

The background of the entire image is a dark, monochromatic photograph of the front of a Mazda SUV. The car's headlight, grille with the Mazda emblem, and front wheel are visible. The text is overlaid on this image.

MAINTENANCE PASSPORT

YOUR GUIDE TO MAZDA MAINTENANCE

Call us today | 315.446.ZOOM (9666)
Mazda Road Side Assistance | 800.866.1998



| ROMANO MAZDA

PASSPORT TO SERVICE

Owner Information

Name

Vehicle Identification Number (VIN)

Model Year/Model

Address

Sales Representative

First Appointment

Date

Time

Extended Warranty - yes/no | ELP/ERP - yes/no | Ziebart - yes/no

Company

Years

Miles

> General Manager
Steven M. Abdel-Aziz
sma@romanocars.com
315.446.ZOOM x210

> Service Director
Dave Vito
dvito@romanocars.com
315.446.9033



ONLY USE GENUINE MAZDA PARTS AND SERVICE

If you are thinking parts, think original and genuine.

- 1. Mazda-trained Service Professionals:** They understand all the critical systems that give your Mazda the soul of a sports car like nobody else can.
- 2. Genuine Mazda Parts:** When it comes to repairs and maintenance you want parts that meet the exact specifications of your vehicle – otherwise, performance suffers.
- 3. One-stop shop:** Visit your Mazda Dealer for all your maintenance needs – including an affordable selection of tires, parts and accessories.
- 4. Body Shop:** Site of art master technicians. Full service body collision repair.

Nothing compares to the original.

- 5.** Unlike generic aftermarket parts, Genuine Mazda Parts have been made from the same blueprints as the original. And every part is guaranteed to perform and wear the same as the day you first drove your new Mazda.
- 6.** Without access to original specifications, aftermarket parts are often manufactured with a fit and finish that falls below Mazda standards. Worse yet, your original warranty could become invalid if aftermarket parts contributed to the damage of the original parts. Only Genuine Mazda Parts are specifically covered by the Mazda warranty.

> Free new loaner vehicle with every appointment. Vehicle detail available.

> MAZDA App



MAZDA FULL CIRCLE SERVICE

At Romano Mazda, you will receive a Full Circle Service Inspection and Full Video Report. Mazda Service Professionals will check the status of the following parts and systems of your vehicle:

- | | | | |
|--|----------------------------------|-------------------------------------|--|
| » Brakes | » Power steering fluid condition | » Engine air filter | » Interior and exterior lights |
| » Tires (tread depth) | » Cooling system | » Wiper blades and operation | » Windshield cracks, chips and pitting |
| » Automatic transmission fluid condition | » Drive belts | » Brake lines, hoses, parking brake | |
| | » Battery performance | » Suspension system | |
| | » Cabin air filter | | |

You will receive a Full Circle Service Report Card that summarizes your vehicle's condition. Following these recommendations will help ensure your Mazda is properly maintained and will continue to perform at its best. The following Report Card codes are used to communicate your vehicles status:

- Green** Items that are in "good" condition and do not show evidence of unusual or significant wear.
- Yellow** Items that are wearing significantly but are not likely to fail before the next scheduled maintenance interval.
- Red** Items that require immediate attention or will likely wear out before the next maintenance interval.



MAZDA FULL CIRCLE SERVICE

IMPORTANT NOTE:

Brake pads and rotors are not covered by Mazda's Factory Warranty, these are considered normal wear and tear items. However, doing the recommended brake services will enhance the life of your brakes and will save you money long term due to our climate conditions.

Genuine Mazda Oil is formatted for your vehicle. When you want the best, use the best

Quality is our top commitment when it comes to your Mazda. It's the reason we recommend top-quality engine oil. Starting with the 2011 model year, Mazda recommends (for specific models) using full synthetic, OW-20 viscosity engine oil. Genuine Mazda OW-20 engine oil is specifically formatted for your new Mazda vehicle and provides benefits that conventional engine oil simply cannot deliver:

- » Improved cold-engine start protection
- » Improved fuel mileage
- » Reduced emissions
- » Superior engine wear protection
- » Advanced protection against oil breakdown

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

MAZDA ROADSIDE ASSISTANCE: 1.800.866.1998

If you need us, call us - anytime.

