



4TH & 5TH YEAR EXTENDED SERVICE MAINTENANCE FAQS

1. Who is eligible?

This Plan is tailored for owners of Mazda2, Mazda3, Mazda6, Mazda MX-5, Mazda5, Mazda CX-3, Mazda CX-5, Mazda CX-9 and Mazda Biante that are:

- still within the 3 years Free Service Maintenance; or
- have yet to go for the first scheduled service maintenance in the fourth year; or
- the vehicle is registered between 2016-2018.

2. What are the benefits?

With this Plan, you will enjoy the clarity of knowing that your standard scheduled servicing cost is fixed and enjoy the benefits of:

- Lock in future routine services against the inflationary cost
- Early detection of potential mechanical failures
- Maintain vehicle performance and roadworthiness
- Benefits transferable to the next owner to increase the resale value

3. What we cover?

This Plan covers an additional four services at 10,000km/or 6 months interval.

It provides the most comprehensive coverage of safety checks, service, and maintenance work which is carried out at predetermined intervals, including:

- All work stipulated in the relevant Mazda Owner's Manual
- Replace engine oil (full-synthetic), oil filter and gasket
- Fluid top-up: windscreen wiper fluid, engine coolant, power steering fluid, and transmission fluid
- Replace cabin filter and brake fluid
- Mazda Deposit Cleaner
- Multi-point inspection: brake system, tire (pressure, condition & wheels, rotate), joints & boots, visible hoses & belts, A/C system, battery, headlights, turn signals, wiper blades, exhaust pipes & mounting

4. Is there a Refund Policy?

Once a customer confirmed and made the payment, there is no cancellation or refund. All work carried out by Mazda Authorized Service Network is warranted and will be remedied against any related defects.

5. Additional Notes

- If the vehicle is sold, the ESM package entitlement is transferred to the next purchaser as long as the package remains valid.
- E-voucher can be used/redeemed immediately upon successful payment made by the purchaser.
- Each E-voucher is limited to ONE (1) redemption per vehicle of the same chassis number.
- Each E-voucher can only be used/redeemed once per service for ONE (1) vehicle of the same chassis number.
- ESM Package E-Voucher Code must be presented to your Mazda Service Advisor during your next visit to the service centre.
- Voucher is not exchangeable, non-refundable for cash, and cannot be combined with other promotions or discounts.
- Bermaz Motor Trading Sdn Bhd reserves the right to amend the Terms and Conditions without prior notice.

Any questions?

For any questions about 4th & 5th Year Extended Service Maintenance, please contact our **Zoom-Zoom Hotline: 1800-22-8080**

At BERMAZ, We Care.