



# ROADSIDE ASSISTANCE

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.

To request roadside assistance or further information, please call: **1 877 75 MAZDA (1 877 756-2932)**

## MECHANICAL BREAKDOWN TOWING

Should your Mazda experience a mechanical breakdown and be unable to proceed under its own power, Mazda Roadside Assistance will arrange for a towing facility to tow your vehicle from the place of mechanical breakdown to the nearest Mazda dealership, or to your preferred Mazda dealership within 50 kilometres. An alternative service facility may be used if there is no Mazda dealership within 100 kilometres.

Reimbursement Option: Up to \$200 if alternate arrangements are made.



## ACCIDENT TOWING

A traffic accident can be a very frightening and unpleasant experience. Mazda Roadside Assistance will be there to help. An accident is defined as the upset or collision of your Mazda with any object moving or stationary. Mazda Roadside Assistance will arrange for a towing facility to tow your vehicle from the scene of the traffic accident to the nearest Mazda Dealership within 100 kilometres, or to your preferred Mazda Dealership within 50 kilometres. An alternative service facility may be used if there is no Mazda Dealership within 100 kilometres.

In the event that your municipality requires you to report to an Accident Reporting Centre, a second tow will be provided from the Accident Reporting Centre to the nearest Mazda Dealer or alternative service facility (as specified above). The second tow from the Accident Reporting Centre must be arranged by calling Mazda Roadside Assistance at 1 877 756-2932 upon completion of the accident report.



Reimbursement Option: in the event that alternative towing arrangements are made, Mazda Roadside Assistance will consider your claim for reimbursement to a maximum of \$200, provided

that your vehicle was towed to a Mazda Dealer and that the following documents have been submitted:

- Original copy of the towing receipt
- Copy of the police report
- Letter from your insurance company stating what portion of the expenses have been covered
- Copy of the Mazda Dealer repair invoice (proof of destination)

## EMERGENCY ROADSIDE ASSISTANCE

Mazda Roadside Assistance will provide the following emergency roadside services:

**Battery Boost:** If your vehicle will not start, we will dispatch a service facility to boost your battery. In the event that your Mazda fails to start after the boost, it will be towed according to your Mechanical Breakdown towing benefits.

**Lockout Service:** If you have locked your keys in your vehicle, Mazda Roadside Assistance will dispatch a service facility to attempt to gain entry into your vehicle. (Cost of labour and/or replacements keys not included.) In the event that access cannot be gained, your vehicle will be towed according to your Mechanical Breakdown towing benefits.



**Fuel Delivery:** In the event that you run out of fuel, Mazda Roadside Assistance will deliver gasoline to your stranded vehicle (cost of gasoline included up to 5 litres).

**Tire Change:** If you have a flat tire, your usable spare tire will be installed (tire repairs are not covered).

**Winching:** If your vehicle becomes immobilized in a ditch, mud or snow, Mazda Roadside Assistance will arrange to have your vehicle winched onto the nearest roadway. The vehicle must be accessible and located on, or adjacent to, a regularly travelled roadway. (This benefit does not apply to vehicles immobilized in a snow-covered driveway or parking lot.) In the event that your Mazda is unable to proceed under its own power after winching, it will be towed according to your Accident towing benefits.

Reimbursement Option: Up to \$100.

## PERSONALIZED AUTO TRIP PLANNING SERVICES

Our Travel Planning specialists can help make your next motoring vacation more enjoyable than ever. We will provide you with maps showing your highlighted route, accommodation and campsite directions, notes and brochures on points of interest at your destination and along the way, handy facts and travel tips – all to make sure you get the most out of your next trip and all FREE of charge. Please make all travel requests

at least 10 business days in advance of your departure date to ensure that you receive this valuable information in time to review it before your trip.

Our specially trained travel counsellors are available to accept Travel Planning requests between 8:30 a.m. and 6:30 p.m. (EST) Monday through Friday.



## TRIP INTERRUPTION

In the event of a mechanical breakdown, Mazda Roadside Assistance will reimburse you for the emergency expenses outlined below if:

1. The registered vehicle broke down more than 100 kilometres from home;
2. The vehicle was unable to proceed under its own power;
3. The vehicle was towed from the site of the mechanical breakdown to the nearest Mazda dealership within 100 kilometres, or to your preferred Mazda dealership within 50 kilometres. An alternative service facility may be used if there is no Mazda Dealership within 100 kilometres;
4. The following documents have been submitted:
  - Original copy of the towing receipt
  - Original receipts of expenses incurred
  - Copy of the Mazda dealer repair invoice (proof of destination)



Reimbursement: up to \$100 per day for 3 days.

