Form Approved O.M.B. No. 2127-0039

U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

FOR AGENCY USE ONLY 335

Date Received: 27-OCT-1999

Od_or ____ ____
rt_dt ____ ____
od_rt ____ ____
up_ltr ____ ____

Reference No. 852010

[redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
	MAZDA	PROTEGE	1997	

Purchase Date: ☒ New ☐ Used

Dealer's Name _____
City _____ State _____ Zip Code _____

Engine Size (CID/CC/L) _____
No Cylinders _____

☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☐ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Par. Name(s)	Location	Failed Part(s)
06400000 12420000	FUEL:THROTTLE LINKAGES AND CONTROL INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
0	27-OCT-1999 26000 65	☐ Yes ☐ No	☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE CHECK LIGHT COMES ON, AND RPMS INCREASE BY 500. TOOK TO DEALER, AND THEY HAVE NOT RESOLVED THE PROBLEM. *AK

CONTINUED ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information id requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are uncer no obligation respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be usec in support of the agency's action.

Form Approved: OMB No. 2127-0009

U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

FOR AGENCY USE ONLY 335	
Date Received: 27-OCT-1999	Old_dr ____ rt_dt ____ od_rt ____ up_ltr ____
	Reference No. 852010

OWNER INFORMATION (Type or Print)

[redacted]

Work Number
Home Number [redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of [redacted] *the manufacturer.*
Signature of Owner [redacted] Date 10/27/99

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JM1BC1435V0120476	MAZDA	PROTEGE	1997	37,103

Purchase Date: 4.28.97 ☒ New ☐ Used
Dealer's Name: Bess Mazda Dealers
City: Auburn State: ME Zip Code: 04210
Engine Size (CID/CC): ____ No Cylinders: ____
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☒ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Sport Utl ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other ____	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other ____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
06400000 12420000	FUEL:THROTTLE LINKAGES AND CONTROL INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR	☐ Left ☐ Right ☐ Front ☐ Rear	☒ Original ☒ Replacement

No of Failures	Date(s) of Failure(s) / Mileage at Failure(s) / Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
6	Mileage at Failure(s): 28000 Vehicle Speed at Failure(s): 65	☐ Yes ☒ No	☒ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE CHECK LIGHT COMES ON, AND RPMS INCREASE BY 500. TOOK TO DEALER, AND THEY HAVE NOT RESOLVED THE PROBLEM. *AK

See attached sheet

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take approiate action to correct a safety defect. If the NHTSA procedes with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: http://www.nhtsa.dot.gov

FOR AGENCY USE ONLY 335

Date Received: 27-OCT-1999

Odi_pr
rt_dt
odi_rt
up_ltr

Reference No.: 852010

Work Number
Home Number [redacted]

OWNER INFORMATION (Type or Print)

[redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of [illegible] vehicle manufacturer. ☒ YES ☐ NO

Signature of Owner [redacted] Date 10/15/99

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
JM1BC1415V0112[illegible]	MAZDA	PROTEGE	1997	27,103

Purchase Date: 4-29-97
☒ New ☐ Used

Dealer's Name: Bryce-Mazda Dealers
City: Auburn State: ME Zip Code: 04210

Engine Size (CID/CC/L): ____
No Cylinders: ____
☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
☒ Manual ☐ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorized ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	☒ Yes ☐ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Sport Ut ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
06400000 12420000	FUEL:THROTTLE LINKAGES AND CONTROL INTERIOR SYSTEMS:INSTRUMENT PANEL:GAUGE:INDICATOR	☐ Left ☐ Right ☐ Front ☐ Rear	☒ Original ☒ Replacement

No of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
0		26000	55	☐ Yes ☒ No	☒ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0		☐ Yes ☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ENGINE CHECK LIGHT COMES ON, AND RPMS INCREASE BY 500. TOOK TO DEALER, AND THEY HAVE NOT RESOLVED THE PROBLEM. *AK

See attached progress

Continued on Back of Questionnaire

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

May 29, 1999

[redacted]

Mazda Motor of America, Inc.
7755 Irvine Center Drive
Irvine, CA 92718-2906

To Whom It May Concern:

I am writing to you because I am a disgruntled customer. The past two years especially the last three months of dealing with my 1997 Mazda Protégé has been quite an ordeal as well as a great inconvenience to my son and I ("I" from this point on refers to either my son or myself). The vehicle was bought so my son would have a TRUSTWORTHY vehicle to attend college in Rochester, NY and allow him to travel great distances which his program required. That is why some of the repairs have been done in Rochester, NY and some back in Auburn, Maine.

So let me tell you a story of the events that have taken place with this vehicle. On March 13, 1998 I took my vehicle to Holtz House of Vehicles at 3925 W. Henrietta Rd. in Rochester, NY because the engine light came on when I started the vehicle one morning. I made an appointment and they replaced the oxygen sensors. Then came the wiper blade problem, which still remains a problem to this day. The first time I brought the vehicle in to have the wipers looked at, I could not use my car for the entire weekend prior to service because the service department was not open and we were experiencing a torrential downpour and I could not see out the front windshield without the use of the wipers. So when I got the vehicle into the garage again at Holtz House of Vehicles at 3925 W. Henrietta Rd. in Rochester, NY, the mechanic tightened the bolt and said he adjusted the tension on the blades. However every couple of months with the use of the wipers the same problem occurred again and again. After the third or fourth time the mechanic told me to tighten the bolt and "it should be O.K. for a while". Well it is O.K. but I continually have to bring my tool box out to the car and play mechanic every six to eight weeks. This is not exactly how I enjoy spending my spare time.

The next trip to the Mazda service center at 699 Center St. Auburn , ME 04212 on March 8, 1999 was for several things. I needed to have a state inspection sticker, the front windshield replaced due to it cracking in the cold weather and other maintenance that I have done such as regular oil changes, rotating the tires, replacing the wiper blades so I can have a clear windshield (when my wipers are working properly) all to try to ensure that I have a vehicle that lasts me several years for which I have spent hard earned money

on, thinking that I am getting a good new TRUSTWORTHY vehicle. Well this time the trip to the garage was again by far a fun filled way of spending my spare time. Again I called and made an appointment for a couple of days later. I brought the vehicle the night before so they could have it first thing in the morning since I had a list of things that I wanted the mechanics to fix. So I get a call later in the evening the following day stating that they changed my wiper blades, did the oil change, rotated the tires, and that I did not pass the state inspection because the windshield was cracked. In order to have it replaced I would have to bring the vehicle back when the regional manager was in the area and have him determine if it was truly a stress fracture. However the the customer service gentleman stated "it looks like a stress fracture however I am not authorized to have it replaced under the warranty". So he told me when the regional manager would be in and I again returned the vehicle on the date specified. The regional manager took a look at the front windshield and said that it was indeed a stress fracture and that it would be replaced under the warranty. However they did not have the windshield in stock and it had to be ordered and replaced by another company that does the windshield replacements. So once again I left and returned the vehicle the following afternoon since the windshield could now be replaced and the inspection sticker done at the same time. That evening I again returned to the much too familiar place of Mazda customer service to pick up my vehicle. The woman behind the counter stated that I could not pick up the vehicle since the state inspection sticker was not paid for. I explained to her that I had been in several times within the last couple of days and I had previously paid for the inspection. However the car had failed the inspection because the windshield was cracked and had to be replaced. After some time she found the paper work that showed that I had paid for the inspection and I left. I thought that the nightmare was now over once and for all until I was at a traffic light almost all the way home when I looked at the windshield and found they forgot to place the inspection sticker on the windshield after replacing the old cracked windshield. I was stunned. I could not believe that they forgot to place the inspection sticker on the windshield. Once again the following day during my lunch break the mechanic came to my house and placed the sticker on my windshield.

