

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

Dear [REDACTED],
I received your email regarding the issue with your 2023 Mazda3. I understand you are experiencing a sudden loss of power while driving. I will do my best to assist you with this issue.

[REDACTED]

Thank you for your patience. I will be in touch with you again once we have more information.

Best regards,
[REDACTED]
Service Manager
Mazda Service Center

[REDACTED]

Thank you for your patience. I will be in touch with you again once we have more information.

Best regards,
[REDACTED]
Service Manager
Mazda Service Center

[REDACTED]

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Service Manager
Mazda Service Center

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Service Manager
Mazda Service Center

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Service Manager
Mazda Service Center

[REDACTED]

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Service Manager
Mazda Service Center

[REDACTED]

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Best regards,
[REDACTED]
Service Manager
Mazda Service Center

[REDACTED]

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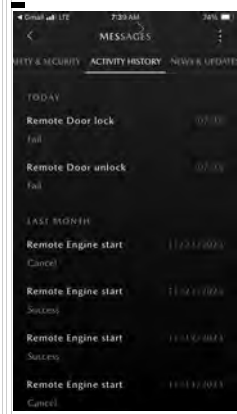
Best regards,
[REDACTED]
Service Manager
Mazda Service Center

[REDACTED]

Thank you for your patience. I will be in touch with you again once we have more information.

Best regards,
[REDACTED]
Service Manager
Mazda Service Center

[REDACTED]





Vehicle VIN: [REDACTED] (Vehicle Identification Number) - [View VIN](#)

Customer: [REDACTED] (Name) - [View Customer](#)

Car ID: [REDACTED]

Serial Number: [REDACTED]

Barcode: [REDACTED]

Model: [REDACTED]

Year: [REDACTED]

Color: [REDACTED]

Make: [REDACTED]

Model: [REDACTED]

Year: [REDACTED]

Color: [REDACTED]

Make: [REDACTED]

Model: [REDACTED]

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Model: [REDACTED]

Year: [REDACTED]

Color: [REDACTED]

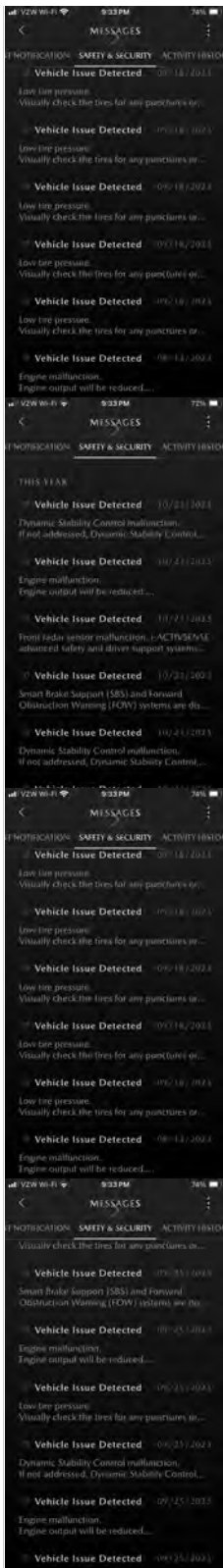
Make: [REDACTED]

Model: [REDACTED]

Year: [REDACTED]

Color: [REDACTED]







BERGSTROM MAZDA
401 N Taylor St. Green Bay WI 54302
bergstromauto.com | (920) 468-8898

401 N Taylor St. Green Bay, WI 54302
https://www.bergstrommazdagreenbay.com/

Customer Pay Invoice
\$233.77

RO# [REDACTED] Tag# [REDACTED]
Check-in: Mon Sep 18, 2023 | 8:02 AM
Ready for Pickup: Mon Sep 25, 2023 | 2:05 PM
Promise Time: Mon Sep 18, 2023 | 4:00 PM

Customer
[REDACTED]
Sioux Falls, SD

Pickup-Customer
Same as Customer
Billing-Customer
Same as Customer

Vehicle
2023 Mazda CX-9-Gray
Touring: Sport Utility 2.5L
L4 4DR Turbocharged
GAS FI: AWD: AT: Sport
Utility
JM3TCBCY1P0 [REDACTED]
8,472 Mi. In / 8,472 Mi. Out
Sold Date: 03/08/2023
Stock # [REDACTED]

Service Advisor
Darynn Mueller
T123650
(920) 468 - 8898
Transportation Type
LOANER

B. CONCERN
Guest states lift gate is ripping up the plastic and making the noise when it's opening or closing and stated he researched that it was a common issue for Mazda
Customer Pay **\$221.59**

Job added by Ka Zoua Xiong on Mon Sep 18, 2023 | 8:02 AM

1 Verified guests concern and found the plastic was being raised due to an after market trailer hitch that was installed.

