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33 WEST MISSION STREET, SUITE 201  
SANTA BARBARA, CALIFORNIA 93101

1 Alison M. Bernal (Bar No. 264629)  
alison@nshmlaw.com  
2 NYE, STIRLING, HALE, MILLER &  
SWEET, LLP  
3 33 West Mission Street, Suite 201  
Santa Barbara, CA 93101

4 Matthew D. Schelkopf (*pro hac vice*  
forthcoming)  
5 mds@sstriallawyers.com  
6 Joseph B. Kenney (*pro hac vice* forthcoming)  
jbk@sstriallawyers.com  
7 Juliette T. Mogenson (*pro hac vice*  
forthcoming)  
8 jtm@sstriallawyers.com  
SAUDER SCHELKOPF LLC  
9 1109 Lancaster Avenue  
Berwyn, PA 19312  
10 Telephone: (610) 200-0581  
Facsimile: (610) 421-1326

11  
12 *Attorneys for Plaintiffs and the Putative Class*

13 **UNITED STATES DISTRICT COURT**  
14 **FOR THE NORTHERN DISTRICT OF CALIFORNIA**

15 CHRISTOPHER JARVIS,  
16 CHRISTOPHER BAJWA, RONALD  
BELANGER, and GRANT  
17 ROCKWELL, on behalf of themselves  
18 and all others similarly situated,

19  
20 Plaintiffs,

21 v.

22 MAZDA MOTOR OF AMERICA, INC.,  
23 and MAZDA MOTOR  
CORPORATION.  
24

25 Defendants.  
26

Case No.: 3:24-cv-2159

**CLASS ACTION COMPLAINT**

**DEMAND FOR JURY TRIAL**

27 ///

28 ///

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1 Plaintiffs Christopher Jarvis, Christopher Bajwa, Ronald Belanger, and Grant  
2 Rockwell, individually and on behalf of all others similarly situated, bring this action  
3 against Mazda Motor of America and Mazda Motor Corporation (collectively “Mazda”  
4 or “Defendants”). Plaintiffs allege the following based on (a) personal knowledge, (b)  
5 the investigation of counsel, and (c) information and belief:

6 **INTRODUCTION**

7 1. This is a class action lawsuit brought by Plaintiffs on behalf of themselves  
8 and a nationwide class of current and former owners and lessees of Mazda model years  
9 (“MY”) 2019-2020 CX-5, MY 2016-2020 CX-9 and MY 2018-2020 Mazda6 vehicles  
10 containing SKYACTIV-G 2.5T engines (collectively, the “Class Vehicles”).<sup>1</sup>

11 2. This action arises from Defendants’ failure to disclose to Plaintiffs and  
12 similarly situated consumers, despite their longstanding knowledge, that the engines in  
13 the Class Vehicles contain, *inter alia*, a latent manufacturing and/ design defect that  
14 results in significant structural weakness at the cylinder head around the exhaust  
15 manifold, causing engine coolant leakage which results in the engine overheating and  
16 catastrophic engine failure (the “Engine Coolant Defect” or “Defect”). The Defect may  
17 also cause the engines in the Class Vehicles to experience sudden and unexpected  
18 vehicle stalling during operation.

19 3. The sudden and unexpected catastrophic engine stalling and/or failure  
20 causes the Class Vehicles to unexpectedly stop, posing a danger to the drivers and  
21 occupants of the Class Vehicles, and others who share the road with them, as other  
22 vehicles can collide with the Class Vehicles after they suddenly stop moving.

23 4. Not only did Defendants actively conceal the fact that the Class Vehicles  
24 were prone to the Defect, which require costly repairs to fix, but they also did not reveal  
25 that the existence of this Defect would diminish the intrinsic and resale value of the  
26

27 \_\_\_\_\_  
28 <sup>1</sup> Plaintiffs reserve the right to amend or add to the vehicle models and model years included in the  
definition of Class Vehicles after conducting discovery.

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1 Class Vehicles.

2 5. Defendants have long been aware of the Defect. Despite their longstanding  
3 knowledge, Defendants have been unable or unwilling to adequately repair the Class  
4 Vehicles for free when the Defect manifests.

5 6. Many owners and lessees of the Class Vehicles have communicated with  
6 Defendants and their agents to request that they remedy and/or address the Defect at  
7 Defendants' expense. Defendants have failed and/or refused to do so, often conveying  
8 to owners and lessees that the Class Vehicles are operating as intended and therefore  
9 cannot be repaired under warranty or otherwise. Once the Class Vehicles fall outside  
10 the warranty period, Defendants then charge the owners and lessees for the costly repairs  
11 necessitated by the Defect.

12 7. Defendants have also refused to take any action to correct this concealed  
13 Defect when it manifests in the Class Vehicles outside of the warranty period. Because  
14 the Defect can manifest shortly outside of the warranty period for the Class Vehicles—  
15 and given Defendants' knowledge of this concealed, safety-related defect—Defendants'  
16 attempt to limit the warranty with respect to the engine defect is unconscionable and  
17 unenforceable here.

18 8. As a result of Defendants' unfair, deceptive, and/or fraudulent business  
19 practices, owners and lessees of the Class Vehicles, including Plaintiffs, have suffered  
20 an ascertainable loss of money and/or property and/or loss in value. The unfair and  
21 deceptive trade practices committed by Defendants were conducted in a manner giving  
22 rise to substantial aggravating circumstances.

23 9. Despite notice and knowledge of the Defect from the numerous complaints  
24 they have received, information received from dealers, National Highway Traffic Safety  
25 Administration ("NHTSA") complaints, and their own internal records, including pre-  
26 sale durability testing, Defendants have not recalled the Class Vehicles, offered an  
27 adequate repair to the Class Vehicles, offered their customers suitable repairs or  
28 replacements free of charge, or offered to reimburse their customers who have incurred

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1 out-of-pocket expenses to repair the Defect.

2 10. Had Plaintiffs and other Class Members known of the Defect at the time of  
3 purchase or lease, they would not have bought or leased their Class Vehicles, or would  
4 have paid substantially less for them.

5 11. Plaintiffs are also informed and believe, and on that basis allege, that as the  
6 number of complaints increased, and Class members grew dissatisfied with the  
7 performance of the Class Vehicles, Defendants were forced to acknowledge that the  
8 Class Vehicles suffer from an inherent defect.

9 12. As a direct result of Mazda's wrongful conduct, Plaintiffs and members of  
10 the Classes have been harmed and are entitled to actual damages, including damages for  
11 the benefit of the bargain they struck when purchasing their vehicles, the diminished  
12 value of their vehicles, out-of-pocket costs, statutory damages, attorneys' fees, costs,  
13 restitution, and injunctive and declaratory relief.

14 13. As a result of the Defect and the monetary costs associated with attempting  
15 to repair the Defect, Plaintiff and the Class have suffered injury in fact, incurred  
16 damages, and have otherwise been harmed by Defendants' conduct.

17 14. This case seeks protection and relief for owners and lessees of the Class  
18 Vehicles for the harm they have suffered, and the safety risks they face, from  
19 Defendants' breaches of express and implied warranties, Defendants' unfair, unlawful,  
20 and deceptive trade practices, and for Defendants' common law fraud and unjust  
21 enrichment.

22 **JURISDICTION AND VENUE**

23 15. This Court has subject matter jurisdiction under the Class Action Fairness  
24 Act of 2005 ("CAFA"), 28 U.S.C. §§ 1332(d)(2) and (6) because: (i) there are one  
25 hundred or more class members, (ii) there is an aggregate amount in controversy  
26 exceeding \$5,000,000 exclusive of interest and costs, and (iii) there is minimal diversity  
27 because at least one plaintiff and one defendant are citizens of different states. This  
28

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1 Court also has supplemental jurisdiction over the state law claims under 28 U.S.C.  
2 § 1367.

3 16. This Court has personal jurisdiction over Defendants by virtue of their  
4 transactions and business conducted in this judicial district, and because Defendant  
5 Mazda Motor of America, Inc. is headquartered in California. Defendants have  
6 transacted and done business, and violated statutory and common law, throughout the  
7 State of California and in this judicial district.

8 17. Venue is proper in this judicial district pursuant to 28 U.S.C. § 1391  
9 because Mazda Motor America, Inc. maintains its corporate headquarters in this district,  
10 Defendants transact business in this district, are subject to personal jurisdiction in this  
11 district, and therefore are deemed to be citizens of this district. Additionally, there are  
12 one or more authorized Mazda dealers within this district, and Defendants have  
13 advertised in this district and have received substantial revenue and profits from their  
14 sales and/or leasing of Class Vehicles in this district; therefore, a substantial part of the  
15 events and/or omissions giving rise to the claims occurred within this district.

16 **PARTIES**

17 **A. Plaintiffs**

18 **Plaintiff Christopher Jarvis**

19 18. Plaintiff Christopher Jarvis is a citizen of New Jersey, and currently resides  
20 in Ridgefield Park, New Jersey, and has at all times pertinent to this Complaint.

21 19. Plaintiff Jarvis leased a 2018 Mazda CX-9 containing a SKYACTIV-G  
22 2.5T engine in October 2018 from Mazda of Lodi, an authorized Mazda dealership  
23 located in Lodi, New Jersey. In September 2021, when his lease expired, Plaintiff Jarvis  
24 purchased his Class Vehicle.

25 20. Plaintiff Jarvis purchased (and still owns) this vehicle, which is used for  
26 personal, and/or household use. His vehicle bears Vehicle Identification Number:  
27 JM3TCBCY1J0236568.

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1           21. Prior to purchase, Plaintiff Jarvis saw a Mazda advertisement discussing  
2 the safety and reliability of Mazda vehicles. Plaintiff Jarvis also reviewed the original  
3 window sticker provided for the vehicle when it was brand new, which was provided by  
4 Mazda of Lodi. Plaintiff Jarvis also test drove the vehicle and discussed the features of  
5 the vehicle with Mazda’s sales representatives at Mazda of Lodi. None of these sources  
6 disclosed the Defect to Plaintiff Jarvis. Had Mazda disclosed the defect through these  
7 sources, Plaintiff Jarvis would have seen it and either not purchased the Class Vehicle,  
8 or would have paid substantially less for it.

9           22. Plaintiff Jarvis routinely checks the fluids in his vehicle.

10           23. In January 2024, when Plaintiff Jarvis’s vehicle had approximately 50,000  
11 miles on the odometer, his vehicle began to overheat and the check engine light turned  
12 on. Plaintiff Jarvis brought his vehicle to a local mechanic where they researched the  
13 potential issues with Plaintiff Jarvis’s vehicle and discovered Mazda’s Technical  
14 Service Bulletin related to the engine coolant leak.

15           24. On or around January 20, 2024, Plaintiff Jarvis brought his vehicle to  
16 Mazda of Lodi. Mazda of Lodi diagnosed an engine coolant leak and cracked engine  
17 block. Mazda of Lodi recommended a full engine replacement.

18           25. Plaintiff Jarvis needed a safe and working vehicle so he paid for the  
19 necessary repairs in the amount of \$1,000. Plaintiff Jarvis also paid for a rental vehicle  
20 for while Mazda of Lodi worked on his vehicle in the amount of \$263.47.

21           26. Plaintiff Jarvis contacted Mazda’s Customer Experience Center to request  
22 a reimbursement, but Plaintiff has not received reimbursement.

23           27. Plaintiff Jarvis has suffered an ascertainable loss as a result of Defendants’  
24 omissions and/or misrepresentations associated with the Engine Coolant Defect,  
25 including, but not limited to, out-of-pocket losses associated with the Engine Coolant  
26 Defect, diminished value of his vehicle, and other consequential damages.

27           ///

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1 28. Neither Defendant, nor any of its agents, dealers, or other representatives  
2 informed Plaintiff Jarvis of the existence of the Defect prior to, or any time after, his  
3 purchase.

4 **Plaintiff Christopher Bajwa**

5 29. Plaintiff Christopher Bajwa is a citizen of Maryland, and currently resides  
6 in Bethesda, Maryland, and has at all times pertinent to this Complaint.

7 30. Plaintiff Bajwa purchased a 2016 Mazda CX-9 containing a SKYACTIV-  
8 G 2.5T engine in January 2021 from Hertiage Mazda, an authorized Mazda dealership  
9 located in Townson, Maryland.

10 31. Plaintiff Bajwa purchased (and still owns) this vehicle, which is used for  
11 personal, and/or household use. His vehicle bears Vehicle Identification Number:  
12 JM3TCBCY8G0122656.

13 32. Prior to purchase, Plaintiff Bajwa reviewed the window sticker, reviewed  
14 the CarFax history report which was provided by Heritage Mazda, reviewed the prior  
15 service records for the vehicle which were provided by Heritage Mazda, discussed the  
16 features of the vehicle and the vehicle history with Mazda's sales representatives at  
17 Heritage Mazda, and also reviewed the original window sticker provided for the vehicle  
18 when it was brand new which was also provided by Heritage Mazda. These sources did  
19 not disclose the Defect to Plaintiff Bajwa. Had Mazda disclosed the defect through these  
20 sources, Plaintiff Bajwa would have seen it and either not purchased the Class Vehicle,  
21 or would have paid substantially less for it.

22 33. Plaintiff Bajwa routinely checks the fluids in his vehicle.

23 34. In November 2022, when Plaintiff Bajwa's vehicle had approximately  
24 78,000 miles on the odometer, a strong coolant smell emanated from the engine  
25 compartment.

26 35. On or around November 8, 2022, Plaintiff Bajwa brought his vehicle to  
27 Ourisman Mazda Rockville ("Ourisman"). Ourisman diagnosed an engine coolant leak  
28 and recommended an engine head replacement. Ourisman informed Plaintiff Bajwa that

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1 he would be required to pay for the engine replacement himself because the repairs  
2 would not be covered under the Class Vehicle’s warranty.

3 36. Plaintiff purchased a third-party extended warranty through CarShield, and  
4 first tried to get the issue remedied through CarShield. CarShield ultimately denied the  
5 claim because they determined the issue was due to a manufacturer defect.

6 37. Ourisman then contacted Mazda’s corporate customer service on behalf of  
7 Plaintiff Bajwa and requested that Mazda cover the repairs under warranty. After  
8 prolonged negotiations, Mazda corporate agreed to cover a portion of the total repair  
9 cost, but Plaintiff Bajwa was still required to pay approximately \$2,800.00.

10 38. Plaintiff Bajwa needed a safe and working vehicle so he paid for the  
11 necessary repairs in the amount of \$2,800. Plaintiff Bajwa also sent a communication  
12 to Mazda’s corporate customer service expressing his belief that the dangerous, safety-  
13 related defect should be covered under warranty for all owners and lessees of the Class  
14 Vehicles.

15 39. Plaintiff Bajwa has suffered an ascertainable loss as a result of Defendants’  
16 omissions and/or misrepresentations associated with the Engine Coolant Defect,  
17 including, but not limited to, out-of-pocket losses associated with the Engine Coolant  
18 Defect, diminished value of his vehicle, and other consequential damages.

19 40. Neither Defendant, nor any of its agents, dealers, or other representatives  
20 informed Plaintiff of the existence of the Defect prior to, or any time after, his purchase.

21 **Plaintiff Ronald Belanger**

22 41. Plaintiff Ronald Belanger is a citizen of Connecticut, and currently resides  
23 in Bolton, Connecticut, and has at all times pertinent to this Complaint.

24 42. Plaintiff Belanger purchased a certified pre-owned 2018 Mazda CX-9  
25 containing a SKYACTIV-G 2.5T engine in March 2021 from Manchester Mazda, an  
26 authorized Mazda dealership located in Manchester, Connecticut.

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1           43. Plaintiff Belanger purchased (and still owns) this vehicle, which is used for  
2 personal, and/or household use. His vehicle bears Vehicle Identification Number:  
3 JM3TCBCY7J0226319.

4           44. Prior to purchase, Plaintiff Belanger discussed the features of the vehicle  
5 with Mazda's sales representatives at Manchester Mazda. Plaintiff Belanger also  
6 reviewed an online advertisement on Manchester Mazda's website. Plaintiff Belanger  
7 also reviewed the vehicle's window sticker. None of these sources disclosed the Defect  
8 to Plaintiff Belanger. Had Mazda disclosed the defect through these sources, Plaintiff  
9 Belanger would have seen it and either not purchased the Class Vehicle, or would have  
10 paid substantially less for it.

11           45. Plaintiff Belanger routinely checks the fluids in his vehicle.

12           46. In September 2023, when Plaintiff Belanger's vehicle had approximately  
13 71,638 miles on the odometer, his vehicle began to overheat and the check engine light  
14 turned on.

15           47. In September 2023, Plaintiff Belanger brought his vehicle to Bolton  
16 Motors, a local mechanic located in Bolton, Connecticut. Bolton Motors diagnosed a  
17 crack in the exhaust manifold. Plaintiff Belanger then called Mazda to report the issue  
18 and request that Mazda cover the cost of repair. Mazda informed Plaintiff Belanger that  
19 the necessary repairs would not be covered under warranty.

20           48. Plaintiff Belanger needed a safe and working vehicle so he paid for the  
21 necessary repairs in the amount of \$6,504.05.

22           49. Plaintiff Belanger contacted Mazda's Customer Experience Center to  
23 request a reimbursement, but Plaintiff Belanger has not received reimbursement.

24           50. Plaintiff Belanger has suffered an ascertainable loss as a result of  
25 Defendants' omissions and/or misrepresentations associated with the Engine Coolant  
26 Defect, including, but not limited to, out-of-pocket losses associated with the Engine  
27 Coolant Defect, diminished value of his vehicle, and other consequential damages.

28       ///

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1           51. Neither Defendant, nor any of its agents, dealers, or other representatives  
2 informed Plaintiff Belanger of the existence of the Defect prior to, or any time after, his  
3 purchase.

4           **Plaintiff Grant Rockwell**

5           52. Plaintiff Grant Rockwell is a citizen of California, and currently resides in  
6 Davis, California, and has at all times pertinent to this Complaint.

7           53. Plaintiff Rockwell purchased a 2016 Mazda CX-9 containing a  
8 SKYACTIV-G 2.5T engine in March 2022 from South Coast Mitsubishi, located in  
9 Costa Mesa, California.

10           54. Plaintiff Rockwell purchased (and still owns) this vehicle, which is used  
11 for personal, and/or household use. His vehicle bears Vehicle Identification Number:  
12 JM3TCBEY5G0104886.

13           55. Prior to purchase, Plaintiff Rockwell extensively researched Mazda  
14 vehicles. Plaintiff Rockwell viewed the grand opening of the Mazda CX-9 at a car show.  
15 In 2016, Plaintiff Rockwell test drove a 2016 CX-9 at Concord Mazda, an authorized  
16 Mazda dealership located in Concord, California. Plaintiff Rockwell also spoke with a  
17 sales manager at Concord Mazda about the features of the 2016 CX-9. Additionally,  
18 Plaintiff Rockwell test drove a 2016 CX-9 at Maita Mazda, an authorized Mazda  
19 dealership, located in Sacramento, California. Plaintiff Rockwell further test drove  
20 Mazda vehicles at Carmax. Plaintiff Rockwell also discussed the features of the vehicle  
21 with sales representatives authorized to sell Mazda vehicles at South Coast Mitsubishi.  
22 None of these sources disclosed the Defect to Plaintiff Rockwell. Had Mazda disclosed  
23 the defect through these sources, Plaintiff Rockwell would have seen it and either not  
24 purchased the Class Vehicle, or would have paid substantially less for it. Had Mazda  
25 disclosed the defect through these sources, Plaintiff Rockwell would have seen it and  
26 either not purchased the Class Vehicle, or would have paid substantially less for it.

