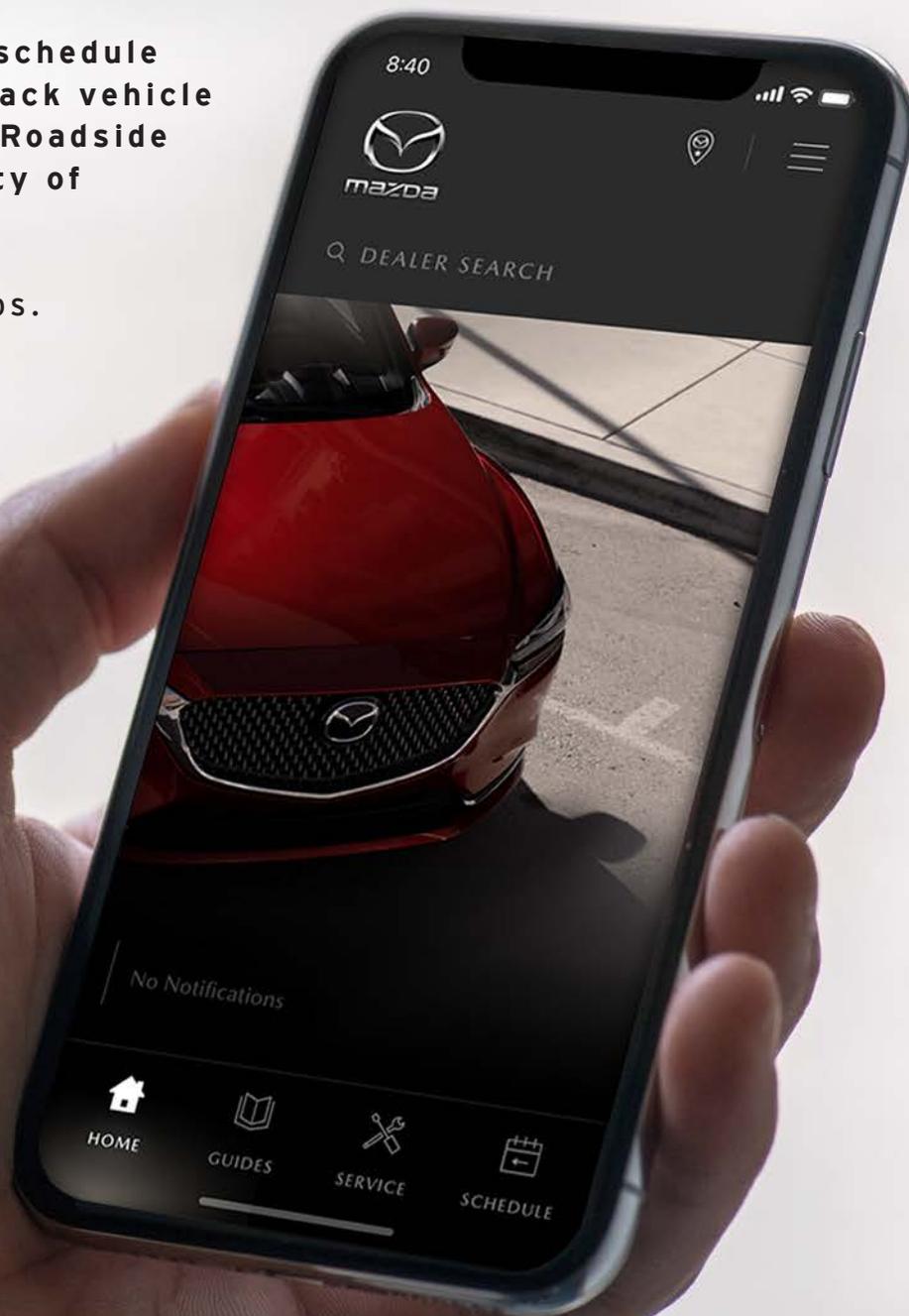


MYMAZDA MOBILE APP USER GUIDE

The MyMazda mobile app makes your Mazda ownership experience **simpler and more convenient** than ever.

Use the MyMazda app to **schedule service appointments, track vehicle service history, request Roadside Assistance, view a variety of helpful guides** and more.

All right at your fingertips.





DOWNLOAD THE MYMAZDA MOBILE APP

The MyMazda mobile app can be downloaded from the MyMazda website or from the Apple App Store® or Google Play™ Store.



