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Customer Information

Who to consult about a problem; what to do if your vehicle has a safety defect; what warranties protect your vehicle; driving outside the United States and Canada; adding equipment; tire quality grades: This is the kind of consumer information you'll find in Section 9.

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Customer Information

Customer Assistance (Except Puerto Rico)

Your complete and permanent satisfaction is our business. We are here to serve you. All Authorized Mazda Dealers have the knowledge and the tools to keep your Mazda vehicle in top condition.

If you have any questions or recommendations for improvement regarding the service of your Mazda vehicle or servicing by Mazda Dealer personnel, we recommend that you take the following steps:

STEP 1: Contact Your Mazda Dealer

Discuss the matter with an Authorized Mazda Dealer. This is the quickest and best way to address the issue. If your concern has not been resolved by the CUSTOMER RELATIONS, SALES, SERVICE, or PARTS MANAGER, then please contact the GENERAL MANAGER of the dealership or the OWNER.



STEP 2: Call the Mazda National Customer Assistance Center #800

If for any reason you feel the need for further assistance after contacting your dealership management, call Mazda North American Operations' Customer Assistance Center toll-free at:
1 (800) 222-5500

In order to serve you efficiently and effectively, please help us by providing the following information:

1. Your name, address, and telephone number
2. Year and model of vehicle
3. Vehicle Identification Number (17 digits, noted on your registration or title or located on the upper driver's side corner of the dash)
4. Purchase date and current mileage
5. Your dealer's name and location
6. Your question(s)



If you would like to write a letter, please address it to the following, Attn: Customer Assistance, which corresponds with your state:

REGIONAL OFFICE	COVERING AREAS
Mazda North American Operations 7755 Irvine Center Drive Irvine, CA 92618-2922 P.O. Box 19734 Irvine, CA 92623-9734	All states excluding Illinois, Indiana, Michigan, Ohio, Wisconsin
Mazda Great Lakes 618 Kenmoor Avenue, SE Grand Rapids, MI 49546 P. O. Box 2008 Grand Rapids, MI 49501-2008	Illinois Indiana Michigan Ohio Wisconsin

This way, we can be sure to respond to you as efficiently as possible. That is our goal.

If you live outside the U.S.A., please contact your nearest Mazda Distributor.

Customer Information

Customer Assistance (Puerto Rico)

Your complete and permanent satisfaction is our business. That is why all Authorized Mazda Dealers have the knowledge and the tools to keep your Mazda vehicle in top condition.

If you have any questions or recommendations for improvement regarding the service of your Mazda vehicle or servicing by Mazda Dealer personnel, we recommend that you take the following steps:

STEP 1

Discuss the matter with an Authorized Mazda Dealer. This is the quickest and best way to address the issue. If your concern has not been resolved by the CUSTOMER RELATIONS, SALES, SERVICE, or PARTS MANAGER, then please contact the GENERAL MANAGER of the dealership or the OWNER.

STEP 2

If, after following STEP 1, you feel the need for further assistance, please contact your area's Mazda representative (Indicated on the next page).

Please help us by providing the following information:

1. Your name, address, and telephone number
2. Year and model of vehicle
3. Vehicle Identification Number (17 digits, noted on your registration or title or located on the upper driver's side corner of the dash)
4. Purchase date and current mileage
5. Your dealer's name and location
6. Your question(s)

Mazda Importer/Distributors

U.S.A. (Importer/Distributor)

Mazda North American Operations

7755 Irvine Center Drive

Irvine, CA 92618-2922

P.O. Box 19734

Irvine, CA 92623-9734

TEL: 1 (800) 222-5500 (in U.S.A.)

(949) 727-1990 (outside U.S.A.)

(Distributor in each area)

CANADA

Mazda Canada Inc.

305 Milner Avenue, Suite 400

Scarborough, Ontario M1B 3V4 Canada

TEL: 1 (800) 623-4680 (in Canada)

(416) 609-9909 (outside Canada)

PUERTO RICO

Plaza Motors Corp. (Mazda de Puerto Rico)

P.O. Box 362722, San Juan, Puerto Rico 00936-2722

TEL: (787) 788-9300

GUAM

Keico Motors Ltd.