27           56. Plaintiff Rockwell routinely checks the fluids in his vehicle.

28       ///

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1           57. In September 2023, when Plaintiff Rockwell’s vehicle had approximately  
2 70,000 miles on the odometer, his vehicle began to leak coolant. Plaintiff Rockwell  
3 brought his vehicle to a local mechanic. The local mechanic was unable to pinpoint the  
4 exact location of the leak.

5           58. In September 2023, Plaintiff Rockwell brought his vehicle to Maita Mazda.  
6 Maita Mazda diagnosed a cracked engine block and recommended engine replacement.  
7 Mazda informed Plaintiff Rockwell that the necessary repairs would not be covered  
8 under warranty. Based on an unpleasant experience with Maita Mazda, Plaintiff  
9 Rockwell did not trust it to perform the necessary repairs.

10           59. Plaintiff Rockwell brought his vehicle and diagnosis report from Maita  
11 Mazda to a local mechanic named Made in America/Made in Japan, located in  
12 Sacramento, California. Plaintiff Rockwell needed a safe and working vehicle so he paid  
13 for the necessary repairs in the amount of \$13,000.

14           60. Plaintiff Rockwell contacted Mazda’s Customer Experience Center to  
15 request a reimbursement, but Plaintiff Rockwell has not received reimbursement.

16           61. Plaintiff Rockwell has suffered an ascertainable loss as a result of  
17 Defendants’ omissions and/or misrepresentations associated with the Engine Coolant  
18 Defect, including, but not limited to, out-of-pocket losses associated with the Engine  
19 Coolant Defect, diminished value of his vehicle, and other consequential damages.

20           62. Neither Defendant, nor any of its agents, dealers, or other representatives  
21 informed Plaintiff Rockwell of the existence of the Defect prior to, or any time after, his  
22 purchase.

23           **B. Defendants**

24           63. Defendants are automobile design, manufacturing, distribution, and/or  
25 service corporations doing business within the United States. Furthermore, Defendants  
26 design, develop, manufacture, distribute, market, sell, lease, warrant, service, and repair  
27  
28

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1 passenger vehicles, including the Class Vehicles.

2 64. Defendant Mazda Motor of America, Inc. (“MMA”) is a California  
3 corporation with its principal place of business at 200 Spectrum Center Drive, Irvine,  
4 California 92618.

5 65. Defendant Mazda Motor Company (“MMC”) is a Japanese multinational  
6 company that produces automobiles and engines. In 2015, MMC was ranked the 15<sup>th</sup>  
7 largest automaker by production volume. MMC, through its various entities, designs,  
8 manufactures, markets, distributes, and sells Mazda automobiles in California,  
9 Connecticut, Maryland, New Jersey, and multiple other locations in the United States.

10 66. Defendant MMA is incorporated and headquartered in the State of  
11 California with its principal place of business at 200 Spectrum Center Drive, Irvine,  
12 California 92618. MMA is MMC’s U.S. sales and marketing division, which oversees  
13 sales and other operations across the United States. MMA distributes Mazda vehicles  
14 and sells these vehicles through its network of dealerships that are the agents of MMA  
15 and MMC. Money received from the purchase of a Mazda vehicle from a dealership  
16 flows from the dealer to MMA.

17 67. There exists, and at all times herein existed, a unity of ownership among  
18 MMA and MMC and its agents such that any individuality or separateness between  
19 them has ceased and each of them is the alter ego of the others.

20 68. Upon information and belief, Defendant MMC communicates with  
21 Defendant MMA concerning virtually all aspects of the Mazda products it distributes  
22 within the United States.

23 69. Upon information and belief, Defendants developed the window  
24 (Monroney) stickers, post-purchase owner’s manuals, warranty booklets, and  
25 information included in maintenance recommendations and/or schedules for the Class  
26 Vehicles.

27 70. MMA and MMC are collectively referred to in this Complaint as “Mazda”  
28 or “Defendants” unless identified separately.

1 71. Mazda engages in continuous and substantial business in California,  
2 Connecticut, Maryland, and New Jersey.

3 **CALIFORNIA LAW APPLIES TO THE NATIONWIDE CLASS**

4 72. It is appropriate to apply California law to the nationwide claims because  
5 California's interest in this litigation exceeds that of any other state.

6 73. Defendant MMA is located in Irvine, California, and is the sole entity in  
7 the United States responsible for distributing, selling, leasing, and warranting Mazda  
8 vehicles.

9 74. MMA maintains its customer relations, engineering, marketing, and  
10 warranty departments at their corporate headquarters in this district. MMA's customer  
11 service complaint address is Mazda North America Operations, P.O. Box 19734, Irvine,  
12 CA 92623-9734. MMA's customer relations department is responsible for fielding  
13 customer complaints and monitoring customer complaints posted to their respective  
14 websites or third-party websites.

15 75. MMA's warranty and engineering departments are responsible for the  
16 decisions to conceal the Defect from its customers, and for neglecting to inform  
17 consumers of the Defect.

18 76. Based on the foregoing, such policies, practices, acts, and omissions giving  
19 rise to this were developed in, and emanated from, Mazda's headquarters in Irvine,  
20 California. As detailed below, MMA came to know, or should have come to know, of  
21 the Defect through the activities of their divisions and affiliated entities located within  
22 California. Accordingly, the State of California has the most significant relationship to  
23 this litigation and its law should govern.

24 **TOLLING OF STATUTES OF LIMITATIONS**

25 77. Any applicable statute(s) of limitations have been tolled by Defendants'  
26 knowing and active concealment and denial of the facts alleged herein. Plaintiffs and  
27 the members of the Class could not have reasonably discovered the true, latent nature  
28 of the Engine Coolant Defect until shortly before this class action litigation was

1 commenced.

2 78. In addition, even after Plaintiffs and Class Members contacted Defendants  
3 and/or their authorized dealers for vehicle repairs concerning the Engine Coolant  
4 Defect, they were routinely told by Defendants and/or through their dealers that the  
5 Class Vehicles were not defective. As described below, the true cause of the Defect is a  
6 manufacturing and/or design defect which can, over time, lead to premature and  
7 catastrophic engine failure in the Class Vehicles.

8 79. Defendants were and remain under a continuing duty to disclose to  
9 Plaintiffs and the Members of the Class the true character, quality, and nature of the  
10 Class Vehicles, that the manufacturing defect will result in the Engine Coolant Defect  
11 and eventually catastrophic engine failure, that they will require costly repairs, pose  
12 safety concerns, and diminish the resale value of the Class Vehicles. As a result of the  
13 active concealment by Defendants, any and all applicable statutes of limitations  
14 otherwise applicable to the allegations herein have been tolled.

### 15 **FACTUAL ALLEGATIONS**

#### 16 **A. Defendants' Marketing of the Class Vehicles**

17 80. Mazda designs, engineers, manufactures and sells vehicles throughout the  
18 United States through its network of authorized motor vehicle dealers.

19 81. In 2022, Mazda was ranked 15<sup>th</sup> in total vehicle sales in the United States,<sup>2</sup>  
20 with average annual sales for all vehicles, including the Class Vehicles, of over 294,908  
21 in the U.S. in 2022<sup>3</sup> and over 1,000,000 globally.<sup>4</sup> Sales of the CX-5 topped 146,000 in  
22 2020, sales of the CX-9 exceeded 27,000 that year, and Mazda6 sales were in excess of  
23  
24  
25

26 <sup>2</sup> <https://www.carpro.com/blog/full-year-2022-national-auto-sales-by-brand> (last visited April 10,  
2024).

27 <sup>3</sup> *Id.*

28 <sup>4</sup> <https://newsroom.mazda.com/en/publicity/release/2023/202301/230130a.html> (last visited April 10,  
2024).

1 16,000.<sup>5</sup> In January 2023, the CX-9 had the best-ever January sales with 3,170 vehicles  
2 sold.<sup>6</sup>

3 82. Mazda primarily competes for car sales in the United States with other  
4 large automakers such as Honda, Nissan, Kia, and Mini.<sup>7</sup>

5 83. Overall, Mazda touts its design philosophy, which is “to inspire, excite and  
6 most of all – bring people joy. This philosophy guides everything we do. From  
7 technology, to design, to safety. Our cars are built by insightful craftsmen and detail-  
8 obsessed engineers who want to elevate your state of being every time you get behind  
9 the wheel.”<sup>8</sup>

#### 10 **B. Engine Coolant Defect in the Class Vehicles**

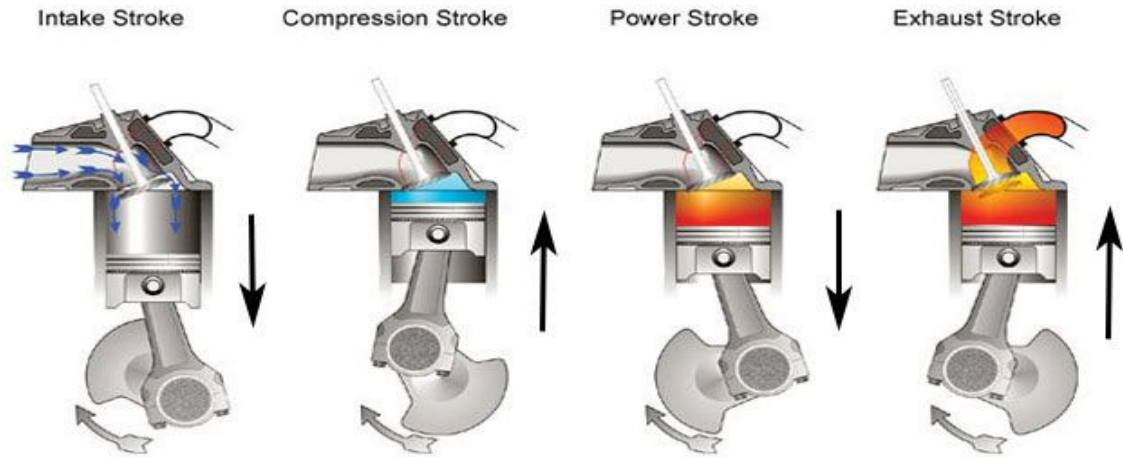
11 84. Mazda engines installed in the Class Vehicles use four reciprocating  
12 pistons to convert the pressure created by the combustion of gasoline mixed with air  
13 into a rotating motion. Gasoline, and only gasoline as a fuel, is mixed with air in the  
14 combustion chamber of the engine. To generate such rotating motion, a four-step  
15 sequence (the “Combustion Cycle”) is used. First, the intake stroke begins with the inlet  
16 valve opening and an atomized fuel mixture is pulled into the combustion chamber.  
17 Second, the compression stroke begins with the inlet valve closing and the piston  
18 beginning its movement upward, compressing the air in the combustion chamber. Third,  
19 the power stroke begins when the spark plug ignites the fuel/air mixture, expanding the  
20 gases and generating power that is transmitted to the crankshaft. Fourth, the exhaust  
21 stroke begins with the exhaust valve opening and the piston moving up, pushing the  
22 exhaust gases out of the cylinder. The exhaust valve then closes, the inlet valve opens,  
23 and the Combustion Cycle repeats itself. A diagram of the Combustion Cycle is below:  
24

25 <sup>5</sup> <https://news.mazdausa.com/2021-01-05-Mazda-Reports-December-and-Full-Year-2020-Sales-Results> (last visited April 10, 2024).

26 <sup>6</sup> <https://news.mazdausa.com/2023-02-01-Mazda-Reports-January-Sales-Results> (last visited April 10, 2024).

27 <sup>7</sup> <https://cars.usnews.com/cars-trucks/mazda> (last visited April 10, 2024).

28 <sup>8</sup> <https://www.mazdausa.com/why-mazda/mazda-spirit> (last visited April 10, 2024).



13           85.    During this process, engine oil is used to lubricate the piston, piston rings, and the cylinder wall as the piston moves up and down. Engine oil reduces wear on moving parts throughout the engine, improves sealing, and cools the engine by carrying heat away from the moving parts.

14  
15  
16  
17           86.    The Combustion Cycle creates significant heat within the engine, engine surfaces, and components. The Class Vehicles, like most modern automobiles with combustion engines, utilize a liquid engine cooling system to dissipate heat generated by the engine while the Class Vehicles are in operation. Without a properly functioning engine cooling system, the engines in the Class Vehicles will overheat, which will eventually result in catastrophic engine failure, which poses a substantial safety threat to Class Vehicle owners and their families.

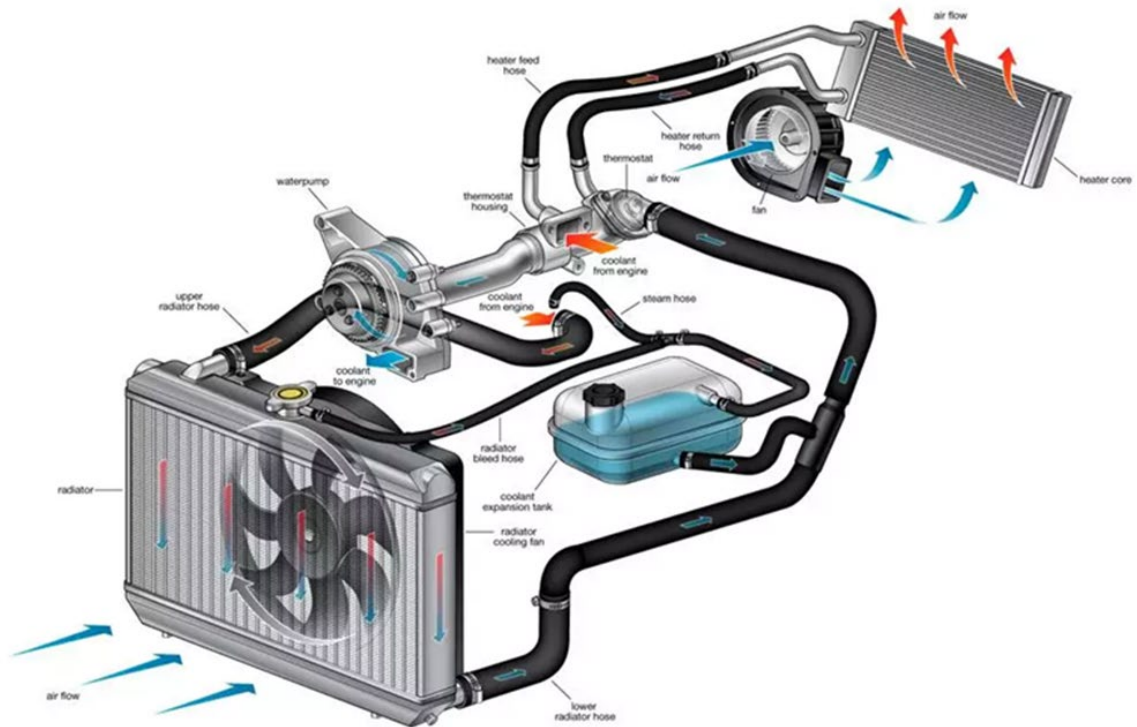
18  
19  
20  
21  
22  
23  
24           87.    The engine cooling system in the Class Vehicles also incorporates a thermostat module. The thermostat monitors the operating temperature of the engine by measuring the temperature of the engine coolant. When the thermostat reads an optimal operating temperature within the engine, it opens and allows engine coolant to flow between the radiator and the engine in order to maintain the optimal operating



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1 temperature range. Conversely, when the engine is running below optimal temperatures,  
2 such as on cold days, the thermostat closes and blocks engine coolant from passing  
3 between the radiator and engine in order to allow the engine to build heat and reach  
4 optimal operating temperature.

5 88. As the engine starts and begins to run, the engine will generate heat through  
6 both the combustion cycle and through the friction of moving mechanical parts. As the  
7 heat builds in the engine, the thermostat within the cooling system then begins to open.  
8 Once the thermostat has opened, the water pump starts by taking coolant from the  
9 radiator and moving it through the engine block and associated components. As the  
10 coolant flows through the engine coolant passages, it absorbs heat from the engine,  
11 thereby allowing the engine to operate at its optimal temperature and avoid overheating.  
12 The engine coolant then returns back to the radiator, where it is cooled and then can be  
13 cycled through the Class Vehicle's engine again. A diagram depicting generally how a  
14 cooling system functions is included below as background:



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1           89. In the Class Vehicles, the engine cylinder head is an integral part of the  
2 engine structure and Combustion Cycle. One function of the cylinder head is to close  
3 the top of the combustion chamber. The cylinder head is bolted to the top of the engine  
4 block thereby sealing the combustion chamber where the Combustion Cycle takes place.  
5 The cylinder head also contains coolant passages – which flow significant amounts of  
6 engine coolant – so heat generated during the Combustion Cycle can be transferred away  
7 from the engine to prevent the engine from overheating.

8           90. The engine cylinder head houses the spark plugs, intake and exhaust  
9 runners, valves, oiling passages, and cooling passages. It also has rockers to open and  
10 close the valves, and valve springs that hold the camshafts. The function of the cylinder  
11 head is to allow the engine to breathe the air it needs for combustion and expel the  
12 exhaust gasses.

13           91. Defendants first issued a Technical Service Bulletin (“TSB”) in October  
14 2021 applicable to the Class Vehicles explaining that engine coolant leaks may occur at  
15 the cylinder head around the exhaust manifold. As further explained in subsequent  
16 TSBs, Defendants noted that there may be cracks at the stud bolt hole or at the outside  
17 of the exhaust manifold flange on the cylinder head.

18           92. According to Defendants’ TSB, these cracks may be caused by  
19 “[e]xpansion characteristics of the exhaust manifold during usage causing unexpected  
20 force to certain areas of the cylinder head. Residual stress generated during production  
21 in the cylinder head material may be greater than expected. The external force from the  
22 exhaust system when driving over bumps may cause unexpected force to certain areas  
23 of the cylinder head. To eliminate this concern, the design of the exhaust manifold  
24 gasket and the cylinder head has been modified to reduce the force on the cylinder  
25 head.”

26           93. Repair procedures outlined in the TSB include repairs ranging from a  
27 replacement of the engine’s cylinder head assembly (along with a modified exhaust  
28

1 gasket) to a replacement engine with only partial warranty approval, leaving Class  
2 Members to pay out of pocket for repair of the Engine Coolant Defect.

3 94. The Engine Coolant Defect may also allow engine coolant into the  
4 combustion chamber during the combustion process. Once in the combustion chamber,  
5 the engine coolant can mix with the engine oil. When coolant leaks into engine oil, it  
6 can reduce the viscosity of the engine oil. This will result in reduced lubrication, which  
7 in turn will increase premature failure of the engine and engine components. Once the  
8 Engine Coolant Defect causes the mixing of engine oil and engine coolant then engine  
9 replacement is required as the internal engine damage cannot be repaired. This not only  
10 causes a decrease in engine performance, but also decreases fuel efficiency, causes  
11 carbon deposits to form, and will cause catastrophic damage to the engine and various  
12 ignition and emission components.

