

To whom it may concern :

I am writing you seeking help to intervene in contacting MAZDA CEO or someone on his executive team to contact us and discuss a situation that occurred with a brand new 2024 Mazda 3 (five months old and 3300 miles) regarding a battery. I have mailed Mazda a couple of times with NO RESPONSE. I have spoken to AAA and I have an email from Mazda service center. Enclosed I have attached the letter I have written to Mazda , both receipts AAA and Mazda for Battery, Letter to AAA and email from Mazda service center to verify what occurred.

Please help me contact Mazda corporate headquarters OR direct me on how to rectify this situation.

Thanks for help,

[REDACTED]

[REDACTED]

Marlboro, New Jersey [REDACTED]

Phone number [REDACTED]

Fax number [REDACTED]

Email

[REDACTED]

or

[REDACTED]

RR

2 nd time sending email and we received no response from you or your staff

1 message

To: jguyton@mazdausa.com

Mon, Oct 7, 2024 at 6:08 AM

September 19, 2024

Hello Mr. Guyton,

I am contacting you since I recently purchased a new 2024 Mazda 3 with approximately 3,300 miles since purchase 5 months ago (April 2024) from the dealership in Lakeview, NJ. My car was unable to start on September 2, 2024. I discovered this as I am about to move my daughter into college with the car fully loaded with her college items. I contacted AAA to jumpstart the car. AAA indicates the battery is dead.

AAA replaces the battery with their own battery. When you refer to the attachment letter, you will see that it is replaced with the wrong battery. I was charged \$218.50 for this battery. The car was able to start that afternoon. The next morning, I find that the car does not start again. I contact AAA and Mazda roadside, who then send a AAA person to tow to Mazda dealership in Freehold, NJ. I had to re-purchase another battery from Mazda, as you will see with the receipt and the attached letter.

Unfortunately, I had no success in retrieving the original Mazda defective battery at that point (although I did try).

I reached out to AAA for compensation, and now I am reaching out to you. I still feel that Mazda should be responsible for paying for the Mazda battery (\$248). The car battery still would be under warranty as indicated. The car battery did not last more than six months and again with less than 3300 miles.

Based on the diagnostic test ran through AAA, the battery was defective regardless whether I had the battery or not. The car battery should've lasted greater than five months and more than 3300 miles.

\$248.50 seems to be an additional fee that I would have to pay for a car that should be running in a short period of time of owning a car.

I am reaching out to Mazda to help rectify this matter.

I have attached my original letter to AAA, the receipt from AAA on the purchase of AAA battery, the receipt from the purchase of the Mazda battery, and an email from Mazda dealership in Freehold that reflects the exchange of battery during service.

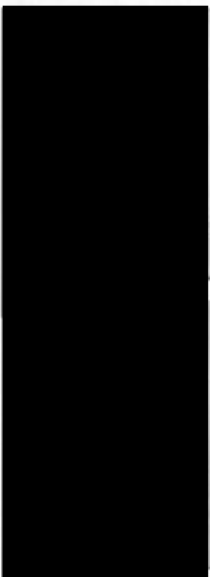
Please let me know how you can assist me to get back the \$248.50 that was spent on the Mazda battery that would have been under warranty if I was able to retrieve the original one after it was taken from AAA on Sept 2.

Thank you for your help,

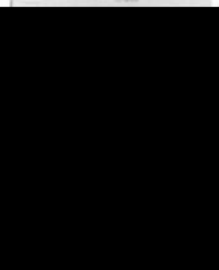
Marlboro, New Jersey

Phone number

4 attachments



IMG_4654 (3) (1).jpg
5170K



IMG_4655 (4) (1).jpg
5327K



AAA 9_6_24.docx
16K

IRWIN LINCOLN MAZDA
4000 US HIGHWAY 9
FREEHOLD NJ 07728
732-462-1818

INVOICE

IRWIN

SERVICE CENTER



4032 Route 9 South • Freehold, NJ 07728
Service: (732) 677-5701 • Quick Lane: (732) 677-5700
Parts: (732) 677-5706 • Fax: (732) 677-5705
www.irwincars.com

PAGE 1

SERVICE ADVISOR: 997680 DANIELLE SISSON

MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
ZDA 3		3MZBPACM6RM			3661/3661	T6814
EXP.	PROMISED	PO NO.		RATE	PAYMENT	INV. DATE
	15:00 04SEP24			175.00	CASH	05SEP24

Y OPTIONS:

