

## ROADSIDE ASSISTANCE PROGRAM



Mazda Canada Inc.  
55 Vogell Road  
Richmond Hill  
Ontario  
L4B 3K5

Dear Valued Customer

Welcome to the Mazda Roadside Assistance Program. We are providing you with this special benefit to ensure your safety, convenience, and complete satisfaction during the operation of your Mazda vehicle.

Roadside Assistance information is also available from our website at [www.mazda.ca](http://www.mazda.ca).

This booklet is designed to familiarize you with the comprehensive roadside assistance services available to you 24 hours a day whether you are in Canada or the continental United States.

Please carry your Mazda Roadside Assistance Program card with you at all times in the event that you may require our services.

Mazda Canada and our Dealers want to thank you for choosing Mazda, and look forward to being at your service in the years to come. Happy Motoring.

**Mazda Canada Inc.**

### ELIGIBILITY

The Mazda Roadside Assistance Program is included with all Mazda Added Protection Series V plans. Service will be provided to the driver of the registered Mazda vehicle.

Mazda Roadside Assistance benefits are transferable to subsequent owners of the vehicle subject to the terms and conditions applicable to the transfer of Mazda Added Protection.

### ROADSIDE ASSISTANCE CARD

Your Mazda Roadside Assistance Program card is valuable. Ensure you print your name and Vehicle Identification Number (VIN) onto the front of your card. The 17 digit VIN is stamped on the front of the driver's side dash. We recommend you keep a card with you at all times. The attached vinyl label should be placed on the inside bottom corner of the rear window (driver's side).

### COVERAGE

This program is separate from any other coverage offered within the new vehicle warranty period or mechanical protection offered through Mazda Added Protection agreements.

Roadside Assistance offered during the new vehicle warranty period is extended throughout the term of the Mazda Added Protection plan and expires on the expiry date of the MAP Agreement.

All coverage is limited to vehicles using publicly maintained roads (excludes off-road use, logging roads, etc.) and adjacent sites, and any other locations, which in the discretion of the service provider constitutes a publicly travelled thoroughfare.

1

**1 877 41MAZDA**  
**1 877 416-2932**

## ROADSIDE ASSISTANCE PROGRAM

### TOWING AND ROAD SERVICE REIMBURSEMENT

If your vehicle is stranded and requires towing, battery boosting, fuel (up to 10 litres), tire service or other road services, simply call the Mazda Roadside Assistance Program toll-free within Canada or the continental United States at 1 877 41MAZDA (1 877 416-2932) and assistance will be dispatched.

When calling please provide your name, Vehicle Identification Number, the exact location of your vehicle and a telephone number where you can be reached.

Our operators will also ask if you feel you are in an "unsafe situation". If so, we will contact local Police or safety authorities with your consent.

In the event that you use a service other than the Mazda Roadside Assistance Program, we will reimburse you up to a maximum of \$200 for towing and up to \$100 for other disablements (see Claims Procedure Section for claiming instructions).

### COVERED SERVICES

- Road Service (labour performed at disablement site).
- Service calls (delivery of fuel, battery boost, flat tire change and winching).
- Towing of your disabled vehicle to the nearest Mazda Dealer up to 100 km, or to the Mazda Dealer of choice if within 50 km of the nearest Mazda Dealer (one tow per disablement).

### ITEMS EXCLUDED FROM COVERAGE

- Transporting disabled vehicle operators and their passengers to or from their disabled vehicle or transporting such persons after the service has been rendered.
- Accepting appointments for service calls.
- Costs of parts, labour or incidental expenses (telephone calls, etc.) related to repair of the vehicle under any circumstances.
- A vehicle which is abandoned, unlicensed, unlicensed or to be towed to a salvage yard.
- Any charges relating to impounding and storage.
- Service to a vehicle driven into an area not regularly travelled or which is impassable (e.g. private recreational roads, mud driveways, laneways or beaches).
- Service to a vehicle located in snowbound areas (we will not shovel snow to access the vehicle or provide service to vehicles located in unplowed driveways).
- Delays are sometimes unavoidable due to heavy demands for service. Under this circumstance the Mazda Roadside Assistance Program reserves the right to initially tow to the nearest repair facility and after the heavy demand is over, will tow the vehicle to the destination as defined under covered services, in which case all towing shall be treated as one service call. If the vehicle is already in a safe place, such as a private or public garage, driveway etc. the Mazda Roadside Assistance Program reserves the right to service the vehicle only after the heavy demand is over.
- Charges for services, repairs or labour which exceed those specified are at the vehicle operator's expense, at prevailing retail rates.

## ROADSIDE ASSISTANCE PROGRAM

### EMERGENCY LOCK-OUT SERVICE

When your ignition key is lost, broken or accidentally locked inside your vehicle, call the Mazda Roadside Assistance Program and service will be dispatched. If circumstances require you to use an independent lockout service, we will reimburse you up to \$100 (see Claims Procedure Section for claiming instructions).

### EMERGENCY TRAVEL EXPENSE REIMBURSEMENT

Should your vehicle become disabled due to collision or mechanical breakdown **while you are more than 100 km from your residence** address we will reimburse you up to \$300 (in total), for the following reasonable emergency expenses, (when not covered by insurance):

#### Covered Expenses:

- Local lodging and meals.
- Car rentals from bona fide car rental agencies (excludes gas expense).
- Commercial transportation to your destination, and return trip after repairs are completed.

Coverage period is the lesser of: date of vehicle disablement up to three days in total, or the time at which your vehicle is repaired.

Additional claim forms are available from your Mazda dealer or online at [www.mazda.ca](http://www.mazda.ca).

### TRAVEL PLANNING SERVICES

When you plan your next road trip, our Travel Planning Counselors will provide comprehensive information on the most time-saving or scenic routes to your destination. This no charge service includes easy-to-follow maps, a highlighted travel planner specific to your route and destination, travel tips, driving information and other useful material to make your trip easier and more enjoyable. Please allow up to two weeks for delivery.

You may also order a travel planner online via the Mazda Owner's Lounge, which can be accessed by visiting [www.mazda.ca](http://www.mazda.ca). Click on Owner's Lounge, login and then click on Online Travel Planning. Online Travel Planner orders can be delivered by email or by standard postal service.

### DEALER LOCATOR

To obtain the location of your nearest Mazda Dealership, simply call 1 877 41MAZDA (1 877 416-2932) or visit our website at [www.mazda.ca](http://www.mazda.ca).

### CLAIMS PROCEDURE

We've enclosed a claim form in this guide to services to be completed for emergency road and tow service reimbursement, or emergency travel expense reimbursement. File your claim no more than twenty (20) days after the occurrence. Send to:

**Mazda Roadside Assistance Program**  
P.O. Box 190  
Richmond Hill, Ontario  
L4B 4R5

Complete the appropriate portion of the form with accurate and concise answers and include all requested documentation and original receipts. This will facilitate prompt handling and reimbursement of your claim.

To acquire additional forms, please contact your Mazda Dealer or visit our website at [www.mazda.ca](http://www.mazda.ca).

Mazda Canada Inc. reserves the right to amend or cancel this program at any time without incurring obligations.