CONCERN - CONCERN

Labor **\$165.88**

1. Verified guests concern about the scraping noise being heard while closing the trunk. Upon further inspection the plastic the door latches against was raised due to an after market trailer hitch that was installed incorrectly. There was a cord left out causing the plastic to raise and the trunk was scraping against it in order to latch. I replaced the plastic and noise has since ceased.

Parts
TK4868894802 - BEZEL LOCK 1 - \$55.71 **SO2** **\$55.71**

C. 99P FULL CIRCLE WALK AROUND INSPECTION
Job added by Darynn Mueller on Mon Sep 18, 2023 | 8:02 AM
Internal Pay **\$0.00**

1.FULL CIRCLE WALK AROUND INSPECTION

99P -FULL CIRCLE WALK AROUND INSPECTION

1. COMPLETED FULL CIRCLE WALK AROUND INSPECTION
Labor **\$0.00**

D. WASH COMPLIMENTARY CAR WASH
Job added by Darynn Mueller on Mon Sep 18, 2023 | 8:02 AM
Internal Pay **\$0.00**

1 CAR WASH



Tekion Corp 2023

Customer Copy v2 | Page 1 of 2
Tue Sep 26, 2023 | 12:03 PM



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Customer Pay Invoice
\$233.77

RO# [REDACTED] Tag# [REDACTED]

WASH - COMPLIMENTARY CAR WASH

Labor **\$0.00**

1 CAR WASH

Labor	\$165.88
Parts	\$55.71
Sublet Labor	\$0.00
Sublet Parts	\$0.00
Fees	\$0.00
Discounts	\$0.00
Tax	\$12.18
Deductible	\$0.00
Insurance/Warranty	\$0.00
Invoice Total	\$233.77

Original Estimate
Mon Sep 18, 2023 | 8:02 AM **\$381.60**

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

Customer Signature

Service Advisor Signature

Invoice Date
Tue Sep 26, 2023 | 12:03 PM



Tekion Corp 2023

Customer Copy v2 | Page 2 of 2
Tue Sep 26, 2023 | 12:03 PM



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401 N Taylor St, Green Bay, WI 54302
<https://www.bergstrommazdagreenbay.com/>

Customer Pay Invoice
\$0.00

RO# [REDACTED] Tag# [REDACTED]

Insurance Payable	\$55.00
Deductible Tax	\$0.00
Insurance Payable Tax	\$0.00
MAZDAFIRST -PERFORM LUBE, OIL AND FILTER CHANGE AND ROTATE TIRES	Labor \$27.49
1. PERFORMED LUBE, OIL AND FILTER CHANGE AND ROTATE TIRES	
Parts	\$31.01
1WPY14302 - OIL FILTER 1 - \$9.95	
MOIL-5W305 - 5W30 SYNTHETIC OIL 5 - \$19.75	
995641400 - GASKET, CPF-5 1 - \$1.31	
Fees	-\$3.50
SS - Shop Supplies -	-\$3.50

D. CONCERN GUEST STATES VEHICLE BATTERY DIES EVERY FEW DAYS AFTER HAVING SSPCB RECALL PERFORMED Internal Pay \$0.00

Job added by Jordan Bokman on Mon Aug 14, 2023 1:52 PM

CONCERN -CONCERN Labor \$0.00

1. VERIFIED GUEST CONCERN. CREATED HOTLINE CASE WITH MAZDA HL16661810050. BATTERY TEST SHOWED BATTERY RATED AT 11.7 VOLTS. NOT A COMPLETE FULL CHARGE OF 12.4 VOLTS BUT ALSO NOT ENOUGH TO KILL THE BATTERY. PERFORMED NEW UPDATE FROM SSPCB REMOTE TUNER CONCERN RECALL. UPDATED AND REBOOTED SYSTEM. LET VEHICLE SIT FOR A FEW DAYS TO ATTEMPT COLD START FOR ANY BATTERY DISCHARGE. BOTH TESTS ON BATTERY PASSED AND VEHICLE STARTED UP RIGHT AWAY WITH NO ISSUES. ALL GOOD AT THIS TIME!



