

## **Why a MazdaCare maintenance Plan**

A MazdaCare Maintenance Plan covers the Manufacturer-specified parts, labour and oil required periodic maintenance of your vehicle. The purpose is to give you peace of mind motoring experience with regards to the maintenance of your motor vehicle.

## **What is covered?**

Listed below is the scope of cover provided by your Plan:

- Should you specify or request the use of an approved product other than that currently in use by the workshop, any additional costs occasioned thereby will be for your own account. The approval of such other products lies solely in the discretion of the Administrator.
- The performance of all maintenance work as stipulated by the Manufacturer's specifications applicable to the vehicle.
- The performance of maintenance repairs becoming necessary as a result of mechanical or electrical breakdown and/or normal wear and tear. **The decision as to what constitutes normal wear and tear lies solely in the discretion of the Administrator.** The Administrator reserves the right to repair or replace the components claimed at the most economical cost.
- The supply of Manufacturer specified engine oil transmission oil, brake fluid, other lubricants and approved Manufacturer genuine replacement parts required when carrying out routine service work as stipulated by the Manufacturer's specifications.

## **Eligible Vehicles / Qualifying Criteria**

For your vehicle to be covered under your Plan, it is essential that your vehicle must comply with the following:

- be a Mazda vehicle;
- be maintained according to roadworthy requirements of the applicable National Road Traffic Act 93 of 1996 (as amended), for the duration of your Plan;
- have a valid Manufacturer's Warranty in place;
- vehicles must not have more than 60 000 kilometres recorded on the odometer and not be older than 24 months;
- must not be a taxi, an electrical or hybrid vehicle, a rental vehicle, an exotic vehicle, a rebuilt vehicle (Code 3), a modified vehicle (including turbo conversions) or a vehicle that is or has been used in any form of motoring competition or sport.

### **Service Requirement**

- Your vehicle must be serviced as per the Manufacturer's specifications.
- The maximum service overrun allowed will be as per the Manufacturer specification.
- All servicing must be carried out at an Authorised Mazda Dealer.

### **Wear and Tear**

Industry norms will be utilized as a guide to determine fair wear and tear. As a principal rule, industry norms for brake replacement cycles will be used and a minimum of 75% usage must be determined before brake linings will be considered for replacement.

Normal wear and tear guidelines are approximately 30 000km for brake pads and approximately 45 000km for rear linings. Brake disc replacement will only be considered if the component is outside the Manufactures' specification and or machine (skimming) tolerance.

## Forfeiting benefits

You will not be entitled to benefits in terms of your Plan in the following circumstances:

<ul style="list-style-type: none"><li>• The repair of any work required as a result of you failing to comply with the terms in this Agreement or with your obligations in terms of the Manufacturer's specifications;</li></ul>	<ul style="list-style-type: none"><li>• The replacement of wear and tear items, deemed by the Administrator not to be a result of fair and normal usage, specifically but not limited to, brake lining usage and clutch wear;</li></ul>
<ul style="list-style-type: none"><li>• Any usage and wear where it is determined to be a result of poor driver technique;</li></ul>	<ul style="list-style-type: none"><li>• Any alteration or modification to the vehicle of whatever nature and any further or additional damage resulting from such alteration or modification;</li></ul>
<ul style="list-style-type: none"><li>• The repair or replacement of carpets, trim, seat covers, paintwork and body panels;</li></ul>	<ul style="list-style-type: none"><li>• The repair or replacement of any windscreen, windows, or damaged glass;</li></ul>
<ul style="list-style-type: none"><li>• The repair or maintenance of any accessory, modification or equipment which was not fitted to the vehicle when it was originally manufactured including satellite tracking devices, anti-theft, or security devices of whatever nature;</li></ul>	<ul style="list-style-type: none"><li>• The required daily or other regular checks with regards to maintenance such as the checking of coolant levels, lubricant levels, tyre pressures, anti-freeze additives as specified in the Manufacturer's specifications;</li></ul>
<ul style="list-style-type: none"><li>• The replacement or repair of any sunroofs, sunroof glass and parking systems;</li></ul>	<ul style="list-style-type: none"><li>• The replacement of any additional components not fitted standard on your vehicle;</li></ul>
<ul style="list-style-type: none"><li>• The replacement of any missing components on your vehicle;</li></ul>	<ul style="list-style-type: none"><li>• The replacement or repair of tyres and rims;</li></ul>

