

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: VEHICLE WARRANTY / SERVICE / MAINTENANCE PROCEDURES	Bulletin No.: 00-005/18
	Last Issued: 09/14/2018

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red.

Previous TSBs:	Issued Dates:
00-002/09	11/17/09
00-001/07	07/05/07

APPLICABLE MODEL(S)/VINS

2008-2010 Tribute HYBRID

DESCRIPTION

A very limited number of Tribute Hybrid vehicles were produced during the 2008-2010 MY. These special vehicles were sold ONLY in the state of California by Dealers who chose to be "Mazda Certified Hybrid" dealers. At the time of launch, their technicians received specialized training to safely perform service and maintenance on these vehicles. **With the discontinuation of the Tribute Hybrid, Mazda did not require these dealers to continue to be Mazda Certified Hybrid dealers, therefore all repairs or maintenance on Tribute Hybrid vehicles must be sublet to a Ford Certified Hybrid dealer.**

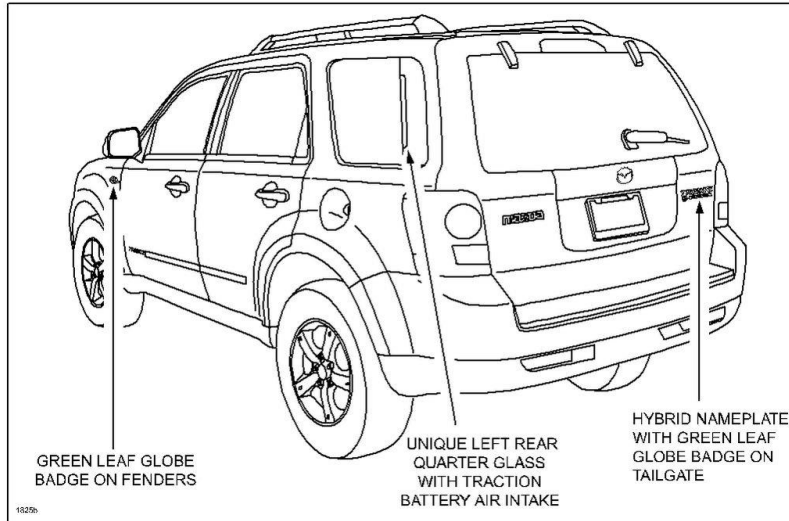
IMPORTANT:

- ALL REPAIRS OR MAINTENANCE ON TRIBUTE HYBRID VEHICLES MUST BE SUBLET TO A FORD CERTIFIED HYBRID DEALER.**

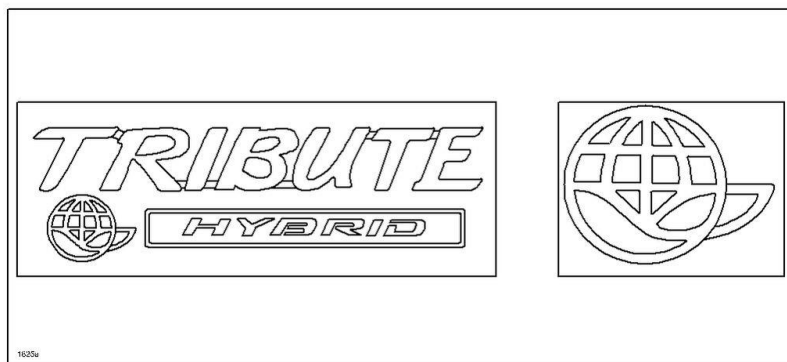
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

TRIBUTE HYBRID VEHICLE INFORMATION

For easy identification all hybrid vehicles will be equipped with the following:



- “Hybrid” nameplate “Green Leaf Globe” badge on tailgate.
- “Green Leaf Globe” badge on both front fenders.
- Unique left rear quarter glass with traction battery air intake (2008-2009 MY only).
- MAZDA BADGE REMOVED FROM LIFTGATE (starting 2010 MY).



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TRIBUTE HYBRID WARRANTY REPAIR INFORMATION

- **ALL WARRANTY REPAIRS ON TRIBUTE HYBRID VEHICLES MUST BE SUBLET TO A FORD CERTIFIED HYBRID DEALER.**

INSIDE THE UNITED STATES

Any Hybrid vehicle requiring warranty repairs:

- **The vehicle must be taken to the nearest Ford Certified Hybrid dealer. After determining the nearest Ford Certified Hybrid dealer, the Mazda dealer can assist with arranging transport of vehicle to (and from) that dealer. Mazda will reimburse the dealer for the covered warranty repairs from the Ford Certified Hybrid dealer. Any other charges including towing and rental vehicles must be approved prior to repair.**

NOTE: Since the Tribute warranty is through Mazda and not Ford, when a Tribute Hybrid vehicle is being taken to a Ford Certified Hybrid dealer for repair, the Mazda dealer will need to contact the Ford dealer to receive permission to bring the vehicle in for repair, schedule an appointment time and make arrangements for payment of the repairs. Mazda will reimburse the Mazda dealer for the repair charges as outlined in the Mazda Warranty Policies & Procedures Manual Policy 3.41, (Hybrid Vehicle Unique Component Warranty).

OUTSIDE THE UNITED STATES

NOTE: Hybrid customers who travel with their vehicle outside the United States should be advised of the following information in case vehicle repair becomes necessary at that time.

IN CANADA:

- **The vehicle must be taken to the nearest “Ford Certified Hybrid dealer”. After determining the nearest “Ford Certified Hybrid dealer”, the Mazda dealer in Canada can contact the CEC to assist with arranging transport of vehicle to (and from) that dealer. Mazda will reimburse the dealer for the covered warranty repairs from the “Ford Certified Hybrid dealer”. Any other charges including towing and rental vehicles must be approved prior to repair.**

NOTE: Since the Tribute warranty is through Mazda and not Ford, when a Tribute Hybrid vehicle is being taken to a “Ford Certified Hybrid dealer” for repair, the Mazda dealer will need to contact the Ford dealer to receive permission to bring the vehicle in for repair, schedule an appointment time and make arrangements for payment of the repairs. Mazda will reimburse the Mazda dealer for the repair charges as outlined in the Mazda Warranty Policies & Procedures Manual Policy 3.41, (Hybrid Vehicle Unique Component Warranty).

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IN MEXICO:

- Should warranty repair become necessary while the vehicle is in Mexico, the hybrid customer will be responsible to return the vehicle back into the U.S. to the nearest Mazda dealer.

WARRANTY ASSISTANCE FOR TRIBUTE HYBRID VEHICLES

NOTE: This Service Bulletin is for information purposes only. No parts or warranty claim information is included.

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