

## SPECIAL SERVICE TOOL BULLETIN

Applicable Model/s ALL	Subject MAZDA SERVICE EQUIPMENT PROGRAM	Bulletin No. 003/02 Issued 04/19/02 Revised
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### DESCRIPTION

The Mazda Service Equipment is the program Mazda dealers chose for purchasing equipment. Our partnership with Equipment Solutions, a division of Snap-on Incorporated, gives dealers the easiest, most efficient and cost-effective method of equipping a Mazda Service Department. Ordering is now even easier with Mazda MStore – using your Web Single Logon provides a secure, quick, convenient, and reliable method of purchasing products. Of course, dealers can order by phone (877) 768-6577 to talk to a MSE Customer Service Representative.

### APPLICATION

The Mazda Service Equipment 2002 Catalog features a range of manufacturers who have been evaluated and monitored by Equipment Solutions. This initiative provides dealers the ability to purchase competitively priced equipment tested and approved on Mazda vehicles.

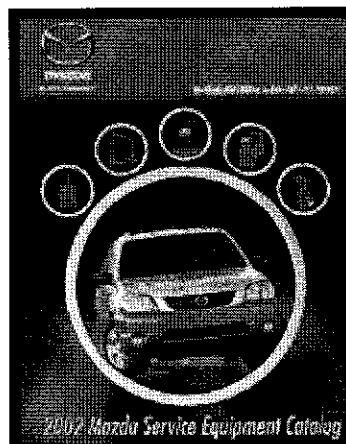
### PRICING

Equipment pricing is divided into two types:

- Mazda Service Equipment Program Pricing – program pricing appears in the Mazda Service Equipment 2002 Catalog and Mazda MStore.
- Special Promotional Pricing – pricing appears in Mazda Service Equipment Quarterly Brochures, NADA Show promotions and Mazda Equipment Special Programs. Mazda MStore shows this special pricing as the Dealer Cost.

### SHIPPING AND BILLING INFORMATION

The equipment supplier determines the shipping method. Equipment shall be sold F.O.B. Manufacturer's shipping point commercial carrier freight pre-paid. Equipment and shipping charges will be automatically invoiced to your dealer parts account. Questions regarding this invoice should be directed to Mazda Special Service Tools & Equipment (949) 442-6596. **Do not send your payment to Equipment Solutions and advise your shipping / receiving personnel of this equipment shipment.**



MAZ-02-632-0203

Mazda Service Equipment Catalog

### LEASING OPTION

We offer competitive equipment Lease rates on orders over \$2,000.00. Call a Mazda Service Equipment Customer Service Representative (877) 768-6577 for leasing details.

### INSTALLATION CHARGES

Equipment installed through the program will be automatically invoiced to your dealer parts account and questions regarding this invoice should be directed to Mazda Special Service Tools & Equipment (949) 442-6596.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools / equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Consumers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, consumers should contact their nearest authorized Mazda dealership.

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## **FACILITY ACTION PLANNING**

Facility Action Coordinators are available to assist construction, expansion or renovation of your Mazda Service, Parts or Body Shop department. Our Mazda Service Equipment representatives have the expertise to help you avoid costly construction errors in selecting the right equipment. We offer the following services:

- Comprehensive equipment list using Mazda approved products.
- Installation bids on selected equipment using supplier trained and approved installers.
- Technical assistance provided for: architect, mechanical, electrical and general contractors.
- Total support in facility layout drawing of equipment.
- Coordinate equipment shipment and installation to meet your project timetable.

## **CUSTOMER SERVICE**

Customer Service Representatives (877) 768-6657 (pick 1 for English or pick 2 for Spanish) are available from 7:30 AM until 7:00 PM CST, Monday through Saturday. Please call this toll-free number for warranty questions, product information, shipping and ordering assistance.

To arrange a dealer equipment consultation with a Mazda Service Equipment Area Sales Manager please call our Customer Service Representatives (877) 768-6657 to set up an appointment. Area Sales Managers are an important link between your dealership and MazdaApproved equipment suppliers. They will be calling on you to help determine your equipment needs, answer any product questions and assist in submitting your order on MStore.

## **MAZDA MSTORE ORDER PROCEDURE – 24 / 7 / 365**

Please submit all Mazda Service Equipment orders through Mazda MStore - <http://dealers.mazdausa.com>, it is covered by Web Security Logon (WSL) and authorization is required for access. If you have questions regarding Mazda MStore please contact the Mazda Systems Help Center at (800) 421-6507.

Please contact Mazda Service Equipment (877) 768-6657, Mazda Special Service Tools & Equipment (949) 442-6596, or [specialtoolsequipment@mazdausa.com](mailto:specialtoolsequipment@mazdausa.com) if you have any questions regarding this information.