open recall or special service program for this concern.**

If you have any questions in the future, you can reach me directly using the number below.

Sincerely,  
Raymond  
Representative, Customer Experience  
800.222.5500  
(SR Number [REDACTED])

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Bradenton, FL

TAMPA FL 335  
SAINT PETERSBURG FL  
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NEF

NHTSA Headquarters  
120 New Jersey Ave. SE  
West Building  
Washington, DC 20590

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