

Why a Mazda Care Service Plan

A MazdaCare Extended Service Plan covers the Manufacturer-specified parts, labour and oil required for the scheduled servicing of your vehicle. The purpose is to give you peace of mind motoring experience with regards to the servicing of your motor vehicle.

Your MazdaCare Extended Service Plan is NOT an insurance product and only provides cover for serviceable components as per your vehicle manufacturer's specification and service. Mechanical and Electrical breakdowns may be covered under a vehicle warranty and not your Plan.

What is covered

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

- All routine consecutive servicing of the vehicle (on time or kilometres, whichever occurs first), will be performed in accordance with the manufacturer's Service Schedules. Only the maximum amount of standard consecutive services applicable to your Plan will be covered. Your Plan excludes any extra services that may be required for low mileage vehicles on an annual basis.
- You are covered for specified service intervals as per your vehicle Manufacturer's service schedule. Any additional parts or labour required will be for your account.
- 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 product lies solely in the discretion of the Administrator.
- The supply of Manufacturer specified engine oil transmission oil, brake fluid, other lubricants and approved Mazda genuine replacement parts required when carrying out routine service work as stipulated in your OEM Service Schedules.

Please note: Should you service your vehicle annually only the set number of service intervals chosen by you will be covered by your Plan.

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 Service Plan in place;
- 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.

Forfeiting benefits

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

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| <ul style="list-style-type: none">• Where services were undertaken without prior authorisation of the Administrator; | <ul style="list-style-type: none">• Services not carried out by an Authorised Mazda Dealer unless otherwise arranged with the Administrator in writing; |
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<ul style="list-style-type: none"> • The cost of maintenance repairs that become necessary as a result of mechanical or electrical breakdown and/or wear and tear will not be covered by your Plan; 	<ul style="list-style-type: none"> • The mechanical and electrical breakdown of the vehicle or parts of the vehicle that are covered by the Manufacturer or supplier's warranty at time of failure;
<ul style="list-style-type: none"> • Any part not specified in the Manufacturer's service schedule; 	<ul style="list-style-type: none"> • Damages arising by not servicing timeously;
<ul style="list-style-type: none"> • If your vehicles in any way altered from the Manufacturer's specifications; 	<ul style="list-style-type: none"> • Engine diagnostics unless part of Manufacturer's service schedule;
<ul style="list-style-type: none"> • All maintenance items or wear and tear items that require changing at specific intervals are not covered by your Plan; 	<ul style="list-style-type: none"> • Damages incurred through the vehicle having been driven with insufficient engine lubricant or coolant in the radiator;
<ul style="list-style-type: none"> • Any damage arising out of any further or additional loss of whatsoever nature including failure of, or damage to any component or part caused by the failure of a non-covered part; 	<ul style="list-style-type: none"> • Any repairs should the odometer be found to not be working, or in the opinion of the Administrator has been tampered with, altered, disconnected, or replaced without the approval of the Administrator;
<ul style="list-style-type: none"> • The repair or replacement of any electrical wiring or immobiliser/security systems whether factory fitted or not; 	<ul style="list-style-type: none"> • The repair or replacement of any windscreen, windows, or damaged glass;
<ul style="list-style-type: none"> • The repair or replacement of carpets, trim, seat covers, paintwork and body panels; 	<ul style="list-style-type: none"> • The replacement and repair of any Electric windows, motors, and panels;
<ul style="list-style-type: none"> • The replacement or repair of any sunroofs, sunroof glass and parking systems; 	<ul style="list-style-type: none"> • The replacement of any additional components not fitted standard on your vehicle;

<ul style="list-style-type: none"> • The replacement of any missing components on your vehicle; 	<ul style="list-style-type: none"> • The replacement or repair of tyres and rims, including wheel alignment and wheel balancing;
<ul style="list-style-type: none"> • The adjustment of any headlights; 	<ul style="list-style-type: none"> • The replacement of batteries on electric vehicles;
<ul style="list-style-type: none"> • 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 OEM Service Schedule; 	<ul style="list-style-type: none"> • Any audio equipment (including radio's DVD players, CD players), any navigation equipment as well as trim and consoles;
<ul style="list-style-type: none"> • The replacement of Nivomat Shocks. 	

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 the 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.
- 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 kilometres travelled by reference to the kilometres 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 Dealer.