

SPECIAL SERVICE TOOL BULLETIN

Applicable Model/s All	Subject MAZDA SERVICE EQUIPMENT PROGRAM	Bulletin No. 004/01 Issued 06/6/01 Revised
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DESCRIPTION

Mazda North American Operations is introducing a new program to support Dealers in purchasing service equipment. We have partnered with Equipment Solutions, a division of Snap-on Incorporated, in launching Mazda Service Equipment. This service assures Mazda dealers of receiving the easiest, most efficient and cost-effective method of equipping a Mazda Service Department. Dealers now have the opportunity to place their orders via Mazda MNET 2000 or by phone (877-768-6657). Use Mazda MNET 2000 to order additional Mazda Service Equipment Catalogs (part number MAZCAT001).

APPLICATION

The Mazda Service Equipment 2001 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 – This program pricing appears in the Mazda Service Equipment 2001 Catalog and Mazda MNET 2000.
- Special Promotional Pricing – This pricing appears in Mazda Service Equipment Quarterly Brochures, NADA Show promotions and Mazda Equipment Special Programs. Mazda MNET 2000 shows this special pricing as the Dealer Cost.

SHIPPING AND BILLING INFORMATION

The equipment supplier determines the shipping method. If necessary, please use Mazda MNET 2000 Order Tracker to track your shipment. Equipment shall be sold F.O.B. Manufacturer's shipping point commercial carrier freight prepaid.

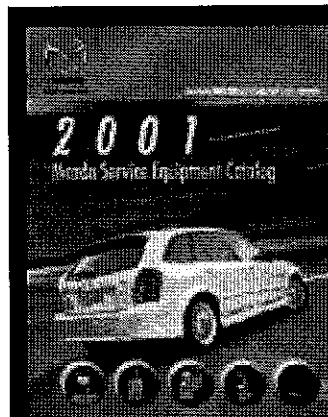
Your dealer parts account will be automatically invoiced for the equipment and shipping charges. Questions regarding this invoice should be directed to Mazda Special Service Tools & Equipment (949-442-6596). **Do not send your payment to Equipment Solutions and advise your shipping / receiving personnel of this equipment shipment.**

LEASING OPTION

We offer competitive equipment Lease rates on orders over \$2,000.00. Call a Mazda Service Equipment Customer Service Representative (877-768-6657) 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 Mazda approved 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 MNET 2000.

MNET 2000 ORDER PROCEDURE -- 24 / 7 / 365

Please submit all Mazda Service Equipment orders through MNET 2000, Mazda's computer-based information and order fulfillment system available 24 hours a day, 7 days a week, 365 days a year. You will find information describing the ordering process in the MNET 2000 Operations Guide or use the on-line MNET 2000 tool bar Help system.

Please contact your District Customer Support Manager, Mazda Service Equipment (877-768-6657) or Mazda Special Service Tools & Equipment (949-442-6596 or specialtoolsequipment@mazdausa.com) if you have any questions regarding this information.