From changing a flat tire to emergency towing and more, we will do everything we can to get you back on the road as soon as possible.

Who is covered?

You and any family member (with a valid driver's license) who drives your Mazda is covered for the duration of your basic warranty period. See your warranty manual for complete details.

How do you get assistance?

For roadside service and towing to Romano Mazda dealership, call 1.800.866.1998. You can call 24 hours a day, 7 days a week, from anywhere in Canada or the U.S., including Alaska and Hawaii. Ask to have your vehicle towed to Romano Mazda. Call 315.446.9033 to arrange for alternative transportation at no charge.

What is the cost to the driver?

There is never a charge to you for roadside assistance while under the basic warranty period.

What services are covered during the basic warranty period?

- » Towing to nearest authorized Mazda dealership for warranty – related repairs
- » Jump starts
- » Changing of flat tires
- » Gas delivery
- » Lockout assistance

The free Mazda Roadside Assistance iPhone app, Mazda owners Assist, is available directly from the App Store on your iPhone, or downloaded from your PC using iTunes. Visit www.mazda.crosscountry-auto.com for more info. For Android, visit Android Market.

In addition, Mazda Roadside Assistance Plus is offered to Mazda owners when their in-warranty Roadside Assistance protection expires. For questions or owner enrollment in the Mazda Roadside Assistance Plus program, please call 1.866.370.4507.

iPhone is a registered trademark of Apple Inc.



MYMAZDA APP

- Get educated on the vehicle you purchased and how to operate features (20 sec to 2 min tutorial videos that walk you through individual features)
- Easy access to roadside assistance
- Makes all service appointments with ease and secures all service records
- We can set up a follow-up appointment to go over features that matter to you so we can explain them in more detail
- Utilize MyMazda app — watch short videos to learn more about your new Mazda, use roadside assistance, schedule service maintenance appointments and it also gives you easy access to your service records in the future
- Take advantage of your savings when you get your services done at our Mazda Service Department using your Romano Mazda Maintenance Passport
- Lastly, Mazda has advanced safety technologies that are designed to keep you and your family safe and comfortable; i-activsense® technology is designed for safety, human-centric® technology is designed for comfort, and Skyactiv® allows for excellent driving performance

Visit your favorite social media sites to keep in touch with everything Zoom-Zoom related.



Free Mazda Assist iPhone
and Android apps



Romano Mazda is on
facebook.com/pages/Romano-Mazda/102261759825138



Images on Instagram:
instagram.com/romanocars#



Mazdausa.com

iPhone is a registered
trademark of Apple Inc.

SCHEDULED MAINTENANCE | VISIT 1

Schedule 1

5K Miles (6 months)

- » Replace engine oil
- » Replace engine oil filter
- » Rotate tires
- » Lubricate all locks and hinges

Inspect:

- » Engine coolant level
- » Function of all lights
- » Brake fluid level
- » Tire inflation pressure and tire wear
- » Power steering fluid level
- » Washer fluid level

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

*See back cover to determine if your vehicle should follow Schedule 2 maintenance.