Basic App Requirements:

- iPhone® running iOS 11 or above
- Android device running Android 6.0 (Marshmallow) or above



For Apple® users:

- Visit the Apple App Store on your compatible mobile device
- Search for “MyMazda”
- Download the app
- Launch the app from your mobile device’s home screen



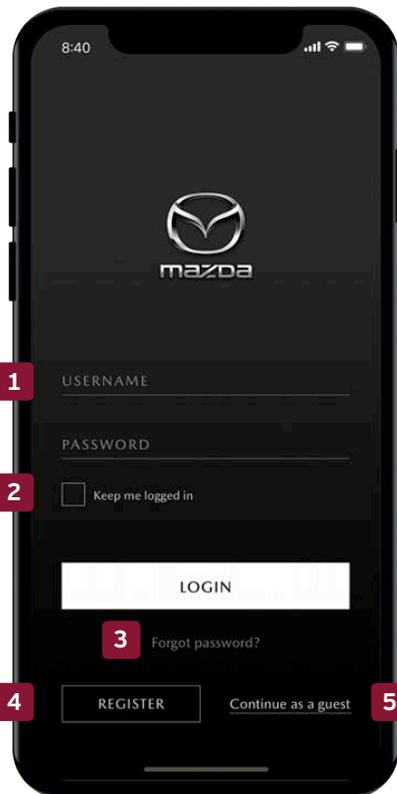
For Android™ users:

- Visit the Google Play Store on your compatible mobile device
- Search for “MyMazda”
- Download and install the app
- After the app downloads, launch the app

You can visit <https://www.mazdausa.com/about-mazda/mobile-apps> on your compatible mobile device to download the MyMazda mobile app and view more information about the app’s features and functions.

LOG IN TO THE MYMAZDA APP

The MyMazda ownership experience starts here – log in to get started.



- 1** If you have an existing MyMazda account, enter your username and password combination, then press **Login**. See page 5-6 for more on using the MyMazda app for the first time.
- 2** Select **Keep me logged in** to save your login credentials and stay logged in to the MyMazda app.
- 3** If you forgot your MyMazda account password, tap **Forgot password?** to reset your password.
- 4** If you don’t already have a MyMazda account, tap **Register** to get started with MyMazda account registration. See page 3-4 for more on how to register for a MyMazda account.

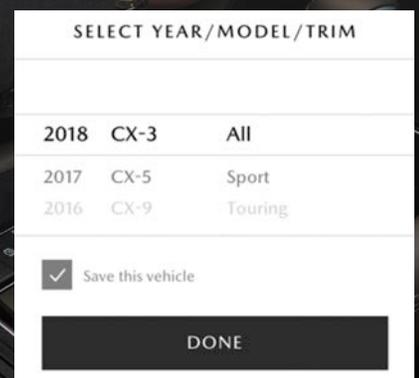
- 5** Tap **Continue as a guest** to launch the app as a guest without registering for a MyMazda account. Some app features, such as My Preferred Dealer, Notifications and Schedule Service are not available in Guest mode. See sidebar for more on Guest mode.

MYMAZDA GUEST MODE

Registering for a MyMazda account is recommended, as logging in will allow full access to the MyMazda app’s suite of features and functions – all personalized to your vehicle’s VIN and preferred dealer for service. However, many helpful and informational features can still be accessed in Guest mode. For more on features available in Guest mode, see page 7.

To experience MyMazda as a guest:

- After tapping **Continue as guest** on the login screen, select the vehicle year, model and trim information you’d like to explore
- If you’d like the MyMazda app to remember your selection, tap **Save this vehicle**
- Tap **Done** to continue to the MyMazda app home screen



SET UP A MYMAZDA ACCOUNT

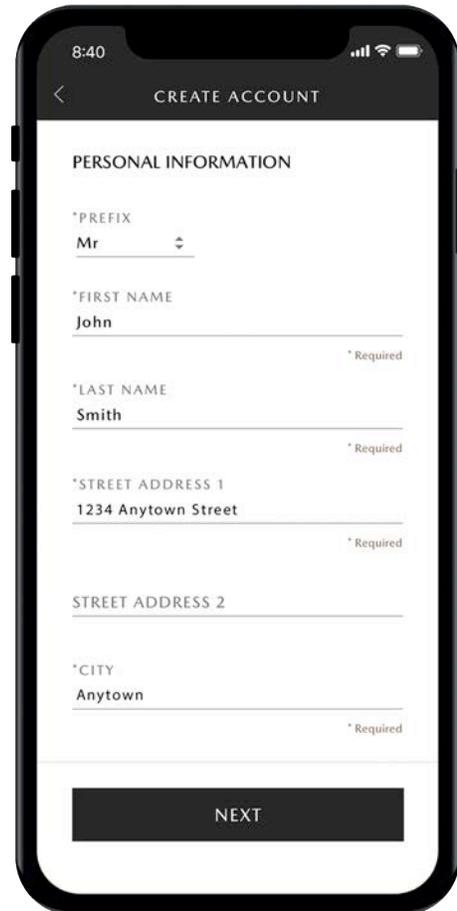
The easiest way to quickly set up and personalize your MyMazda account is via the MyMazda mobile app. Begin by entering your personal information.



1

BEGIN

If you don't already have a MyMazda account, tap **Register** to get started with MyMazda account registration.