SEP24

OURS LIST NET TOTAL

CUSTOMER COPY

DAY THE CAR WOULD NOT START AT ALL, CALLED AAA
HE BATTERY TOLD HER ONE CELL WAS COMPLETELY
DRAINING WHEN SHE GOT UP THIS MORNING THE CAR WILL
IS A WARNING/PICTURE ON THE DASH THAT SAID
PARTIALLY DISABLED. THE CAR WAS SLOW/WEAK TO

START THIS MORNING AS WELL. ----CHECK AND ADVISE----

BATT INSPECT CHARGING SYSTEM AND REPLACE BATTERY

997172 CM 30.00 30.00

1 PAF3-18-520A-9U Battery 199.99 199.99 199.99

PARTS: 199.99 LABOR: 30.00 OTHER: 0.00 TOTAL LINE A: 229.99

CONFIRMED WARNING LIGHTS ON DASH, SCANNED FOR CODES VIA MDARS AND
FOUND MULTIPLE LOW VOLTAGE CODES STORED. CLEARED CODES AND THEY
RETURNED, TESTED AAA BATTERY VIA MAZDA DCA-8000 BATTERY TESTER AND
BATTERY FAILED TEST. REPLACED WITH NEW OEM MAZDA BATTERY AND PERFORMED
DRAW TEST, VEHICLE IS WITHIN SPEC. VEHICLE NOW OPERATES AS DESIGNED AT
THIS TIME.

B RECALL MSP61 AND UPDATED THE CMU TO LATEST SOFTWARE
CAUSE:

XXWRPFX RECALL MSP61 AND UPDATED THE CMU TO
LATEST SOFTWARE

997172 WM (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
MSP61 - CMU ALREADY AT LATEST VERSION 11022, COLLECTED ODR DATA VIA
MDARS

C Perform a thorough inspection of fluids, wipers, battery, tires,
brakes, safety systems, and components.

99P Perform a thorough inspection of fluids,
wipers, battery, tires, brakes, safety
systems, and components.

997172 ISPM (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

I hereby authorize the repair work herein set forth to be done along with the necessary material
and agree that you are not responsible for loss or damage to the vehicle or for the article left in
the vehicle in case of fire, theft or other cause beyond your control. I also understand and agree
that you are not responsible for delays caused by the unavailability of parts or scheduling. I
hereby grant permission to operate said vehicle on streets, highways or elsewhere for the
purpose of testing or inspection. An express mechanics lien is hereby acknowledged an above
vehicle to secure the amount of repairs here to.

METHOD OF PAYMENT:

☐ CASH ☐ CHECK # ☐ VISA/MASTERCARD ☐ AMERICAN EXPRESS

REC'D BY:

DATE:

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

2024 Mazda 3

1 message

Danielle Sisson <danielle@irwincars.com>

Mon, Sep 16, 2024 at 3:16 PM

To [REDACTED]
[REDACTED]

Good afternoon, this is a follow up email to our original discussion regarding your 2024 Mazda3, VIN#: 3MZBPACM6RM [REDACTED] that was towed into our service department on September 3, 2024 due to the car being dead. As we discussed when the car was brought into service you were in a jam and had to have AAA sent out and they replaced the car battery. When the vehicle was towed into our service department, we found that the battery that was installed by AAA was defective. As recommended, you reached out to AAA to come and replace the battery as it would have been under warranty. When J&L arrived at our facility on behalf of AAA, they verified that the battery was defective. After doing some additional research, we discovered that AAA installed the incorrect battery in your car and they did not carry the correct battery.

I advised the driver from J&L that the dealer would be installing the correct battery and that you would be contacting AAA for a refund on the defective/incorrect battery. I advised the driver that he should leave the defective battery with us to return to you. The driver advised that he needed to take the battery as you were going to be seeking a refund from AAA. I asked if the battery should stay with the customer until the refund was processed and the driver insisted that he had to take the battery.

Please advise if you need any additional information,

Thank you,

Danielle Sisson
Irwin Service Center
732-677-5701

JL AUTOMOTIVE AND TOWI

FOLLOW

339 Route 539
Cream Ridge, NJ 085141825
+1 609-758-0087
JLAUTOREPAIR.COM

Subtotal	\$218.57
Total Taxes	\$0.00

Total	\$ 218.57
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[REDACTED]
Cashier: MIKE M.

Show Details

DATE	[REDACTED]
September 02, 2024	
2:53 pm	

View the Privacy Policies for
Clover



Subject: Need to retrieve my original Mazda battery under warranty

September 6, 2024

Case [REDACTED]

Case [REDACTED]

Hello Gene,

I am writing to you and requesting help. As a loyal customer, I am under the understanding AAA advocates for consumer efficiency, safety and service.