P.O. Box CP, Agana, Guam 96910

TEL: (671) 477-7807

SAIPAN

Pacific International Marianas, Inc.

(d.b.a. Midway Motors)

P.O. Box 887 Saipan, MP 96950

TEL: (670) 234-7524

AMERICAN SAMOA

Polynesia Motors, Inc.

P.O. Box 1120, Pago Pago, American Samoa 96799

TEL: (684) 699-9347

Customer Information

Warranties for Your Mazda

- New Vehicle Limited Warranty
- Safety Restraint System Limited Warranty
- Anti-perforation Limited Warranty
- Federal Emission Control Warranty
—Emission Defect Warranty
—Emission Performance Warranty
- California Emission Control Warranty
(if applicable)
- Replacement Parts and Accessories
Limited Warranty
- Tire Warranty

NOTE
Detailed warranty information is provided with your Mazda.

Outside the United States and Canada

Government regulations in the United States require that automobiles meet specific emission regulations and safety standards. Therefore, vehicles built for use in the United States, its territories, and Canada may differ from those sold in other countries.

The differences may make it difficult or even impossible for your vehicle to receive satisfactory servicing in other countries. We strongly recommend that you NOT take your Mazda outside these areas.

You may have these problems if you do:

- Recommended fuel may be unavailable. Any kind of leaded fuel or low-octane fuel will affect vehicle performance and damage the emission controls and engine.
- Proper repair facilities, tools, testing equipment, and replacement parts may not be available.

The manufacturer's warranty applies only to Mazda vehicles registered and normally operated in the United States, its territories, and Canada.

Add-On Non-Genuine Parts and Accessories

Non-genuine parts and accessories for Mazda vehicles can be found in stores. These may fit your vehicle, but they are not approved by the manufacturer for use with Mazda vehicles. When you install non-genuine parts or accessories, they could affect your vehicle's performance or safety system; the manufacturer's warranty doesn't cover this. Before you install any non-genuine parts or accessories, consult an Authorized Mazda Dealer.

WARNING

Installation of Non-Genuine Parts or Accessories:

Installation of non-genuine parts or accessories could be dangerous. Improperly designed parts or accessories could seriously affect your vehicle's performance or safety system. This could cause you to have an accident or increase your chances of injuries in an accident. Always consult an Authorized Mazda Dealer before you install non-genuine parts or accessories.

WARNING

Add-On Electrical and Electronic Equipment:

Incorrectly choosing or installing improper add-on equipment or choosing an improper installer could be dangerous. Essential systems could be damaged, causing engine stalling, air-bag (SRS) activation, ABS inactivation, or a fire in the vehicle. Be very careful in choosing and installing add-on electrical equipments, such as mobile telephones, two-way radios, stereo systems, and car alarm systems.

Mazda assumes no responsibility for death, injury, or expenses that may result from the installation of add-on non-genuine parts or accessories.

Customer Information

Uniform Tire Quality Grading System (UTQGS)

This information relates to the tire grading system developed by the U.S. National Highway Traffic Safety Administration for grading tires by tread wear, traction, and temperature performance.

■ Tread Wear

The tread wear grade is a comparative rating based on the wear rate of the tire when tested under controlled conditions on a specified government test course. For example, a tire graded 150 would wear one-and-a-half times as well on the government course as a tire graded 100.

The relative performance of tires depends upon the actual conditions of their use, however, and may depart significantly from the norm because of variations in driving habits, service practices and differences in road characteristics and climate.

■ Traction—AA, A, B, C

The traction grades, from highest to lowest, are AA, A, B, and C. These grades represent the tire's ability to stop on wet pavement as measured under controlled conditions on specified government test surfaces of asphalt and concrete. A tire marked C may have poor traction performance.

WARNING:

The traction grade assigned to this tire is based on braking (straight ahead) traction tests and does not include acceleration cornering (turning), hydroplaning, or peak traction characteristics.