Tektron Corp 2023

Customer Copy v2 | Page 2 of 3
Mon Aug 28, 2023 | 9:56 AM



BERGSTROM MAZDA
401 N Taylor St Green Bay WI 54302
bergstromauto.com | (920) 466-8898

401 N Taylor St, Green Bay, WI 54302
<https://www.bergstrommazdagreenbay.com/>

Customer Pay Invoice
\$0.00

RO# [REDACTED] Tag# [REDACTED]

Labor	\$27.49
Parts	\$31.01
Sublet Labor	\$0.00
Sublet Parts	\$0.00
Fees	-\$3.50
Discounts	\$0.00
Tax	\$0.00
Deductible	\$0.00
Insurance/Warranty	-\$55.00
Invoice Total	\$0.00

Original Estimate
Mon Aug 14, 2023 1:52 PM \$87.75

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

Customer Signature

Service Advisor Signature

Invoice Date
Mon Aug 28, 2023 9:56 AM



Tektron Corp 2023

Customer Copy v2 | Page 3 of 3
Mon Aug 28, 2023 | 9:56 AM



BERGSTROM MAZDA
 401 N Taylor St, Green Bay, WI 54302
 bergstrommazda.com | (920) 468-8298

401 N Taylor St, Green Bay, WI 54302
<https://www.bergstrommazdagreenbay.com/>

Customer Pay Invoice
\$0.00

RO# [REDACTED] Tag# [REDACTED]
 Checkin: Mon Aug 14, 2023 | 1:52 PM
 Ready for Pickup: Mon Aug 28, 2023 | 9:34 AM
 Promise Time: Mon Aug 14, 2023 | 4:00 PM

Customer

[REDACTED]
 [REDACTED]
 [REDACTED]
 Sioux Falls, SD [REDACTED]

Pickup-Customer

Same as Customer

Billing-Customer

Same as Customer

Vehicle

2023 Mazda CX-9-Gray
 Touring: Sport Utility 2.5L
 L4 4DR Turbocharged
 GAS FI AWD: AT: Sport
 Utility
 JM3TCBCY1P0 [REDACTED]
 7,460 Mi In / 7,462 Mi Out
 Sold Date: 03/08/2023
 Stock # [REDACTED]

Service Advisor

Darynn Mueller
 T123650
 (920) 468 - 8898

Transportation Type

SELF

A. 99P FULL CIRCLE WALK AROUND INSPECTION Internal Pay \$0.00

Job added by Jordan Bokman on Mon Aug 14, 2023 | 1:52 PM

1. FULL CIRCLE WALK AROUND INSPECTION

99P - FULL CIRCLE WALK AROUND INSPECTION Labor \$0.00

1. COMPLETED FULL CIRCLE WALK AROUND INSPECTION

B. WASH COMPLIMENTARY CAR WASH Internal Pay \$0.00

Job added by Jordan Bokman on Mon Aug 14, 2023 | 1:52 PM

1. CAR WASH

WASH - COMPLIMENTARY CAR WASH Labor \$0.00

1. CAR WASH

C. MAZDAFIRST PERFORM LUBE, OIL AND FILTER CHANGE AND ROTATE TIRES Customer Pay \$0.00

Job added by Jordan Bokman on Mon Aug 14, 2023 | 1:52 PM

1. PERFORM LUBE, OIL AND FILTER CHANGE AND ROTATE TIRES

Insurance Information

Insurance No.	Insurance Company	Mobile No.	Email
ICLM000000177469	Insurance	1234567890	

Deductible \$0.00



Tekion Corp 2023



BERGSTROM MAZDA
401 N Taylor St. Green Bay WI 54302
bergstrommaza.com | (920) 468-8899

401 N Taylor St. Green Bay, WI 54302
<https://www.bergstrommazdagreenbay.com/>

Customer Pay Invoice
\$0.00

RO# [REDACTED] Tag# [REDACTED]