A week later I returned to Rochester, NY to only experience another problem with my vehicle. The engine light was on once again. So on the evening of May 6, 1999 I again left the vehicle at Holtz House of Vehicles at 3925 W. Henrietta Rd. in Rochester, NY so they would have it early in the morning on May 7, 1999. The service manager later on the seventh called me at work (which I had to take a taxi to because my again non-trustworthy vehicle was once again in the garage) and told me that he could special order the parts overnight or I could pick the vehicle up and return in a couple of days. I chose to leave it overnight and have the work done the following day, however this once again left me without a vehicle to get to work the following day so again I had to call for a taxi.

Then on May 20, 1999 I again had to return to Holtz House of vehicles at 3925 W. Henrietta Rd. in Rochester, NY because the engine light was back on. It only lasted for almost two weeks without a problem. So on May 20, 1999 in the afternoon I get a call from the customer service representative and he tells me that they do not have the parts in stock and that they will order the parts and they will be in on Monday May 24, 1999 in the

afternoon and they will be able to fix it all then. I told the customer service manager that this was getting out of hand. I am losing time from work to bring the vehicle in and out of the garage, I am constantly being bothered at work to call the garage and see if the vehicle is finally fixed, and I am losing money by having to pay for a taxi to get to work each time I have to leave the vehicle to be fixed. He stated that the engine light goes on for 461 items and that it is not always the same problem. So on Monday afternoon I called Holtz House of Vehicles at 3925 W. Henrietta Rd. in Rochester, NY and was told that the parts just came in and to bring my vehicle down and leave it there for about an hour and a half and it will be all set to go. So I asked him if once I get if they had some type of shuttle that could bring me back home. I live approximately 5 miles away. He stated that they did have a shuttle but the man that was suppose to come in at 11:30 had not shown up and it is now 1:30, so I should not rely on that as a means of transportation. I got a friend to pick me up and return me back to the Holtz House of Vehicles at 3925 W. Henrietta Rd. in Rochester, NY about one and a half hours later. The mechanic now told me that there were three parts that they were going to replace but only two of them fit and the third they could not figure out how to replace even after speaking with the Mazda corporation itself. So he asked that I try it like this with only two of the three parts and if the light did not come on I would be all set, but if it did come back on to give him a call and it would probably be the third part that is causing the problem. He then stated that he would leave this paper work open so they can figure out how to install the part, and if the engine light does not come on in a week or so to give him a call and he will close out the paper work.

As you can see by reading this letter I have had a lot of problems with my 1997 Mazda Protégé which only has 20,000 miles. The trips back and forth to the garage for the various problems have been a very big inconvenience to me. They take time out of my work day as well as money out of my pocket to pay for the taxi cabs needed to get to work. I am writing to you today because I have a year remaining on the warranty and I am getting nervous thinking that I will have to start paying for all these parts and labor once the warranty runs out. I bought the vehicle because I heard Mazda produced a good TRUSTWORTHY vehicle. However my experience so far has been the complete opposite. I would like you to investigate this matter more if need be. I have included copies of the service statements--- excluding the last engine light statement since I was not provided with one since the paper work is still open to this date on the matter of how to install the third part. I am seeking some kind of financial reimbursement as well as an extended warranty to the vehicle free of charge. I have had a great deal of difficulty with this vehicle and I think that this is the only appropriate and fair thing to ask of the Mazda corporation.

I look forward to hearing back from you in the very near future.

[redacted]

On July 6,1999 I contacted Mazda Service center at 699 Center St. Auburn , ME to have my vehicle serviced because again the engine light turned on. They told me on the telephone that it would be one week before they could take my car in to service it. I was not pleased with this result so I therefore called Scott Stubinsky, the general sales manager of Rowe Mazda at 699 Center St. Auburn , ME. I told him that I had many concerns regarding my 1997 Mazda Protégé and that I would be going to see him personally that evening to discuss my concerns as well as to show him a letter that I had sent to the Mazda Corporation. We therefore met approximately 30-45 minutes later to discuss these concerns. He stated that I would have the vehicle serviced on July 8th and I would have a rental vehicle given during the time the vehicle was serviced. So on the evening of July 7th I brought the vehicle to Mazda service center at 699 Center St. Auburn , ME so they would have the vehicle first thing on the 8th of July as I told Scott Stubinsky on the 6th of July. Prior to leaving for the Mazda service center at 699 Center St. Auburn , ME I telephoned them to make sure I could drop off the vehicle and that the rental car would be ready. Upon dropping my vehicle off the rental car was not ready and they had to call Enterprise Inc. to have them come and pick me up at Mazda service center at 699 Center St. Auburn , ME and drive me down the road to there location and fill out paperwork for the rental. It took 45 minutes before they arrived and then some time to fill out the paperwork. Then in the afternoon on July 8th I received a telephone call from Mazda service center at 699 Center St. Auburn , ME saying that my vehicle was ready to be picked up and the light was now off. I picked up the vehicle on the 8th of July.

Now the 24th of July the check engine light came on once again. It had been only 900 miles since the last service for the same check engine light. I then went to speak once again to Scott Stubinsky at the Mazda center at 699 Center St. Auburn , ME regarding this problem. At this time he stated that he would like us to bring in the car on Monday 7/26/99 for servicing. He said he would have his master mechanic—Patrick????—— personally look into the matter. Anita, my mother, mentioned that we had bought the Mazda upon suggestions from friends that Mazda cars are very reliable; however, this particular car has been in the service departments of Rochester, NY and Auburn, Maine several times for this check engine light problem. This Mazda is appearing to be a real lemon of a car. My mother mentioned that she wanted the car fixed or a new car to replace it. She was told that the Regional Manager for the Mazda dealership would be contacted and that hopefully he could make a trip to the Auburn, ME dealership on Monday or soon after. Anita told Scott the Mazda manager that they could keep the car all week but the problem had to be resolved since Brian, her son, would soon be relocating to Connecticut upon accepting his new P.A. job . It looks like there is no Mazda dealership nearby in Middletown, CT said Scoot Stubinsky. Anita agreed to leave the vehicle on Monday as long as she gets a rental car. This was accepted by both Anita and Scott. Scott mentioned that he would look into all the possibilities : extended warranties,

a new car, etc. The vehicle was kept by the Mazda Service Center of Auburn 5 days and was picked up on the 30th of July, 1999.

