

Section	Applicable Model/s	Subject	Bulletin No.
00	Multi	TECHNICAL ASSISTANCE HOTLINE	001/00
			Issued
			11/20/00
			Revised

## BULLETIN NOTE

- This bulletin supersedes AD-002/97, issued 02/18/97. The toll free number for Midwest dealers (formerly known as Mazda Great Lakes) has been changed and a new Menu Selection has been added.

## APPLICABLE MODEL(S)/VINS

All models.

## DESCRIPTION

Mazda North American Operations has established a single toll free phone number to provide technical assistance in support of "Fix It Right The First Time." This toll free number is available nationwide to all Mazda dealer service departments. It also replaces the Midwest dealers (formerly known as Mazda Great Lakes) technical assistance phone number. Please be sure to review the following information before contacting the hotline.

### The Number

- (888) TEC-TIPS (832-8477)

### Note

- "888" is a toll free area code.

### Menu Selections

- Press:
  - 1 - To leave a voice-mail message to close an open file.
  - 2 - To speak to an English Speaking Technical Specialist.
  - 3 - To speak to a Spanish Speaking Technical Specialist.
  - 4 - (NEW) To obtain WDS Diagnostic Information.

### Note

- You may press your selection at any time during the introduction greeting.

### Time Available

- Monday through Friday, 6:00am to 5:00pm PST.

## IMPORTANT STEPS TO FOLLOW BEFORE CONTACTING THE TECHNICAL ASSISTANCE HOTLINE

- Perform related Workshop Manual diagnostic procedures and check related:
    - Service Bulletins
    - Electronic Service Information (ESI)
    - M-Tips On-Line information
    - Warranty history for previous related repair attempts
    - Special Service Messages
    - M-Tips News Letter articles
  - Record all applicable specifications and have this information available for the Technical Hotline Specialist.
- EXAMPLES:
- Diagnostic Trouble Codes (DTCs)
  - Parameter Identification Data (PID)

**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.

**061081**

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- LA4A-EL Transmission Identification Number
- System Voltage/Resistance
- Freeze Frame Data
- Simulation Tests
- Automatic Transmission Diagnostic Sheet

#### **WHEN CONTACTING THE TECHNICAL ASSISTANCE HOTLINE**

Be prepared to provide the following information:

- Prior Reference Number (if available)
- Vehicle Identification Number (VIN)
- Dealer Code
- Current Vehicle Mileage
- Customer Concern/Symptoms/Conditions
- Results and Specification from Diagnostic Attempts
- Previous Repair Attempt Information

#### **CONTINUOUS IMPROVEMENT ACTIVITIES**

As part of our Continuous Improvement Activities, we have initiated a call quality follow-up phone survey. This survey is conducted three to five days after your initial call to the Hotline. You may be asked nine short questions on how your initial call was handled. These calls are made on a random basis, so you will not be surveyed on every call you make to the Hotline. Your input is very important to us and we will use it to improve the services that we provide.

Remember, the technical assistance hotline is established to HELP you "FIX IT RIGHT THE FIRST TIME." Technical assistance is available to authorized Mazda Dealer Technicians and Service Managers ONLY. This hotline is not for customer, parts, sales or warranty department personnel inquiries.

Adhesive labels containing the Technical Assistance Hotline number are attached to this bulletin. Place one of these labels on or near each phone in the service department area.