### 13 **C. Mazda’s Longstanding Knowledge of the Defect**

14 95. Upon information and belief, Mazda, through a variety of sources  
15 including (1) its own records of customers’ complaints, (2) dealership repair records,  
16 (3) warranty and post-warranty claims, (4) comments posted on public websites devoted  
17 to automotive reviews and vehicle defect reports, (5) and internal pre-sale durability  
18 testing and internal investigations (sometimes referred to as “star” reports), was well  
19 aware of the Engine Coolant Defect.

#### 20 1. TSBs Demonstrate Mazda’s Longstanding Knowledge of Engine 21 Coolant Defect Issues in its Vehicles

22 96. Mazda issues Technical Service Bulletins (“TSBs”), Service Alerts  
23 (“SAs”), and Special Service Messages (“SSMs”) to its authorized dealerships in order  
24 to provide instructions on how to repair Mazda vehicles or respond to particular  
25 consumer complaints. These communications are not meant for consumer review.  
26 Rather, they are intended to standardize service throughout Defendants’ agent  
27 dealership network. Further, these communications often do not reveal the root cause of  
28 a problem, only describe a complaint and a remedy, frequently in terms that a lay person

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1 would not understand, and do not disclose the severity or scope across all the vehicles  
2 to which the TSB or SSM relates.

3 97. Evidence of Mazda’s knowledge of the Engine Coolant Defect is apparent  
4 in TSBs, SAs, and SSMs as early as July 2020.

5 **a. SA-058/20 and SA-031/21**

6 98. In July 2020, Defendants issued SA-058/20 (revised as SA-031/21) titled  
7 “NEW CYLINDER HEAD ASSEMBLY ESTABLISHED.” Exhibit 1. This Service  
8 Alert was revised in August 2020, December of 2020, May 2021, August 2021, and  
9 October 2021.

10 99. The Service Alert provides information about a new cylinder head  
11 assembly to make necessary repairs and/or replacements in certain Mazda vehicles.

12 100. The SA is the result of a “supply issue for cylinder heads, gasket sets, and  
13 partial engine” needed to perform necessary repairs and/or replacements.

14 101. The SA further instructs its authorized dealerships to inspect certain  
15 indicators that are evidence that a vehicle requires repairs, including coolant leak,  
16 coolant smell, warp head, engine oil leak, oil smell, oil leak, and excessive leak down.

17 **b. TSB 01-013/21**

18 102. In October of 2021, Defendants issued TSB 01-013/21 titled “COOLANT  
19 LEAKS AT CYLINDER HEAD.” Exhibit 2. This TSB was revised in December of  
20 2021.

21 103. The TSB 01-013/21 bulletin provides information on diagnosing and  
22 repairing the Class Vehicles.

23 104. Specifically, the TSB states that “Some vehicles may have coolant leaks at  
24 the cylinder head around the exhaust manifold (as shown below). There may be cracks  
25 at the stud bolt hole (1) or at the outside of the exhaust manifold (2).”

26 105. The TSB states that the cracks can be caused by: (1) “Deformation of the  
27 exhaust manifold during usage causing unexpected force to certain areas of the cylinder  
28

1 head”; and/or (2) “Residual stress generated during production in the cylinder head  
2 material may be greater than expected.”

3 106. The TSB states that in order to “eliminate this concern, the design of the  
4 exhaust manifold gasket and the cylinder head has been modified to reduce the force on  
5 the cylinder head.”

6 107. The necessary repairs are purportedly only covered under Mazda’s  
7 Powertrain Warranty, and the TSB does not alter or extend the warranty.

8 **c. TSB 01-007/22**

9 108. In June of 2022, Defendants issued TSB 01-007/22 titled “COOLANT  
10 LEAKS AT CYLINDER HEAD.” Exhibit 3. This TSB superseded TSB 01-013/21,  
11 which was issued in October and December of 2021.

12 109. TSB 01-007/22 is substantially similar to TSB 01-013/21, and appears to  
13 have been issued to correct an error in the operation number under the “WARRANTY  
14 INFORMATION” section on page 12, where it replaces the operation number for the  
15 CX-9 repair from XXS82ARX to XXS82FRX.

16 **d. TSB 01-002/23**

17 110. In February of 2023, Defendants issued TSB 01-002/23 titled “COOLANT  
18 LEAKS AT CYLINDER HEAD.” Exhibit 4. This TSB superseded TSB 01-013/21,  
19 which was issued in October and December of 2021, and TSB 01-007/22, which was  
20 issued in June of 2022.

21 111. TSB 01-007/22 is substantially similar to TSB 01-013/21 and TSB 01-  
22 007/22. Under “DESCRIPTION,” TSB 01-002/23 makes the following changes (in  
23 emphasis): “Some vehicles may have coolant leaks at the cylinder head around the  
24 exhaust manifold (as shown below). There may be cracks at the stud bolt hole (1) or at  
25 the outside of the exhaust manifold **flange (2) on the cylinder head.**”

26 112. Under the cause of the cracking, the TSB also makes the following changes  
27 (in emphasis): “**Expansion characteristics** of the exhaust manifold during usage  
28 causing unexpected force to certain areas of the cylinder head.”

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2. Complaints submitted to NHTSA

113. The National Highway Traffic Safety Administration (“NHTSA”) is a federal agency responsible for ensuring safe roadways and enforcing federal motor vehicle safety standards. Consumers may file vehicle safety-related complaints with NHTSA’s Office of Defects Investigation, where they are logged and published.

114. Under the TREAD Act, Pub. L. No. 106-414, 114 Stat. 1800 (2000), all vehicle manufacturers, including Mazda, are legally obligated to routinely monitor and analyze NHTSA complaints in order to determine whether vehicles or automotive components should be recalled due to safety concerns. Thus, Mazda knew, or should have known, about these NHTSA/ODI consumer complaints close in time to the dates they were filed.

115. Moreover, the content, consistency, and number of these complaints should have alerted Mazda to the Engine Coolant Defect.

116. A sampling of the publicly available NHTSA complaints is included below:<sup>9</sup>

**NHTSA ID Number:** 11102971  
**Complaint Date** June 21, 2018  
**Incident Date** June 18, 2018  
**Consumer Location** Nyack, NY  
**Vehicle Identification Number** JM3TB3DV5E0\*\*\*\*

**Summary of Complaint**

I WAS SLOWLY APPROACHING A STOP LIGHT WHEN OUR 2014 MAZDA CX-9 STARTED HAVING VIBRATIONS, WHICH AT FIRST CAME FROM UNDERNEATH, BETWEEN THE DRIVER'S ROW AND THE 2ND ROW PASSENGER. IT IMMEDIATELY FELT AS IF THE CAR'S ENGINE WAS ABOUT TO FAIL. I MANAGED TO MAKE THAT RIGHT TURN, CAREFULLY STEPPING ON THE BRAKES, AND CROSSED A RAIL-ROAD CROSSING. THE CAR WAS RUNNING AT A SPEED OF 20 MPH. I SLOWED DOWN TO MAKE ANOTHER RIGHT TURN TOWARDS MY DESTINATION, THEN THE ENGINE ABRUPTLY DIED. THE BATTERY AND CHECK ENGINE LIGHTS SUDDENLY LIT UP ON THE DASHBOARD. FROM THE INTERSECTION'S STOP LIGHT TO THE LOCATION WHERE THE ENGINE FAILED, IT WAS A DISTANCE OF APPROXIMATELY 0.5 MILE. MY WIFE CAME AND PICKED UP OUR 3 CHILDREN FROM THE CORNER OF THE STREET. MY BROTHER-IN-LAW CAME TO MY LOCATION WITH JUMPER CABLES AND GAVE MY ENGINE'S BATTERY A JUMP-START. THE ENGINE STARTED BUT THE VIBRATIONS

<sup>9</sup> The following complaints are reproduced as they appear online. Any typographical errors are attributable to the original author.

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1 WERE STRONGER. THE CAR RAN FOR ANOTHER 0.3 MILE BEFORE IT DIED  
2 AGAIN. I HAD THE CAR TOWED TO THE MAZDA DEALERSHIP FROM  
3 WHERE I PURCHASED THE CAR. AFTER 1 DAY I WAS TOLD THAT THE  
4 INCIDENT WAS POSSIBLY DUE TO A BAD TANK OF GAS. ANOTHER DAY  
5 LATER, I WAS TOLD THAT SOMETHING ELSE WAS WRONG WITH THE  
6 ENGINE, AND THAT IT WAS UNRELATED TO THE EARLIER SUSPICION OF  
7 BAD GAS. AFTER 5 BUSINESS DAYS, I WAS TOLD THAT THE ENGINE'S  
8 CYLINDER 6 NEEDS A NEW CYLINDER HEAD. THE OTHER OPTION WAS A  
9 COMPLETE ENGINE OVERHAUL. THE CAR HAS NEVER BEEN IN AN  
10 ACCIDENT, AND HAS APPROXIMATELY 81,000 MILEAGE. THE ESTIMATED  
11 COST FOR REPAIRS WAS \$5,834. THIS IS A VERY SERIOUS SAFETY ISSUE  
12 THAT WARRANTS AN INVESTIGATION. HAD THE CAR EXPERIENCED  
13 ENGINE FAILURE ON A BUSY INTERSTATE, MY FAMILY AND OTHERS  
14 COULD'VE BEEN SERIOUSLY INJURED OR EVEN KILLED.

8 **NHTSA ID Number:** 11222956  
9 **Complaint Date** June 27, 2019  
10 **Incident Date** June 26, 2019  
11 **Consumer Location** CASTRO VALLEY, CA  
12 **Vehicle Identification Number** JM3TB2CA5D0\*\*\*\*

11 **Summary of Complaint**

12 THE VEHICLE WAS BEING DRIVEN AT THE TIME ON A BUSY FREEWAY.  
13 WHEN STARTED OVERHEATING WITH NO WARNING. THE VEHICLE THEN  
14 CUT OFF ON FREEWAY WITH TRAFFIC BEHIND ME AT A FAST SPEED.  
15 THANKFULLY I WAS ABLE TO GET TO SHOULDER. TOWED CAR TO SHOP  
16 AND WAS TOLD THAT MAZDA HAS FAULTY WATER PUMPS AND THAT  
17 MY ENGINE WAS DESTROYED DUE TO COOLANT LEAKING INTO MY OIL  
18 WITH TURNED IT TO A THICK MUD. NEW ENGINE NEEDED. I  
19 RESEARCHED ONLINE AND THERE ARE COUNTLESS CONSUMERS  
20 COMPLAINING OF SAME ISSUE WITH MAZDA. THIS IS EXTREMELY  
21 DANGEROUS FOR YOUR CAR TO JUST STOP WHEN TRAVELING AT HIGH  
22 SPEEDS OR TRAVELING ON ANY HIGHWAY THERE NEEDS TO BE A  
23 RECALL ON THIS FAULTY WATER PUMP INSIDE OF THE MAZDA ENGINE.  
24 I BELIEVE SOME ONE SOON WILL BE INJURED OR KILLED BY THIS ISSUE!  
25 THANKFULLY IT WASN'T MY CHILD AND I.

19 **NHTSA ID Number:** 11252193  
20 **Complaint Date** August 29, 2019  
21 **Incident Date** August 23, 2019  
22 **Consumer Location** HARTFORD, CT  
23 **Vehicle Identification Number** JM3TB3CV7E0\*\*\*\*

22 **Summary of Complaint**

23 MY WIFE TOOK OUR 2014 MAZDA CX-9 TO LIBERTY MAZDA FOR A  
24 CHECK ENGINE LIGHT THAT CAME ON THE EVENING BEFORE SHE  
25 ALREADY AND AN APPOINTMENT FOR ANOTHER ISSUE. SHE ASKED  
26 THEM TO CHECK THE LIGHT AS WELL. AFTER THEIR FINDINGS THEY  
27 TOLD SUE THE CAR HAD A CATASTROPHIC WATER PUMP ENGINE  
28 FAILURE. THIS WATER PUMP IS LOCATED INSIDE THE TIMING CHAIN  
COVER AND LEAKS COOLANT IN TO THE ENGINE. AT THIS POINT WE  
WERE HANDED OVER TO A SALES REP. WHO INFORMED US THIS WAS A  
FOOLISH DESIGN WITH THE WATER PUMP LOCATED IN THE  
POWERTRAIN BEHIND THE TIMING CHAIN COVER. THIS CAUSES  
CATASTROPHIC ENGINE FAILURE WITH NO WARNING THIS IS WRONG  
AND SHOULD NOT HAPPEN. WE TALKED TO JASON THE SALES  
MANAGER WHO REITERATED THE SAME MESSAGE AND SAID HE WOULD

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1 PUT IN A GOOD WORD FOR ME IF COOPERATE CALLED ABOUT MY  
2 COMPLAINT. HE DID AND COOPERATE OFFERED US THE EPLAN ON A  
3 NEW CAR. APPROXIMATELY \$2,000.00 FOR A CAR VALUED AT \$12-  
4 14,000.00 THIS ENGINE WAS MANUFACTURED BY FORD FOR MAZDA AND  
5 THE FORD ESCAPES HAVE THE SAME TROUBLE. PLEASE FEEL FREE TO  
6 CONTA

7 **NHTSA ID Number:** 11270700  
8 **Complaint Date** October 24, 2019  
9 **Incident Date** October 22, 2019  
10 **Consumer Location** LEMONT, IL  
11 **Vehicle Identification Number** JM3TB3CA0E0\*\*\*\*

12 **Summary of Complaint**

13 TL\* THE CONTACT OWNS A 2014 MAZDA CX-9. WHILE DRIVING  
14 APPROXIMATELY 40 MPH, THE VEHICLE LOST POWER AND STALLED  
15 WITHOUT WARNING. THE CONTACT WAS ABLE TO RESTART THE  
16 VEHICLE AFTER SEVERAL ATTEMPTS; HOWEVER, THE FAILURE  
17 RECURRED. THE CONTACT STATED THAT THERE WAS AN ODOR  
18 OF COOLANT FLUID AND SMOKE APPEARED FROM THE FRONT OF THE  
19 VEHICLE. THE VEHICLE WAS TOWED TO THE CONTACT'S RESIDENCE  
20 AND THEN TOWED TO NAPLETON'S COUNTRYSIDE MAZDA(6060 SOUTH  
21 LA GRANGE ROAD, COUNTRYSIDE, IL 60525, (708) 354-2700) TO BE  
22 DIAGNOSED, WHICH WAS STILL PENDING. THE VEHICLE WAS NOT  
23 REPAIRED. THE MANUFACTURER WAS INFORMED OF THE FAILURE. THE  
24 APPROXIMATE FAILURE MILEAGE WAS 118,000.

25 **NHTSA ID Number:** 11318595  
26 **Complaint Date** March 18, 2020  
27 **Incident Date** March 2, 2020  
28 **Consumer Location** FAIRFIELD, CT  
**Vehicle Identification Number** JM3KFBCM3J0\*\*\*\*

**Summary of Complaint**

THE ENGINE IN MY MAZDA CX-5 WAS REQUIRED TO BE REPLACED  
RECENTLY DUE TO A KNOWN ISSUE IN THE CAR THAT CAUSES THE  
REAR HEAD TO LEAK. MY CAR HAS LESS THAN 12,000 MILES ON IT SO  
THE ENGINE SHOULD NOT HAVE THIS ISSUE. MY DEALER EXPLAINED TO  
ME THIS IS A KNOWN ISSUE BY MAZDA AND HE HAD SEEN 5-10 OTHER  
CARS JUST AT HIS DEALER. WE NOTICED THIS ISSUE WHEN MY SON WAS  
DRIVING THE CAR AND WE SAW FLUID POURING OUT OF THE BOTTOM.  
WE HAD HIM STOP THE CAR IMMEDIATELY AND NOT DRIVE. I TRIED  
NUMEROUS TIMES TO GET MAZDA TO ENGAGE TO PROVIDE A BETTER  
WARRANTY GIVEN IT IS A NEW CAR SHOULD NOT HAVE A BLOWN  
ENGINE WITH ONLY 12,000 MILES AND IT IS A KNOWN ISSUE BUT THEY  
REFUSED TO PROVIDE ANY SUPPORT. I ASKED ABOUT WHY NO RECALL  
AND THEY JUST STATED THERE IS NO RECALL FOR THIS ISSUE,  
ALTHOUGH THE DEALER HIGHLIGHTED MAZDA IS AWARE OF A FLAW  
IN THE CAR THAT CAUSED THE REAR HEAD TO LEAK. I WOULD LIKE TO  
SEEK SOME ACTION WITH MAZDA TO MAKE THEM DEAL WITH THIS  
VERY CONCERNING ISSUE.

///  
///  
///



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1 **NHTSA ID Number:** 11366824  
2 **Complaint Date** October 28, 2020  
3 **Incident Date** October 6, 2020  
4 **Consumer Location** MARRIOTTSVILLE, MD  
5 **Vehicle Identification Number** JM3TB3DV7F0\*\*\*\*

6 **Summary of Complaint**  
7 WE PURCHASED A 2015 MAZDA CX9 WITH 30,000 MILES THREE YEARS  
8 AGO. AT THE START OF THE MONTH, THE CAR SUDDENLY OVERHEATED  
9 WHILE DRIVING AND THE ENGINE FAILED! THE MECHANIC SAID THE  
10 WATER PUMP FAILED, THE COOLANT MIXED WITH THE ENGINE OIL AND  
11 THE ENGINE WAS DONE. \$\$7944.41 ADDITIONALLY, THE OVERHEATED  
12 ENGINE CAUSED THE TRANSMISSION FLUID TO BURN TO A POINT THE  
13 THE TRANSMISSION FAILED. \$\$4864. THIS HAPPENED AT 65,000 MILES,  
14 5,000 MILES PAST WARRANTY. AFTER RESEARCHING THE PROBLEM, WE  
15 LEARNED THAT THIS IS A COMMON PROBLEM ON MAZDAS THAT USE  
16 THE DURATECH ENGINE. THERE ARE THOUSANDS OF EXAMPLES AND A  
17 CLASS ACTION LAWSUIT.

18 **NHTSA ID Number:** 11397924  
19 **Complaint Date** February 25, 2021  
20 **Incident Date** February 14, 2021  
21 **Consumer Location** SAN DIEGO, CA  
22 **Vehicle Identification Number** JM3KFABM6L0\*\*\*\*

23 **Summary of Complaint**  
24 MASSIVE OIL LEAK NEAR THE ENGINE AND THE CYLINDER HEAD NEEDS  
25 TO BE REPLACED BECAUSE IT IS DEFECTIVE. THIS IS A 2020 VEHICLE.  
26 THE GASKET KIT AND THE ENGINE ARE ON BACKORDER SO MY CAR IS  
27 AT THE SHOP FOR AN UNDETERMINED AMOUNT OF TIME ON THE ORDER  
28 OF POTENTIALLY SEVERAL MONTHS!

29 **NHTSA ID Number:** 11445688  
30 **Complaint Date** December 31, 2021  
31 **Incident Date** November 26, 2021  
32 **Consumer Location** HOUSTON, TX  
33 **Vehicle Identification Number** JM3TCBCY9G0\*\*\*\*

34 **Summary of Complaint**  
35 Dealer diagnosed manufacturing defect that caused crack in head. {Which could lead  
36 to engine failure, and subsequent accident due to engine failure during operation.}  
37 Engine lost coolant. No overheating noted. No warning/error codes noted.