Once again on September 13th now with the mileage at 24, 973 the engine light was back on. Only 1,978 miles since the last time it was in the garage. I then called Mazda in Auburn, ME stating that the engine light was now back on and I would like them to resolve this problem once again within one week. After a week they returned my telephone call and told me to bring it into the nearest Mazda service station for service and that the Auburn service representative would be in within one week and we would meet personally to discuss the situation. I therefore called Mazda Town & Country at 722 Newfield in Middletown, CT to schedule an appointment for the 27th of September. I brought the vehicle on Sunday evening on the 26th of September, with now 25,584 miles. so they would have the vehicle first thing in the morning. In the afternoon on the 27th of September Mazda Service called and told me the vehicle was ready to be picked up. I told them that I needed a ride there to pick up my vehicle and they told me that they would call once the driver was back in from another pick-up. Well 2 ½ hours later they call and say that he would be at my apartment in 10 minutes. Well the ten minutes turned into one hour. So I finally get to the service station after waiting all afternoon to be picked-up. The service manager states that the vehicle is "all set". I therefore go to my car and turn on the engine and the seat belt and door ajar light are flickering. I then notice that my CD player and radio are not working. I drive approximately 200 feet to the service area and park my car and leave it running to tell the service manager that the radio is not working and the seat belt and door ajar light are now on. He tells me that there is no one there to look at it and I should come back tomorrow and they will look at it. So I said that I would be back. I walk back to the car and now the engine light is back on after driving it approximately 200 feet. I then return back inside to tell him that the engine light is back on and that is what I brought the vehicle in for. Again he says that he cannot do anything since all the mechanics have left and that I should bring it back in the morning. So I told him that I was upset and I have been troubled by this problem and the fact that they seem to be unable to fix the situation despite several attempts. I them told him that I would be back in the morning and I would like the situation to be resolved.

Now it is September 28th, 1999 and I am bringing the vehicle back to Mazda Town & Country at 722 Newfield in Middletown, CT because they did not fix the problem therefore my engine light remains on plus now my radio, CD player, and seat belt and door ajar light are flickering. I then picked the vehicle up in the afternoon and they said it was because the interior fuse needed to be replaced and that is why the lights were flashing indicating low voltage and that is why the engine light came on. A different reason from yesterday. The mechanic told me to drive it around and hopefully this problem will not occur again. He told me that he replaced the fuse but he is not sure what caused the fuse to burn out. Therefore he told me to be aware of when and possibly what I did before if the light ever comes on again or if the radio and CD player do not work. That way it will guide them in the correct direction in finding out why the fuse blew. I therefore told him exactly what I did when I picked up the vehicle (see above paragraph) I then left now with the mileage of the vehicle at 25,600 miles

On Wednesday, 9/29/99 Dana Rafuse, regional manager for the Auburn Maine area called my mother Anita to find out what he could do to help us out with the Mazda problem. It seems that he had not been notified of the letter which we wrote to the California headquarters and was not aware as to what problems we were having with the Mazda Protégé. My mother filled him in on some of the details involving the check engine light which goes on every 1600 to 2000 miles-- which is about every 8 weeks. She also suggested that he get a copy of the letter which we sent to California faxed to him. Dana Rafuse was able to see on his computer the many times the Mazda went in to all the different Mazda garages. It was mentioned that the car had just been in the Middletown, CT garage just a few days ago for the same problem (see previous notation). Mr. Rafuse said that should the problem reoccur that he wants to be contacted by Daren at the Auburn Mazda dealership and Mr. Rafuse would have the vehicle brought to a garage in Hartford where he would have someone look at it. If it turned out to be a problem which was too puzzling for that garage, Mr. Rafuse would then call California headquarters and have two top mechanics fly to Hartford to solve the problem. In the meantime, Brian would be allowed to have a loaner car.

My mother mentioned that since this problem had been going on for over a year now, that she was taking further action. No one seems to be able to solve the problem and the warranty on the vehicle will end in the spring. We do not plan on being stuck with the bill once the warranty ends for a problem that has been ongoing. Mr. Rafuse reassured my mother that Mazda always treats their people right and would probably not stick us with repair bills for a problem which has been ongoing. My mother mentioned that she was not willing to wait that long. She asked that her full amount for the car be refunded to her or that a brand new Mazda Protégé be given in place of this present defective Mazda. Mr. Rafuse said that replacing the car with a new Mazda was not possible since the new Mazdas are more equipped and sophisticated now therefore cost more money. He said there was not much more he could do until the problem reoccurs.

To Abby Cram

October 27, 1999

The car is once again today at the garage for the check engine light. The light went on about ten days ago , after only 460 miles since it had last been serviced for this problem, and we immediately contacted the regional service manager, Mr. Dana Rafuse who called Brian Landry, our son, and told him to bring the car into the Middletown garage again and that it would be serviced. Mr. Rafuse was suppose to call the service manager there--Mr. Erickson--and tell him that this was a reoccurring problem and that it needed to be permanently resolved. Two days after this call was placed to Brian, he drove to the garage and spoke with Mr. Robert Erickson who told him he never got a call from a Mr. Rafuse. In the meantime, my son had to come to Maine for the weekend and drove the car with the check engine light on.

On October 26, I spoke directly with Mr. Rafuse and asked why he had not gotten in touch with the Middletown garage. He stated that he had spoken with a Paul Dutton--I think he is the regional representative in the Middletown area. Mr. Dutton was to have relayed the message to Mr. Erickson, the service manager in Middletown, CT. I was told that the Middletown garage would take the car in and provide a loaner car so Brian could travel to work. When I asked how long he would have this loaner car, I was told until the problem was permanently resolved.

Brian left the car at the garage this morning (10/27/99) and was told he had the loaner car for one day---we are assuming (which I hate to assume) that the car will be permanently fixed today.

One thing that Mr. Rafuse said to me this week which does not really go along with what he said several days ago was that the Middletown, CT garage would place the car on a computer and if they believed that their own mechanics could not fix the problem then mechanics from the New Jersey area would be asked to come to Middletown, CT to resolve the problem PERMANENTLY. Several days ago, Mr. Rafuse told me that should the check engine light go on again that he would want Brian to bring the car to a garage in Hartford, CT and that if their mechanics could not resolve the problem that he would have two mechanics come from the California headquarters to PERMANENTLY fix the car. The car is back in the garage today and not in Hartford but in Middletown per Mr. Rafuse. I was told that Brian would be shown how to properly tighten the gas cap after each filling---until the cap clicked. He was told this the first time around and has been doing it correctly. I believe the Mazda dealerships are just stalling for time to run out on our warranty. Also Mr. Rafuse said that if the car was in his district--MAINE---that he would have more pull in getting done what he wants to get done. I told him the car would be back in this area around Thanksgiving. Mr. Rafuse insisted that the car be repaired before that date.

