

Service Bulletin

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MAZDA

Category AD	Applicable Model/s All Models	Subject SERVICE ADVISOR'S DIAGNOSTIC QUESTIONNAIRE	Bulletin No. 010/93 Issued 11/19/93 Revised
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DESCRIPTION

To help technicians diagnose vehicle problems, detailed descriptions of the symptoms are essential. Problems related to **driveability, noise, vibrations and harshness (NVH), steering stability** and the **audio system** are difficult to repair without enough proper information from the customer.

In many cases, the customers tell you only what they can explain about the vehicle problems. These explanations usually lack detail technicians need to make a proper diagnosis. Even if the customers can explain the problems in detail, they may lack the technical knowledge to describe problems in terms technicians can easily understand. Therefore, the service advisor must help the customers describe the vehicle condition so that technicians can fully understand it before starting repairs.

That's why Mazda has produced the attached Service Advisor Diagnostic Questionnaire (part No. 9999 95 DIAG 93). Its simple format allows the advisor to quickly and accurately gather key details from the customer about the vehicle's symptoms. We have provided 50 copies for your initial use.

INSTRUCTIONS

1. Ensure an ample supply of questionnaire copies exists in the service reception area for service advisor use.
2. When customers complain of problems related to **NVH, driveability, steering stability or the audio system**, ask the applicable questions and check the boxes. Note additional customer comments or information, if necessary, on the lines provided.
3. After completing the questionnaire with the customer, attach it to the repair order and give both documents to the technician.
4. Using the questionnaire as a guide, the technicians should be able to diagnose the condition and record the repair result on the questionnaire.
5. After the repair is complete, keep the questionnaire with the repair order and retain the documents in your service files.

NOTE: You can order additional quantities (Part Number 9999 95 DIAG 93) free of charge by calling Helm, Inc. in Detroit, MI at (800) 782-4356, Monday through Friday, 9 a.m. to 5 p.m. (EST).

IMPORTANT: Service and Parts Managers should read this bulletin carefully, sign and convey all information to those concerned.

Signature _____

Service Manager

Signature _____

Parts Manager