38 **NHTSA ID Number:** 11464797  
39 **Complaint Date** May 16, 2022  
40 **Incident Date** May 1, 2022  
41 **Consumer Location** ADELANTO, CA  
42 **Vehicle Identification Number** Jm3TCaCY2g0\*\*\*\*

43 **Summary of Complaint**  
44 Cylinder head cracked, leaking coolant and causing engine overheated , potential fire  
45 hazard . Coolant also leaked and mixed in with oil cycling through engine , causing  
46 permanent damage to the engine , resulting engine to be fully replaced

47 **NHTSA ID Number:** 11465133  
48 **Complaint Date** May 18, 2022  
49 **Incident Date** May 13, 2022  
50 **Consumer Location** SCHOHARIE, NY  
51 **Vehicle Identification Number** JM3TCBBY8G0\*\*\*\*

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**Summary of Complaint**

15 minutes after getting a wheel bearing replaced at the dealer, my engine coolant high temperature warning came on (never before seen). This occurred while I was on the interstate with no safe place to stop. When I was able to safely stop, I called the dealer. They said bring it back. I was unwilling to drive that far so chose the closest Mazda dealer. They informed me I have a cracked cylinder and the coolant is leaking into exhaust system. I was told the only option due to the mileage on the car (134,000) is to replace the engine for \$8,000. This appears to be a known issue so I am shocked that it wasn't being checked for prior to the problem.

**NHTSA ID Number:** 11467194

**Complaint Date** June 2, 2022

**Incident Date** January 13, 2022

**Consumer Location** PHILADELPHIA, PA

**Vehicle Identification Number** JM3TCBDY1J0\*\*\*\*

**Summary of Complaint**

had loss of coolant mid to late January 2022, which lead to over heating notifications. Upon inspection at dealer (Pacifico Mazda Philadelphia PA), it was determined that i had a cracked cylinder head. Initially dealer said they were to replace just the cylinder head & after about 1 week they said that the engine would be replaced. Received car back 4/06/22

**NHTSA ID Number:** 11467927

**Complaint Date** June 7, 2022

**Incident Date** February 14, 2022

**Consumer Location** CENTERVILLE, TN

**Vehicle Identification Number** JM3TCBBYXG0\*\*\*\*

**Summary of Complaint**

Purchased the car used with 67k miles on it. Within 2 weeks of purchase warning lights went off saying that the engine was overheating due to censor malfunction. After three visits to mechanics (2 to the dealership and 1 to a private mechanic) it was determined that coolant was leaking into the engine causing the engine block to crack. This of course means that the engine will have to be replaced in order for it to be useable. That repair has been quoted by the dealership as a \$14,000 repair. For a car that has less than 70k miles.

**NHTSA ID Number:** 11468721

**Complaint Date** June 10, 2022

**Incident Date** April 12, 2021

**Consumer Location** GOSHEN, KY

**Vehicle Identification Number** JM3TCBDYXG0\*\*\*\*

**Summary of Complaint**

Cracked cylinder head due to manufacturing defect, left stranded at car wash with no engine coolant due to issue, took several months without a vehicle before it was replaced by Mazda. The vehicle has been repaired. I was left unable to drive in hot weather and could not use air conditioning while waiting for assistance. Dealer had seen the issue before, reported by many on online Mazda forums. There were no warning lamps prior to the incident happening.

**NHTSA ID Number:** 11469416

**Complaint Date** June 15, 2022

**Incident Date** June 14, 2022

**Consumer Location** WEST SAND LAKE, NY

**Vehicle Identification Number** JM3TCBBY5H0\*\*\*\*

**Summary of Complaint**

1 What component or system failed or malfunctioned, and is it available for inspection  
 2 upon request? Cylinder head has cracked and the vehicle leaked coolant and  
 3 overheated while driving leading to engine failure. Vehicle is available for inspection  
 4 How was your safety or the safety of others put at risk? Car overheated while driving  
 5 leading to engine failure Has the problem been reproduced or confirmed by a dealer or  
 6 independent service center? Dealer has diagnosed the problem as a cracked cylinder  
 7 head Has the vehicle or component been inspected by the manufacturer, police,  
 8 insurance representatives or others? Yes, dealer has diagnosed issue and recommended  
 9 replacement Were there any warning lamps, messages or other symptoms of the  
 10 problem prior to the failure, and when did they first appear? Engine temperature  
 11 sensor went off and within seconds car was not driveable due to fluid loss

7 **NHTSA ID Number:** 11470452

8 **Complaint Date** June 22, 2022

9 **Incident Date** June 15, 2022

10 **Consumer Location** CORPUS CHRISTI, TX

11 **Vehicle Identification Number** JM3TCBEY6G0\*\*\*\*

12 **Summary of Complaint**

13 I drove my 2016 cx-9 off highway and idled it at front of restaurant, suddenly the  
 14 engine coolant overheat light came on, shut engine off and found leaking coolant on  
 15 the ground near the rear of engine bay. Brought the car to Corpus Christi Mazda,  
 16 found out leaks come from cylinder head crack, happens to cx-9 manufactured before  
 17 June 20, 2020 according to Mazda TSB 01-013/21. I was quoted \$3380 to replace the  
 18 cylinder head out of pocket because the car is just out of powertrain warranty. I  
 19 contacted Mazda headquarter for covering the cost out of goodwill since this is due to  
 20 manufacture defects of cylinder head. Mazda refused to pay.

15 **NHTSA ID Number:** 11471878

16 **Complaint Date** June 30, 2022

17 **Incident Date** May 18, 2022

18 **Consumer Location** OCEANO, CA

19 **Vehicle Identification Number** jm3tcbcyxh0\*\*\*\*

20 **Summary of Complaint**

21 Technician noticed coolant leak around turbo during routine maintenance. Sometimes  
 22 after long drives we would smell hot coolant but didn't think it was an issue.  
 23 Dealership took it in for repair under power train warranty and was advised that the  
 24 engine needs to be replaced. From my understanding, the turbo is too heavy for the  
 25 engine and has caused it to warp. The coolant leak is a symptom of a damaged engine  
 26 block.

21 **NHTSA ID Number:** 11474135

22 **Complaint Date** June 15, 2022

23 **Incident Date** April 21, 2022

24 **Consumer Location** KNOXVILLE, TN

25 **Vehicle Identification Number** jm3tcbdy1g0\*\*\*\*

26 **Summary of Complaint**

27 On 04/21/22, I took my car to the dealer after noticing antifreeze on our garage floor  
 28 and a burning smell. NO check engine lights had illuminated. They proceeded to tell  
 me that there was a coolant leak from head/block and cavity leak (something about  
 channel pressure). They also stated this was a casting flaw during manufacturing of  
 the engine. They told me I needed a whole new engine for \$8,479.97! Mazda  
 corporate refused to replace the engine at their cost because I had 64,575 miles on it  
 and it was out of powertrain warranty. I called them and asked to speak to a supervisor  
 and never heard from them. I called on 4/26, 4/27, 4/28, 5/4, 5/5 (5 times), 6/9, &  
 6/20. I finally gave up agreed to pay \$7,479.97 (the dealer gave me \$1,000 off). I

1 received the car back on 05/20 and it would not start later that day. They towed it back  
 2 to Mazda and they replaced the crankshaft sensor that was damaged upon install of the  
 3 new engine. I received it back again on 05/31 and later in the day, the check engine  
 4 light came on and the automatic braking system engaged while I was driving  
 5 (thankfully only 40 mph). I managed to pull over in a turn lane before the engine died.  
 6 I was so thankful I did not make it onto the interstate I was about to enter! Mazda  
 7 came and picked me up and later got my car. They could not figure out why it was  
 8 dying and finally got it to recreate it. They replaced another engine sensor and then  
 9 drove it a lot to make sure it was truly fixed. I finally received my vehicle back on  
 10 07/07. I am afraid to take my car out of town and it makes me nervous it will die and  
 11 automatically start braking again. They KNOW this is a manufacturer issue and they  
 12 refuse to take responsibility. I am so disappointed in them. This is a huge safety issue.  
 13 I am also lucky I didn't blow a head gasket before I took it into the shop the first time.

8 **NHTSA ID Number:** 11471396  
 9 **Complaint Date** June 28, 2022  
 10 **Incident Date** June 28, 2022  
 11 **Consumer Location** GAITHERSBURG, MD  
 12 **Vehicle Identification Number** JM1GL1WY9J1\*\*\*\*  
 13 **Summary of Complaint**

14 Took care for routine maintenance to car dealer (Ourisman Mazda Rockville MD). No  
 15 problems with car. They reported that I had an 'Coolant Leak at the Cylinder Head'.  
 16 Cost to fix: \$6412.47 They reported that it was 'normal wear and tear'. I found a  
 17 service bulletin from Mazda whereby they admit a manufacturing defect that affected  
 18 2.5T engines. They corrected on March 25th, 2021. However, engines prior to this  
 19 date had this defect. No recalls were created. No warning to owners. My car was  
 20 within the mileage warranty when they identified the defect (<60k miles and < 5 yrs  
 21 old). While my car is less than 5 years old, they now identified the leak, but it has over  
 22 60k miles. The local dealer said I was out of warranty and there is nothing they could  
 23 do. I spoke with Mazda North American Operation and reported the Technical Service  
 24 Bulletin that they put out on 10/15/21 (after they had already identified the problem,  
 25 re-engineered the engine, and changed the manufacturing line), I also explained what  
 26 was reported to me by Ourisman Mazda and emailed her all the documents. She  
 27 reported that she would be getting back to me in 24-48 hrs.

18 **NHTSA ID Number:** 11477027  
 19 **Complaint Date** August 1, 2022  
 20 **Incident Date** July 28, 2022  
 21 **Consumer Location** SACHSE, TX  
 22 **Vehicle Identification Number** JM3TCADY9G0\*\*\*\*  
 23 **Summary of Complaint**

24 2016 cx9, after reviewing online. Known issue with coolant and engine cylinder.  
 25 Water coolant leak to engine head. Dealer asking 75k to replace engine. Mazda  
 26 refused to acknowledge the known issue.

24 **NHTSA ID Number:** 11480443  
 25 **Complaint Date** August 21, 2022  
 26 **Incident Date** July 30, 2019  
 27 **Consumer Location** QUEEN CREEK, AZ  
 28 **Vehicle Identification Number** JM3TCABY0G0\*\*\*\*  
**Summary of Complaint**

Engine Coolant Leaking from rear of engine near Exhaust / turbocharger at Cylinder  
 Head. No Warning Lights indicating problem until coolant level low causing  
 overheating and fire risk. Rear Brakes not releasing completely from "City Mode"  
 where brakes are kept close to rotor "to increase braking response in City driving" -

1 causes premature brake wear, warped brake rotors (reoccurs within 10K miles from  
2 new / replaced rotors) Front Bumper Fascia keeps coming loose at clips near  
3 headlights on both Driver and passenger side. Had replaced at dealership 3 times, but  
continues. Bumper coming loose and can obstruct headlights while moving around at  
highway speeds

4 **NHTSA ID Number:** 11481366  
5 **Complaint Date** August 26, 2022  
6 **Incident Date** August 19, 2022  
7 **Consumer Location** VANCOUVER, WA  
8 **Vehicle Identification Number** JM3TCBDY7J0\*\*\*\*  
9 **Summary of Complaint**

10 While commuting home on 8/19/22 my CX-9 began overheating and coolant temp.  
11 warning light illuminated on dash. This was a dangerous situation as I had to stop in  
the middle of traffic for fear of ruining my car and risk getting rear-ended and also  
navigate to the shoulder of the road. Took the car to the dealership where they  
confirmed P111A engine overheated DTC and coolant leak. CX-9 has a cracked  
cylinder head, the exact problem outlined in Mazda TSB 01-013/21. This happened at  
61,xxx miles...roughly 1,000 miles outside the powertrain warranty however it's highly  
likely this crack and leak developed well before the end of the powertrain warranty  
period.

12 **NHTSA ID Number:** 11482726  
13 **Complaint Date** September 3, 2022  
14 **Incident Date** August 24, 2022  
15 **Consumer Location** SPRINGFIELD, VA  
16 **Vehicle Identification Number** JM3TCBDY3J0\*\*\*\*  
17 **Summary of Complaint**

18 I purchased my 2018 Mazda CX-9 Grand Touring CPO with 39k miles and was sold  
19 the life time extended powertrain warranty through the dealership. The car now has  
20 74k miles. While sitting idle at the school bus stop in my neighborhood waiting for my  
21 daughter the temperature gauge light comes on. I immediately drive home (exactly 0.3  
22 miles) not going over 10mph back home, park call a tow truck company to tow it to  
23 the Priority Mazda dealership in Tysons Corner, VA from which I bought it. After a  
few days the mechanic calls and tells me there is a coolant leak and the repairs for the  
Cylinder Head should be covered under my lifetime extended warranty. A few days  
later I get a text message from the service rep that states, "Unfortunately, the extended  
warranty has denied coverage of the Cylinder Head, stating it to not be an internally  
lubricated issue....we need to fully inspect to determine what is needed (cylinder head  
or full engine due to overheating) Cost of teardown \$1,432." After speaking to the  
service rep directly he then tells me the coverage was actually denied because Mazda  
put out a TSB on this known issue which voided my extended warranty on the  
cylinder head. This TSB bulletin no.01-007/22 was just issued 2 months before this  
happened. We should not be responsible for a known engine issue on Mazda's flagship  
car after purchasing an extended warranty for this very reason.

24 **NHTSA ID Number:** 11483237  
25 **Complaint Date** September 7, 2022  
26 **Incident Date** August 23, 2022  
27 **Consumer Location** RANCHO MISSION VIEJO, CA  
28 **Vehicle Identification Number** JM3TCBEY5G0\*\*\*\*  
**Summary of Complaint**

My Engine is over heading because it has a crack and losing coolant externally. There  
are 74773 mills on my car. Every 3 weeks I have to put a gallon of coolant in the

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1 engine. if I don't put coolant, the engine can stop working on the freeway causing  
2 bodily injury to me and other drivers.

3 **NHTSA ID Number:** 11486142  
4 **Complaint Date** September 23, 2022  
5 **Incident Date** September 23, 2022  
6 **Consumer Location** BROUSSARD, LA  
7 **Vehicle Identification Number** JM3TCBEY1H0\*\*\*\*

8 **Summary of Complaint**

9 Vehicle has only 50k miles and developed a coolant leak which was caused by a crack  
10 in the cylinder head. No check engine light or overheating, but this repair will cost was  
11 estimated as over \$4k. A cracked cylinder head would eventually lead to vehicle  
12 overheating which can put driver and passengers in a dangerous situation if vehicle  
13 were to overheat while operating as this is a significant engine repair. After dealer  
14 technician inspected the part, I was informed that they don't see overheating or poor  
15 maintenance as the cause of this issue, but it was caused by the part failing.

16 **NHTSA ID Number:** 11489489  
17 **Complaint Date** October 16, 2022  
18 **Incident Date** July 18, 2022  
19 **Consumer Location** LEXINGTON, SC  
20 **Vehicle Identification Number** JM3TCACY5J0\*\*\*\*

21 **Summary of Complaint**

22 The cylinder head failed causing a massive leak of engine coolant. This occurred  
23 initially at highway speeds which caused potential danger to myself and others around  
24 me as the car was required to pull over immediately. The problem was confirmed by  
25 the dealer and is known to the manufacturer as indicated by TSBs. The part was  
26 inspected and replaced by a new, redesigned part at the owner's expense.

27 **NHTSA ID Number:** 11490188  
28 **Complaint Date** October 20, 2022  
**Incident Date** October 9, 2022  
**Consumer Location** LANCASTER, PA  
**Vehicle Identification Number** JM3TCBCY7J0\*\*\*\*

**Summary of Complaint**

I have a 2018 Mazda CX-9 with about 66,000 miles. I noticed a coolant leak when my  
SUV sat in my driveway. It was there each night after driving the SUV. I took the  
vehicle to a Mazda dealer who stated that the coolant leak is from a cracked cylinder  
head. A cylinder head should not crack in 4 years and only 66,000 miles. This is a  
known Mazda issue for this year make and model.

**NHTSA ID Number:** 11492830  
**Complaint Date** November 8, 2022  
**Incident Date** October 24, 2022  
**Consumer Location** LOS ANGELES, CA  
**Vehicle Identification Number** JM3TCBEY4H0\*\*\*\*

**Summary of Complaint**

The first sign of an issue was an oil pressure indicator on the dashboard, but upon  
inspection, the oil levels seemed completely normal. The dashboard light went away  
shortly after that. A day later, I was on my lunch break and parked my car in a garage  
for 45 minutes. On the drive there, I did not notice any issues and was able to operate  
the vehicle fine for the short distance that I drove. When I returned to my parked car,  
there was a large puddle of oil underneath. I immediately had a mechanic take a look  
at the car. The mechanic was able to identify a cracked cylinder head, which led to  
water and coolant entering the engine. He highly suspects that this caused a blown

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1 head gasket in the car as well. As well as that, the car's starter, which worked just fine  
 2 on day 1 of the issue and has never had any problems before, has totally ceased  
 3 function. If I had not noticed the oil pool underneath the car and driven back to work  
 4 as usual, it could have caused the engine to seize and create a very dangerous situation  
 5 for myself and others on the road, including but not limited to the potential of an  
 6 engine fire with the level of oil lost. The car was up to date on its servicing, including  
 7 oil changes. Two ASE certified mechanics have inspected the vehicle and confirmed  
 8 the leaked fluids and aforementioned issues. No other professionals inspected the  
 9 vehicle (insurance representatives, law enforcement, etc.).

6 **NHTSA ID Number:** 11493144  
**Complaint Date** November 10, 2022  
**Incident Date** November 6, 2022  
**Consumer Location** BETHESDA, MD  
**Vehicle Identification Number** JM3TCBCY8G0\*\*\*\*  
**Summary of Complaint**

9 A strong coolant smell was noticed in the interior of the car and from the engine  
 10 compartment. The diagnosis from the Mazda service facility was that there was  
 11 coolant leaking from the head on the engine. Eventually this would have led to  
 12 overheating of the vehicle which could have resulted in significant engine damage.  
 13 The manufacturer has issued a technical service bulletin (TSB) for this problem.  
 14 Cracking of the head that leads to coolant leaks is a known problem with this engine in  
 15 several different models of Mazda including CX-5, CX-9, and Mazda 6. Our vehicle  
 16 has remained in the shop since it was taken in on 11/8/2022.

14 **NHTSA ID Number:** 11493746  
**Complaint Date** November 16, 2022  
**Incident Date** November 15, 2022  
**Consumer Location** ROSENBERG, TX  
**Vehicle Identification Number** JM3TCACY4G0\*\*\*\*  
**Summary of Complaint**

17 Cracked Cylinder Head due to Coolant Leak - SB 01-013/21. This is a known issue  
 18 with Mazda, yet it has happened with the vehicle being serviced regularly. This is  
 19 happens directly after the warranty period and it is not being covered.

19 **NHTSA ID Number:** 11494806  
**Complaint Date** November 24, 2022  
**Incident Date** November 18, 2022  
**Consumer Location** SPRINGFIELD, MO  
**Vehicle Identification Number** JM3TCBDY8H0\*\*\*\*  
**Summary of Complaint**

22 Coolant leak. Cracked cylinder head in a stud hole of the exhaust manifold. 70,000  
 23 miles Seems to be a problem with many other owners.