I have also enclosed pages from the auto manual. Please see the unlined areas. Both the Supplemental Restraint System Warning Light and the Malfunction Indicator Light state that should these lights ever go on that we should consult an Authorized Mazda Dealer as soon as possible. In the case of the seat belts, the malfunctioning of the lights could indicate that the restraint system might not work in case of an accident. This would be considered a safety issue. Now the check engine light as states that we should consult an Authorized Mazda Dealer as soon

as possible since in could indicate that there might be a problem with the engine's electrical system. Could this be a safety issue too? When the light goes on we are told it involves several hundred parts–how are we to know for sure that is involves the fuel sensors, fuel cap, and not the electrical system?

I also wrote a complaint e mail letter to the National Highway Traffic Safety Administration (see attached letter) and have done research at the website **www.nhtsa.dot.gov** for a 1997 Mazda Protégé problem list. Toward the end of the list I found ODI ID 842221 a problem regarding a engine check light however it does not give the entire details. Perhaps you know how to retrieve all the information and not just stop at "manufacturer has b....."

I do want this problem resolve but at this point I don't even know if we have anything to go on with. I would like to hear from you fairly soon once you have gone over all the material that I have brought to you. I do not want to spend hundreds of dollars only to realize that we don't stand a chance of getting anything out of all of this. If we could get IN WRITING a paper from Mazda Corporation stating that they would continue to fix ALL problems regarding to the check engine light free of charge after our warranty runs out then that might be acceptable too. According to Mr. Rafuse, Mazda gives its WORD they will continue to service it, but he told me that Mazda would not put this in writing.

Thank you for reading through all of this. I may be reached at [redacted] if you need any more information.

Sincerely

[redacted]

P. S. I have also enclosed copies of garage service papers which you requested.

Important
similar problem found
on website
www.nhtsa.dot.gov

ODI ID: 842221
Make: MAZDA
Model: PROTEGE
Year: 1997
Date of Failure: Tuesday, July 13, 1999
Incident: No
Fire: No
Number of Injuries: 0
Component: FUEL:FUEL TANK ASSEMBLY:TANK
Summary: ENGINE CHECK LIGHT STAYS ON WHILE DRIVING, CREATING A SLIGHT VACUUM IN THE GAS TANK. DEALER REPLACED GAS TANK CAP AND CANCELED THE CODE. MANUFACTURER HAS B

This was found on web site

www.nhtsa.dot.gov (under Table of Contents
System of 1st Person 2nd Person
Then safety matters – Complaints
I followed the steps + brought up

1997 MAZDA PROTEGE

This problem should up at the bottom of the
list.

Subj: **1997 Mazda Protege**
Date: 10/27/99 10:44:08 AM Eastern Daylight Time
From: PEN0319
To: webmaster@nhtsa.dot.gov

The car is registered under the name of [redacted] of Lewiston, Maine . It has been at several Mazda garages for the same reoccuring problem since 2/98 and is at the Mazda garege today once again for the same check engine light problem. My son Brian Landry has the car in Middletown, CT . Our warranty will run out 4/00 next year and we have been dealing with Mazda with this problem for aabout 1 1/2 yrs. Our car is now over the two year/18,000 mile Lemon Law regulations.

Each time the car is brought to the garage for repair of this problem, we are told it is placed on a computer and that a part or two was replaced. We have all service work papers in our possession. However after about 1,200-1,600 miles the problem returns and we go through the very same steps all over again. Now this time the problem occurred after only 460 miles but before we could get in touch with the regional service manager Mr. Dana Refuse, my son had to come to Maine for the weekend using the car with the check engine light still on. My son Brian is back in Middletown, CT and the car is once again at the Mazda garage. Today is the ninth time we have returned the car to Mazda for the same problem.

Is there anything we can do to get this problem finally resolved? Do we have any rights to insist that this problem continue to be service free to charge even when our warranty runs out in 4/00? It seems that since we didn't know about the 2 yr/18,000 miles Lemon Law stipulations that we don't fall under this. Is this true?

I would appreciate hearing from you as soon as possible.

Thank you for taking time to read this letter.

[redacted]

1997 Mazda Protégé —delivery date 4/29/97—warranty ends 4/28/00

2/21/98 Holtz in Rochester,NY 5,487 miles—(engine light went on) ordered two sensors

3/13/98 Holtz in Rochester,NY 7,003 miles—(engine remains on) two above sensors were replaced

3/8/99 thru 3/11/99 Rowe/Mazda in Auburn, ME 16,154 miles--wiper blades, oil change, windshield had stress crack and inspection sticker.

5/6 & 5/7/99 Holtz in Rochester, NY 18,787 miles (engine light went on)

* 5/20/99 Holtz in Rochester, NY 19,961 (engine light went on) ordered three valves and received only two, so only two were replaced on 5/24/99

5/24/99 SEE ABOVE NOTATION

7/7 & 7/8/99 Rowe/Mazda in Auburn, ME 22,021 miles (engine light went on)

7/26 thru 7/30/99 Rowe/Mazda in Auburn ME 22,995 miles (engine light went on)

9/27/99 Town & Country, Middletown, CT 25,584 miles (engine light went on)

9/28/99 Town & Country, Middletown, CT 25,600 miles (engine light still on from day before)

10/27/99 Town & Country, Middletown (light on again) replaced Evaporation Valve

18783
CODE P0455
CHECKED AS PER MSM AND M TIPS
FOUND BAD CATCH CAN REPLACED
F0981ARX .2
F0808XOX 1.0

Press RETURN to continue.?

RO NO. 187786 OPENED. 04JAN98 CLOSED. 04JAN98 MILEAGE. 13815
SA.. TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
293 298 CM TE TIGHTEN DRIVERS SIDE WIPER ARM

Press return to continue, S to list the story for this RO, or E to exit. ?S

Story for RO# 187786, line #, Version # 1,
13815
TIGHTENED DRIVERS W/ARM W/C

Press RETURN to continue.?

RO NO. 153321 OPENED. 13MAR98 CLOSED. [redacted] MILEAGE. 7823
SA.. TECH. TYPE OPCODE..... CB-RO.. DESCRIPTION.....
261 207 HM EE REPLACE BOTH OXESEN SENSORS (OUT OF SPEC
S) F0811ARX .4

Press return to continue, S to list the story for this RO, or E to exit. ?S

No story on file for RO# 153321

Press RETURN to continue.?