<ul style="list-style-type: none"> <li>• The adjustment of any headlights;</li> </ul>	<ul style="list-style-type: none"> <li>• Any audio equipment (including radio's DVD players, CD players), any navigation equipment as well as trim and consoles;</li> </ul>
<ul style="list-style-type: none"> <li>• The replacement of batteries on hybrid or electric vehicles;</li> </ul>	<ul style="list-style-type: none"> <li>• The replacement of Nivomat Shocks;</li> </ul>
<ul style="list-style-type: none"> <li>• Your failure to comply with your obligations of this agreement;</li> </ul>	<ul style="list-style-type: none"> <li>• Work performed on the vehicle by persons other than an Authorised Mazda Dealer;</li> </ul>
<ul style="list-style-type: none"> <li>• Non-compliance with the Manufacturer's servicing requirements resulting in warranty penalties and/or cancellation;</li> </ul>	<ul style="list-style-type: none"> <li>• The use of oils, , and other additives not approved by the Manufacturer;</li> </ul>
<ul style="list-style-type: none"> <li>• The vehicle being used outside the Manufacturer's design intent such as competitive racing or rally events;</li> </ul>	<ul style="list-style-type: none"> <li>• Carrying loads exceeding the vehicles maximum load carrying capacity, etc.;</li> </ul>
<ul style="list-style-type: none"> <li>• Vehicle being involved in a collision;</li> </ul>	<ul style="list-style-type: none"> <li>• Accidental or intentional damage to the vehicle of whatever nature;</li> </ul>
<ul style="list-style-type: none"> <li>• Rust and Corrosion;</li> </ul>	<ul style="list-style-type: none"> <li>• The neglect, misuse, abuse, or improper treatment of the vehicle;</li> </ul>
<ul style="list-style-type: none"> <li>• Any other items specifically excluded by agreement between the parties.</li> </ul>	

**Please Note: Notwithstanding the above your Plan specifically excludes the obtaining of fuel, engine top up oil, transmission oil, brake fluid and other lubricants and service products required between routine servicing of your vehicle.**

**What you need to know and do**

- Your Plan explains various terms and conditions that you need to be aware of and comply with for your Plan to remain in force.
- **Have your vehicle serviced**
- Do not miss your service deadline: You must take your vehicle in for a service as per the Manufacturer's requirements stipulated in your vehicles' service manual within the Time and Kilometre Limits. Failure to comply will render your MazdaCare Maintenance Plan portion invalid and will convert this MazdaCare Maintenance Plan into a Service Plan.
- Use an approved repair facility: You must only allow an Authorised Mazda Dealer to repair or service your vehicle.
- Follow the claims procedure: When you take your vehicle in for a service or a repair, you must follow the prescribed claims procedure.
- Upon collection of your vehicle, you need to check the work performed is to your satisfaction
- Immediately inform the Administrator should the odometer used for measuring the distance travelled by the vehicle, fail to operate, or suffer any damage in which event you, the customer, will immediately make arrangements for the vehicle to be delivered to an Authorised Mazda Dealer's workshop in order for the necessary repair work be carried out.
- In the event of the odometer being inoperative or defective the Administrator will be entitled to calculate the estimated kilometers travelled by reference to the kilometers travelled by the vehicle during the period when you, the customer, used the vehicle and when the odometer was operative. The Administrator's findings in this regard will be final.

### **Take care of your vehicle**

- Keep it in good condition: You must take all reasonable steps to keep your vehicle in good, roadworthy condition. This also means that you should drive responsibly and not misuse your vehicle.
- Perform preventative maintenance on your vehicle: You must perform regular preventative maintenance on your vehicle - as per the Manufacturer's handbook - which includes, but is not limited to, checking engine oil levels, coolant levels and tyre pressure.
- Prevent additional damage: If any mechanical or electrical failure happens, you must take all reasonable steps to protect your vehicle from any further loss or damage and report it your Authorised Mazda.

### **Do not misuse your vehicle**

- No racing or rallying: You must only use your vehicle for its intended purpose.
- Accurate records: You must keep an accurate record of servicing work and distances travelled by your vehicle and make such records available as required by the Authorised Mazda Dealer.
- Do not temper with the odometer, should it be found that the odometer had been tampered with in any way whatsoever, the Administrator will in its sole discretion be entitled to immediately terminate this agreement in accordance with clause under the "Fraud" sub-heading.

### **Inspection**

- The Administrator will be entitled to inspect your vehicle to check and verify a claim relates to pre-existing damage or failures. You can appoint a registered assessor (at your own costs) if you dispute the findings of the Administrator's appointed assessor.