2

CREATE ACCOUNT

- Enter your personal information
- Scroll down to enter account information
- Press **Next** to continue setup

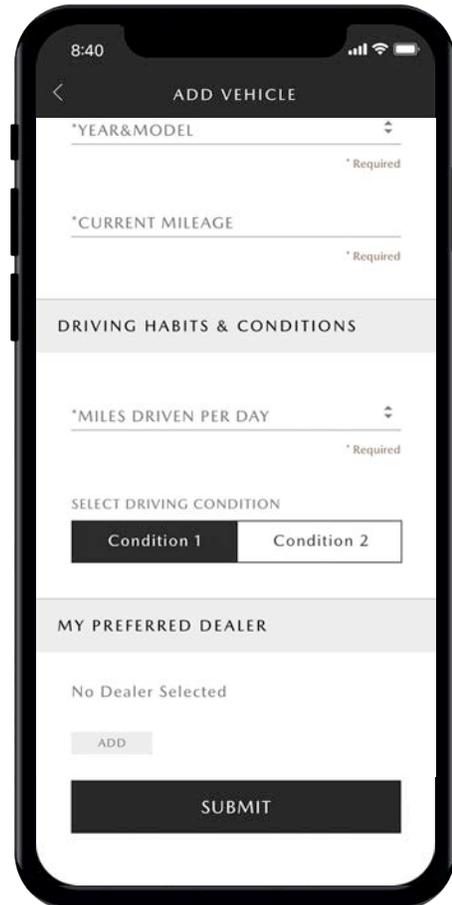
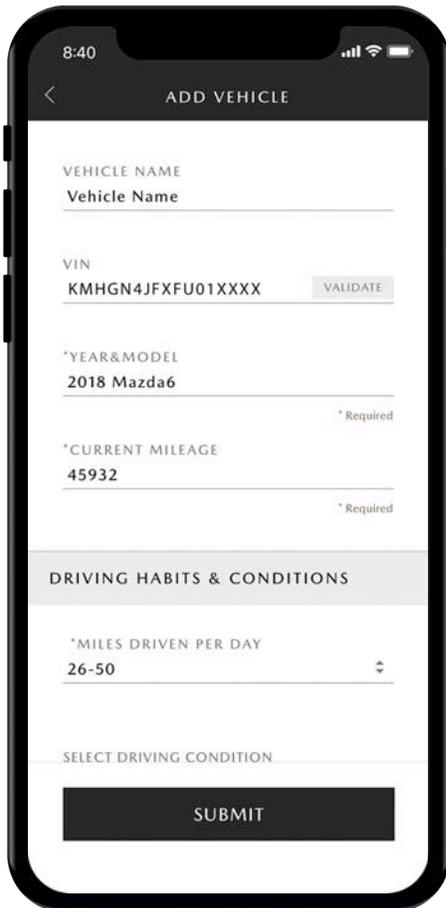
CONTINUED ON NEXT PAGE.

CREATE AN ACCOUNT VIA MYMAZDA.COM

You can also visit <https://www.mymazda.com> to register for a MyMazda account and view more information about the benefits of creating a MyMazda profile.

SET UP A MYMAZDA ACCOUNT (CONTINUED)

After entering your personal information, continue by entering information about your Mazda vehicle.



3

ADD VEHICLE

- Name your vehicle (e.g., John's Mazda6)
- Enter or scan your VIN, which will automatically populate year and model
- Record your current mileage
- Scroll down to select the appropriate driving condition

4

SET PREFERRED DEALER

- Tap **Add** to search for and select a preferred dealer for your vehicle's service needs
- After selecting your preferred dealer, press **Submit** to create your MyMazda account

CREATE A MYMAZDA ACCOUNT LATER

If you choose not to create a MyMazda account upon your initial use of the MyMazda mobile app, you can sign in and use Guest mode. See page 2 for more on Guest mode.

When using Guest mode, tap the **Menu** icon in the upper right-hand corner of the MyMazda home screen. Then, tap **Join MyMazda** to register for a MyMazda account.