*Note: Accidents do not qualify for trip interruption. Any expenses covered by an insurance policy will not be reimbursed. Please note that the total of combined benefits is up to a maximum of \$300 Canadian per mechanical breakdown.*

**Accommodation:** Reimbursement consideration will be made for hotel/motel accommodations as required in the vicinity of the mechanical breakdown while you and your passengers await repairs to make your vehicle roadworthy.

**Meals:** Reimbursement consideration will be made for meals as required in the vicinity of the major mechanical breakdown while you and your passengers await repairs to your vehicle.

**Transportation:** Should you wish to continue on to your destination or return home, Mazda Roadside Assistance will consider reimbursement for commercial transportation (taxi, bus, train or plane) to your original destination or your home.

*Note: Trip Interruption Services must be engaged by you within seventy-two (72) hours after the mechanical breakdown, in order for you to be eligible for reimbursement for the above benefits. The cost of parts, mechanical repairs, and labour are not eligible for reimbursement.*



## HOW TO OBTAIN SERVICE

1. Should you require any of our Emergency Road Services simply call 1 877 756-2932
2. Provide the Mazda Roadside Assistance Representative with your name, vehicle identification number (VIN), the nature of your difficulty and the exact location of your vehicle.
3. An authorized service facility will be dispatched to provide you with the necessary roadside assistance.

In order to obtain service you must remain with your vehicle. The approved service facility will not provide service to unattended vehicles.

## HOW TO CLAIM FOR ALTERNATE SERVICE ARRANGEMENTS

In the unlikely event that you were unable to call Mazda Roadside Assistance prior to obtaining service, please follow these steps for reimbursement:

1. Obtain a detailed receipt from the service facility outlining the cause of disablement, the service required and distance towed, if applicable.

2. Submit the original receipts within thirty (30) days of the date of the incident. The original detailed repair invoice must accompany towing claims. Please submit claims for consideration to:

**Mazda Roadside Assistance, 248 Pall Mall Street,  
P.O. Box 5845 London, Ontario N6A 4T4**

Or via our website at: [roadsideclaims.ca](http://roadsideclaims.ca)

3. Upon receipt and confirmation of the information, Mazda Roadside Assistance will send you a reimbursement cheque according to your reimbursement limits.

Mazda Roadside Assistance reserves the right to decline any claim presented for payment later than thirty (30) days after the date the service was performed or any claim not satisfying the requirements of this coverage.

## GENERAL CONDITIONS

Mazda Roadside Assistance agrees to provide to the driver of the registered Mazda, the benefits as listed in this member's guide, subject to the terms and conditions as set out in this member's guide.

The records of Mazda Roadside Assistance determine the commencement and termination dates of your coverage and will be evidence of your eligibility to claim for benefits. The benefits of the Mazda Roadside Assistance Program are transferred when the vehicle ownership is transferred. Any fraudulent alteration made to bills for service will render them invalid for claims reimbursement.



Only originals of receipts and/or charge copies submitted by you will be accepted for consideration for reimbursement. Originals will be returned upon request.

Benefits as described in this member's guide will not be provided:



A) Where there is any indication at the time of incident of your consumption of alcoholic beverages or narcotics or where you are not in possession of a valid license to operate your Mazda, or when your license is under suspension.

B) While the Mazda is not insured by the minimum standards required by law.

C) In the event that the incident occurred while you were committing or attempting to commit a criminal offence.

Services will not be covered if you have driven into an area that is inaccessible to the service vehicle or is not on an annually travelled public roadway.

Cross-country, logging, seasonal, autocross and any other form of off-road use is not covered.

The services contracted for shall not cover emergency claims caused directly or indirectly, wholly or partly by war, riot, floods, invasion, insurrection, civil commotion or while your Mazda is being used in military or police services.

All questions concerning the Towing and Emergency Road Service should be directed to:

**Mazda Roadside Assistance, 248 Pall Mall Street,  
P.O. Box 5845 London, Ontario N6A 4T4**

To request roadside assistance or further information, please call:

**1 877 75 MAZDA (1 877 756 2932)**