■ Temperature—A, B, C

The temperature grades are A (the highest), B, and C, represent the tire's resistance to the generation of heat and its ability to dissipate heat when tested under controlled conditions on a

specified indoor laboratory test wheel. Sustained high temperature can cause the material of the tire to degenerate and reduce tire life, and excessive temperatures can lead to sudden tire failure.

Grade C corresponds to a level of performance which all passenger vehicle tires must meet under the Federal Motor Vehicle Safety Standard No. 109. Grades B and A represent higher levels of performance on the laboratory test wheel than the minimum required by law.

WARNING:

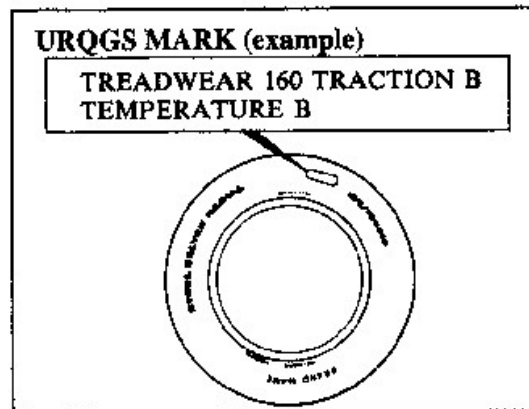
The temperature grade for this tire is established for a tire that is properly inflated and not overloaded. Excessive speed, underinflation, or excessive loading, either separately or in combination, can cause heat buildup and possible tire failure.

These grades will be added to the sidewalls of passenger vehicle tires over

the next several years according to a schedule established by the NHTSA and the tire manufacturers.

The grade of tires available as standard or optional equipment on Mazda vehicle may vary with respect to grade.

ALL PASSENGER VEHICLE TIRES MUST CONFORM TO THESE GRADES AND TO ALL OTHER FEDERAL TIRE-SAFETY REQUIREMENTS.



Refer to the tire sidewall for the specific tire grades of tires which are equipped on the vehicle.

Customer Information

Reporting Safety Defects

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately inform the National Highway Traffic Safety Administration (NHTSA) in addition to notifying Mazda Motor Corporation (Your Mazda Importer/Distributor).

If NHTSA receives similar complaints, it may open an investigation, and if it finds that a safety defect exists in a group of vehicles, it may order a recall and remedy campaign. However, NHTSA cannot become involved in individual problems between you, your dealer, or Mazda Motor Corporation (Your Mazda Importer/Distributor).

To contact NHTSA, you may either call the Auto Safety Hotline toll-free at 1 (800) 424—9393 (or 366—0123 in Washington, D.C. area) or write to: NHTSA, U.S. Department of Transportation, Washington, D.C. 20590. You can also obtain other information about motor vehicle safety from the

Hotline.

(Note)

If you live in the U.S.A., all correspondence to Mazda Motor Corporation should be forwarded to:

Mazda North American Operations
7755, Irvine Center Drive
Irvine, California 92618-2922
P.O. Box 19734
Irvine, CA 92623-9734
Customer Assistance Center
or toll free at 1 (800) 222—5500

If you live outside of the U.S.A., please contact the nearest Mazda Distributor shown on page 9-5 in this booklet.

Service Publications

Factory-authorized Mazda service publications are available for owners who wish to do some of their own maintenance and repair.

When requesting any of our publications through an Authorized Mazda Dealer, refer to the chart below.

If they don't have what you need in stock, they can order it for you.

PUBLICATION ORDER NUMBER	PUBLICATION DESCRIPTION
9999 95 042B 00	2000 WORKSHOP MANUAL (English)
9999 95 026G 00	2000 WIRING DIAGRAM (English)
9999 95 031C 00 (Except Puerto Rico)	2000 OWNER'S MANUAL

WORKSHOP MANUAL:

Covers recommended maintenance and repair procedures of the drive train, body and chassis.

WIRING DIAGRAM:

Provides electrical schematics as well as component location for the entire electrical system.

OWNER'S MANUAL:

This booklet contains information regarding the proper care and operation of your vehicle. This is not a technician's manual.