RO NO. 151888 OPENED. 20FEB98 CLOSED. [redacted] MILEAGE. 5487
SA.. TECH. TYPE OPCODE..... CB-RO.. DESCRIPTION.....
261 207 HM EM CHECKED FAULTS- SPECIAL ORDERED O2 SENSO
R.
261 207 CM LOF LUBE, OIL, FILTER

Press return to continue, S to list the story for this RO, or E to exit. ?

only people for this date of service.

```
FUNCTION.....
VEHID.....(SV0142246)?

VEHID SV0142246                          SERIAL NO.    JM1BC1415V0142246
LANDRY,BRIAN                             CUSTOMER      100200
17 JEANNETTE AVE                         DELV. DATE    29APR97
LEWISTON ME                              IN SERVICE    29APR97
HOME PHONE 716 424-8777                  WAR.EXP.DATE  29APR00
BUS. PHONE 716 292-1015                  LICENSE NO.   1742C
97 MAZDA PROTEGE (9997)
Command? (Enter, +, N, VEH, CUST, ?) ....?


RO NO. 200356    OPENED, 24MAY99   CLOSED, 21JUN99   MILEAGE, 19997
SA... TECH. TYPE. OPCODE..... CB-RO . DESCRIPTION.....
203   207   WM    EM                  EMMISION REPAIR

Press return to continue, S to list the story for this RO, or E to exit, ?S

Story for RO# 200356, line A, Version # 1,
   19997
   CODE P0455
   CHECKED AS PER WSM FLOW CHART FOUND
   TWO VALVES NOT OPERATING PROPERLY
   REPLACED VALVES
   F0000XDX 1.0
   F0630XRX .3.
   F0621XRX .2


Press RETURN to continue.?

RO NO. 200309    OPENED, 20MAY99   CLOSED, 20MAY99   MILEAGE, 19961
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
203   207   CM    SOP                 SPECIAL ORDER FUEL PRESSURE VALVES
203   207   CM    5KM                 FACTORY MAINTENANCE EVERY 5K MILES

Press return to continue, S to list the story for this RO, or E to exit, ?S

Story for RO# 200309, line A, Version # 1,
   SOP FUEL PRESSURE VALVES AS PER WSM

Story for RO# 200309, line B, Version # 1,
   LOF 30


Press RETURN to continue.?

RO NO. 207325    OPENED, 06MAY99   CLOSED, 07MAY99   MILEAGE, 19733.
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
203   207   WM    EE                  EMMISION REPAIR

Press return to continue, S to list the story for this RO, or E to exit, ?S

Story for RO# 207325, line A, Version # 1,
```

188290 15321

HOLTZ HOUSE OF VEHICLES

INVOICE

3925 West Henrietta Road
Rochester, NY 14623
(716) 424-4740

PAGE 1

[redacted]

SERVICE ADVISOR: 261 CHRIS R NEWBAUER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	97	MAZDA PROTEGE	JM1BC1415V0142246	[redacted]	7003/7003	1326

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR97		25APR00	17:00 13MAR98		CASH	CASH	13MAR98

R.O. OPENED	READY	OPTIONS: ENG:Z5D (92 +/- 9 HP) 1)DD/JLM
07:17 13MAR98	11:50 13MAR98	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	CK ENGINE LIGHT COMING ON ---SEE SOP---						
	EE REPLACE BOTH OXEGEN SENSORS (OUT OF SPECS)						
		F0811ARK		.4			
		207 HIGGINS,MIKE LIC#: A207					
		WM					(N/C)
	1 B6DC-18-861A	M03F02	SENSOR,OXY				(N/C)
	1 Z501-18-861A	F02	SENSOR,OXY.				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT. NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the agreements with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

18829C 207325

HOLTZ HOUSE OF VEHICLES

INVOICE

3995 West Henrietta Road
Rochester, NY 14623
(716) 334-0880

PAGE 1

[redacted] BUS:

SERVICE ADVISOR: 203 PAUL M DARIES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	97	MAZDA PROTEGE	JM1BC1415V0142246	[redacted]	18787/18793	T732

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR97		28APR00	15:00 06MAY99		CASH	CASH	07MAY99

R.O. OPENED	READY	OPTIONS:
08:59 06MAY99	13:53 07MAY99	ENG:25D (92 +/- 9 HP) 1)DD/JLM

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES MIL LIGHT ON						
	RE EMMISION REPAIR						
	207 HIGGINS,MIKE LIC#: A207						
	WM						(N/C)
1	JE96-13-978 F0ZV02F98M99 TANK,CATCH						(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

18793 CODE P0455 CHECKED AS PER WSM AND M TIPS FOUND BAD CATCH CAN
REPLACED P0601ARX .2 F0C08XDX 1.0
****

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/goods. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/goods.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

188290 Z08909

HOLTZ HOUSE OF VEHICLES

[redacted]

INVOICE

3955 West Henrietta Road
Rochester, NY 14623
(716) 334-0880

PAGE 1

SERVICE ADVISOR: 203 PAUL M DARIES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	
TAN	97	MAZDA PROTEGE	JM1BC14*5V0142246	[redacted]	19961/19961	T

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR97		28APR00	12:00 20MAY99		CASH	CASH	20MAY99

R.O. OPENED	READY	OPTIONS:
07:14 20MAY99	13:01 20MAY99	ENG:Z5D (92 +/- 9 HP) 11DD/JLM

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES MIL LIGHT ON							
	SOP SPECIAL ORDER FUEL PRESSURE VALVES							
	207 HIGGINS,MIKE LIC#: A207							
	CM						0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:								0.00

SOP FUEL PRESSURE VALVES AS PER WSM

****

B	LOF							
	5FM FACTORY MAINTENANCE EVERY 5K MILES							
	207 HIGGINS,MIKE LIC#: A207							
	CM						11.25	11.25
	1 B6Y2-14-302 F05M05F98F06 FILTER,OIL					6.25	6.25	6.25
	1 9956-41-400 M05 M05B0ZF98M99M08 GASKET					0.45	0.45	0.45
	1 M-OIL 5 QTS OIL					7.00	7.00	7.00
PARTS: 13.70 LABOR: 11.25 OTHER: 0.00 TOTAL LINE B:								24.95

LOF .30

****

EST: 24.95 20MAY99 07:14 SA: 203

CASHIERED
By: [signature]
Date: 5/20/99

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the use of this merchandise. The Seller hereby expressly disclaims all warranties either express or implied including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	11.25
PARTS AMOUNT	13.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.50
TOTAL CHARGES	29.45
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	29.45

CUSTOMER COPY

MDCS REPORTING SYSTEM

DATE:10/04/99 WARRANTY CLAIM & OTHER P.T. 05:44:49

*** WARRANTY VEHICLE HISTORY INQUIRY ***

VIN #	MODEL	YR	DEM-DT	RET-DT	R-MILE	ENGINE #	IN	EX	EP	RTO
ACCESSORY	ST CC SHIP	EXD	R-DLR	KEY #						
JM1BC1415V0142246	PRO LX P	19	000000	042997	78	Z5 678349	J1	4F		
C O	5 NKB73		50911	0011830						

	CLAIM	P#	DLR	MILE	RPR-DT	PART-NO	CC	DC	LOC	PRC-DT	RMK	DSA
Rec	40666	1	50911	16162	031099	BE5M-63-900A	92	9A	FRT	033099		
	50266	1	50911	22021	070899	5555-NT-EGI	6X	8W		072199		
	51611	1	50911	22995	072999	Z526-18-741A	6X	92		081299		
	07325	1	51476	18793	050799	JE96-13-978	6X	9A		051099		
	09356	1	51476	19997	062199	BC4C-42-910	6X	9W		071599		
	51060	1	51476	5487	022098	B6DC-18-861A	6X	9S		022398		
	53321	1	51476	7003	031398	B6DC-18-861A	6X	9S		033198		

	WAR	II	REC	AR	OT	RI
TOTAL RECEIVED	0	0	0	0	1	0
TOTAL ACCEPTED	0	0	0	0	1	0
TOTAL REJECTED	0	0	0	0	0	0

** NO MESSAGES PENDING **

Mrs

[redacted]

Warranty History

7848267

340488

INVOICE

PAGE 1

[redacted]

AUBURN MOTOR SALES

699 Center St. · P.O. Box 500
Auburn, ME 04212-0500
(207) 784-2321 · 1-800-339-7693

SERVICE ADVISOR: 522 DAREN P. LABBE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SAND	97	MAZDA PROTEGE	JM1BC1415V0142246		16154/16154	1499.