Schedule 1

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

Download
"My Mazda App"
To Receive A
Complementary
First Service

\$74.95
Value

Coupon

SCHEDULED MAINTENANCE | VISIT 2

New Mazda Loaners \$49.95 per day/Preferred Customer No Charge

Schedule 2

10K Miles (12 months)

- » Replace engine oil
- » Replace engine oil filter
- » Rotate tires
- » Lubricate all locks and hinges

Inspect:

- » Engine coolant level
- » Function of all lights
- » Brake fluid level
- » Tire inflation pressure and tire wear
- » Power steering fluid level
- » Washer fluid level

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

¹Specific models only

Schedule 2

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

Initials



Start
Using
Preferred
Customer
Card Here

SCHEDULED MAINTENANCE | VISIT 3

Schedule 3

15K Miles (18 months)

- » Replace engine oil
- » Replace engine oil filter
- » Replace engine air filter
- » Rotate and balance tires
- » Perform rear caliper brake service
- » Free alignment check
- » Perform front caliper brake service
- » Lubricate all locks and hinges

Inspect:

- » Engine coolant level
- » Function of all lights
- » Brake fluid level
- » Disc brakes
- » Tire inflation pressure and tire wear
- » Power steering fluid level
- » Washer fluid level

Schedule 3

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

*See back cover to determine if your vehicle should follow Schedule 2 maintenance.

\$50.00 **15,000 Mile**
Off **Service**

Coupon

AVANT PLUS WITH PEACE OF MIND

Emergency Road Side Service

- » Vehicle Towing
- » Fluid Delivery*
- » Jump Starts
- » Lockout Service
- » Flat Tire Change

Tire & Wheel Coverage

Enhance your luxury driving experience with confidence on the road. In the event of damage cause by a road hazard such as nails, glass, potholes or debris your performance grade tires will be repaired/replaced. Damaged tires(s) will be replaced if not repairable. Includes Curb Damage & Cosmetic Wheel Coverage.

Car Rental Reimbursement. In the event that the time required to repair, and/or ship a covered wheel results in the operation loss of YOUR vehicle for 8 hours or more, We will cover up to fifty dollars (\$50) per day for a maximum of three days (3) for the cost of a rental car. In the event YOUR wheel repair process requires an overnight repair, We, will furnish YOU with a rental vehicle reimbursement allowance of up to fifty dollars (\$50) per day while your wheel is being repaired. This will allow the authorized repair facility the time necessary to repair the wheel.

Key Replacement

In the event your key is lost, stolen or destroyed, it will be replaced.

- » All keys cut to manufacturer standard
- » Transponder programmed if necessary
- » Up to \$800 coverage
- » Includes Additional Keys such as Home, Office or Garage

Interior Repair Mondays

In the event your vehicle's interior needs to be repaired we offer special coverage for accidental rips, tears, burns and punctures, with a \$250 reimbursement per incident.

Paintless Dent Repair Wednesdays & Thursdays

We understand the value of your investment. With our Paintless Dent Repair program and nationwide network, you'll have the assurance knowing any minor dents will be removed.

AVANT PLUS WITH PEACE OF MIND

Windshield Repair

Our Excess Protection benefits include the highest quality windshield repair services, that use a high quality resin to repair minor chips.

Plus ADR Coverage includes

- » Reimburses your auto deductible up to \$500
- » Covers your vehicle for a specified term
- » Includes comprehensive coverage
- » Includes Auto-Lockout: Reimbursement for the service of a locksmith up to \$50
- » Includes Warranty Vault: Online storage for your individual warranties
- » Includes collision coverage

Lease Benefit Coverage

- » Excess milage charges \$200 benefit
- » Interior damage due to excess wear and use



mazda

This is for informational purposes only. Coverage is subject to exclusions and limitations set forth in the contract. The terms and conditions of the optional coverage offered and purchased may vary both from state to state and according to the program features chosen by you. Coverage Provided by Triple Protection Auto Care, Inc.



AVANT PLUS WITH PEACE OF MIND

**Interior Repairs Are On Mondays.
Paintless Dent Repairs Are On
Wednesdays And Thursdays.**

SCHEDULED MAINTENANCE | VISIT 4

Schedule 4

20K Miles (24 months)

- » Replace engine oil
- » Replace engine oil filter
- » Replace key fob battery
- » Rotate tires
- » Replace wiper blades
- » Lubricate all locks and hinges

Inspect:

- » Engine coolant level
- » Function of all lights
- » Brake fluid level
- » Tire inflation pressure and tire wear
- » Power steering fluid level
- » Washer fluid level

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

*See back cover to determine if your vehicle should follow Schedule 2 maintenance.

