



## OEM BULLETIN

# MAZDA OWNER MANUALS & AUTOMATIC TRANSMISSION FLUIDS

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 over 400 lubricant companies, who manufacture and distribute lubricant products under their own various trademarks throughout the European Union. With members in more than 20 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 recognized 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 May 2012 it was brought to UEIL's attention that for the Mazda CX-5 (KE) automatic transaxle fluid the OEM stated "Always make sure to use Automatic Transmission Fluid (ATF) FZ"; accordingly UEIL wrote to the OEM in Japan to request a copy of the complete technical specification required for this application.

In July 2012 the OEM's European Headquarters in Germany advised that it was to undertake responsibility for this issue; however then in September 2012 the OEM in Japan advised that their Customer Service Division, headquartered in Japan, would take the lead on this matter.

Since first contacting the OEM, UEIL have written 9 letters to the OEM, who in turn have written 7 letters to UEIL.

The OEM advised that *"the ATF-FZ is maintenance-free lubricant which means that no maintenance/change is required throughout the entire life of the vehicle unless the ATF-FZ is broken"*.

In response UEIL highlighted "that the owner's manual and in the service documentation, there is no comment on the fact that the ATF-FZ is maintenance-free. But, we note there is a dipstick to check the consumption of oil. In the data bases from Technical publishers, it is mentioned to check the oil level every 20,000 kms and that their own network advised that they check the oil level very frequently" .

After further correspondence with the OEM on 12 March 2014 UEIL wrote "we would kindly ask you to revise the "Scheduled Maintenance"-section for the "Automatic transmission/transaxle fluid level".....and to clearly state that this scheduled maintenance is not applicable for the...."

UEIL can now advise that the OEM wrote on 2 April 2014 "we have concluded that we will revise the service manuals from the view point of making it clearer that the ATF-FZ is maintenance-free.....The revision will be made to service manuals for all current Mazda carlines to which maintenance-free ATF is applied".

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