JOIN MYMAZDA

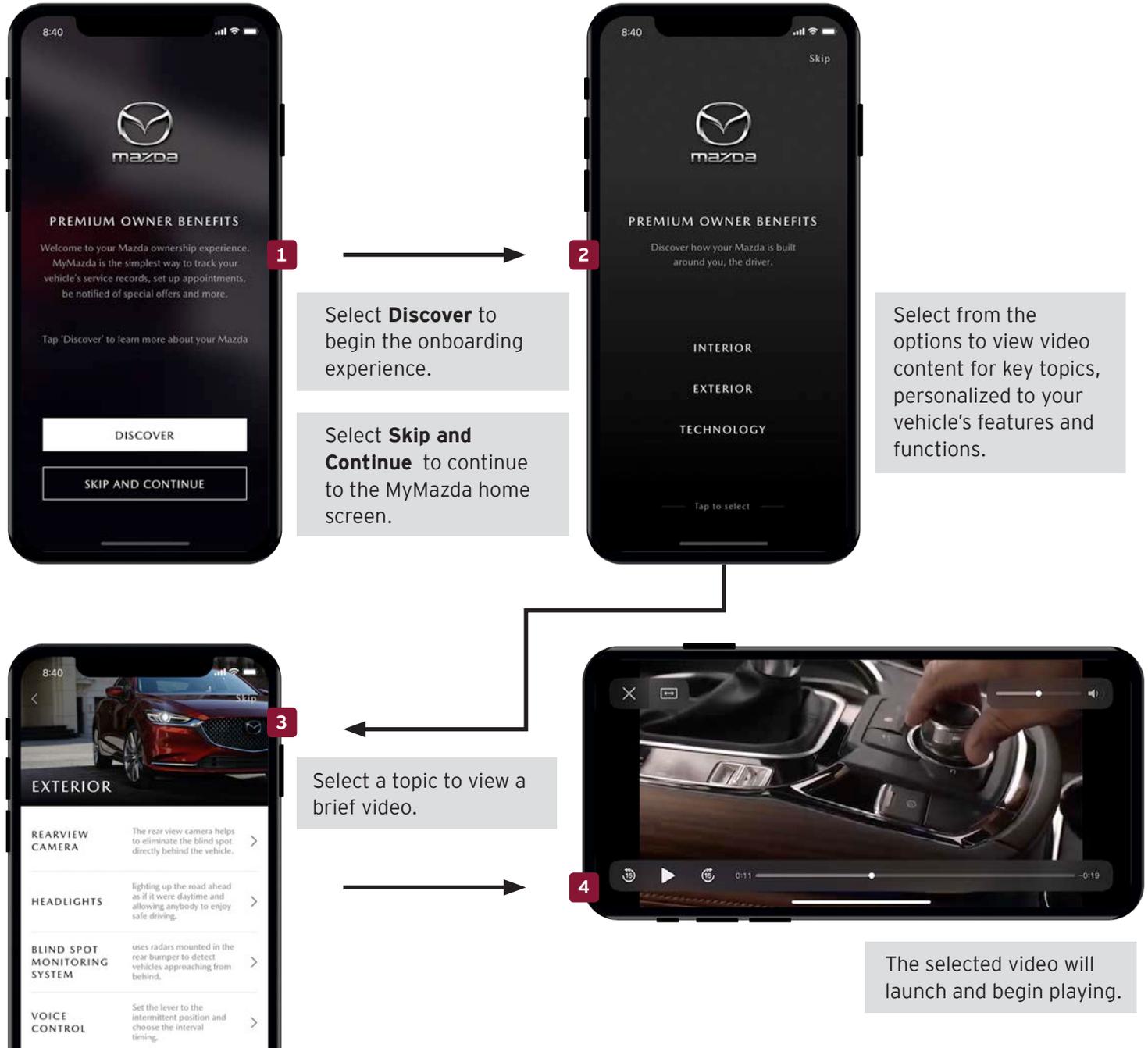
MYMAZDA ▾

ROADSIDE ASSISTANCE

SUPPORT ▾

COMPLETE THE ONBOARDING EXPERIENCE

If you're a first-time user of the MyMazda mobile app, you can walk through an onboarding experience – a guided, video-based discovery of how your Mazda vehicle is built for you, the driver.



REVISIT THE EXPERIENCE

Even if you choose to skip the onboarding experience and continue to the MyMazda app home screen during initial setup, you can revisit the walkthrough anytime. Tap the **Menu icon**, then tap **Support** to expand the **Menu** options. Tap **Onboarding Experience** to begin.

See page 12 for more information on Menu options.

ADD A VEHICLE

If you are an existing MyMazda user that is using the MyMazda mobile app for the first time and you do not have a vehicle registered to your account, you will be prompted to add a vehicle to your MyMazda account.

To add a vehicle:

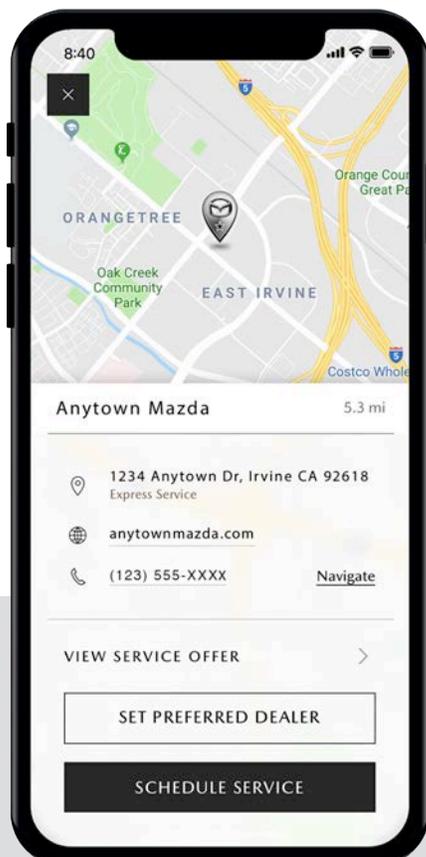
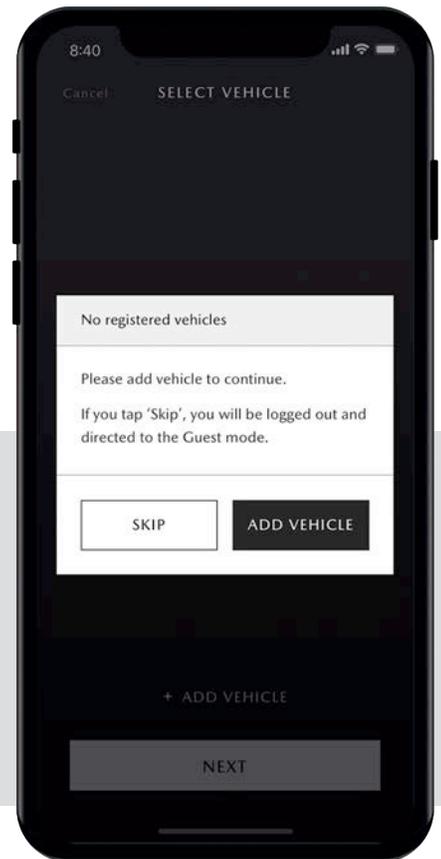
- When prompted upon initial login, tap **Add Vehicle**
- On the **Add Vehicle** screen, enter your vehicle's information, including name, VIN, current mileage, driving habits and miles driven per day
- Tap **Submit** to add the vehicle to your MyMazda account

SELECTING FROM MULTIPLE VEHICLES

If you are the owner of multiple Mazda vehicles, you may be prompted to select your default vehicle.

- If prompted, tap the vehicle that you would like to set as default
- If you would like to add a vehicle, tap **Add Vehicle**
- When your selection is complete, tap **Next** to continue to the home screen

See page 13 for more information on adding and editing vehicles via the MyMazda menu.



SET A PREFERRED DEALER

If you are an existing MyMazda user that is using the MyMazda mobile app for the first time, you will need to set a preferred dealer* for your vehicle's service needs.

To set a preferred dealer for the first time:

- On the MyMazda home screen, tap the **Dealer Map icon**  in the upper right-hand corner of the screen
- Tap the dealer search bar to expand search options
- Search for Mazda dealers near you by dealership name, zip code or city, or allow location services to map your current location
- A list of search results will be displayed. Tap a dealer to view more information
- Tap **Set Preferred Dealer** to select that dealer as your preferred dealer

WHY SET A PREFERRED DEALER?

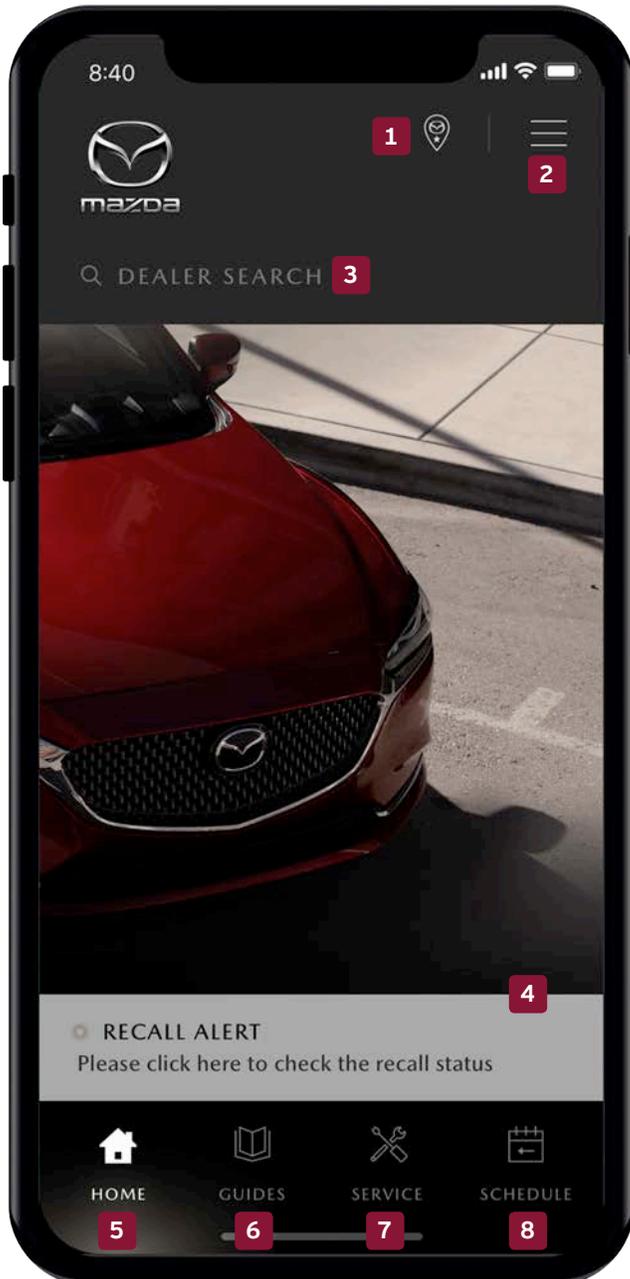
Setting a preferred dealer is recommended in order to experience the full functionality of the MyMazda app. By setting a preferred dealer, you can:

- View your preferred dealer's phone number, address and more
- Quickly schedule a service appointment
- View your preferred dealer's current service offers
- Route to your preferred dealer's location

*Feature not available in Guest mode.