23 **NHTSA ID Number:** 11495062  
**Complaint Date** November 27, 2022  
**Incident Date** October 14, 2022  
**Consumer Location** HARRISBURG, PA  
**Vehicle Identification Number** JM3TCBEY3H0\*\*\*\*  
**Summary of Complaint**

26 This problem has been documented and know by Mazda for awhile. They are aware  
 27 that their 2.5 Turbo liter engine has the problem of cracking the cylinder head due to  
 28 some overweight of the same engine component. My Mazda local dealer already  
 inspected the car and told me that the fix is replacing the whole cylinder head, which  
 with them would cost me 3.5k. My warranty company, which I purchased when

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1 buying this used car, didn't took responsibility of the repair cost because it was pre  
2 existing condition before I bought the car. Many people over the internet have  
3 reported this same issue happening to them, models year between 2016-2019. This  
issue cause a leaking of coolant. Which in my case has been a lot built up, to the point  
that you can grab it with your hands (the coolant residual).

4 **NHTSA ID Number:** 11498304  
5 **Complaint Date** December 20, 2022  
6 **Incident Date** December 20, 2022  
7 **Consumer Location** INDIANAPOLIS, IN  
8 **Vehicle Identification Number** JM3TCACY9G0\*\*\*\*  
9 **Summary of Complaint**

10 I am being told by the dealership service center that there is a coolant leak from the  
11 engine. A previous coolant look due to a hose was repaired but this is a separate issue  
12 related to the TSB for coolant leak at the cylinder head Bulletin 01-007/22

13 **NHTSA ID Number:** 11498923  
14 **Complaint Date** December 26, 2022  
15 **Incident Date** December 9, 2021  
16 **Consumer Location** MYRTLE BEACH, SC  
17 **Vehicle Identification Number** JM3TCADY4G0\*\*\*\*  
18 **Summary of Complaint**

19 At an intersection the engine stalled and car was extremely hard to restart (took  
20 several minutes). I later noticed oil and coolant dripping from the engine and coolant  
21 mist/vapor from the exhaust. Later I learned it was possibly related to Mazda's own  
22 TSB Bulletin No: 01-013/21 where a manufacturing defect caused coolant to enter the  
23 combustion chamber and hydro lock the engine (where I stalled and had hard time  
24 restarting). I had to have the car towed home. At home I noticed the passenger  
25 underside of the vehicle coated with oily/watery residue of possible oil or oil/coolant  
26 mix. Vehicle had 66K miles on and Mazda dealer refused to fix.

27 **NHTSA ID Number:** 11499063  
28 **Complaint Date** December 27, 2022  
**Incident Date** October 31, 2022  
**Consumer Location** CLAWSON, MI  
**Vehicle Identification Number** JM3TCBCYXJ0\*\*\*\*  
**Summary of Complaint**

After owning this used vehicle for about 11 months, the engine temperature gauge  
indicated the car was running hot - about 240 degrees. After inspecting the vehicle at  
home, we added coolant to the system. This helped maintain engine temperature  
temporarily, but we noted over the next several weeks that the coolant was dropping  
rapidly. After inspection by a Mazda dealer, it was concluded that the cylinder head  
needed replacing.

**NHTSA ID Number:** 11499031  
**Complaint Date** December 27, 2022  
**Incident Date** December 16, 2022  
**Consumer Location** EPHRATA, PA  
**Vehicle Identification Number** JM3TCBCY5H0\*\*\*\*  
**Summary of Complaint**

Coolant leak from a cracked cylinder head that mazda is aware of and released a TSB  
about. Refusing to extend warranty or fix due to being 6 months out of 60 month  
power train warranty. Still under 60,000 miles.

**NHTSA ID Number:** 11499498  
**Complaint Date** December 30, 2022



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1 **Incident Date** September 6, 2022  
2 **Consumer Location** SAN ANTONIO, TX  
3 **Vehicle Identification Number** JM3TCABY0G0\*\*\*\*

4 **Summary of Complaint**  
5 Car overheated. check front engine and could not see any visible leaks. check all  
6 around the engine and found coolant leaking from the back of the engine. confirm by  
7 dealer that is leaking at the cylinder head.

8 **NHTSA ID Number:** 11501873  
9 **Complaint Date** January 15, 2023  
10 **Incident Date** January 14, 2023  
11 **Consumer Location** BROCKTON, MA  
12 **Vehicle Identification Number** JM3TCBCY8J0\*\*\*\*

13 **Summary of Complaint**  
14 Driving the car home from work, the engine temperature gauge started to go up high. I  
15 added coolant that same night. Went to the dealership for a check up. I was told the  
16 coolant was coming out from the back of the engine and will need to partial repair the  
17 engine. Only 75k miles in the engine and that was an estimate cause I could need a  
18 brand new engine. Now I'm stranded with out a car waiting for a response. MAZDA  
19 should do a recall regarding that issue cause I've seen a lot of CX9s have the same  
20 issue. THATS NOT GOOD FOR RELIABILITY.

21 **NHTSA ID Number:** 11503274  
22 **Complaint Date** January 23, 2023  
23 **Incident Date** January 23, 2023  
24 **Consumer Location** SAN ANTONIO, TX  
25 **Vehicle Identification Number** JM3TCBDYXG0\*\*\*\*

26 **Summary of Complaint**  
27 I took my car into the dealership and was told that I had a cracked cylinder head and  
28 the car is leaking coolant near the rear of the engine. This could cause the engine to  
cease should coolant get into the engine. The dealer (North Park Mazda, San Antonio)  
has confirmed this as the issue. I have received a video of the inspection from the  
dealership explaining the issue. The vehicle displayed a warning that it was  
overheating which is what prompted me to bring the vehicle in for service.

1 **NHTSA ID Number:** 11506345  
2 **Complaint Date** February 9, 2023  
3 **Incident Date** February 1, 2023  
4 **Consumer Location** LANSING, MI  
5 **Vehicle Identification Number** JM3KFBDM0K0\*\*\*\*

6 **Summary of Complaint**  
7 I drove my wife to work and noticed that the car was stuttering and had weak  
8 acceleration. I parked in my garage and a couple of hours later returned to see a  
9 massive oil leak on my driveway, I had to tow the car to the nearest dealership where a  
10 cracked cylinder was diagnosed. There was also a terrible burning smell. If the  
11 massive leak happened on an acceleration ramp or on the highway there could have  
12 been an accident.

13 **NHTSA ID Number:** 11507063  
14 **Complaint Date** February 13, 2023  
15 **Incident Date** February 11, 2023  
16 **Consumer Location** ITASCA, IL  
17 **Vehicle Identification Number** JM3TCBCY0J0\*\*\*\*

18 **Summary of Complaint**  
19 This weekend Mazda CX-9 started leaking coolant from the firewall side.

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**NHTSA ID Number:** 11507815  
**Complaint Date** February 17, 2023  
**Incident Date** January 5, 2023  
**Consumer Location** SIMPSONVILLE, SC  
**Vehicle Identification Number** JM3TCBDY4G0\*\*\*\*

**Summary of Complaint**  
Head gasket blew in a 2016 Mazda CX9 while driving causing us to as safely as possible quickly get off the road from the middle lane of an interstate. This is from a known coolant leak in the cylinder head from service bulletin 01-013/21.

**NHTSA ID Number:** 11507876  
**Complaint Date** February 17, 2023  
**Incident Date** January 28, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM3KFACMXK1\*\*\*\*

**Summary of Complaint**  
The contact owns a 2019 Mazda CX-5. The contact stated became aware of engine oil on his driveway. The contact stated that while driving and coming to a stop, there was an abnormal oil burning odor inside the vehicle. The contact stated the check engine warning was illuminated. The contact had taken the vehicle to an independent mechanic who diagnosed that there was an oil leak coming from the cylinder head and determined that the cylinder head needed to be replaced. The independent mechanic researched online and related the oil leak failure to Mazda Service Alert Number: SA-031/21 (Engine and Engine Cooling). The vehicle had not been repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 89,000

**NHTSA ID Number:** 11508779  
**Incident Date** February 13, 2023  
**Complaint Date** February 23, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM3TCBEY7K0\*\*\*\*

**Summary of Complaint**  
The coolant was leaking due to a crack in cylinder. The car overheated and the coolant leaked into the engine. Mazda refuses to identify this as an ongoing issue with the Mazda turbo skyactiv models

**NHTSA ID Number:** 11511374  
**Complaint Date** March 11, 2023  
**Incident Date** February 8, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM3TCBEYXJ0\*\*\*\*

**Summary of Complaint**  
Coolant leak into cylinder head, resulting in overheating and blown head gasket. Repair cost was \$7k to resurface cylinder head and replace gasket. Repair did not fix issue, likely due to unseen cracks or warping to cylinder head. Will require rework, likely entire engine replacement, as the defect cannot be corrected.

**NHTSA ID Number:** 11514437  
**Complaint Date** March 29, 2023  
**Incident Date** March 23, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM3TCADY2H0\*\*\*\*

**Summary of Complaint**

1 Known engineering flaw that causes cylinder head to crack and leak coolant. Mazda  
2 will not do a recall even though numerous people are requiring new motors with no  
previous issues or warning lights on the car.

3 **NHTSA ID Number:** 11514604  
4 **Complaint Date** March 30, 2023  
5 **Incident Date** March 18, 2023  
6 **Consumer Location** Unknown  
7 **Vehicle Identification Number** JM3TCADY7J0\*\*\*\*  
8 **Summary of Complaint**

9 I own a 2018 Mazda CX – 9 with only 53,300 miles. I noticed something was wrong  
10 with my engine and had no idea what the issue was. My car would not shut off  
11 immediately when I turned it off and the fan was on super high speed. The day before  
12 my appointment with my mechanic, the engine light turned on. I was stuck in a  
13 parking lot and a friend suggested I use his car to go buy coolant just in case it was  
14 needed. Sure enough, I was completely out of coolant. When my mechanic inspected  
the car he told me I had a coolant leak and suggested I take it to the dealer as they  
would know immediately what the problem was. I started researching to see if this was  
a defect and sure enough, Mazda has been aware of the defect with the cylinder head  
(TSB) not supporting the turbo of the engine causing it to crack and mix with the  
engine oil in various models for years, yet continue to sell cars with this known defect.  
I understand that it may not be life threatening yet! But it could have been should my  
engine had blown while I was on the freeway causing a horrific accident. How are  
they allowed to continue manufacturing and sell cars with a known issue for years and  
not even be required to make a recall to have the part replaced with a stronger one?  
This is issue is happening to 100's of customers worldwide. This is something that  
should be investigated.

15 **NHTSA ID Number:** 11515906  
16 **Complaint Date** April 7, 2023  
17 **Incident Date** January 5, 2023  
18 **Consumer Location** Unknown  
19 **Vehicle Identification Number** JM3TCBCY5J0\*\*\*\*  
20 **Summary of Complaint**

21 Coolant leak at cylinder head. It is available for inspection. Driving on the highway  
22 and the car overheating light came on. Yes it has been reproduced and diagnosed as  
23 part of the TSB 01-013/21. No warnings, no notice of leaks before this happened.  
24 Noticed this in January - and thought it was just a one off and had the coolant topped  
25 off. Nothing happened until a month later that is when I took it to the mazda dealer.  
26 Safety issue as no one knows about it until their light comes on and they take it to the  
27 dealer to look at. Having this happen in the middle of nowhere on a highway with  
28 three small kids is a nightmare. This issue needs to be investigated. It is definitely a  
safety issue. It is shocking to know that Mazda has known about this for a couple  
years now based on the date of the TSB. A letter, at the very least, should have been  
sent out to all owners. Instead they let us all sit with a ticking time bomb that will be  
cost prohibitive to fix

25 **NHTSA ID Number:** 11517947  
26 **Complaint Date** April 19, 2023  
27 **Incident Date** April 19, 2023  
28 **Consumer Location** Unknown  
**Vehicle Identification Number** JM3TCBCY7H0\*\*\*\*  
**Summary of Complaint**

Driving home the car said 26 miles to E. while in gear going down the road it popped  
engine system malfunction and the whole car shut off and wouldn't start. Didn't drive

1 the vehicle for 2 days- filled the gas tank and it drove fine for 5 days. Day 6- 4/8/2023,  
 2 fine driving down the highway 45 minutes. Go down about a mile and it still doesn't  
 3 seem right, I move lanes and the thermostat light starts flashing at 260, as soon as I  
 4 make the turn it tells me to pull over and turn the car off-it was at 270. Go to drive  
 5 across the street to get coolant later- car stalls when I shift into drive. Park it- get  
 6 coolant takes an entire jug. Idling a little rough, but not bad. Mechanic he can't see any  
 7 issues, computer is throwing out fuel system codes but no, issues that can be found.  
 8 Does a tune up on it, pick it up. Smoking when I start the car and something smells  
 9 burning. Driving home, it stalls again while in gar at a red light. RPM jumping  
 10 between 500 and 750 while in gear. Park it for a few hours- everything seems fine.  
 11 Drive 35 minutes- mostly highway. RPM isn't moving when in park vs neutral. While  
 12 at last red light before home- engine system malfunction comes on. Driving a few  
 13 miles down the road still on, temperature at 200. Drive about half a mile down the  
 14 road- at 260 as I'm pulling into my driveway. Towed to Mazda the next day. Got  
 15 diagnosis that the head lifted and coolant mixed into oil, flooding engine. Need a new  
 16 engine and turbo- \$10,000 to fix it. Never had issues prior and no signs of anything  
 17 going wrong. Oil change done 2 weeks prior to this all starting.

18 **NHTSA ID Number:** 11519188

19 **Complaint Date** April 27, 2023

20 **Incident Date** March 30, 2023

21 **Consumer Location** Unknown

22 **Vehicle Identification Number** JM3TCBDY2H0\*\*\*\*

23 **Summary of Complaint**

24 Coolant Leak at Cylinder head. There is a known TBS01-013/21 They refused to pay  
 25 for any of the cost to replace the engine. My out of pocket cost was \$10K.

26 **NHTSA ID Number:** 11519310

27 **Complaint Date** April 27, 2023

28 **Incident Date** April 17, 2023

29 **Consumer Location** Unknown

30 **Vehicle Identification Number** JM3KFBCM9K1\*\*\*\*

31 **Summary of Complaint**

32 My 2019 Mazda CX-5 has 61,500 miles on it and has a cracked cylinder head and has  
 33 a massive oil leak. I took it to the dealer and they are aware of this issue but told me  
 34 Mazda hasn't so far made a recall. No warning lights went off and i lost 1 quart of oil  
 35 over a 30 mile drive. Upon Acceleration the engine could seize and could cause a  
 36 crash. A fire is also not out of the question as the parts in the engine area are hot and  
 37 oil can catch fire. Mazda declined to pay for the total cost of the repair but did  
 38 partially pay for some of it. They should be held accountable for the lousy design and  
 39 it's only a matter of time someone will have an accident because of it.

40 **NHTSA ID Number:** 11519366

41 **Complaint Date** April 28, 2023

42 **Incident Date** April 27, 2023

43 **Consumer Location** Unknown

44 **Vehicle Identification Number** JM1GL1TY0J1\*\*\*\*

45 **Summary of Complaint**

46 Just noticed my coolant was leaking underneath my car and i went to mazda to check  
 47 and it came out being a cracked cylinder the car are driven by my daughter from  
 48 school to work only and has 68k miles, mazda doesn't want to fix because supposedly  
 49 the engine warranty only last until 60k

50 **NHTSA ID Number:** 11521555

51 **Complaint Date** May 11, 2023

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**Incident Date** April 27, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM3TCACY6J0\*\*\*\*

**Summary of Complaint**

Bought car new in 2018. At 72,600 observed coolant leaking from backside of motor. Carried to Classic Mazda of Texarkana, TX for diagnostic test. Has a cracked cylinder head. Mazda refused to pay to fix or assume any responsibility for the design flaw. Turbo charger is too close to the cylinder head causing heat issues over time resulting in cracked head/coolant leak.

**NHTSA ID Number:** 11522138  
**Complaint Date** May 15, 2023  
**Incident Date** April 16, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM1GL1WY5J1\*\*\*\*

**Summary of Complaint**

Due to design issues, the engine cylinder head became cracked after normal everyday usage. Coolant began to leak badly and car engine became hot while driving.

**NHTSA ID Number:** 11522527  
**Complaint Date** May 17, 2023  
**Incident Date** May 10, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM3TCBEY3H0\*\*\*\*

**Summary of Complaint**

Engine leaking coolant due to a cracked cylinder head. 55,000 miles on car. No indications of a problem other than odor. Problem was confirmed by an independent service center and dealer. Dealer says engine needs replaced.

**NHTSA ID Number:** 11522720  
**Complaint Date** May 18, 2023  
**Incident Date** May 8, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM3TCBDY0J0\*\*\*\*

**Summary of Complaint**

Engine cylinder head cracks open due to bad design where turbo puts too much weight and vibration resulting in coolant leaking out of engine. Mazda has a bulletin out for this issue and I took it to a Mazda dealer for repair. They confirmed this was the issue.

**NHTSA ID Number:** 11524109  
**Complaint Date** May 27, 2023  
**Incident Date** May 22, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM3TCBEY9K0\*\*\*\*

**Summary of Complaint**

My 2019 Mazda CX-9 Signature has developed a coolant leak at the back side of the engine that is consistent with Mazda TSB 01-013/21. Coolant leaks down onto the oil filter and the exhaust where it's burned off. Currently, I can drive the vehicle, but I need to refill the radiator and coolant reservoir. I'm concerned about this developing into a catastrophic leak that could seize the engine or cause a fire from contact with the exhaust. This vehicle is still under the warranty period of 5 years/60K miles. I will initially contact the dealer regarding this issue.

**NHTSA ID Number:** 11525408  
**Complaint Date** June 5, 2023

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1 **Incident Date** May 25, 2023  
2 **Consumer Location** Unknown  
3 **Vehicle Identification Number** JM3TCADY6J0\*\*\*\*  
4 **Summary of Complaint**

5 coolant leaks at the cylinder head around the exhaust manifold , safety was  
6 compromised by car overheating in the middle of extremely high level traffic, problem  
7 confirmed by Mazda dealership, only inspected by dealership, there was no warning  
8 indicators from the vehicle. I could smell antifreeze the day before it overheated.

9 **NHTSA ID Number:** 11525329  
10 **Complaint Date** June 5, 2023  
11 **Incident Date** October 28, 2022  
12 **Consumer Location** Unknown  
13 **Vehicle Identification Number** JM3TCBCY8K0\*\*\*\*  
14 **Summary of Complaint**

15 The engine developed a sudden coolant leak on the rear of the engine. A warning  
16 comes up stating that the car could overheat and lose power. After a few minutes and  
17 no sign of the car overheating, the car loses power and slows down on its own. The car  
18 has not yet been seen by the dealer or a repair shop due to no appointments available.  
19 Mazda USA has issued a TSB stating the issue with the engine and they state that a  
20 design flaw causes the cylinder head to crack because of the external forces from the  
21 exhaust system over bumps. The failure appeared all of a sudden with no warning  
22 lights or indications, it just started leaking a small amount of coolant one day. Now I'm  
23 waiting for Mazda USA to tell us how they are going to remedy this issue and provide  
24 assistance. According to their TSB this affects three different vehicle models with the  
25 same 2.5L turbo engine built from 2016 to 2020.

