MAZDA PREPAID MAINTENANCE ROMANO MAZDA

MAINTENANCE PASSPORT YOUR GUIDE TO MAZDA MAINTENANCE

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



ROMANO MAZDA

J1801468-01_Romano_Passport.indd 1

PASSPORT TO SERVICE

Owner Information

Name

Vehicle Identification Number (VIN)

Model Year/Model

Address

Sales Representative

First Appointment

Date

Time

Extended Warranty - yes/no | PrePaid Maint - 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 x217

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
- » Tires (tread depth)
- Automatic transmission fluid condition

- » Power steering fluid condition
- » Cooling system
- » Drive belts
- » Battery performance
- » Cabin air filter

- » Engine air filter
- » Wiper blades and operation
- » Brake lines, hoses, parking brake
- » Suspension system

- » Interior and exterior lights
- » Windshield cracks, chips and pitting

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 mater 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.

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.

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Date			
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R.O. Number

Dealer Validation

Next Appointment | Date / Time

To Preferred Customer



Loaner

New Mazda Loaners \$49.95 per day/Preferred Customer No Charge Schedule Your Annual Ziebart Inspection — 315.471.3003

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.

*Specific models only

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Dealer Validation

Next Appointment | Date / Time



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

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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.

AVANT PLUS WITH PEACE OF MIND

Emergency Road Side Service

» Vehicle Towing

» Flat Tire Change

» Fluid Delivery*

» Jump Starts

» Lockout Service

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.

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

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





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.

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.

*Specific models only

Schedule 4	
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R.O. Number

Dealer Validation

Next Appointment | Date / Time

Free Complet e C Maintenan Passport **Detail Wi** omplet \$199.00 /alue

Schedule 5 25K Miles (30 months)

- » Replace cabin air filter^t 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.

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Dealer Validation

Next Appointment | Date / Time

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Extend Your Limited Bumper To Bumper Coverage Ask For More Details On An Extended Warranty

Schedule 6 30K Miles (36 months)

- » Replace engine oil
- » Replace engine oil filter
- » Replace manual transmission oilt
- » Front differential service
- » Replace rear differential oilt
- » 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 filtert -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^t
- » Driveshaft dust boots
- » Drive belts^t
- » 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^t
- » Washer fluid level

Schedule 6

Date	

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Next Appointment | Date / Time

Lease Turn-In Credit for Anyone \$250.00 /alue

Coupon

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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

Schedule 7

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.

\$695.00 Discount Off Any Extended Warranty

Schedule 8 40K Miles (48 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

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.

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Dealer Validation

Next Appointment | Date / Time

\$750 Owner Loyalty Towards New Lease Or Purchase 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



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.

Schedul	e	9
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Mileage

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Dealer Validation

Next Appointment | Date / Time



PLATINUM LEASE WEAR

Plan Start Date	Plans begin at the vehicle purchase date. For new vehicles, this is the vehicle in-service date.				
Vehicle Eligibility	New Mazda vehicles [*] (See below for list of excluded vehicles)				
Finance Product Compatibility	Specially designed for lease vehicles only.				
Plans Offered (Terms up to 5yrs.)	Lease Term	0-24mo	24-36mo	37-48mo	49-60mo
	Plan Term	2yr	3yr	4yr	5yr
Covered Components	 Platinum VSA coverage for unlimited milage will protect consumers if they exceed the Factory Warranty Mileage. Normal Wear Failures Coverage (See agreement for details.) One (1) replacement of brake pads and brake lining/shoes One (1) wheel alignment service One (1) set of windshield wipers One (1) replacement of 12-volt automotive battery Replacement coverage for belts and hoses Replacement coverage of fuses and light bulbs Headlamps and other exterior lamp assemblies 				
Roadside Assistance Services offered through Cross Country Motor Club, Inc., One Cabot Road, Medford, MA 02155 Phone: (800) 297-0486	Coverage is effective throughout the life of the Agreement. Includes towing, flat tire, lockout, jump start, and fuel delivery services. (Up to 3 gal., no more than 2 times per month, excluding Fuel Cell and Electric Vehicles.)				

PLATINUM LEASE WEAR

Substitute Transportation Requires prior approval of Administrator	Up to \$50 per day for a maximum of five (5) days per occurrence
Travel Protection Lodging and Meals — Available if vehicle is inoperable due to the mechanical failure of a covered components. Valid receipts will be required for reimbursement. Must be more than 150 miles from home. Requires prior approval of Administrator.	Up to \$100 per day for a maximum of five (5) days per occurrence.
Deductible	\$0
Transferability	Yes, if lease agreement is transferred to the new lessee. (See agreement for details.)
Cancellation	Yes

*Excludes exotic vehicles or vehicles sold for more than \$125K, electric or fuel cell vehicles, any vehicle used for plowing snow, competitive driving or racing, taxis, shuttles, commercial, municipal, medical, emergency or police vehicles, salvage vehicles used for towing a trailer whose weight exceeds the manufacturer's recommendations.