¹Specific models only

Schedule 4

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

Free Complete
Detail With
Completed
Maintenance
Passport

\$199.00
Value

Coupon

SCHEDULED MAINTENANCE | VISIT 5

Schedule 5

25K Miles (30 months)

- » Replace cabin air filter¹
Every 25K miles or 24 months
- » Replace engine oil
- » Replace engine oil filter
- » Rotate tires
- » Perform brake fluid flush
- » Lubricate all locks and hinges

Inspect:

- » Engine coolant level
- » Function of all lights
- » Brake fluid level
- » Tire inflation pressure and tire wear
- » Power steering fluid level
- » Washer fluid level

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

Schedule 5

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

Buy 3 Tires
Get 1 Free
With Completed
Passport

up to
\$250.00
Value

Coupon

SCHEDULED MAINTENANCE | VISIT 6

Extend Your Limited Bumper To Bumper Coverage, Ask For More Details

Schedule 6

30K Miles (36 months)

- » Replace engine oil
- » Replace engine oil filter
- » Replace manual transmission oil[†]
- » Front differential service
- » Replace rear differential oil[†]
- » Rotate and balance tires
- » Tighten bolts and nuts on chassis and body
- » Lubricate all locks and hinges
- » Replace engine air filter
- » Replace automatic transmission fluid
- » Preform rear caliper brake service
- » Preform front caliper brake service
- » Free alignment check
- » Replace wiper blades
- » Replace key fob battery

Replace cabin air filter -
Every 25K miles or 24 months

Please refer to your vehicle owner's manual
or MazdaUSA.com for model-specific
maintenance schedule.

[†]Specific models only

Inspect:

- » Battery Test
- » Engine coolant level
- » Function of all lights
- » Cooling System[†]
- » Driveshaft dust boots
- » Drive belts[†]
- » Brake lines, hoses and connections
- » Brake fluid level
- » Disc brakes
- » Tire inflation pressure and tire wear
- » Steering operation and linkages
- » Front and rear suspension, ball joints and wheel bearing axial play
- » Power steering fluid level
- » Fuel lines, hoses and connections[†]
- » Washer fluid level

Schedule 6

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

Receive Your Free
Oil Change With
Completed Preferred
Card And
A Complete Detail

\$249.94
Value

Coupon

SCHEDULED MAINTENANCE | VISIT 7

Schedule 7

35K Miles (42 months)

- » Replace engine oil
- » Replace engine oil filter
- » Rotate tires
- » Lubricate all locks and hinges

Inspect:

- » Engine coolant level
- » Function of all lights
- » Brake fluid level
- » Drive belts^t
- » Tire inflation pressure and tire wear
- » Power steering fluid level
- » Washer fluid level

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

Schedule 7

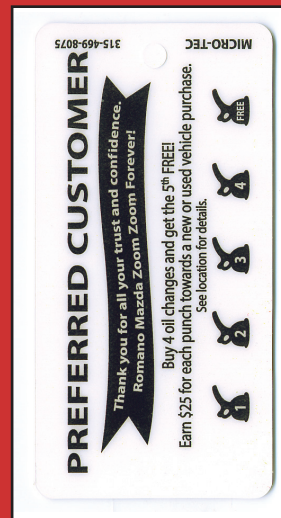
Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time



**Start
Using
Preferred
Customer
Card Here**

SCHEDULED MAINTENANCE | VISIT 8

Schedule 8

40K Miles (48 months)

- » Replace engine oil
- » Replace engine oil filter
- » Replace key fob battery
- » Fuel injection service
- » Rotate tires
- » Replace wiper blades
- » Lubricate all locks and hinges

Inspect:

- » Engine coolant level
- » Function of all lights
- » Brake fluid level
- » Tire inflation pressure and tire wear
- » Power steering fluid level
- » Washer fluid level

After the prescribed period, continue to follow the described maintenance at the recommended intervals found in your vehicle owner's manual.