Lebor	\$0.00
Parts	\$0.00
Sublet Labor	\$0.00
Sublet Parts	\$0.00
Fees	\$0.00
Discounts	\$0.00
Tax	\$0.00
Deductible	\$0.00
Insurance/Warranty	\$0.00
Invoice Total	\$0.00

Original Estimate
Wed Aug 2, 2023 | 7:45 AM \$0.00

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

Customer Signature

Service Advisor Signature

Invoice Date
Wed Aug 2, 2023 | 8:06 AM



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Customer Copy v1 | Page 2 of 2
Wed Aug 2, 2023 | 8:06 AM



BERGSTROM MAZDA
401 N Taylor St. Green Bay WI 54302
bergstrommaza.com | (920) 468-8899

401 N Taylor St. Green Bay, WI 54302
<https://www.bergstrommazdagreenbay.com/>

Customer Pay Invoice
\$0.00

RO# [REDACTED] Tag# [REDACTED]

Check-in: Wed Aug 2, 2023 | 7:45 AM
Ready for Pickup: Wed Aug 2, 2023 | 8:06 AM
Promise Time: Wed Aug 2, 2023 | 4:00 PM

Customer [REDACTED] Sioux Falls, SD	Pickup-Customer Same as Customer	Vehicle 2023 Mazda CX-9-Gray Touring: Sport Utility 2.5L I4 4DR Turbocharged Gas FI, AWD, AT: Sport Utility JM3TCBCY1P[REDACTED] 6,757 Mi In / 6,747 Miles Sold Date: 03/08/2023 Stock # [REDACTED]	Service Advisor Gary Schmeling T122730 (920) 749 - 3232 Transportation Type WAIT
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A. RECALL SSSPCB Remote Tuner Concern Warranty Pay \$0.00

