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**WARRANTY AND
SERVICE BOOKLET**

MAINTENANCE RECORD AND WARRANTY BOOKLET

MAZDA'S NEW VEHICLE WARRANTY

Thank you for purchasing a Mazda Vehicle.

Our goods come with guarantees that cannot be excluded under the South African Consumer Protection Act. You are entitled to a replacement or refund for a major failure within 6 months of your purchase of your new vehicle, subject to the provisions of the CPA.

In addition to the guarantees under the Consumer Protection Act, Mazda is pleased to give you Mazda's own "New Vehicle Warranty".

To ensure your Mazda vehicle's proper performance and the validity of Mazda's New Vehicle Warranty, you must follow the operating procedures and maintenance intervals detailed in this

Warranty Booklet and the Owner's Manual. Please read and follow these instructions carefully and you can look forward to enjoyable, reliable service from your new Mazda vehicle.

We recommend an Authorised Mazda Dealer for all your service needs. The servicing intervals for your Mazda vehicle depends on the time period or mileage as indicated in the Owner's Manual. When a service is due, present your Mazda together with the Warranty Booklet to your Authorised Mazda Dealer and request that the appropriate service is performed.

We recommend Authorised Mazda Dealers who know your Mazda well, have the equipment for servicing it properly and use Mazda Genuine Parts.

We hope you are delighted with your Mazda. It will bring you many kilometres of enjoyment.

MAZDA'S NEW VEHICLE WARRANTY

This Warranty gives benefits that are in addition to other rights and remedies under the law in relation to the Mazda vehicle to which this Warranty relates.

1. WHAT IS COVERED BY THIS WARRANTY

Mazda warrants that your new Mazda vehicle is free from any defect in material and workmanship, subject to the following terms and conditions.

To honour this Warranty, Mazda will ensure that an Authorised Mazda Dealer will make necessary repairs using Genuine Mazda Parts to correct any defect covered by this Warranty, without charge to you. Mazda's liability under this Warranty is limited to ensuring that such repairs are made.

2. WHO GIVES THIS WARRANTY

Mazda Southern Africa (Pty) Ltd
4 Travertine Avenue
N1 Business Park
Midrand
South Africa
Telephone: 012 760 7700
E-mail: customercare@mazda.co.za
Customer Care: 0860 06 97 00

3. WARRANTY PERIOD

This Warranty applies to any defect in your Mazda vehicle which appears within the period:

- (a) commencing on the earlier date of the Mazda vehicle first being registered or sold at retail; and
- (b) terminating:
 - I. 36 months after commencement, with unlimited km.
 - II. For defects in the form of perforation (rust through) of body sheet metal panels, 60 months after commencement.
 - III. For defects in the battery, 12 months after commencement.
 - IV. For genuine parts and accessory, 12 months after purchase.

4. WARRANTY APPLICATION

During the Warranty period, this Warranty is transferable to subsequent owners of the Mazda vehicle, as identified on the relevant Vehicle Registration documentation recording ownership of the Mazda vehicle.

5. PROCEDURE TO CLAIM UNDER THE WARRANTY

To make a claim under this Warranty, you must take the following steps:

STEP 1

Contact the Authorised Mazda Dealer from which you purchased your Mazda vehicle.

STEP 2

If STEP 1 is not reasonably practicable, contact your closest Authorised Mazda Dealer.

STEP 3

If you feel that you still need assistance after taking STEP 1 or STEP 2, please contact Mazda using the contact details stipulated in clause 2, (WHO GIVES THIS WARRANTY).

STEP 4

Take your Mazda vehicle to the Authorised Mazda Dealer. You will need to provide the following information at the time of making the claim:

- a. Your name, address and telephone number.
- b. This Maintenance and Warranty Booklet.
- c. The nature of your claim and all material details related to your claim.

The addresses of all Authorised Mazda Dealers are available at:

www.mazda.co.za

6. LIMITATION OF LIABILITY AND REMEDY

This Warranty is given in lieu of all other express warranties (except those set out separately in this document) on the part of Mazda or the Authorised Mazda Dealer supplying the Mazda vehicle. No Authorised Mazda Dealer, or any agent or employee thereof, is authorised to extend or enlarge this Warranty.

This Warranty does not affect any statutory rights of persons purchasing a Mazda vehicle and is in addition to those rights.

7. YOUR RESPONSIBILITIES

You are responsible for properly operating and maintaining your Mazda vehicle in accordance with the instructions described in the Owner's Manual. You should retain evidence that proper maintenance has been performed for Warranty protection.

If you do not do these things, you may void this Warranty.