Coverage is subject to exclusions and limitations set forth in the Vehicles Service Agreement. See Vehicle Service Agreement for complete terms and conditions including non-covered expenses and exclusions. The administrator and obligor of this Vehicle Service Agreement is Toyota Motor Insurance Services, Inc. The trade name "Mazda Financial Services" and the Mazda and Mazda Financial Services logos are owned by Mazda Motor Corporation ("Mazda") or its affiliates and are licensed to Toyota Motor Credit Corporation ("TMCC"). Retail installment and lease accounts are owned by TMCC and Toyota Lease Trust. Mazda North American Operations is solely responsible for its products and services and for promotional statements about them and is not affiliated with TMCC or its affiliates. Toyota Motor Credit Corporations (NMLS ID#8027).

COUPONS

10% Off Repairs

Multi-Point Inspection Plus 10% OFF Recommended Repairs

Plus applicable taxes & disposal fee. Maximum \$50.00. Not Valid on tires. Limit one coupon per person. Coupon does not apply to prior purchases. Other restrictions may apply. Void where prohibited. Expiration: Same as Agreement Expiration Date. Coupons are issued by and are the sole responsibility of your selling dealer. Mazda Financial Services is not an issuer of the coupons and is not responsible for their contents or redemption.

Romano Mazda 3120 Erie Blvd. E., Syracuse, NY 13214 (877) 466-7830 www.romanomazda.com

Buy 3 Tires Get 1 FREE.

Come in and take advantage of our tire specials to ensure optimal performance, gas mileage and safety. When you by 3 regular priced tires get the 4th free.

Mounting & balancing extra. Mazda approved tires only. Plus applicable taxes & disposal fee. Limit one coupon per person. Coupon does not apply to prior purchases. Other restrictions may apply. Void where prohibited. Expiration: Same as Agreement Expiration Date. Coupons are issued by and are the sole responsibility of your selling dealer. Mazda Financial Services is not an issuer of the coupons and is not responsible for their contents or redemption.

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4-Wheel Alignment Special



Plus applicable taxes. Limit one coupon per person. Coupon does not apply to prior purchases. Other restrictions may apply. Void where prohibited. Expiration: Same as Agreement Expiration Date. Coupons are issued by and are the so responsibility of your selling dealer. Mazda Financial Services is not an issuer of the coupons and is not responsible for their contents or redemption.

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Accessorize Your Mazda

Save 10% OFF on all Genuine Mazda Accessories Installed

Plus applicable taxes. Limit one coupon per person. Coupon does not apply to piror purchases. Other restrictions may apply. Void where prohibited. Expiration: Same as Agreement Expiration Date. Coupons are issued by and are the sole responsibility of your selling dealer. Mazda Financial Services is not an issuer of the coupons and is not responsible for their contents or redemption.

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Battery/Charging System Service

\$10.00 OFF Recommended Work

Plus applicable taxes & disposal fee. Limit one coupon per person. Coupon does not apply to prior purchases. Other restrictions may apply. Void where prohibited. Expiration: Same as Agreement Expiration Date. Coupons are issued by and are the sole responsibility of your selling dealer. Mazda Financial Services is not an issuer of the coupons and is not responsible for their contents or redemption.

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Cabin & Engine Are Filter Replacement Special

\$20.00 OFF

Plus applicable taxes. Limit one coupon per person. Coupon does not apply to prior purchases. Other restrictions may apply. Void where prohibited. Expiration: Same as Agreement Expiration Date. Coupons are issued by and are the sole responsibility of your selling dealer. Mazda Financial Services is not an issuer of the coupons and is not responsible for their contents or redemption.

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Front or Rear Brake Special

\$50.00 OFF

Lifetime limited warranty on all Genuine Mazda & Value Products by Mazda. Brake Pads and Shoes only. Plus applicable taxes & disposal fee. Limit one coupon per person. Coupon does not apply to prior purchases. Other restrictions may apply. Void where prohibited. Expiration: Same as Agreement Expiration Date. Coupons are issued by and are the sole responsibility of volume is not and an experiment of your selling dealer. Mazda Financial Services is not an issuer of the coupons and is not responsible for their contents or redemption.

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Super Detail Special

149.95

Hand wash & dry exterior. Wipe down interior. Shampoo mats & carpets. Apply vinyl protectant to dash, exterior trim and tires. Plus applicable taxes. Limit one coupon per person. Coupon does not apply to piror purchases. Other restrictions may apply. Void where prohibited. Expiration: Same as Agreement Expiration Date. Coupons are issued by and are the sole responsibility of your selling dealer. Mazda Financial Services is not an issuer of the coupons and is not responsible for their contents or redemption.

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ROMANO MAZDA COLLISIONS CENTER

For All Of Those Unexpected Twists and Turns...

The Roman Mazda Collision Center experts are ready to fulfill all your automotive needs regardless of the make or model... We're here for all those unexpected twists and turns along the way.

- » Computerized Estimating
- » Auto Body Repair
- » Four Wheel Alignment
- » Frame Work
- » Free Loaner Cars Available By Appointment
- » Lifetime Warranty On Workmanship

The Roman Mazda Collision Center management team and their professional staff are at your service!







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.