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

¹Specific models only.

Schedule 8

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

\$89.95
Free 4 Wheel
Alignment
Value

Coupon

SCHEDULED MAINTENANCE | VISIT 9

Schedule 9

45K Miles (54 months)

- » Replace engine oil
- » Replace engine oil filter
- » Replace engine air filter
- » Rotate and balance tires
- » Perform rear brake caliper
- » Perform front brake caliper
- » Perform alignment check
- » Lubricate all locks and hinges

Inspect:

- » Test Battery
 - » Engine coolant level
 - » Function of all lights
 - » Brake fluid level
 - » Disc brakes
 - » Tire inflation pressure and tire wear
 - » Power steering fluid level
 - » Washer fluid level
 - » Exhaust system and heat shields
- Every 45,000 miles or 5 years

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

Schedule 9

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

Free
Complete
Detail

\$199.00
Value

Coupon

SCHEDULED MAINTENANCE | VISIT 10

Schedule 10

50K Miles (60 months)

- » Replace cabin air filter
Every 25,000 miles or 2 years
- » Replace engine oil
- » Replace engine oil filter
- » Replace engine air filter
- » Replace key fob battery
- » Perform power steering service
- » Perform coolant flush
- » Rotate tires
- » Replace wiper blades
- » Lubricate all locks and hinges

Inspect:

- » Engine coolant level
- » Function of all lights
- » Brake fluid level
- » Tire inflation pressure and tire wear
- » Power steering fluid level
- » Washer fluid level

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

¹Specific models only.

Schedule 10

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

**\$750 Owner Loyalty Towards
New Lease Or Purchase**
Vehicles With Extended Warranty \$500.00
Platinum Shield Ziebart
\$500.00 Trade Assistance
Edmunds Average Trade Value
Plus Up To \$1,000.00 With
Completed Passport

Coupon

SCHEDULED MAINTENANCE | VISIT 11

Schedule 11

55K Miles (66 months)

- » Replace engine oil
- » Replace engine oil filter
- » Rotate tires
- » Clean air filter†
- » Lubricate all locks and hinges

Inspect:

- » Engine coolant level
- » Function of all lights
- » Brake fluid level
- » Tire inflation pressure and tire wear
- » Power steering fluid level
- » Washer fluid level

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

†Specific models only.

Schedule 11

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

Complete
Detail

\$50.00
Off

Coupon

SCHEDULED MAINTENANCE | VISIT 12

Schedule 12

60K Miles (72 months)

- » Replace engine oil
- » Replace engine oil filter
- » Replace spark plugs
- » Replace engine air filter
- » Replace manual transmission oil[†]
- » Replace automatic transmission fluid
- » Replace rear differential oil[†]
- » Replace key fob battery
- » Rotate and balance tires
- » Perform front and rear brake caliper service
- » Perform alignment check
- » Tighten bolts and nuts on chassis and body
- » Lubricate all locks and hinges
- » Replace wiper blades

After the prescribed period, continue to follow the described maintenance at the recommended intervals found in your vehicle owner's manual.

Please refer to your vehicle owner's manual or MazdaUSA.com for model-specific maintenance schedule.

[†]Specific models only

Inspect:

- » Battery Test
- » Engine coolant level
- » Function of all lights
- » Cooling System[†]
- » Driveshaft dust boots
- » Drive belts[†]
- » Brake lines, hoses and connections
- » Brake fluid level
- » Disc brakes
- » Tire inflation pressure and tire wear
- » Steering operation and linkages
- » Front and rear suspension, ball joints and wheel bearing axial play
- » Power steering fluid level
- » Fuel lines, hoses and connections[†]
- » Hoses and tubes for emission
- » Washer fluid level

Schedule 12

Date

Mileage

R.O. Number

Dealer Validation

Next Appointment | Date / Time

Free Oil And Filter Change
With Complete Preferred
Customer Card

Coupon

MAZDA EXTENDED COVERAGE PLANS

VEHICLE ELIGIBILITY

Certified Plans: Must be a Mazda Certified Pre-Owned Vehicle. Certified Vehicle Plans eligibility vary depending on the plan you select.

