



MAZDACARE[®]
UNLIMITED

OEM 5-YEAR WARRANTY

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Mazda Southern Africa and Mazda Dealers recognize the need to provide purchasers of Mazda Vehicles with the highest standards of after sales service, consistent with the quality of Mazda Vehicles. To achieve this objective, Mazda Vehicles are sold with a comprehensive MazdaCare 5-Year Warranty.

BASIC WARRANTY TERMS

All passenger vehicle and parts warranties have specific limitations, particularly for wear-and-tear items and batteries, including lithium-ion types. These warranties must be understood in context with their stated restrictions. Coverage applies only to defects caused by material failure or workmanship on vehicles and parts supplied and fitted by an authorised Mazda dealer through Mazda Southern Africa.

QUALIFYING CRITERIA

- Passenger vehicles are warranted for 60 months (5 years) from the date of first registration (as stated on the NATIS document marked “new”).
- The 5-year warranty period applies only to vehicles registered after 1 July 2024.
- Body panels (sheet metal) and paint finish are warranted for finish and against perforation (rust-through) for 60 months (5 years) from the date of first registration (as per the NATIS “new” record).
- All vehicles sold for the purpose of general transport.

STATUTORY RIGHTS

This warranty does not and is not intended to replace or supersede or restrict any warranty or guarantee given or implied by any Statute

OTHER WARRANTY

Subject to any warranty implied by Statute, this Mazda Vehicle warranty contains the whole of Mazda’s and/or the Distributor’s obligations in respect of the new Mazda Vehicle, and neither Mazda Dealers, the directors, managers, agents, employees or servants of any Mazda Dealer, or any other party, are authorized to extend or enlarge this warranty in any way.

CUSTOMERS/OWNERS RESPONSIBILITY

Ensure your vehicle is maintained and serviced as per the Mazda Manufacturer’s specifications and maintenance schedule specified for your vehicle. Keep all service records and receipts, as these may be needed for warranty claims. Missing or incomplete records can affect your warranty.

If a part fitted by an authorised Mazda dealer fails during normal use due to a factory or material fault, Mazda will repair or replace it free of charge. “Normal use” means driving and caring for your Mazda as outlined in the Owner’s Manual, including following break-in guidelines, using equipment correctly, doing basic maintenance, and using the right procedures for things like towing, jump-starting, or replacing bulbs and fuses.

WARRANTY TERMS WILL NOT APPLY IN THE FOLLOWING CONDITIONS:

- Damage caused by accidents or related incidents.
- Misuse or abuse of the vehicle or its parts.
- Poor or missed maintenance done outside an authorised Mazda dealer.
- Incorrect or unauthorised repairs, parts, or accessories fitted by anyone other than Mazda or its authorised dealers.
- Non-Mazda parts or accessories that don’t meet Mazda specifications, unless approved in writing.
- Use of incorrect fuel, oil, lubricants, coolants, additives, or supplements.
- Any vehicle modification or remodeling without written Mazda approval.
- Normal wear, ageing, or exposure (e.g. paint fade, surface wear).
- Environmental damage such as hail, salt, sand, flood, lightning, or other natural causes.
- Vehicles used for racing, competition, or emergency services.
- Wear-and-tear items such as filters, spark plugs, belts, fuses, bulbs, clutches, brake pads, wipers, glass, trim, batteries, wheel alignment, and related adjustments.
- Routine maintenance like cleaning, polishing, lubrication, coolant top-ups, or tune-ups.
- Transport costs to or from the dealer for repairs.
- Indirect or consequential losses of any kind.
- Claims denied due to missing or incomplete maintenance records.
- Vehicles written off by insurance (declared a total loss).
- Repeat warranty claims on previously replaced parts (“warranty on warranty”).
- Rust or corrosion caused by poor refinishing or repair techniques.

Find out more about your warranty terms and their limitations so you can get the most out of your plan.

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