26 **NHTSA ID Number:** 11526241  
27 **Complaint Date** June 9, 2023  
28 **Incident Date** June 6, 2023  
**Consumer Location** Unknown  
**Vehicle Identification Number** JM3TCACY4K0\*\*\*\*  
**Summary of Complaint**

On the last week of May, my car started experiencing sputtering and stalling out  
problems. I made an appointment at Mazda dealership for June 6th. meantime my  
husband checked all fluids and coolant was low so we topped up. Car was being  
driven very limited due to safety concerns. Then While driving on the freeway my car  
displayed a “excessive engine temperature, engine output will be limited” immediately  
my car reduced speed from about 65mph to under 15 mph while having my whole  
family including myself and 4 children in the car. We almost got hit by several cars  
while trying to get over to the shoulder. Once pulled over to the shoulder my husband  
came and followed me home on the back streets. Once again checked fluids and  
coolant again was back low this time empty. So In a day it completely had no coolant  
left. When taken into Mazda dealership for the appointment, customer service was so  
horrible I ended up leaving and taking my car to a 3rd party service center. Was  
advised to have a Hydrocarbon test on cooling system that measured at zero, then  
advised to take it for a diagnostic due to the sputtering, stalling and coolant leak,  
where they ultimately determined the coolant was leaking into combustion chamber  
&/or intake system. Pressure test shows drop in pressure, no visible external leaks  
present. TSB# 01-002/23 pertaining to cylinder head assembly replacement. Now I’m  
waiting for my appointment at a different Mazda dealership on June 12th! Please help

**NHTSA ID Number:** 11527344  
**Complaint Date** June 16, 2023  
**Incident Date** May 14, 2023

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1 **Consumer Location** Unknown  
2 **Vehicle Identification Number** JM3TCBDY6J0\*\*\*\*

3 **Summary of Complaint**

4 A coolant leak appeared around 60,000 miles. I caught it in the right time as I had no  
5 more coolant left in the reservoir. I filled it back up and drove it to the Mazda  
6 dealership - I did not overheat at all so no warning lamps appeared. Upon taking it into  
7 the Mazda dealership, the engine was pulled and it was discovered that the cylinder  
8 head was cracked. This requires a new engine. There is a TSB out on this issue. It is a  
9 known issue apparently from a casting defect in the heads / block.

10 **NHTSA ID Number:** 11527919

11 **Complaint Date** June 20, 2023

12 **Incident Date** June 19, 2023

13 **Consumer Location** Unknown

14 **Vehicle Identification Number** JM3KFBDM3K0\*\*\*\*

15 **Summary of Complaint**

16 Oil light came on. Cracked cylinder head causing oil to leak in rear of engine onto  
17 exhaust system. This gives off burnt oil smell into vehicle passenger area. Concerned  
18 this could cause fire. Vehicle was taken back to dealer where it was found to be  
19 leaking. Dealer stated will order new cylinder head but does not know when it will be  
20 in. dealer stated drive vehicle until part comes in.

21 **NHTSA ID Number:** 11528448

22 **Complaint Date** June 23, 2023

23 **Incident Date** June 12, 2023

24 **Consumer Location** Unknown

25 **Vehicle Identification Number** JM3TCBCY1G0\*\*\*\*

26 **Summary of Complaint**

27 My 2016 Mazda CX-9 2.5i Touring has approx 67,500 miles. I noticed the "sweet"  
28 smell of coolant after driving. The temp gauge was not showing signs of overheating. I  
checked under the hood and coolant level in radiator and reserve tank were normal. I  
also did not see any coolant leak/patches under the car. Few days later the car  
temperature gauge shot past the 1/2 mark. i stopped the care let it cool and checked  
under hood. radiator was empty but reservoir tank was still full. there were signs of  
coolant drips underneath car on the plastic cover below the area of the water pump  
(passenger front wheel side). waiting to have car assessed/fixed by mechanic.

29 **NHTSA ID Number:** 11530871

30 **Complaint Date** July 7, 2023

31 **Incident Date** June 29, 2023

32 **Consumer Location** Unknown

33 **Vehicle Identification Number** JM3TCABY3G0\*\*\*\*

34 **Summary of Complaint**

35 First radiator blew (after noticing the temp gauge higher than normal and fan running  
36 a lot), and when replaced, the 2016 Mazda CX-9 continued to leak coolant. Took it to  
37 dealership to find out engine cylinder cracked and head gasket. A simple google  
38 search finds that so many Turbo Mazda's between the years of 2016-20 experienced  
this design flaw as well. Mazda would not cover any of it since the car was out of  
warranty. It costed me over \$7,000 to repair radiator and engine.

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1                   3.     Complaints on Heavily Trafficked Internet Forums for Car Owners  
2                             Should Have Given Mazda Knowledge of the Engine Coolant  
3                             Defect

4                   117.   Consumer complaints regarding the Engine Coolant Defect are present on  
5                   numerous websites devoted to automotive reviews, automobile repairs, car complaints,  
6                   and the Class Vehicles specifically. Over the last several years, hundreds of comments  
7                   have been published on these sites in response to posts related to cylinder head cracking  
8                   in the Class Vehicles.

9                   118.   On a forum entitled “Mazdas 24/7,” over 850 comments accumulated,  
10                  many of them citing similar instances, under a thread opened to specifically discuss  
11                  “2.5T Coolant Leak/Engine Replacement” in a sub-forum specific to the CX-9 in May  
12                  2021. The original poster, arock712, posted “There are a few threads regarding the 2.5  
13                  turbo coolant leak problem and ultimately having to replace the engine. What I'd like to  
14                  know is there anything that can be inspected and possibly fixed with this issue before it  
15                  gets to the point of actually needing a new engine?”<sup>10</sup> Numerous posters commented on  
16                  the severity of the Defect, including “Mazdiod2” who correctly observed that “If it's  
17                  leaking coolant into the oil I think that's pretty bad for the lubricating properties of the  
18                  oil.”<sup>11</sup>

19                  119.   A similar post was made on Reddit, where the original poster, Pele2048,  
20                  posted a “Megathread” with over 100 comments about “coolant leakage/cylinder head  
21                  damage” in the CX-9.<sup>12</sup> The original poster had posted 2 years prior about the Defect  
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24                  <sup>10</sup> <https://mazdas247.com/forum/t/2-5t-coolant-leak-engine-replacement.123875515/> (last visited  
25                  April 10, 2024).

26                  <sup>11</sup> <https://mazdas247.com/forum/t/2-5t-coolant-leak-engine-replacement.123875515/page-2> (last  
27                  visited April 10, 2024).

28                  <sup>12</sup> [https://www.reddit.com/r/MazdaCX9/comments/zsq0vj/2nd\\_generation\\_20162023\\_cx9\\_owners\\_regarding/](https://www.reddit.com/r/MazdaCX9/comments/zsq0vj/2nd_generation_20162023_cx9_owners_regarding/) (last visited April 10, 2024).



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1 and the costs incurred to fix it.<sup>13</sup> Various posters on the Megathread retold their  
2 experience, including one person that was experiencing the Defect, but “Mazda refused  
3 pre-authorization to dealership and I will have to pay out of pocket for engine  
4 replacement.” Another poster observed that Mazda “has an ‘lifetime powertrain  
5 warranty’ they won't stand behind” and stated that “Mazda blew me off.” Yet another  
6 poster with a Mazda6 reported that “Mazda USA will only assist with \$2100 and the  
7 total cost is about \$7500.”

8 120. Yet another post on “Mazda Forum” relates to the Defect. User Killswitch  
9 posted in September 2022 that the engine in his 2017 CX-9 was overheating and  
10 diagnosed as needing an engine replacement because it was leaking coolant, and the  
11 poster was two months outside the Powertrain Limited Warranty.<sup>14</sup> Later in the thread,  
12 the user posted pictures showing the coolant leaking throughout his engine:

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26 [https://www.reddit.com/r/MazdaCX9/comments/qqc9is/feels\\_bad\\_man\\_2018\\_cx9\\_65k\\_miles\\_new  
27 engine/](https://www.reddit.com/r/MazdaCX9/comments/qqc9is/feels_bad_man_2018_cx9_65k_miles_new_engine/)? (last visited April 10, 2024).

28 <sup>14</sup> <https://www.mazdaforum.com/forum/mazda-cx-9-50/coolant-leak-engine-replacement-50386/>  
(last visited April 10, 2024).

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121. One user on the Mazda Forum astutely observed that “I’m not sure what else we can do besides keep this forum going until we find something and we can all band together. I’m sure it’s a numbers thing with Mazda. The more people report this issue then they will have to do something about it.”<sup>15</sup>

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<sup>15</sup> *Id.*

1                   4.     Mazda’s Internal Testing Should Have Identified the Engine  
2                             Coolant Defect

3                   122. Mazda is an experienced manufacturer of consumer vehicles. As  
4 experienced manufacturers, Defendants conduct tests, including pre-sale durability  
5 testing, to verify that the vehicles it sells are free from defects and align with Mazda’s  
6 specifications and intended use of the Class, including routine highway travel.

7                   123. Mazda touts the “extreme measures” that it puts its vehicles through during  
8 testing. These tests include wind tunnel testing, climate testing, safety testing,  
9 electromagnetic wave testing, and noise vibration and harshness testing.<sup>16</sup>

10                  124. Particularly relevant here, Mazda’s climate testing includes testing its  
11 vehicles at 130°F over a period of 30 days to test for “performance and emissions in the  
12 most extreme conditions.”<sup>17</sup> The vehicles are also driven up to speeds of 124 mph and  
13 left under heat lamps to examine their response to heat. Mazda’s climate testing should  
14 have alerted it to the Engine Coolant Defect, which causes the Class Vehicles to lose  
15 engine coolant, overheat, and experience catastrophic engine failure.

16                  125. Mazda also touts its “proactive safety” practices, which include providing  
17 “excellent visibility to the perfect driving position to the car’s dynamic performance on  
18 the road, getting these basics right is essential to give you confidence and enjoyment  
19 behind the wheel.”<sup>18</sup> The Engine Coolant Defect, however, adversely impacts the  
20 performance of the Class Vehicles on the road, and leads to the safety issues described  
21 herein.

22                  126. Thus, through a variety of quality control metrics, Mazda knew or should  
23 have known of the Engine Coolant Defect in the Class Vehicles prior to and shortly after  
24 the time of sale to Class members.

25 \_\_\_\_\_  
26 <sup>16</sup> <https://insidemazda.mazdausa.com/the-mazda-way/cars-for-drivers/extreme-measure/> (last  
visited April 10, 2024).

27 <sup>17</sup> *Id.*

28 <sup>18</sup> <https://www.mazda.com/en/innovation/safety/> (last visited April 10, 2024).

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1 127. If Mazda did not discover the Engine Coolant Defect, its research and  
2 testing were insufficient to support Mazda’s advertising, promoting, marketing,  
3 warranting, and selling of the Class Vehicles as suitable and safe for operation and use  
4 in the intended and reasonably foreseeable manner.

5 **D. Mazda’s Response to Consumers Presenting the Engine Coolant**  
6 **Defect at Mazda Dealerships**

7 128. The Mazda Class Vehicles come with a 5-year/60,000-mile Powertrain  
8 Limited Warranty.<sup>19</sup>

9 129. The Powertrain Warranty covers the engine, transmission and transaxle,  
10 and front/rear drive system.<sup>20</sup> The Powertrain Warranty also specifically covers the  
11 “Cylinder Block, Cylinder Head, and All Internal Lubricated Parts (Piston engines).”<sup>21</sup>  
12 Accordingly, the Powertrain Warranty is the applicable warranty related to the Engine  
13 Coolant Defect.

14 130. Mazda instructs vehicle owners and lessees to bring their vehicles to a  
15 Mazda dealership for warranty repairs. Many owners and lessees have presented Class  
16 Vehicles to Mazda dealerships with complaints about the Engine Coolant Defect.

17 131. Despite Mazda’s knowledge of the problem—and presumed knowledge of  
18 how to appropriately remediate and prevent the Engine Coolant Defect from recurring—  
19 Mazda has not fixed the defect in vehicles under warranty. Instead, customers report  
20 two different actions at Mazda dealerships:

- 21 a. advising customers that the Engine Coolant Defect is not covered  
22 under warranty and requiring customers to pay out of pocket for some  
23 or all of the repair;
- 24 b. advising customers that a replacement engine, necessitated by the  
25 Engine Coolant Defect, is only partially covered under warranty and  
26 thereby requiring customers to pay out of pocket for some or all of the  
27 repair;

26 <sup>19</sup> <https://www.mazdausa.com/owners/warranty> (last visited April 10, 2024).

27 <sup>20</sup> *Id.*

28 <sup>21</sup> *Id.*

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1 132. These customer experiences reflect service actions that are contrary,  
2 moreover, to the recommendations set forth in the Mazda Class Vehicle Owner’s  
3 Manuals. For example, the Scheduled Maintenance for the 2019 Mazda CX-9 contains  
4 Schedule 1 and Schedule 2 tables for vehicle maintenance. At no point, within either  
5 maintenance schedule, does Mazda suggest that replacement of the vehicle’s cylinder  
6 head or engine would be required as a result of the Engine Coolant Defect.

7 **E. Defendants’ Efforts to Conceal the Defect from Consumers and**  
8 **Deflect Responsibility for Engine Problems onto Consumers**

9 133. As alleged above, Defendants have failed to disclose the Class Vehicles’  
10 excessive Engine Coolant problem to consumers before or at point-of-sale. Mazda has  
11 also refused to acknowledge the Defect to vehicle owners. Plaintiffs further allege that  
12 Mazda has affirmatively taken steps to conceal the defect.

13 **CLASS ALLEGATIONS**

14 134. Despite Defendants’ knowledge of the Engine Coolant Defect, Mazda has  
15 failed to notify customers of the nature and extent of the problems with Class Vehicles  
16 or provide any adequate remedy. Mazda has continued to sell Class Vehicles with the  
17 Engine Coolant Defect through its authorized dealers throughout the United States.  
18 Thus, owners of the Class Vehicles face more significant maintenance efforts, higher  
19 maintenance and repair costs, and safety risks associated with this defect. Plaintiffs  
20 allege that they, and persons similarly situated, would not have purchased the Class  
21 Vehicles, or would have paid less for them, had they known about the Engine Coolant  
22 Defect.

23 135. Plaintiffs bring this action pursuant to Rules 23(a), 23(b)(2), and 23(b)(3)  
24 of the Federal Rules of Civil Procedure, on behalf of themselves and the following  
25 proposed classes:

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1                   **Nationwide Class:**

2                   All persons in the United States who purchased or leased a Class Vehicle.

3                   **State Sub-Classes:**

4                   All members of the Nationwide Class who are residents of the states of  
5                   California, Connecticut, Maryland, or New Jersey.

6                   136. Excluded from the Class and State Sub-Classes (“Classes”) are: Mazda, its  
7                   employees, officers, directors, legal representatives, heirs, successors, wholly- or partly-  
8                   owned, and its subsidiaries and affiliates; Mazda dealers; proposed Class counsel and  
9                   their employees; the judicial officers and associated court staff assigned to this case and  
10                  their immediate family members; all persons who make a timely election to be excluded  
11                  from the Classes; governmental entities; and the judge to whom this case is assigned  
12                  and his/her immediate family.

13                  137. This action has been brought and may be properly maintained on behalf of  
14                  the Classes proposed herein under Federal Rule of Civil Procedure 23.

15                  138. Numerosity. Federal Rule of Civil Procedure 23(a)(1): the members of the  
16                  Classes are so numerous and geographically dispersed that individual joinder of all  
17                  Class members is impracticable. Class Vehicles may be identified during the pendency  
18                  of this action and all owners and lessors notified by recognized, Court-approved notice  
19                  dissemination methods, which may include U.S. Mail, electronic mail, Internet postings,  
20                  and/or published notice. The Class members may be easily derived from Mazda’s sales  
21                  records.

22                  139. Commonality and Predominance. Federal Rule of Civil Procedure 23(a)(2)  
23                  and 23(b)(3): this action involves common questions of law and fact, which predominate  
24                  over any questions affecting individual Class members, including, without limitation:

- 25                   a. Whether Defendants engaged in the conduct alleged herein;
- 26                   b. Whether Defendants designed, advertised, marketed, distributed,  
27                   leased, sold, or otherwise placed the Class Vehicles into the stream of  
28                   commerce in the United States;
- c. Whether the Engine Coolant Defect constitutes a safety defect;

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- 1 d. Whether Defendants knew about, and failed to disclose, the Engine
- 2 Coolant Defect at the time Plaintiffs and the Class members purchased
- 3 their Class Vehicles;
- 4 e. Whether Defendants manufactured, marketed, and distributed the Class
- 5 Vehicles knowing that the Engine Coolant Defect could and would
- 6 occur;
- 7 f. Whether Defendants' conduct violates consumer protection statutes,
- 8 false advertising laws, sales contracts, warranty laws, and other laws as
- 9 asserted herein;
- 10 g. Whether Defendants owed a duty to warn Plaintiffs and Class Members
- 11 about the Engine Coolant Defect;
- 12 h. Whether Defendants and the other Class members overpaid for their
- 13 Class Vehicles;
- 14 i. Whether Defendants breached the warranty by failing to properly
- 15 inspect and repair the Engine Coolant Defect;
- 16 j. Whether Plaintiffs and the other Class members are entitled to equitable
- 17 relief, including, but not limited to, restitution or injunctive relief; and
- 18 k. Whether Plaintiffs and the other Class members are entitled to damages
- 19 and other monetary relief and, if so, in what amount.

20 140. Typicality. Federal Rule of Civil Procedure 23(a)(3): Plaintiffs' claims are

21 typical of the other Class members' claims because, among other things, all Class

22 members were comparably injured through Mazda's wrongful conduct as described

23 above.

24 141. Adequacy. Federal Rule of Civil Procedure 23(a)(4): Plaintiffs are

25 adequate Class representatives because their interests do not conflict with the interests

26 of the other members of the Classes they seek to represent; Plaintiffs have retained

27 counsel competent and experienced in complex class action litigation; and Plaintiffs

28 intend to prosecute this action vigorously. The interests of the Class will be fairly and

adequately protected by Plaintiffs and their counsel.

142. Declaratory and Injunctive Relief. Federal Rule of Civil Procedure

23(b)(2): Mazda has acted or refused to act on grounds generally applicable to Plaintiffs

and the other members of the Classes, thereby making appropriate final injunctive relief

and declaratory relief with respect to the Classes as a whole.

1           143. Superiority. Federal Rule of Civil Procedure 23(b)(3): a class action is  
 2 superior to any other available means for the fair and efficient adjudication of this  
 3 controversy, and no unusual difficulties are likely to be encountered in the management  
 4 of this class action. The damages or other financial detriment suffered by Plaintiffs and  
 5 the other Class members are relatively small compared to the burden and expense that  
 6 would be required to individually litigate their claims against Mazda, so it would be  
 7 impracticable for the members of the Classes to individually seek redress for Mazda’s  
 8 wrongful conduct. Even if Class members could afford individual litigation, the court  
 9 system could not. Individualized litigation creates a potential for inconsistent or  
 10 contradictory judgments, and increases the delay and expense to all parties and the court  
 11 system. By contrast, the class action device presents far fewer management difficulties,  
 12 and provides the benefits of single adjudication, economy of scale, and comprehensive  
 13 supervision by a single court.