These maintenance services, described in the Owner's Manual, should be performed at more frequent intervals if the Mazda vehicle is subject to severe conditions such as operating in extremely dusty or low temperature areas, or on short trips which prevent the engine from reaching normal operating temperatures.

These maintenance services must be performed by an Authorised Mazda Dealer.

8. WHAT IS NOT COVERED BY THIS WARRANTY

8.1 DAMAGE OR CORROSION DUE TO MISUSE, ACCIDENTS OR ALTERATIONS

- **Misuse of the Mazda vehicle, including driving over curbs, over-loading and racing. (Proper usage is described in the Owner's Manual).**
- **Use of the Mazda vehicle in competition racing or related purposes.**
- **Accidents, including collisions, fire, theft or a riot.**
- **Where the Mazda vehicle has been declared by an Insurance company as a "total loss" (i.e. "written off").**
- **Alterations including modification and tampering.**
- **Repairs performed or replacement parts installed by a person other than an Authorised Mazda Dealer.**
- **A replacement part or accessory not conforming to Mazda's specifications.**

8.2 DAMAGE OR SURFACE CORROSION FROM THE ENVIRONMENT

- **Caused by environmental conditions including acid rain, airborne fallout (including chemicals, tree sap, etc.), stones, salt, sand, road hazards, hail, wind, storm, lightning, floods or bird droppings.**

8.3 DAMAGE DUE TO LACK OF MAINTENANCE OR USE OF THE INCORRECT FUEL, OIL OR LUBRICANTS

- **Lack of proper maintenance as described in the Owner's Manual.**
- **Improper maintenance, such as the use of parts, accessories, fuel, oil or lubricants other than those recommended in the Owner's Manual.**
- **Use of the Mazda vehicle when it is apparent, or would have been apparent to a reasonable user of the Mazda vehicle, that the Mazda vehicle required service.**

8.4 NORMAL DETERIORATION

- **Normal wear, tear or deterioration including discolouration, fading, deformation and blurring.**
- **Surface corrosion on any part other than the body sheet metal panels forming the exterior appearance of the Mazda vehicle.**

8.5 MAINTENANCE COSTS

- **Normal maintenance services such as cleaning and polishing, lubrication, replenishment or replacement of oil, fluid, coolant, and replacement of worn wiper blades, fuses, filters, brake pads, brake and clutch linings, spark plugs, globes, drive belt(s), clutch disc, glass, trim, headlights, battery, tyres, wheel alignment and balance, related adjustments and the like.**
- **Maintenance services described as "MAINTENANCE" or "APPEARANCE CARE" in the Owner's Manual.**

8.6 ALTERED MILEAGE

- **Any repair of a Mazda vehicle on which the odometer has been altered or on which the actual mileage cannot be readily determined.**

8.7 EXPENSES AND DAMAGES

- **Expenses associated with making a claim under this Warranty, including towing expenses, for which you are responsible.**
- **Any other expenses incurred by you or damages sustained by you, including incidental, special, consequential or exemplary damages, or economic loss (including, without limitation, payment for loss of use of the Mazda vehicle, accommodation, car rentals, travel costs, loss of income, and the like).**

8.8 COMPONENTS COVERED BY SEPARATE WARRANTIES

- **Tyres**
Tyres installed as original equipment on Mazda vehicles are warranted by their respective tyre manufacturers and not warranted by Mazda. If defects are found in tyres, you can contact your Authorised Mazda Dealer and they will assist you to make a claim.

9. ROADSIDE ASSISTANCE

Mazda offers a 3 year, unlimited kilometre Roadside Assistance Program in the case of a breakdown or mechanical emergency.

Roadside Assistance covers the following:

- **Vehicle Locksmith Service**
- **Flat tyre change & repair**
- **Fuel to reach a filling station**
- **Battery Service**
- **Towing in the case of a mechanical breakdown**
- **Road Patrol Service – for minor repairs**

If you require Roadside Assistance, please call the number/s below:

Please note that terms and conditions apply to some areas of Roadside Assistance. These will be explained to you by the Consultant.

0861 34 92 22
011 799 1592

10. DEFINITIONS

"Authorised Mazda Dealer" means a person/company authorised by Mazda to sell Mazda vehicles and provide service for such vehicles.

"Mazda" means Mazda Southern Africa (Pty) Ltd.

"Mazda vehicle" means a motor vehicle distributed in South Africa by Mazda and used in South Africa.

"Genuine Mazda Accessory" means an accessory or optional equipment dedicated by Mazda to be used for a Mazda vehicle.

"Genuine Mazda Part" means a spare part dedicated by Mazda to be used for a Mazda vehicle.



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