



OEM BULLETIN

MAZDA DENMARK

The Union of the European Lubricant Industry (UEIL) is the umbrella association of the European Lubricants Industry, representing their members and, in particular, the interests of SMEs and independent lubricant companies. To date, the UEIL represents more than 450 lubricant companies, who manufacture and distribute lubricant products under their own various trademarks throughout the European Union. With members in more than 22 European Countries and a unique collective experience of lubricants and the lubricants market, UEIL is the sole representative body for independent manufacturers of lubricants in Europe and has been recognised as such by the European Commission. It is UEIL's policy to favour free and fair competition within the scope of prevailing EU and national laws.

In April 2016 it was reported by a member to UEIL that Mazda Denmark was insisting if a customer wanted to use a non-Mazda recommended oil to lubricate the engine, they notably required the customer to sign the invoice and the work card stating that a non-recommended product had been used.

Although signing these documents did not specifically exclude any warranty claims, the member considered that it raised a barrier to using alternative products.

UEIL wrote to Mazda Motor Logistics Europe regarding the memo issued and advised that it considered this kind of practice was clearly unfair and anti-competitive..

Mazda Motor Logistics Europe responded promptly, requested a copy of the communication of Mazda Motor Denmark and advised "With the above communication at hand, once received, we will get in touch with the colleagues of Mazda Motor Denmark to investigate the allegations, and if they appear to be correct, to amend the communication, as requested by you".

In due course Mazda Motor Logistics Europe wrote to UEIL "Having received the translation of this communication, we come to the conclusion that, although genuine and justified customer complaints and concerns were at the origin of the issuance of such a communication, its wording might be unfortunate and could leave room for misinterpretation. Therefore, we have decided to amend the communication attached to this letter".

The draft communication fully met the concerns of UEIL, although the ACEA claims detailed contained an error which was highlighted to them.

On 13 January 2017 Mazda Motor Logistics Europe advised "We updated the communication in accordance with your remark and the input from our engineering department in Japan. Please find herewith a copy of the update version of the communication, which was published to Mazda Motor Denmark's authorised network at the end of October 2016" (document attached).

UEIL would like to thank Mazda Motor Logistics Europe for their assistance in resolving this issue with UEIL.



Use of engine oil on SKYACTIV models

In the light of recent events we would like to clarify our communication regarding the use of engine oil on SKYACTIV models to avoid further misunderstandings.

Apparently there are still some uncertainties which oils can be used when servicing Mazda SKYACTIV engines. In this regard we have received continued customer claims concerning the filling of incorrect engine oil during the service at Authorized Mazda Repairers.

It should be made clear that only the oil specification as listed in MESI shall be used for Mazda Vehicles.

As an Authorised Mazda Repairer you have a contractual obligation to follow the instructions published by Mazda and you should demonstrate special expertise towards our customers.

Therefore only the following engine oils must be used for SKYACTIV models:

Recommended Oils:

SKYACTIV gasoline	Mazda Original Oil Supra 0W-20
	Mazda Original Oil Ultra 5W-30
SKYACTIV diesel	Mazda Original Oil Supra DPF 0W-30
	Mazda Original Oil Ultra DPF 5W-30

or

Alternative Oil Quality:

SKYACTIV gasoline	0W-20 API SL/SM/SN
	5W-30 API SL/SM/SN or ACEA A3/B3 or ACEA A5/B5
SKYACTIV diesel	DPF 0W-30 ACEA C3
	DPF 5W-30 ACEA C3

to service the SKYACTIV engines.

Please keep in mind that Mazda Original Oils are specially designed/tested for the respective engine. For optimum performance and fuel economy we recommend to use Mazda Original Oils at all times.

Note - on all warranty repairs- only Mazda Original oil must be used.

Use of oil which does not correspond the above specifications when servicing Mazda vehicles with SKYACTIV engines will be considered as a breach of the Authorized Repairer Agreement.

Brussels, February 2017