HOME SCREEN SECTIONS AND ICONS

The MyMazda mobile app makes your Mazda ownership experience more convenient – all the tools you need to manage your Mazda are right at your fingertips.



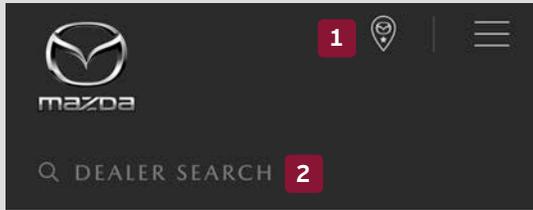
- 1 DEALER MAP*** – View your preferred Mazda dealer's location on the map or search for other dealers in your area. *See page 8 for more information.*
- 2 MENU** – View a variety of Menu options, including your account and profile information*, Roadside Assistance and additional support links. *See page 12 for more information.*
- 3 DEALER SEARCH** – Quickly search for nearby Mazda dealers. *See page 8 for more information.*
- 4 NOTIFICATIONS*** – Recent notifications pop up at the bottom of the home screen. Tap the notification to view more information.
- 5 HOME** – Tap to return to the home screen from any section of the MyMazda app.
- 6 GUIDES** – View helpful manuals and guides, including your vehicle Owner's Manual, Smart Start Guide and how-to videos. *See page 9 for more information.*
- 7 SERVICE*** – View upcoming maintenance milestones, maintenance schedule and set appointments for service. *See page 10 for more information.*
- 8 SCHEDULE** – Schedule a service appointment with your preferred Mazda dealer. *See page 11 for more information.*

**Feature not available in Guest mode.*

MYMAZDA GUEST MODE

Although some features are not available without a MyMazda account, MyMazda Guest mode provides helpful features for users, including dealer search, recommended maintenance schedule, manuals and guides, Roadside Assistance and a variety of other Menu options. **Register for a MyMazda account to experience all that MyMazda has to offer.**

SEARCH FOR MAZDA DEALERS

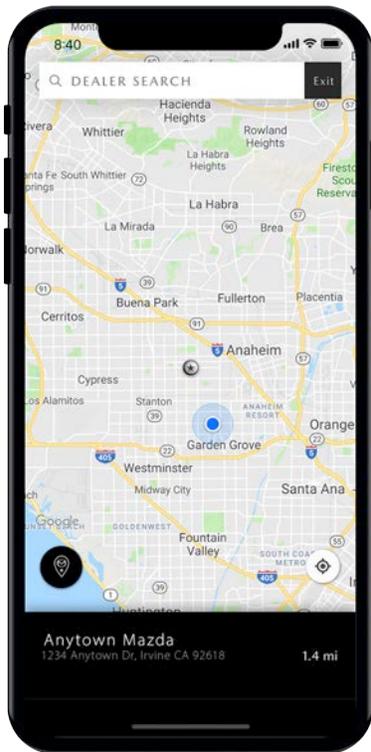


The MyMazda app offers a variety of ways to search for local Mazda dealers. You can also view your favorite dealer's information and get in contact with them quickly by setting a preferred dealer.

See below for more on setting a preferred dealer.

1 DEALER MAP

If you've set a preferred dealer, tap the **Dealer Map icon***  to view a map of your preferred dealer's location and a summary of the dealer's information.



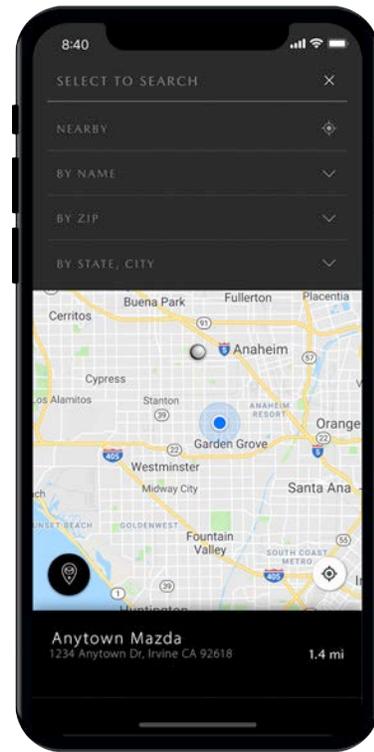
Tap to search for Mazda dealers.

Tap to view your preferred dealer's location.*

*Feature not available in Guest mode.