## CAUSES OF ACTION

### COUNT 1

#### VIOLATIONS OF MAGNUSON-MOSS WARRANTY ACT

#### 15 U.S.C. §§ 2301, ET SEQ.

#### (ON BEHALF OF THE NATIONWIDE CLASS OR ALTERNATIVELY EACH OF THE STATE SUB-CLASSES)

18           144. Plaintiffs incorporate by reference all allegations of the preceding  
 19 paragraphs as though fully set forth herein.

20           145. The Magnuson-Moss Warranty Act (“MMWA”) provides a private right  
 21 of action by purchasers of consumer products against retailers who, *inter alia*, fail to  
 22 comply with the terms of a written or implied warranty. 15 U.S.C. § 2310(d)(1). As  
 23 alleged herein, Mazda has failed to comply with its express warranties and implied  
 24 warranty of merchantability with regard to the Class Vehicles.

25           146. The Class Vehicles are “consumer product[s]”, as that term is defined in  
 26 15 U.S.C. § 2301(1).

27           147. Plaintiffs and each member of the Classes defined above are  
 28 “consumer[s]”, as that term is defined in 15 U.S.C. § 2301(3).



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1 148. Mazda is a “supplier” and “warrantor,” as those terms are defined in 15  
2 U.S.C. § 2301(4)-(5).

3 149. The MMWA provides a cause of action for breach of a written or implied  
4 warranty or other violations of the Act. 15 U.S.C. § 2310(d)(1).

5 150. Defendants’ warranties are “written warranties” within the meaning of 15  
6 U.S.C. § 2301(6).

7 151. Mazda breached the express warranties by providing a 5-year/60,000 mile  
8 Powertrain Warranty with the purchase or lease of all Class Vehicles, thereby  
9 warranting to repair or replace any part defective in material or workmanship at no cost  
10 to the owner or lessee; selling and leasing Class Vehicles with the Engine Coolant  
11 Defect, and thus defective in materials and/or workmanship, requiring repair or  
12 replacement within the warranty period; and refusing and/or failing to honor the express  
13 warranties by effectively repairing or replacing the defective parts free of charge and  
14 within a reasonable time.

15 152. Mazda also provided Plaintiffs and the other Class members with an  
16 implied warranty of merchantability in connection with the purchase or lease of their  
17 Class Vehicles that is an “implied warranty” within the meaning of the MMWA, 15  
18 U.S.C. § 2301(7). As part of the implied warranty of merchantability, Mazda warranted  
19 that the Class Vehicles were fit for their ordinary purpose as safe passenger motor  
20 vehicles, would pass without objection in the trade as manufactured and marketed, and  
21 were adequately contained, packaged, and labeled.

22 153. Mazda breached these implied warranties and is therefore liable to  
23 Plaintiffs and the Class pursuant to 15 U.S.C. § 2310(d)(1). Without limitation, the Class  
24 Vehicles share common defects in that they suffer from the Engine Coolant Defect and  
25 can suddenly fail during normal use and operation. Mazda has admitted that the Class  
26 Vehicles are defective through its TSBs.

27 154. Mazda was provided notice of the claims raised by Plaintiffs and was  
28 afforded a reasonable opportunity to cure. Mazda failed to cure in that it has not offered

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1 a no cost repair to Plaintiffs and consumers for the Engine Coolant Defect. Until  
2 Plaintiffs’ representative capacity is determined, notice and opportunity to cure through  
3 Plaintiffs, and on behalf of the Class, can be provided under 15 U.S.C. § 2310(e).

4 155. Mazda’s acts and omissions in violation of the MMWA are “[u]nfair  
5 methods of competition in or affecting commerce, and unfair or deceptive acts or  
6 practices in or affecting commerce,” and they are unlawful. 15 U.S.C. §§ 2310(b),  
7 45(a)(1).

8 156. Plaintiffs and the members of the Class have suffered, and are entitled to  
9 recover, damages as a result of Mazda’s breach of express and/or implied warranties  
10 and violations of the MMWA.

11 157. Plaintiffs also seek an award of costs and expenses, including attorneys’  
12 fees in connection with the commencement and prosecution of this action under 15  
13 U.S.C. § 2310(d)(2). Plaintiffs and the prospective Class intend to seek such an award,  
14 including expert witness costs and other recoverable costs, as prevailing consumers at  
15 the conclusion of this lawsuit.

16 **COUNT 2**  
17 **BREACH OF EXPRESS WARRANTY**  
**(ON BEHALF OF THE NATIONWIDE CLASS)**

18 158. Plaintiffs incorporate by reference all allegations of the preceding  
19 paragraphs as though fully set forth herein.

20 159. Mazda provided all purchasers and lessees of the Class Vehicles with the  
21 same express warranties described herein, which became part of the basis of the bargain.

22 160. The parts affected by the Engine Coolant Defect were distributed by Mazda  
23 in the Class Vehicles and are covered by the warranties Mazda provided to all  
24 purchasers and lessors of Class Vehicles.

25 161. Mazda breached these warranties by selling and leasing Class Vehicles  
26 with the Engine Coolant Defect, requiring repair or replacement within the applicable  
27 warranty periods, and refusing to honor the warranties by providing free repairs or  
28 replacements during the applicable warranty periods.



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1           170. Mazda impliedly warranted to Plaintiffs and members of the Class that  
2 their Class Vehicles were free of defects and were merchantable and fit for their ordinary  
3 purpose for which such goods are used.

4           171. As alleged herein, Mazda breached the implied warranty of  
5 merchantability because the Class Vehicles suffer from the Engine Coolant Defect. The  
6 Class Vehicles are therefore defective, unmerchantable, and unfit for their ordinary,  
7 intended purpose.

8           172. After Plaintiffs experienced the Engine Coolant Defect and contacted the  
9 dealership on multiple occasions without relief, Plaintiffs gave reasonable and adequate  
10 notice to Mazda that the Class Vehicles were defective, unmerchantable, and unfit for  
11 their intended use or purpose.

12           173. Due to the Engine Coolant Defect, Plaintiffs and the members of the Class  
13 are unable to operate their vehicles as intended in a safe condition, substantially free  
14 from defects. The Class Vehicles do not provide safe and reliable transportation to  
15 Plaintiffs and the members of the Class. As a result, Plaintiffs and members of the Class  
16 are unable to rely upon and safely drive their Class Vehicles.

17           174. Plaintiffs did not receive or otherwise have the opportunity to review, at or  
18 before the time of sale or lease, the written warranty containing the purported exclusions  
19 and limitations of remedies. Accordingly, any such exclusions and limitations of  
20 remedies are unconscionable and unenforceable, and Plaintiffs are entitled to all  
21 remedies available under Article 2 of the Uniform Commercial Code and other state  
22 laws of each Sub-Class. Any purported warranty disclaimers, exclusions, and  
23 limitations were unconscionable and unenforceable. As a direct and proximate result of  
24 the breach of implied warranty of merchantability, Plaintiffs and members of the Classes  
25 have been injured in an amount to be proven at trial.

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1 **COUNT 4**  
2 **UNJUST ENRICHMENT**  
3 **(ON BEHALF OF THE NATIONWIDE CLASS OR ALTERNATIVELY EACH**  
4 **OF THE STATE SUB-CLASSES)**

5 175. Plaintiffs incorporate by reference all allegations of the preceding  
6 paragraphs as though fully set forth herein.

7 176. This claim is pled in the alternative to Plaintiffs' contract-based claims.

8 177. Mazda knew or should have known that Plaintiffs and the Class paid for  
9 the Class Vehicles with the expectation that they would perform as represented and were  
10 free from defects.

11 178. Plaintiffs and the Class conferred substantial benefits on Mazda by  
12 purchasing the defective Class Vehicles. Mazda knowingly and willingly accepted and  
13 enjoyed those benefits.

14 179. Mazda's retention of these benefits is inequitable.

15 180. As a direct and proximate cause of Mazda's unjust enrichment, Plaintiffs  
16 and the Class are entitled to an accounting, restitution, attorneys' fees, costs, and  
17 interest.

18 **COUNT 5**  
19 **NEGLIGENT MISREPRESENTATION**  
20 **(ON BEHALF OF THE NATIONWIDE CLASS OR ALTERNATIVELY EACH**  
21 **OF THE STATE SUB-CLASSES)**

22 181. Plaintiffs incorporate by reference all allegations of the preceding  
23 paragraphs as though fully set forth herein.

24 182. Mazda had a duty to provide honest and accurate information to its  
25 customers so that customers could make informed decisions on the substantial purchase  
26 of automobiles.

27 183. Mazda specifically and expressly misrepresented material facts to  
28 Plaintiffs and Class members, as discussed above.

1 184. Mazda knew, or in the exercise of reasonable diligence, should have  
2 known, that the ordinary and reasonable consumer would be misled by Mazda's  
3 misleading and deceptive advertisements.

4 185. Plaintiffs and the Class members justifiably relied on Mazda's  
5 misrepresentations and have been damaged thereby in an amount to be determined at  
6 trial.

7 **COUNT 6**  
8 **FRAUDULENT CONCEALMENT**  
9 **(ON BEHALF OF THE NATIONWIDE CLASS OR ALTERNATIVELY EACH**  
10 **OF THE STATE SUB-CLASSES)**

11 186. Plaintiffs incorporate by reference the allegations of all foregoing  
12 paragraphs as if they had been set forth in full herein.

13 187. At all relevant times, Mazda was engaged in the business of designing,  
14 manufacturing, distributing, and selling the Class Vehicles.

15 188. Mazda, acting through its representatives or agents, sold and/or leased the  
16 Class Vehicles throughout the United States.

17 189. Mazda willfully, falsely, and knowingly omitted various material facts  
18 regarding the quality and character of the Class Vehicles, including that they suffered  
19 from the Engine Coolant Defect.

20 190. Rather than inform consumers of the truth regarding the Engine Coolant  
21 Defect, Mazda concealed material information related to the Engine Coolant Defect.

22 191. Mazda's omissions were material because the Engine Coolant Defect has  
23 a substantial impact not simply on the convenience and cost of vehicle maintenance, but  
24 also on the reliability and safety of the Class Vehicles over time.

25 192. Mazda omitted this material information to drive up sales and maintain its  
26 market power, as consumers would not have purchased the Class Vehicles, or would  
27 have paid substantially less for them, had they known the truth.

28 193. Plaintiffs and the Class members had no way of knowing about the Engine  
Coolant Defect.

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1 194. Plaintiffs and Class members could not have discovered the above  
2 information on their own, because Mazda was in the exclusive possession of such  
3 information.

4 195. Although Mazda has a duty to ensure the accuracy of information regarding  
5 the performance of its Class Vehicles, it did not fulfill these duties.

6 196. Plaintiffs and Class members sustained injury due to the purchase of Class  
7 Vehicles that suffered from the Engine Coolant Defect.

8 197. Mazda’s acts were done maliciously, oppressively, deliberately, and with  
9 intent to defraud, and in reckless disregard of Plaintiffs and Class members’ rights and  
10 well-being, and in part to enrich itself at the expense of consumers. Mazda’s acts were  
11 done to gain commercial advantage over competitors, and to drive consumers away  
12 from consideration of competitor’s vehicles. Mazda’s conduct warrants an assessment  
13 of punitive damages in an amount sufficient to deter such conduct in the future.

14 **COUNT 7**  
15 **VIOLATIONS OF THE NEW JERSEY CONSUMER FRAUD ACT**  
16 **(N.J. Stat. Ann. §§ 56:8-1, et seq.)**  
17 **(By Plaintiff Jarvis on Behalf of the New Jersey Class)**

18 198. Plaintiffs incorporate by reference all allegations of the preceding  
19 paragraphs as though fully set forth herein.

20 199. The New Jersey Consumer Fraud Act, N.J. Stat. Ann. §§ 56:8-1, et seq.  
21 (“NJCFA”) protects consumers against “any unconscionable commercial practice,  
22 deception, fraud, false pretense, false promise, misrepresentation, or the knowing,  
23 concealment, suppression, or omission of any material fact with intent that others rely  
24 upon such concealment, suppression or omission, in connection with the sale or  
25 advertisement of any merchandise . . . .” N.J. Stat. Ann. § 56:8-2.

26 200. Plaintiff Jarvis and the New Jersey Class Members are consumers who  
27 purchased or leased Class Vehicles.

28 201. In the course of Mazda’s business, it knowingly concealed, suppressed, and  
omitted the fact that the Class Vehicles suffer from the Engine Coolant Defect, with the

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1 intent that Plaintiff Jarvis and the New Jersey Class Members rely upon that  
2 concealment, suppression, and omission when making their purchasing decisions.

3 202. The existence of the Defect, which manifests in all or substantially all Class  
4 Vehicles, is material because the Engine Coolant Defect has a substantial impact not  
5 simply on the convenience and cost of vehicle maintenance, but also on the reliability  
6 and safety of the Class Vehicles over time.

7 203. Mazda has engaged in unfair and deceptive trade practices, including:

- 8 a. representing that the Class Vehicles have characteristics, uses, benefits,  
9 and qualities which they do not have;  
10 b. representing that the Class Vehicles are of a particular standard and  
11 quality when they are not;  
12 c. advertising the Class Vehicles with the intent to not sell them as  
13 advertised; and  
14 d. otherwise engaging in conduct likely to deceive.

15 204. Mazda's actions as set forth above occurred in the conduct of trade or  
16 commerce.

17 205. Mazda's conduct caused Plaintiff Jarvis and the New Jersey Class  
18 Members to suffer an ascertainable loss. Plaintiff Jarvis and the other New Jersey Class  
19 Members purchased vehicles they otherwise would not have, overpaid for their vehicles,  
20 did not receive the benefit of their bargain, and their vehicles suffered a diminution in  
21 value. Plaintiff Jarvis and the New Jersey Class Members have also incurred and will  
22 continue to incur costs for necessary repairs to their vehicles as a result of the Defect.

23 206. Plaintiff Jarvis's and other New Jersey Class Members' damages are the  
24 direct and foreseeable result of Mazda's unlawful conduct. Had the Engine Coolant  
25 Defect in the Class Vehicles been disclosed, consumers would not have purchased or  
26 would have paid less for them and would have been spared the subsequent expenses  
27 described herein.

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- 1 e. Advertising or offering consumer goods or services without intent to
- 2 sell, lease, or rent them as advertised or offer; and
- 3 f. Deception, fraud, false pretense, false premise, misrepresentation, or
- 4 knowing concealment, suppression, or omission of any material fact
- 5 with the intent that a consumer rely on the same in connection with the
- 6 promotion or sale of consumer goods or services of the subsequent
- 7 performance with respect to an agreement, sale, lease, or rental.

8 216. Defendants engaged in these unfair and deceptive trade practices in  
9 connection with offering for sale or selling consumer goods or services or with respect  
10 to the extension of consumer credit, in violation of Md. Comm. Code § 13-303.

11 217. Defendants’ representations and omissions were material because they  
12 were likely to deceive reasonable consumers.

13 218. Defendants intended to mislead Plaintiff Bajwa and the Maryland Class  
14 members and induce them to rely on their misrepresentations and omissions.

15 219. Defendants should have disclosed the Defect to Plaintiff Bajwa and the  
16 Maryland Class because they were in a superior position to know the true facts related  
17 to the Defect, and Plaintiff Bajwa and Class members could not reasonably be expected  
18 to learn or discover the true facts related to this Defect.

19 220. Defendants, by the conduct, statements, and omissions described above,  
20 also knowingly and intentionally concealed from Plaintiff Bajwa and the Maryland  
21 Class members that Class Vehicles suffer from the Defect (and the costs, safety risks,  
22 and diminished value of the Class Vehicles as a result of this problem).

23 221. These acts and practices have deceived Plaintiff Bajwa and are likely to  
24 deceive the public. Defendants, by the conduct, statements, and omissions described  
25 above, and by knowingly and intentionally concealing from Plaintiff Bajwa and the  
26 Maryland Class members that the Class Vehicles suffer from the Defect (and the costs,  
27 safety risks, and diminished value of the Class Vehicles as a result of this problem),  
28 breached their duties to disclose these facts, violated the MCPA, and caused injuries to

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1 Plaintiff Bajwa and the Maryland Class members. The omissions and acts of  
2 concealment by Defendants pertained to information that was material to Plaintiff  
3 Bajwa and Class members, as it would have been to all reasonable consumers.

4 222. The injuries suffered by Plaintiff Bajwa and the Maryland Class members  
5 are greatly outweighed by any potential countervailing benefit to consumers or to  
6 competition, nor are they injuries that Plaintiff Bajwa and the Class members should  
7 have reasonably avoided.

8 223. Defendants’ conduct proximately caused injuries to Plaintiff Bajwa and  
9 other Class members. Had Plaintiff Bajwa and the Class known about the defective  
10 nature of the Class Vehicles, they would not have purchased the Class Vehicles, would  
11 have paid less for them or would have avoided the extensive repair costs associated  
12 therewith.

13 224. Plaintiff Bajwa and the Maryland Class members seek all monetary and  
14 non-monetary relief allowed by law, including damages, disgorgement, injunctive  
15 relief, and attorneys’ fees and costs.

16 **COUNT 9**  
17 **VIOLATIONS OF CALIFORNIA’S CONSUMER LEGAL REMEDIES ACT**  
18 **(“CLRA”) (Cal. Civ. Code § 1750, et seq.)**  
19 **(By Plaintiff Rockwell on Behalf of the California Class)**

20 225. Plaintiff Rockwell and the Class incorporate by reference each preceding  
21 and succeeding paragraph as though fully set forth at length herein.

22 226. Plaintiff Rockwell brings this claim on behalf of himself and on behalf of  
23 the California Class against Defendants.

24 227. Defendants are persons as that term is defined in California Civil Code  
25 § 1761(c).

26 228. Plaintiff Rockwell and the California Class Members are “consumers” as  
27 that term is defined in California Civil Code §1761(d).

28 229. Defendants engaged in unfair and deceptive acts in violation of the CLRA  
by the practices described above, and by knowingly and intentionally concealing from

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1 Plaintiff Rockwell and California Class Members that the Class Vehicles suffer from  
2 the Defect (and the costs, risks, and diminished value of the vehicles as a result of this  
3 problem). These acts and practices violate, at a minimum, the following sections of the  
4 CLRA:

5 (a)(2) Misrepresenting the source, sponsorship, approval or  
6 certification of goods or services;

7 (a)(5) Representing that goods or services have sponsorships,  
8 characteristics, uses, benefits or quantities which they do not have,  
9 or that a person has a sponsorship, approval, status, affiliation or  
10 connection which he or she does not have;

11 (a)(7) Representing that goods or services are of a particular  
12 standard, quality, or grade, or that goods are of a particular style or  
13 model, if they are of another; and

14 (a)(9) Advertising goods and services with the intent not to sell them  
15 as advertised.

16 230. Defendants' unfair or deceptive acts or practices occurred repeatedly in  
17 Defendants' trade or business, were capable of deceiving a substantial portion of the  
18 purchasing public, and imposed a serious safety risk on the public.

19 231. Defendants knew that the Class Vehicles were defectively designed and/or  
20 manufactured, would fail prematurely, and were not suitable for their intended use.