I purchased a brand-new Mazda 3, 2024, roughly 5 months ago with approximately 5,000 miles.

It was college move-in day for my daughter on Monday, September 2, 2024. My husband and my daughter were both taking separate cars, were ahead of my departure time.

The technician, J and L Mike the mechanic was sent to start my car, and was unable to start my car. The technician knew the year of the car and approximate miles on the car, provided the option of replacing the battery with a AAA one or I have the option of my car being towed to Mazda dealership. I bought the battery of \$218.50, since the car started to work. Later, I learn he sold me the wrong battery, a battery 47. My car can only use a Mazda H6. I was not disclosed this information. It was provided by the Mazda dealership.

The technician also took that original Mazda battery that was under warranty.

On Monday, September 2, 2024, my Mazda failed to start. My car was loaded for college move in for my daughter, and my husband and daughter had left with their cars loaded and in transit. I was unable to start my car. I called AAA to assist.

The technician, Mike the mechanic sent to start my car, was unable to start my car. The technician knew the year of the car and approximate miles on the car, provided the option of replacing the battery or buying from AAA, sold me a battery of \$218.50 that was under Mazda warranty. Later I learn he sold me the wrong battery, a battery 47. I learned from Mazda dealership that the car can only use a Mazda H5. I was not disclosed this information by AAA upon purchase. If I had known, of course, I would have declined with the information that the battery supplied does not match a Mazda.

The technician also took that original Mazda battery that was under warranty.

The following day the car was unable to start, and AAA came back out and towed my car to the Mazda dealership in freehold.

Mazda dealership in freehold was unable to work on the car based on the obvious reasons, the battery was dead. The replacement battery does not fit my vehicle. AAA would have needed to replace that battery with a proper battery for a Mazda three or instruct me to get battery from Mazda. As a customer, I wish I was provided this feedback from AAA to make the decision.

In the interim, multiple calls have been placed with AAA. Still awaiting calls to get my original Mazda battery back.

Mazda dealership indicated that they cannot run a diagnostic unless the correct Mazda battery was placed in car. I then had to call AAA to go to Mazda dealership and remove the battery to allow Mazda to continue with the assessment. AAA went to Mazda, removed the battery and took the battery purchased the day before.

On Sept 4, 2024, AAA rep Yami put in for a refund for this battery of \$218. I was told customer relations will call in 48 hours. I am still waiting for the call. And to be reimbursed.

I tried to retrieve the original Mazda battery that AAA took on 9/2/24 with Kailtyn, AAA rep, 5:50ish on 9/4, then was transferred to Morgan, then transferred to supervisor Deborah 6:09pm. She indicated member relations will call me. I have not gotten the call. Mark Weber was assigned to case as case manager [REDACTED] I believe I left a voice mail on 9/4 and 9/5. On 9/5/24, 4:52pm, I spoke with Emily supervisor of roadside assistance who indicated that Deborah with member services would call me. I did not get a call back from anyone at AAA; still awaiting the calls.

I was clear that I was trying to get back my original Mazda battery so I can put it through my warranty and be refunded for the battery.

I had to buy a Mazda battery since AAA came by to take the one in the car (mazda battery \$248.38.) I indicated time is of essence since I was worried the AAA mechanic who took original the battery on 9/2 would dispose or not locate it. I believe one AAA rep directed me to call J and L the dispatcher, I did, and J and L indicated I need to go through AAA.

I was on the phone, back and forth, and being transferred, much time and upsetness was given to this.

AAA has two batteries of mine the original one which I can return to Mazda and get a refund because it's under warranty. And AAA has the one I purchased from them in which I returned.

As a consumer, I'm out \$248.50 because I purchased a AAA battery with no knowledge provided by AAA that Mazda requires a Mazda battery. In addition, I have been trying to get help to get the refund from your battery you took back as well as my original Mazda battery to put in for my warranty.

I called AAA numerous times with the various different confirmation numbers and no one has yet return my call as it has been almost the 48 hour period to resolve this issue. You must be able to track phonecalls to clarify any timeline. I have the receipts to both Mazda for the battery and AAA for the battery that I can provide to you.

I am asking you to provide the refund for the AAA battery and give back my original battery that I have been trying to get ASAP (or pay for the \$248 for the Mazda defective battery that I have been trying to retrieve so I can put through my warranty), or direct me to a contact person to speak with or help me resolve the reimbursement ASAP.

Thank you,

[REDACTED]
[REDACTED]

Marlboro, NY



Net
11/10/24

NHTSA

1200

New Jersey Avenue, SE

Washington

DC



20590-