2 DEALER SEARCH

Tap the **Dealer Search bar** to search for Mazda dealers near you or across the country. Search by dealership name, zip code or city, or allow location services to map your current location.



Use the options to search for Mazda dealers.

Tap to view your preferred dealer's location.*

MY PREFERRED DEALER

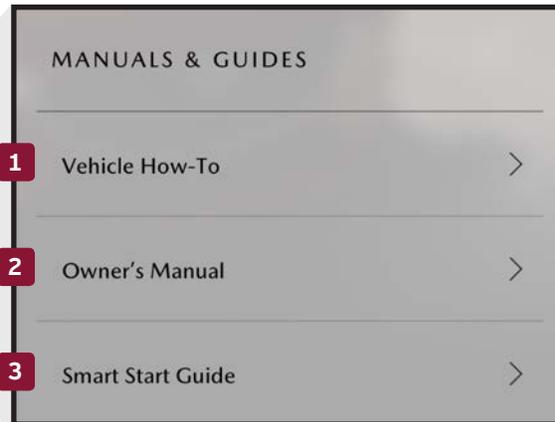
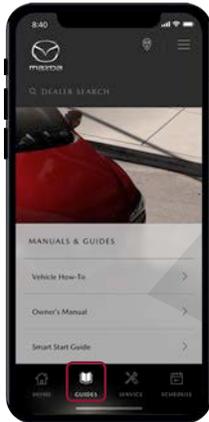
If you have set a preferred dealer*, the dealer's information will be summarized at the bottom of the **Dealer Map** screen. Tap the black bar to view more information, including hours, location and phone number. You can also schedule a service appointment.

To set a preferred dealer, use the search bar to search for a dealer nearby, by name, by ZIP code or by city. A list of search results will be displayed. Tap a dealer to view more information. Tap **Set Preferred Dealer** to select that dealer as your preferred dealer.

For more information on setting or editing a preferred dealer via the MyMazda Menu, see page 13.

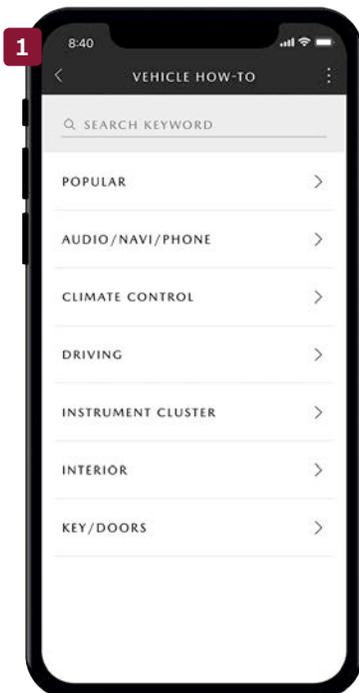
ACCESS MANUALS & GUIDES

The MyMazda app provides convenient access to informational resources for your vehicle's most important features and functions, anytime and anywhere – no need to dig around in your glovebox for your Owner's Manual.



VEHICLE HOW-TO

- Tap **Vehicle How-To** to view a list of categories
- Within the category, select a topic to play the related video



OWNER'S MANUAL

- Tap **Owner's Manual** to download the PDF
- After downloading, tap **Owner's Manual** again to view



SMART START GUIDE

- Tap **Smart Start Guide** to download the PDF
- After downloading, tap **Smart Start Guide** again to view



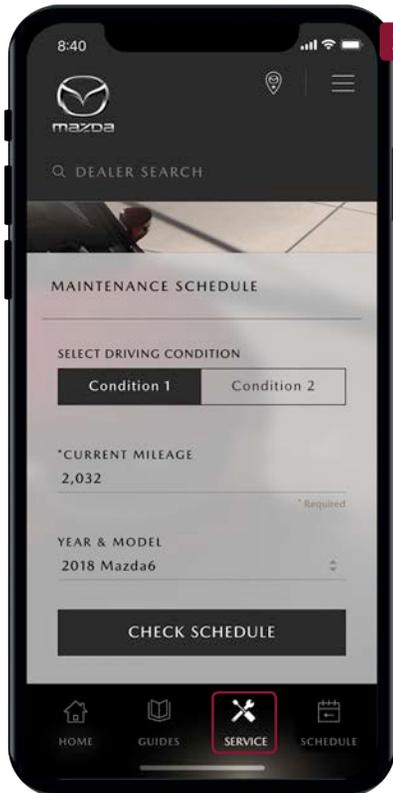
After initial download, PDFs are immediately accessible by tapping the Owner's Manual or Smart Start Guide icons.

SHORTCUT TO MANUALS & GUIDES MENU

Tap the **three dots icon** in the upper right-hand corner of the screen to access the Manuals & Guides menu.

REVIEW RECOMMENDED MAINTENANCE

The MyMazda app provides the recommended service intervals for your vehicle, based on your current mileage and common driving conditions. And, if you've set a preferred dealer*, the MyMazda app makes it easy to schedule an appointment for upcoming maintenance milestones.