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29AER97			16:30 08MAR99		0.00	CASH	08MAR99

R.O. OPENED	READY	OPTIONS:
08MAR99	08MAR99	STK:27748 DLR:088079 TRN:M

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A INSTALL WINTER BLADES.				
BLADES REPLACE WIPER BLADES				
1214 CPM 0.20			4.50	4.50
1 WW*20* BLADE ASY W/S WPR 20IN		11.55	11.55	11.55
1 WW*18* BLADE ASY W/S WPR 18IN		9.37	9.37	9.37
16154 INSTALLED BLADES				
**********				
B LUBE, OIL & FILTER, TOP OFF FLUIDS, CHECK TIRE PRESSURE, VISUAL BATTERY CHECK, VISUAL SUSPENSION AND EXHAUST SYSTEMS CHECK, CHECK FOR RECALLS.				
SLA LUBE, OIL & FILTER, TOP OFF FLUIDS, CHECK TIRE PRESSURE, VISUAL BATTERY CHECK, VISUAL SUSPENSION AND EXHAUST SYSTEMS CHECK, CHECK FOR RECALLS.				
1214 CPM 0.30			8.95	8.95
1 B6Y3-14-302 FILTER,OIL		6.88	6.88	6.88
1 N0138492 DRAIN PLUG WASHER		0.31	0.31	0.31
5 OIL10W30 OIL		1.60	1.58	7.90
16154 DID LOF				
**********				
C CHECK WINDSHIELD FOR STRESS CRACK				
M MAZDA REP WILL BE LOOKING AT WINDOW ON WEND.				
88 CPM 0.00			0.00	0.00
**********				
D STATE INSPECTION				
ST STATE INSPECTION				
1214 CPM 0.30			6.50	6.50
16154 WILL PAS FOR STICKER NEED TO REPLACE WINDSHELD				
**********				
E ROTATE TIRES				
ROTATE ROTATE TIRES				
1214 CPM 0.30			9.95	9.95
16154 ROTATED TIRES				
**********				

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The above warranty constitutes all of the warranties with respect to the sale of the parts/parts. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts/parts.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

[redacted]

INVOICE

PAGE 2

AUBURN MOTOR SALES
693 Center St. · P.O. Box 500
Auburn, ME 04212-0500
(207) 784-2321 · 1-800-339-7693

SERVICE ADVISOR: 522 DAREN P. LABBE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
AND	97	MAZDA PROTEGE	JM1BC1415V0142246		16154/16154	1499.

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR97			16:30 08MAR99		0.00	CASH	08MAR99

R.O. OPENED	READY	OPTIONS: STK:Z7148 DLR:088079 TRN:M
08MAR99	06MAR99	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CHECK DRIVERS REAR WHEEL WELL FOR MISSING SCREW AND HANGING LON.			
M TECHNICIAN TIME			
1214 CEM 0.00		0.00	0.00
6154 CANT FIND ANYTHING LOSE MISSING			
**********			
ENVIRONMENTAL RECOVERY CHARGE			1.53

THANK YOU FOR HAVING US SERVICE YOUR VEHICLE. IF WE HAVE NOT EARNED A "10", BY YOUR STANDARDS, PLEASE LET DAREN LABBE (SERVICE MANAGER) OR DIANE FORTIN (CUSTOMER SERVICE MANAGER) KNOW. OUR GOAL IS TO SATISFY YOU AS OUR VALUED CUSTOMER.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of the vehicles. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicles

DESCRIPTION	TOTALS
LABOR AMOUNT	29.90
PARTS AMOUNT	35.01
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.53
TOTAL CHARGES	67.44
LESS DISCOUNTS	0.00
SALES TAX	2.06
PLEASE PAY THIS AMOUNT	69.50

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

7848267 340666

INVOICE

[redacted]

AUBURN MOTOR SALES
899 Center St. - P.O. Box 500
Auburn, ME 04212-0500
(207) 784-2321 - 1-800-339-7693

SERVICE ADVISOR: 542 GREG VAILLANCOURT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SAND	97	MAZDA PROTEGE	JM1BC1415V0142245		16162/16162	T1829

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR97			16:30 10MAR99		0.00	CASH	11MAR99

R.O. OPENED	READY	OPTIONS: STR:27148 DIR:088C79 TRN:M
10MAR99	11MAR99	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A MAZDA REP COMMING TO LOOK AT WINDSHIELD			
M TECHNICIAN TIME			
88 WMZ 0.00			(N/C)
1 BE5M-63-900A GLASS,WINDSHIELD			(N/C)
1 BC1M-50-6AX8 MOULD(UP),FRT.WINDOW			(N/C)
**********			
S STATE INSPECTION			
ST STATE INSPECTION			
543 CPM 0.30	6.50	6.50	
16162 ST PERFORM STATE INSPECTION-FAILED FOR WINDSHIELD			
**********			
C CHECK DRIVER SIDE REAR WHEEL FOR A PIECE OF METAL MISSING			
M TECHNICIAN TIME			
543 INT 0.30			(N/C)
16162 METAL PULL VEH IN SHOP, PUT ON HOIST AND INSPECT BOTH REAR WHEELS, WHEEL WELLS. CANNOT FIND ANYTHING THAT APPEARS TO BE MISSING, NO MISSING BOLTS, OR BRACKETS THAT ARE MISSING ANY PARTS OR COMPONANTS. MAY NEED MORE INFORMATION FROM CUSTOMER AS TO WHAT APPEARS TO BE MISSING. HAD SHOP FOREMAN LOOK AT VEH, AND HE CONCURS WITH MY INSPECTION.			
**********			

THANK YOU FOR HAVING US SERVICE YOUR VEHICLE. IF WE HAVE NOT EARNED A "10", BY YOUR STANDARDS, PLEASE LET DAREN LAJBE (SERVICE MANAGER) OR DIANE FORTIN (CUSTOMER SERVICE MA NAGER) KNOW. OUR GOAL IS TO SATISFY YOU AS OU R VALUED CUSTOMER.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 12 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

"The factory warranty constitutes all of the warranties and respect to the sale of the items/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the items/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	6.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	6.50
LESS DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	6.50

CUSTOMER COPY

7848267 3.5.0266

INVOICE

[redacted]