COMPONENTS

A VSA Mazda Certified Pre-Owned plan adds coverage for the service of major components including an extensive range of up to 1,100 vehicle parts.

ENGINE, TRANSMISSION, DRIVE AXLE

Including manual and automatic transmissions, front-wheel and rear-wheel drive.

CLIMATE CONTROL

Including air conditioner and heater components.

SHOCKS, FRONT AND REAR SUSPENSION

Including suspension bushings and bearings.

FUEL SYSTEMS, ELECTRICAL SYSTEMS

Including fuel injection, sensors, and power windows and seats.

DEDUCTIBLE

Romano Mazda disappearing \$100 deductible.

STEERING, BRAKES, CV BOOTS

Including power steering and anti-lock braking system components.

NAVIGATION, AUDIO, HIGH-TECH

Including navigation display and most factory installed technology and safety features.

THESE ARE THE ITEMS NOT COVERED: Accessory Drive Belts; Batteries; Body Panels; Brake Linings, Pads and Shoes, Rotors and Drums; Bumpers; Carpet; Chrome; Clutch Friction Disc and Pressure Plate; Dash Cover and Pad; Door Fabric; Door Trim; Filters; Fluids; Fuel Cell Air Compressor; Fuel Cell Boost Converter; Fuel Cell Electronic Control Unit; Fuel Cell Hydrogen Tanks; Fuel Cell Power Control Unit; Fuel Cell Stack; Fuel Cell Vehicle Battery Pack; Glass (including Windshields); Headliner; Heating Hoses, Lines and Tubes; Hoses; Hybrid Vehicle Battery Pack; Hybrid Vehicle Battery Plug Assembly; Hybrid Vehicle Relay Assembly; Hybrid Vehicle Supply Battery Assembly; Hydrogen Fueling Electronic Control Unit; Hydrogen Fueling Electronic Control Unit; Interior and Exterior Trim and Moldings (including but not limited to: Ashtrays, Covers, Cup Holders and Vents); Lamps, Light Assemblies/Housings and Light Bulbs; Nuts, Bolts, Clips, Retainers and Fasteners; Paint; Rust and Corrosion Damage; Seat Covers; Sheet Metals; Shiny Metals; Spark Plugs; Structural Framework and Welds; Tires; Vacuum Hoses, Lines and Tubes; Weather Stripping; Wheels and Rims; Windshield Wiper Blades (Rubber component); All interior and exterior cloth, leather and stitching including convertible tops and/or vinyl tops including but not limited to: any vibration, deterioration, discoloration, disfigurement, warping, fading,



mazda

ROMANO MAZDA

MAINTENANCE PASSPORT

YOUR GUIDE TO MAZDA MAINTENANCE

Call us today | 315.446.ZOOM (9666) | MYMAZDA.COM

Schedule 2 should be followed if any of the following driving conditions applies:

- » Repeated short-distance driving or with extended use of brakes
- » Driving in areas where salt or other corrosive materials are used
- » Driving on rough or muddy roads
- » Extended periods of idling or low-speed operation
- » Driving for long periods in cold temperatures or extremely humid climates
- » Driving in dusty or extremely hot conditions
- » Driving in mountainous conditions continually

NOTE

After the prescribed period, continue to follow the described maintenance at the recommended intervals.

The Mazda Passport is not intended to replace your owner's manual. The owner's manual contains more detailed information to help you better understand your vehicle's maintenance schedule. All information, specifications, photography and illustrations in the publication are those in effect at the time of printing. Mazda reserves the right to change specifications without obligation.