21 232. Defendants were under a duty to Plaintiff Rockwell and the California  
22 Class Members to disclose the defective nature of the Class Vehicles because:

23 a. Defendants were in a superior position to know the true state of facts about  
24 the safety defect and associated repair costs in the Class Vehicles;

25 b. Plaintiff Rockwell and the California Class Members could not reasonably  
26 have been expected to learn or discover that the Class Vehicles had a dangerous safety  
27 defect until manifestation of the Defect;

28 c. Defendants knew that Plaintiff Rockwell and the California Class  
Members could not reasonably have been expected to learn or discover the safety and  
security defect and the associated repair costs that it causes until the manifestation of  
the Defect; and

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1 d. Defendants actively concealed the safety and security defect and the  
2 associated repair costs by asserting to Plaintiff Rockwell and the California Class  
3 Members that their vehicles were not defective.

4 233. In failing to disclose the Defect and the associated safety risks and repair  
5 costs that result from it, Defendants have knowingly and intentionally concealed  
6 material facts and breached their duty to disclose.

7 234. The facts concealed or not disclosed by Defendants to Plaintiff Rockwell  
8 and the California Class Members are material in that a reasonable consumer would  
9 have considered them to be important in deciding whether to purchase Defendants’  
10 Class Vehicles or pay a lesser price. Had Plaintiff Rockwell and the California Class  
11 known about the defective nature of the Class Vehicles, they would not have purchased  
12 or leased the Class Vehicles or would have paid less for them.

13 235. On or about April 9, 2024 Plaintiff Rockwell provided Defendants with  
14 notice of their violations of the CLRA pursuant to California Civil Code § 1782(a) and  
15 seek both injunctive relief and monetary damages, including actual, restitutionary, and  
16 punitive damages.

17 236. Plaintiff Rockwell’s and the other California Class Members’ injuries were  
18 proximately caused by Defendants’ fraudulent and deceptive business practices.

19 237. Therefore, Plaintiff Rockwell and the other California Class Members seek  
20 all relief available under the CLRA.

21 **COUNT 10**  
22 **VIOLATIONS OF THE CALIFORNIA UNFAIR COMPETITION LAW**  
23 **(Cal. Bus. & Prof. Code § 17200)**  
24 **(By Plaintiff Rockwell on Behalf of the California Class)**

25 238. Plaintiff Rockwell and the California Class incorporate by reference each  
26 preceding and succeeding paragraph as though fully set forth at length herein.

27 239. Plaintiff Rockwell brings this claim on behalf of himself and on behalf of  
28 the California Class against Defendants.

240. The California Unfair Competition Law (“UCL”) prohibits acts of “unfair

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1 competition,” including any “unlawful, unfair or fraudulent business act or practice”  
2 and “unfair, deceptive, untrue or misleading advertising.” Cal. Bus. & Prof. Code §  
3 17200.

4 241. Defendants have engaged in unfair competition and unfair, unlawful or  
5 fraudulent business practices by the conduct, statements, and omissions described  
6 above, and by knowingly and intentionally concealing from Plaintiff Rockwell and the  
7 California Class Members that the Class Vehicles suffer from the Defect (and the costs,  
8 safety risks, and diminished value of the vehicles as a result of these problems).  
9 Defendants should have disclosed this information because they were in a superior  
10 position to know the true facts related to the Defect, and Plaintiff Rockwell and  
11 California Class Members could not reasonably be expected to learn or discover the true  
12 facts related to the Defect.

13 242. The Engine Coolant Defect constitute a safety issue that triggered  
14 Defendants’ duty to disclose the safety issue to consumers.

15 243. These acts and practices have deceived Plaintiff Rockwell and are likely to  
16 deceive the public. In failing to disclose the Defect and suppressing other material facts  
17 from Plaintiff Rockwell and California Class Members, Defendants breached their  
18 duties to disclose these facts, violated the UCL, and caused injuries to Plaintiff Rockwell  
19 and California Class Members. The omissions and acts of concealment by Defendants  
20 pertained to information that was material to Plaintiff Rockwell and California Class  
21 Members, as it would have been to all reasonable consumers.

22 244. The injuries suffered by Plaintiff Rockwell and California Class Members  
23 are not greatly outweighed by any potential countervailing benefit to consumers or to  
24 competition, nor are they injuries that Plaintiff Rockwell and California Class Members  
25 should have reasonably avoided.

26 245. Defendants’ acts and practices are unlawful because they violate California  
27 Civil Code §§ 1668, 1709, 1710, and 1750 *et seq.*, and California Commercial Code §  
28 2313.

1 246. Plaintiff Rockwell seeks to enjoin further unlawful, unfair and/or  
2 fraudulent acts or practices by Defendants, to obtain restitutionary disgorgement of all  
3 monies and revenues generated as a result of such practices, and all other relief allowed  
4 under California Business & Professions Code § 17200.

5 **COUNT 11**  
6 **VIOLATION OF CALIFORNIA FALSE ADVERTISING LAW**  
7 **(Cal. Bus. & Prof. Code § 17500, et seq.)**  
8 **(By Plaintiff Rockwell on Behalf of the California Class)**

9 247. Plaintiff Rockwell and the California Class incorporate by reference each  
10 preceding and succeeding paragraph as though fully set forth at length herein.

11 248. Plaintiff Rockwell brings this claim on behalf of himself and on behalf of  
12 the California Class against Defendants.

13 249. California Business & Professions Code § 17500 states: “It is unlawful for  
14 any . . . corporation . . . with intent directly or indirectly to dispose of real or personal  
15 property . . . to induce the public to enter into any obligation relating thereto, to make  
16 or disseminate or cause to be made or disseminated . . . from this state before the public  
17 in any state, in any newspaper or other publication, or any advertising device, . . . or in  
18 any other manner or means whatever, including over the Internet, any statement . . .  
19 which is untrue or misleading, and which is known, or which by the exercise of  
20 reasonable care should be known, to be untrue or misleading.”

21 250. Defendants caused to be made or disseminated through California and the  
22 United States, through advertising, marketing and other publications, statements that  
23 were untrue or misleading, and which were known, or which by the exercise of  
24 reasonable care should have been known to Defendants, to be untrue and misleading to  
25 consumers, including Plaintiff Rockwell and the other California Class Members.

26 251. Defendants have violated section 17500 because the misrepresentations  
27 and omissions regarding the safety, reliability, and functionality of their Class Vehicles  
28 as set forth in this Complaint were material and likely to deceive a reasonable consumer.

252. Plaintiff Rockwell and the other California Class Members have suffered

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1 an injury in fact, including the loss of money or property, as a result of Defendants'  
2 unfair, unlawful, and/or deceptive practices. In purchasing or leasing their Class  
3 Vehicles, Plaintiff Rockwell and the other California Class Members relied on the  
4 misrepresentations and/or omissions of Defendants with respect to the safety and  
5 reliability of the Class Vehicles. Defendants' representations were untrue because the  
6 Class Vehicles are distributed with the Engine Coolant Defect that can cause  
7 catastrophic engine failure. Had Plaintiff Rockwell and the other California Class  
8 Members known this, they would not have purchased or leased their Class Vehicles  
9 and/or paid as much for them. Accordingly, Plaintiff Rockwell and the other California  
10 Class Members overpaid for their Class Vehicles and did not receive the benefit of their  
11 bargain.

12 253. All of the wrongful conduct alleged herein occurred, and continues to  
13 occur, in the conduct of Defendants' businesses. Defendants' wrongful conduct is part  
14 of a pattern or generalized course of conduct that is still perpetuated and repeated, both  
15 in the state of California and nationwide.

16 254. Plaintiff Rockwell, individually and on behalf of the other California Class  
17 Members, requests that this Court enter such orders or judgments as may be necessary  
18 to enjoin Defendants from continuing their unfair, unlawful, and/or deceptive practices  
19 and to restore to Plaintiff Rockwell and the other California Class Members any money  
20 Defendants acquired by unfair competition, including restitution and/or restitutionary  
21 disgorgement, and for such other relief set forth below.

22 **COUNT 12**  
23 **VIOLATION OF SONG-BEVERLY CONSUMER WARRANTY ACT -**  
24 **BREACH OF IMPLIED WARRANTY**  
25 **(Cal. Civ. Code §§ 1791.2 & 1792)**  
26 **(By Plaintiff Rockwell on Behalf of the California Class)**

27 255. Plaintiff Rockwell and the California Class incorporate by reference each  
28 preceding and succeeding paragraph as though fully set forth at length herein.

256. Plaintiff Rockwell brings this claim on behalf of himself and on behalf of  
the California Class against Defendants.



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1           257. Plaintiff Rockwell and the other California Class members who purchased  
2 or leased the Class Vehicles in California are “buyers” within the meaning of Cal. Civ.  
3 Code § 1791(b).

4           258. The Class Vehicles are “consumer goods” within the meaning of Cal. Civ.  
5 Code § 1791(a).

6           259. Defendants are “manufacturers” of the Class Vehicles within the meaning  
7 of Cal. Civ. Code § 1791(j).

8           260. Defendants impliedly warranted to Plaintiff Rockwell and the other  
9 California Class Members that the Class Vehicles were “merchantable” within the  
10 meaning of Cal. Civ. Code §§ 1791.1 & 1792.

11           261. However, the Class Vehicles do not have the quality that a reasonable  
12 purchaser would expect.

13           262. Cal. Civ. Code § 1791.1(a) states: “Implied warranty of merchantability”  
14 or “implied warranty that goods are merchantable” means that the consumer goods meet  
15 each of the following: (1) pass without objection in the trade under the contract  
16 description; (2) are fit for the ordinary purposes for which such goods are used; and (4)  
17 conform to the promises or affirmations of fact made on the container or label.

18           263. The Class Vehicles would not pass without objection in the trade because  
19 of the Defect.

20           264. The Class Vehicles are not fit for the ordinary purpose for which they are  
21 used because of the Defect.

22           265. The Class Vehicles do not conform to the promises or affirmations of fact  
23 made by Defendants.

24           266. Defendants breached the implied warranty of merchantability by  
25 manufacturing and selling Class Vehicles containing the Defect. The existence of the  
26 Defect has caused Plaintiff Rockwell and the other California Class members to not  
27 receive the benefit of their bargain and have caused Class Vehicles to depreciate in  
28 value.



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1 reasonable care should have been known to Defendants, to be untrue and misleading to  
2 consumers, including Plaintiff Belanger and the other Connecticut Class Members and  
3 otherwise engaged in activities with a tendency or capacity to deceive.

4 275. In violation of the CUTPA, Defendants employed unfair and deceptive acts  
5 or practices, fraud, false pretense, misrepresentation, or concealment, suppression or  
6 omission of a material fact with intent that others rely upon such concealment,  
7 suppression or omission, in connection with the sale and/or lease of Class Vehicles.  
8 Defendants knowingly concealed, suppressed and omitted materials facts regarding the  
9 Defect and misrepresented the standard, quality, or grade of the Class Vehicles, which  
10 directly caused harm to Plaintiff Belanger and the Connecticut Class.

11 276. Defendants actively suppressed the fact that that Class Vehicles contain the  
12 Defect and present a safety hazard because of materials, workmanship, design, and/or  
13 manufacturing defects. Further, Defendants employed unfair and deceptive trade  
14 practices by failing to provide repairs of the Defect or replacement of Class Vehicles  
15 due to the Defect within a reasonable time in violation of the CUTPA. Defendants also  
16 breached its warranties as alleged above in violation of the CUTPA.

17 277. As alleged above, Defendants have known of the Defect contained in the  
18 Class Vehicles for years. Prior to selling and leasing the Class Vehicles, Defendants  
19 knew or should have known the Class Vehicles contained the Defect due to pre-  
20 production testing, quality control audits, and failure mode analysis. Defendants also  
21 should have known of the Defect from the early complaints and service requests it  
22 received from Class Members and dealers, from their own investigation and issuance of  
23 service bulletins, technical tips and recalls, from repairs and/or replacements of the  
24 engine coolant line and related parts, and from other internal sources. Defendants,  
25 nevertheless, failed to disclose and actively concealed the dangers and risks posed by  
26 the Class Vehicles and the Defect.

27 278. Defendants' unfair and deceptive trade practices were likely intended to  
28 deceive a reasonable consumer. Plaintiff Belanger and members of the Connecticut

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1 Class had no reasonable way to know that the Class Vehicles contained the Defect, were  
2 defective in design, workmanship and/or manufacture and posed a serious and  
3 significant safety risk. Defendants possessed superior knowledge as to the quality and  
4 characteristics of the Class Vehicles, including the Defect within their vehicles and its  
5 associated safety risks, and any reasonable consumer would have relied on Defendants'  
6 misrepresentations and omissions, as Plaintiff Belanger and members of the Connecticut  
7 Class did.

8 279. Defendants intentionally and knowingly misrepresented material facts and  
9 omitted material facts regarding the Class Vehicles and the Defect present in Class  
10 Vehicles with an intent to mislead Plaintiff Belanger and the Connecticut Class.

11 280. Defendants knew or should have known that their conduct violated the  
12 CUTPA.

13 281. Defendants owed Plaintiff Belanger and the Connecticut Class a duty to  
14 disclose the true safety and reliability of the Class Vehicles and the existence of the  
15 Defect because Defendants:

- 16 (a) Possessed exclusive knowledge of the Defect;  
17 (b) Intentionally concealed the foregoing from Plaintiff Belanger and the  
18 Connecticut Class; and/or  
19 (c) Made incomplete representations about the safety and reliability of the  
20 foregoing generally, while purposefully withholding material facts from  
21 Plaintiff Belanger and the Connecticut Class that contradicted these  
22 representations, *inter alia*, that a Defect existed at the time of sale or  
23 lease.

24 282. Plaintiff Belanger and the other Connecticut Class Members have suffered  
25 an injury in fact, including the loss of money or property, as a result of Defendants'  
26 unfair, unlawful, and/or deceptive practices. In purchasing or leasing their Class  
27 Vehicles, Plaintiff Belanger and the other Connecticut Class Members relied on the  
28 misrepresentations and/or omissions of Defendants with respect to the safety and

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1 reliability of the Class Vehicles. Defendants’ representations were untrue because the  
2 Class Vehicles are distributed with the Engine Coolant Defect that can cause  
3 catastrophic engine failure. Had Plaintiff Belanger and the other Connecticut Class  
4 Members known this, they would not have purchased or leased their Class Vehicles  
5 and/or paid as much for them. Accordingly, Plaintiff Belanger and the other Connecticut  
6 Class Members overpaid for their Class Vehicles and did not receive the benefit of their  
7 bargain.

8 283. All of the wrongful conduct alleged herein occurred, and continues to  
9 occur, in the conduct of Defendants’ businesses. Defendants’ wrongful conduct is part  
10 of a pattern or generalized course of conduct that is still perpetuated and repeated, both  
11 in the state of Connecticut and nationwide.

12 284. Plaintiff Belanger, individually and on behalf of the other Connecticut  
13 Class Members, request that this Court enter such orders or judgments as may be  
14 necessary to enjoin Defendants from continuing their unfair, unlawful, and/or deceptive  
15 practices and to provide declaratory relief, attorneys’ fees, and any other just and proper  
16 relief available under the CUTPA.

17 **PRAYER FOR RELIEF**

18 WHEREFORE, Plaintiffs, individually and on behalf of members of the Classes  
19 defined above, respectfully request that the Court enter judgment against Mazda and  
20 award the following relief:

21 A. Certification of this action as a class action pursuant to Rule 23 of the  
22 Federal Rules of Civil Procedure, declaring Plaintiffs as the representatives of the  
23 Classes, and Plaintiffs’ counsel as counsel for the Classes;

24 B. An order enjoining Mazda from continuing the unlawful, deceptive,  
25 fraudulent, and unfair business practices alleged in this Complaint, including, without  
26 limitation, an order that requires Mazda to:

- 27 i. repair, recall, and/or replace the Class Vehicles,  
28 ii. to extend the applicable warranties to a reasonable period of time  
and to so notify the Classes,

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- 1           iii.    to stop selling Class Vehicles with the misleading information and  
2                   omissions and Engine Coolant Defect, and
- 3           iv.    at a minimum, to provide Plaintiffs and Class members with  
4                   appropriate curative notice regarding the existence and cause of the  
5                   Engine Coolant Defect;

6           C.    An order granting declaratory relief, including without limitation, a  
7           declaration:

- 8                   i.    requiring Mazda to comply with the various provisions of law cited  
9                           above and to make all required disclosures;
- 10                   ii.   stating that Mazda is financially responsible for all Class notice  
11                           and the administration of Class relief;

12           D.    An award of appropriate damages to repair or replace the Class Vehicles,  
13           including damages for economic loss including loss of the benefit of the bargain,  
14           overpayment damages, diminished value and out-of-pocket losses;

15           E.    An order requiring disgorgement, for the benefit of the Class, the ill-gotten  
16           profits Mazda received from the sale or lease of the Class Vehicles, or full restitution to  
17           Plaintiffs and members of the Classes;

18           F.    An order awarding any applicable statutory damages, civil penalties, and  
19           punitive and exemplary damages;

20           G.    An award of costs, expenses, and attorneys' fees;

21           H.    An order requiring Mazda to pay both pre- and post-judgment interest on  
22           any amounts awarded; and

23           I.    Such other or further relief as the Court may deem just and proper.

24           Dated: April 10, 2024

25           NYE, STIRLING, HALE, MILLER & SWEET, LLP

26           By: /s/ Alison M. Bernal

27                   Alison M. Bernal, Esq. (SBN 264629)  
28                   alison@nshmlaw.com  
29                   33 West Mission Street, Suite 201  
30                   Santa Barbara, CA 93101  
31                   Telephone: (805) 963-2345  
32                   Facsimile: (805) 284-9590

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Matthew D. Schelkopf (*pro hac vice* forthcoming)  
mds@sstriallawyers.com  
Joseph B. Kenney (*pro hac vice* forthcoming)  
jbk@sstriallawyers.com  
Juliette T. Mogenson (*pro hac vice* forthcoming)  
jtm@sstriallawyers.com  
**SAUDER SCHELKOPF**  
1109 Lancaster Avenue  
Berwyn, PA 19312  
Telephone: (610) 200-0580  
Facsimile: (610) 421-1326

*Attorneys for Plaintiffs and the Proposed Classes*

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**DEMAND FOR JURY TRIAL**

Plaintiffs hereby demand a jury trial for all claims so triable.

Dated: April 10, 2024

NYE, STIRLING, HALE, MILLER & SWEET, LLP

By: /s/ Alison M. Bernal

Alison M. Bernal, Esq. (SBN 264629)  
alison@nshmlaw.com  
33 West Mission Street, Suite 201  
Santa Barbara, CA 93101  
Telephone: (805) 963-2345  
Facsimile: (805) 284-9590

Matthew D. Schelkopf (*pro hac vice* forthcoming)  
mds@sstriallawyers.com  
Joseph B. Kenney (*pro hac vice* forthcoming)  
jbk@sstriallawyers.com  
Juliette T. Mogenson (*pro hac vice* forthcoming)  
jtm@sstriallawyers.com  
**SAUDER SCHELKOPF**  
1109 Lancaster Avenue  
Berwyn, PA 19312  
Telephone: (610) 200-0580  
Facsimile: (610) 421-1326

*Attorneys for Plaintiffs and the Proposed Classes*



# ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: [Mazda Coolant Leak Lawsuit Says Defect Can Cause Engine Overheating, Failure](#)

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