PAGE 1

AUBURN MOTOR SALES

699 Center St. · P.O. Box 500
Auburn, ME 04212-0500
(207) 784-2321 · 1-800-339-7693

SERVICE ADVISOR: 522 DAREN P. LABBE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SRND	1997	MAZDA PROTEGE	JM1BC1415V0142246		22021/22021	T1997

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR1997			16:30 12JUL99		0.00	CASH	[illegible]

R.O. OPENED	READY
07JUL99	08JUL99

OPTIONS: STK:27148 DLR:088079 TRN:M

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
6	THE CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS COMING ON							
	M	TECHNICIAN TIME						
		543	WMZ4	0.50				(N/C)

22021 P0455-GROSS LEAK PULL VEHICLE IN SHOP. HOOK UP NGS TESTER, CHECK FOR CODES. HAS 1 CODE STORED P0455-GROSS LEAK DETECTED. MOST COMMON CAUSE OF THIS CODE IS EITHER A LOOSE GAS CAP OR REFUELING VEHICLE WITH KEY ON. CLEARED CODE. ROAD TEST VEH TO MAKE SURE CODE DOES NOT COME BACK ON. LIGHT DID NOT COME BACK ON. NO FURTHER DIAG AT THIS TIME.

****

THANK YOU FOR HAVING US SERVICE YOUR VEHICLE. IF WE HAVE NOT EARNED A "10", BY YOUR STANDARDS, PLEASE LET DAREN LABBE (SERVICE MANAGER) OR DIANE FORTIN (CUSTOMER SERVICE MANAGER) KNOW. OUR GOAL IS TO SATISFY YOU AS OUR VALUED CUSTOMER.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE:

STATEMENT OF DISCLAIMER

The factory warranty supersedes all of the warranties with respect to the sale of the merchandise. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

7848267 351611

INVOICE

PAGE 1

[redacted]:

AUBURN MOTOR SALES
699 Center St. - P.O. Box 500
Auburn, ME 04212-0500
(207) 784-2321 - 1-800-339-7693

SERVICE ADVISOR: 522 DARLEN P. LABBE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN - OUT	TAG
SAND	1997	MAZDA PROTEGE	JM1BC1415V0142246		22995/22995	T1436

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR1997			16:30 30JUL99		0.00	CASH	30JUL1999

R.O. OPENED	READY	OPTIONS:
26JUL99	30JUL99	STK:Z7148 DIR:088079 TEN:M

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE, OIL & FILTER, TOP OFF FLUIDS, CHECK TIRE PRESSURE, VISUAL BATTERY CHECK, VISUAL SUSPENSION AND EXHAUST SYSTEMS CHECK, CHECK FOR RECALLS.			
SLA LUBE, OIL & FILTER, TOP OFF FLUIDS, CHECK TIRE PRESSURE, VISUAL BATTERY CHECK, VISUAL SUSPENSION AND EXHAUST SYSTEMS CHECK, CHECK FOR RECALLS.			
1215 IPSA 0.30			(N/C)
1 B6Y2-14-302 FILTER,OIL			(N/C)
1 N0138492 DRAIN PLUG WASHER			(N/C)
5 OIL5W30 OIL			(N/C)
22995 LOF PREFORMEND LOF			
**********			
B FREE WASH--HAVE IT DONE BEFORE CUSOTMER PICKS UP CAR			
M FREE WASH			
1215 IPSA 0.00			(N/C)
22995			
**********			
C CHECK ENGINE LAMP CAME ON SATURDAY AND HAS BEEN ON SINCE THEN. SEE HISTORY CAR HAS HAD OTHER CHECK ENG. LAMP CONCERNS			
CS CUSTOMER SAYS:			
1215 WMS 1.76			(N/C)
1 Z526-13-960 FILTER,AIR			(N/C)
1 Z526-18-741A VALVE,SOLENOID			(N/C)
22995 ENGINE LITE ON RAN CODES P0455 EVAP SYSTEM LEAK TESTED EVAP SYSTEM FOUND CANISTER CUT VALVE INTERMITTENTLY STICKING SOP NEW VALVCE REPLACED CANISTER CLOSE VALVE AND FILTER CLEARED CODES TEST DROVE NO LITE ON			
**********			
D CUSTOMER IS GOING TO LEAVE THE CAR FOR A FEW DAYS FOR PAT TO DRIVE..MAKE SURE EVERYTHING WORKS--A/C ECT.			
CS CUSTOMER SAYS:			

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

(S'GNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties (with respect to the sale of the merchandise). The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the merchandise.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

7848267 351611

INVOICE

PAGE 2

[redacted]US:

AUBURN MOTOR SALES
699 Center St. · P.O. Box 500
Auburn, ME 04212-0500
(207) 784-2321 · 1-800-339-7693

SERVICE ADVISOR: 522 DAREN P. LABBE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SAND	1997	MAZDA PROTEGE	JM1BC1415V0142246		22995/22995	T1436

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29APR1997			16:30 30JUL99		0.00	CASH	30JUL1999

R.O. OPENED	READY	OPTIONS: STK:Z7148 DLR:088079 TRN:M
26JUL99	30JUL99	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	1215		WMZ	0.00			(N/C)

22995

****

THANK YOU FOR HAVING US SERVICE YOUR VEHICLE. IF WE HAVE NOT EARNED A "10", BY YOUR STANDARDS, PLEASE LET DAREN LABBE (SERVICE MANAGER) OR DIANE FORTIN (CUSTOMER SERVICE MANAGER) KNOW. OUR GOAL IS TO SATISFY YOU AS OUR VALUED CUSTOMER.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT FOR INSPECTION AT THE SERVICING DEALER BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

5321062

126495

Town& Country *Auto Group*

INVOICE

Town & Country Auto Sales, Inc.
750 Newfield Street
Middletown, CT 06457
(860) 347-4471

[redacted]

PAGE 1

SERVICE ADVISOR: 367 MICHAEL R CHEEVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	97	MAZDA PROTEGE	JM1BC1415V0142246	[redacted]	25554/25684	[illegible]

OEL DATE	PROD. DATE	TIME OPENED	PROMISED	PO NO.	VARIABLE	PAYMENT	INV. DATE
01JAN'997			17:00 27SEP99		70.26	CASH	27SEP'999

R.O. OPENED	READY	OPTIONS: ENG: 2SE _ 19L _ +/- _ 3 _ MPI
07:43 27SEP99	16:44 27SEP99	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK ENGINE LIGHT IS ON.			
CAUSE: PERFORM DIAGNOSIS AND CLEAN HOSE TO PURGE			
F0005XDX ENGINE DIAGNOSTIC TIME			
1245 WM94 1.30			(N/C)
F0009XDX EEC TEST COMPUTOR			
1245 WM94 0.50			(N/C)
XRT CLEAN FILTER FOR PURGE			
1245 WM94 0.60			(N/C)
FC: 62/9F PART#: COUNT: 0			
CLAIM TYPE: A			
AUTH CODE:			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

LIMITED WARRANTY

We guarantee our service work and repair for 90 days or 4000 miles whichever comes first from date of repair.