Job added by Amber Vander Bloemen on Wed Aug 2, 2023 | 7:45 AM

1.SSPCB Remote Tuner Concern

RECALL-RECALL PERFORMED PER MANUFACTURER Labor \$0.00

1. VERIFIED RECALL PER MAZDA, DOWNLOADED REMOTE TURNER FILE (PART# BDGG-66-DR01) WITH SOFTWARE FILE 7000R0A-BDGG-26012.

B. 99P FULL CIRCLE WALK AROUND INSPECTION Internal Pay \$0.00

Job added by Jordan Bokman on Wed Aug 2, 2023 | 7:45 AM

1.FULL CIRCLE WALK AROUND INSPECTION

99P-FULL CIRCLE WALK AROUND INSPECTION Labor \$0.00

1. COMPLETED FULL CIRCLE WALK AROUND INSPECTION

C. WASH COMPLIMENTARY CAR WASH Internal Pay \$0.00

Job added by Jordan Bokman on Wed Aug 2, 2023 | 7:45 AM

LCAR WASH

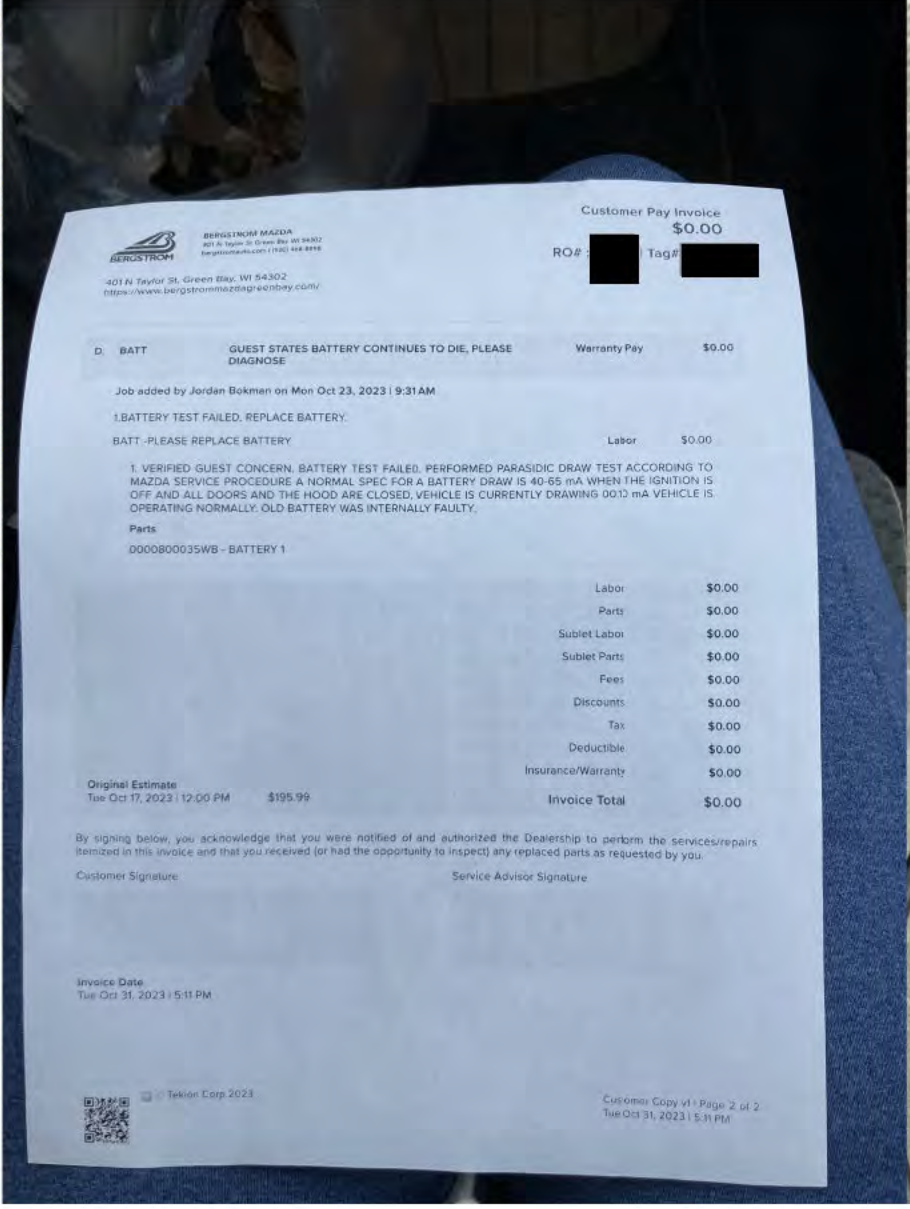
WASH-COMPLIMENTARY CAR WASH Labor \$0.00

1. CAR WASH



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Customer Copy v1 | Page 1 of 2
Wed Aug 2, 2023 | 8:06 AM



Customer Pay Invoice
\$0.00

BERGSTROM
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401 N Taylor St, Green Bay, WI 54302
https://www.bergstrommazda.com/

RO# [REDACTED] Tag# [REDACTED]

D. BATT GUEST STATES BATTERY CONTINUES TO DIE, PLEASE DIAGNOSE Warranty Pay \$0.00

Job added by Jordan Bokman on Mon Oct 23, 2023 | 9:31AM

1. BATTERY TEST FAILED, REPLACE BATTERY.

BATT - PLEASE REPLACE BATTERY Labor \$0.00

1. VERIFIED GUEST CONCERN. BATTERY TEST FAILED. PERFORMED PARASIDIC DRAW TEST ACCORDING TO MAZDA SERVICE PROCEDURE. A NORMAL SPEC FOR A BATTERY DRAW IS 40-65 mA WHEN THE IGNITION IS OFF AND ALL DOORS AND THE HOOD ARE CLOSED. VEHICLE IS CURRENTLY DRAWING 0012 mA VEHICLE IS OPERATING NORMALLY. OLD BATTERY WAS INTERNALLY FAULTY.

Parts
0000800035WB - BATTERY 1

Labor	\$0.00
Parts	\$0.00
Sublet Labor	\$0.00
Sublet Parts	\$0.00
Fees	\$0.00
Discounts	\$0.00
Tax	\$0.00
Deductible	\$0.00
Insurance/Warranty	\$0.00
Invoice Total	\$0.00

Original Estimate
Tue Oct 17, 2023 | 12:00 PM \$195.99

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

Customer Signature _____ Service Advisor Signature _____

Invoice Date
Tue Oct 31, 2023 | 5:11 PM



Tektron Corp. 2023

Customer Copy v1 Page 2 of 2
Tue Oct 31, 2023 | 5:31 PM