

MAINTENANCE RECORD AND WARRANTY BOOKLET

MAZDA'S NEW VEHICLE WARRANTY

An important message from Mazda.

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".

Vehicle Information																	
VIN Number																	
Engine Numer																	
Registration Number																	
Date of Sale										Y	Y	Y	Y	M	M	D	D
Make																	
Model																	

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 document 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.

While the Guidelines for Competition in the South African Automotive Aftermarket ("Guidelines") allows you to utilise the services of an Independent Service Provider (ISP) for your servicing and maintenance of your Mazda we recommend an Authorised Mazda Dealer for all your service needs who know your Mazda best, have the equipment for servicing it properly and use Mazda Genuine Parts.

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.

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

Mazda Southern Africa (Pty) Ltd

Selling Dealer Stamp												
Selling Dealer Code												

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. Note that in the event you make use of an ISP for such repairs, Mazda is under no obligation to cover the cost of these repairs. Mazda's liability under this Warranty is limited to ensuring that such repairs are made if performed by an Authorised Mazda Dealer.

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 069700

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 accessories, 12 months after purchase if bought from and/or fitted by an Authorised Mazda dealer.

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 FROM AN AUTHORISED MAZDA DEALER

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.

- d. If any servicing or maintenance has been carried out by an ISP, documentary proof of such work.

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, or any ISP or its representative, 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 elect to make use of an ISP for any servicing or repairs to your Mazda vehicle while under warranty, please take note of the following:

- a. The ISP is obligated to record such work in this Warranty booklet or provide records when deemed necessary.

- b. The ISP must make you aware of the risk of damage that could arise from their work, including consequential damage to the vehicle, which could void Mazda's obligations in terms of this warranty.
- c. The ISP must disclose to you that they have sufficient commercial insurance cover to perform any work on your Mazda.
- d. If any work performed by an ISP results in any damage which may be claimable under this warranty, Mazda has the right to conduct any assessment to ascertain such damage and liability before accepting any responsibility in terms of this warranty.
- e. If an ISP uses Non-Original Spare Parts during the repair of your vehicle, these parts must carry their own warranty from the supplier or manufacturer. Failure of these parts and any consequential damage will not be covered by the Mazda Warranty.

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.

It is recommended that these maintenance services 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, racing. (Proper usage is described in the Owner's Manual).
- Use of the Mazda vehicle in competition racing or related purposes.
- Accidents, including collision, fire, theft or 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.
- 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.

8.9 ACCIDENT REPAIRS

- As per the Guidelines, any repairs carried out on your vehicle as a result of a motor vehicle accident whilst it is still under the Mazda warranty, must be done by a Motor Body Repairer selected by your Insurer.
- If your Mazda is not insured, you are entitled to make use of a Motor Body Repairer of your own choice.
- Any accident-related repairs and subsequent defects are not covered by the Mazda warranty.

9.0 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.

Owner Information																				
Title																				
Initials & Surname																				
Company Name																				
Postal Address																				
Postal Code																				
Contact Telephone Number																				
Home																				
Work																				
Cellular																				
E-mail Address																				
<p>I, _____ the undersigned, hereby acknowledge that I have read and understood the content of this Guide and the fact, nature and effect of this Guide has been explained to me.</p>																				
_____ Owner Signature																				

PRE-DELIVERY INSPECTION

Prior to delivery your vehicle was tested and prepared by a team of highly trained personnel following guidelines established by Mazda. All relevant adjustments and road tests were completed in accordance with the aforementioned guidelines to ensure maximum satisfaction from your new Mazda.

Model

Description:

VIN Number

Repair Order No.

Technician Name

Mazda Accessories Installed
.....
.....
.....

Service Manager’s Name

Signature:

Dealer Stamp

Date:

15 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			

30 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			
45 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			

60 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			
75 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			

90 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			
105 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			

120 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			
135 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			

150 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			
165 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			

180 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			
195 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			

210 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			
225 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			

240 000 km		Annual Service	
Dealer Stamp			
Corrosion Inspection Completed			
Odometer:			
Date:			
Repair Order No.:			
Signature:			

Change of Ownership

Owner Information																																																									
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_____ Owner Signature																																																									

WARRANTY & SERVICE BOOKLET

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