The amount of any portion thereof charged for the leased vehicle as the vehicle tax mileage for the vehicle will be claimed as a business expense for federal income tax purposes.

☐ YES ☐ NO

X _____
Signature of purchaser or purchaser's agent

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

mazda FORD CUSTOMERS

6321062

1 2 8 5 6 7

INVOICE

PAGE 1

Town& Country Auto Group

Town & Country Auto Sales, Inc.
750 Newfield Street
Middletown, CT 06457
(860) 347-4471

[redacted]

SERVICE ADVISOR: 367 MICHAEL R CHEEVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TAN	97	MAZDA PROTEGE	JM1BC1415V0142246	[redacted]	25600/25600	T723

DEL. DATE	PROD. DATE	TIME OPENED	PROMISED	PO NO	VARIABLE	PAYMENT	INV. DATE
01JAN1997			17:00 28SEP99		70.00	CASH	28SEP1999

R.O. OPENED	READY	OPTIONS:
09:39 28SEP99	13:28 28SEP99	ENG:Z5D_(92_+/-_9_HP)

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES CHECK ENGINE LIGHT WAS ON.
SAME AS LINE B
1245 CM 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B CUST STATES RADIO, C/D ,DOOR AJAR LIGHTS ARE FLASHING .
CAUSE: REPLACE INTERIOR FUSE
T0102XRX REPL FUSE
1245 WM94 0.20 (N/C)
1 0000-11-0210 FUSE,10 AMP (N/C)
FC: 62/9W
PART#: 0000-11-0210
COUNT: 1
CLAIM TYPE: A
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 10 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

LIMITED WARRANTY

We guarantee our service (parts and labor) for 90 days or 4000 miles whichever comes first from date of repair.

This amount (or any portion thereof) charged for the repairs indicated on this invoice (or mileage for the vehicle) may be claimed as a business expense for federal income tax purposes.

☐ YES ☐ NO

X
Signature of purchaser or purchaser's agent

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

mazda FORD CUSTOMERS

State of Maine
Department of the Attorney General
Public Protection Division
Consumer Mediation Unit
6 State House Station
Augusta, ME 04333-0006

10/29/99 } 2 cover pgs on work order. letter to Mazda Corp 10/27 letter to attorney General

Andrew Ketterer
Attorney General

Office Use Only

Date sent	Initial	RM	P	L	WI	Data on file Y	N	Complaint #	Mediator
10-29-99	JAG								

MOTOR VEHICLE COMPLAINT

Please answer the questions below as completely as possible and attach copies of your bills, contracts, estimates, receipts, warranty, service contracts, advertisements etc. **Do not send originals.** Please print neatly or type.

Name of Business Complained Against:
Mazda Motor of America, Inc.
Address:
2755 Irvine Center Drive
City: Irvine. State: CA Zip: 92718-2906
tel: 1-800-222-5500
I have been speaking "Jerry" in the Customer Service Dept.

Your Name: [redacted]

Is your complaint about a: new vehicle X used vehicle ___ lease ___ repair ___ rental ___ other ___

Make: Mazda Model: Protege Year: 1997 VIN JM1BC1405V0142246

Date of Transaction: 4-29-97 Price: 13,150.00 Did you sign a contract ? Yes ___ No ✓

Mileage at purchase: 78 Current Mileage 36,605

Did you get a written warranty? OWNER'S MANUAL verbal warranty? ___

Did you buy an extended warranty or service contract? No

Was the service or product advertised? Yes___ No ✓ If yes, was the advertisement accurate?___

If not please explain:___

Name of person you dealt with: a sales person by the name of Gerry at the Mazda dealership in Auburn, Maine. This person no longer works there.

USED VEHICLE

Did the dealer display the following stickers on the car?

- Valid Inspection Sticker? Yes ___ No ___ If yes, give expiration date___
- Unsafe Motor Vehicle Sticker (if sold for parts)? Yes___ No___
- Used Vehicle Buyer's Guide? Yes___ No___ Did you receive a copy ? Yes___No___

Did it accurately describe all serious damage or repairs? Yes___ No___

If not, please explain:___

Could the vehicle pass inspection when it was sold to you? Yes___ No___

If not, please explain ___

REPAIRS

Date of repair: Started 2/21/98 Number of days in the garage for repairs 11 (as of yesterday) the heater core is still in garage 10-31-99

Number of times repaired for the same problem Ten car is still under warranty until 4/00

Did you receive a written repair estimate? Did you receive a copy? see attached copies of work done on car- I don't have this last one since car is still being serviced

Dollar amount of estimate: ___ Final repair cost: ___

PLEASE COMPLETE THE OTHER SIDE

Please summarize your complaint in the space below. This complaint petition will be the only document we forward to any interested parties. Describe any promises the business made and whether those promises were kept. You may send in additional and more detailed materials and statements to assist us in our mediation effort, but please keep them separate from this complaint.

The check engine light keeps coming on every couple of months. The light could mean problem with the engine's electrical system or many other safety issues. My son Brian Landry has the car in his possession since he attended college in Rochester, NY & now works in Farmington, CT. Each time the light goes on, the car is brought to a nearby Mazda garage & 1 or 2 parts are replaced. After ten times, the problem still exists. The Auburn, Maine Regional Mgr — Mr. Dana Refuse asked that the car be brought last week (10-26-99) to Town & Country (Mazda) in Middletown, CT where it would be repaired. Each time the car goes into a garage it is repaired & the problem arises again after about 1,200 or so miles. I was told by Mr. Refuse that he would get someone with a great deal of experience to look at the car if the Middletown, CT mechanics could not resolve the problem permanently. On 9/21/99 the car was at the Middletown garage, then again the next day too. After 460 miles, the light went on again. This was reported. In the meantime, my son came home to Lewiston, Maine for a family gathering over the weekend & then brought the car to Mazda garage in Middletown where it is still being looked at. As far as I'm aware the so-called "expert mechanics" have not been called in & if the problem is resolved this time I'm afraid it will repeat itself as before.

How did the business respond to your complaint? We were told to bring in the car to be serviced at a nearby Mazda garage.

See attached copies of service order sheets. Especially my notations for 2/21/98 & 3/13/98 & then 5/20/99

What would you like the business to do to resolve your complaint (for example, return your money, repair the product):

Give us a new Mazda Protege OR repair the car PERMANENTLY and ADDITIONALLY give us another three year warranty at no cost to us. Must have a loaner car while ours is being repaired

Have you submitted this matter to another agency or lawyer? Yes ✓ No ____

Agency's or lawyer's name and phone: asked advice from a local attorney as to how we could get this problem resolved.

Have you sued the company or has the company sued you? Yes ____ No ✓

May we send a copy of this complaint to the business? Yes ✓ No ____

If you check "no," we will not be able to mediate your complaint. However, we will keep your complaint in our files.

Today's date: 10-31-99 **Your Signatu** [redacted]

P.S. The car is registered under Albert N. Landry of Lewiston, ME and Anita S. Landry