

Service Bulletin

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MAZDA

Category AD	Applicable Model/s All Models	Subject TECHNICAL ASSISTANCE HOTLINE	Bulletin No. 002/97
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			Revised

DESCRIPTION

Mazda Motor of America, Inc. has established a single toll free phone number to provide technical assistance in support of **"Fix It Right The First Time."** The toll free number is available nationwide to all Mazda dealer service departments and replaces the previous technical assistance phone numbers.

The Number

- The new number is: **(888) TEC-TIPS (832-8477)** Effective February 24, 1997

NOTE: Toll free area code is "888."

This Technical Assistance Hotline number does not apply to the dealers within the Mazda Great Lakes Distributorship. Those dealers in this area should continue to call 1-800-748-0044.

Time Available

- Hotline Assistance is available Monday through Friday, 8:30am to 5:00pm within your region.

IMPORTANT STEPS PRIOR TO CONTACTING THE TECHNICAL ASSISTANCE HOTLINE

1. Perform related workshop manual diagnostic procedures and check for related:

Service Bulletins

Special Service Messages

M-Tips On-Line information

M-Tips News Letter articles

Warranty history for previous related repair attempts

2. Record all applicable specifications and have this information available for the Technical Hotline Specialist.

EXAMPLES:

Diagnostic Trouble Codes (DTCs)

Freeze Frame Data

Parameter Identification (PID)

Simulation Tests

LA4A-EL Transmission Identification Number

Automatic Transmission Diagnostic Sheet

System Voltage/Resistance

WHEN CONTACTING THE TECHNICAL ASSISTANCE HOTLINE

Provide the following information:

Vehicle Identification Number (VIN)

Current Vehicle Mileage

Customer Concern/Symptoms/Conditions

Previous Repair Attempt Information

Results and Specification from Diagnostic Attempts

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 (excluding the Great Lakes area) are attached to this bulletin. Place one of these labels on or near each phone in the service department area.

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." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership.