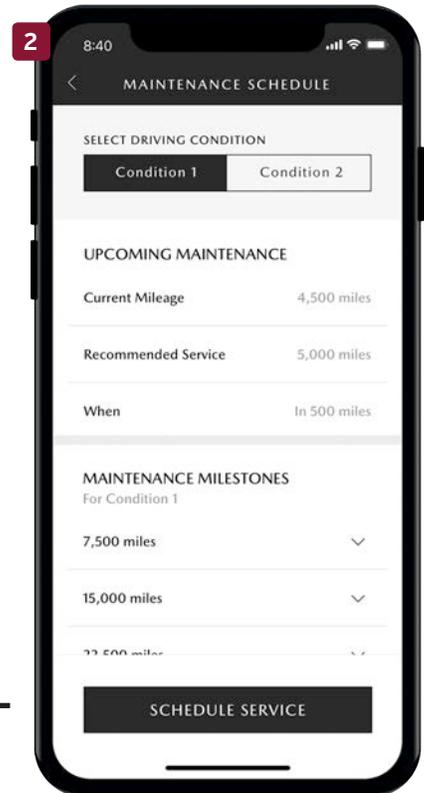


1 Start by selecting the applicable Driving Condition from the two available options. Tap **Condition 1** or **Condition 2** to view more information.

Manually input your vehicle's **Current Mileage**.

Ensure the correct **Year & Model** information is displayed. Tap on the arrows to view vehicle selection options, if necessary.

Tap **Check Schedule** to view the recommended maintenance schedule for your selected condition, mileage, year and model.



2 The Maintenance Schedule will display **Upcoming Maintenance** as well as **Maintenance Milestones** for your selected condition. Tap the arrows to expand milestone information.

If you've previously set a preferred dealer*, the **Schedule Service** button will appear. Tap Schedule Service to begin scheduling an appointment with your preferred dealer. See page 13 for more information on setting a preferred dealer.



3 Tapping the **Schedule Service** button will open the service scheduling window. See page 11 for more information on scheduling service.

*Feature not available in Guest mode.

SET AN APPOINTMENT FOR SERVICE

The MyMazda mobile app makes scheduling a service appointment simple. Schedule routine maintenance or repairs with your preferred dealer in just a few minutes.*

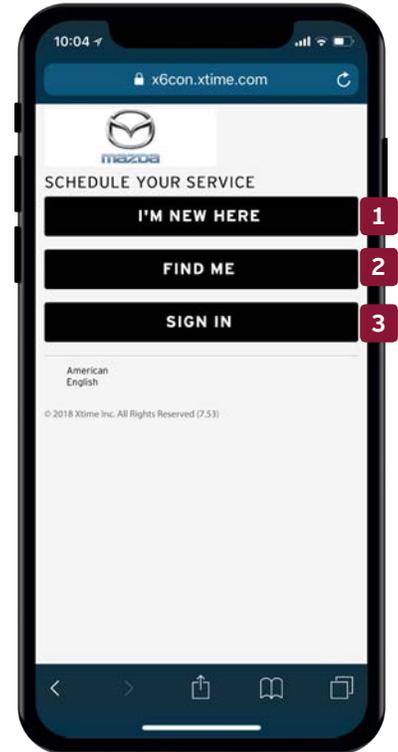


Tap the **Schedule** icon to launch the Xtime scheduling assistant in your mobile device's browser window.

1 Tap **I'm New Here** if you have not serviced your vehicle with this particular dealership in the past.

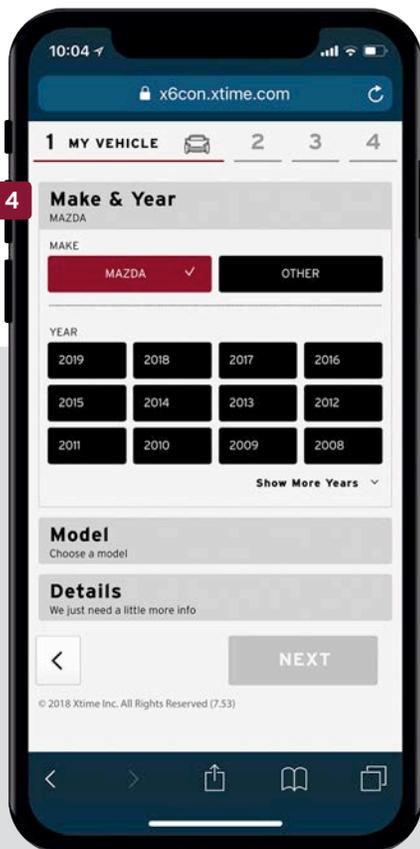
2 Tap **Find Me** to look up your account by phone number or registration number. You can also search for an existing appointment using your confirmation number.

3 Tap **Sign In** if you are an existing client. Enter your username and password combination to log in.



4 After selecting one of the options listed above, you will be prompted to fill out vehicle information and details.

Follow the on-screen instructions to complete your appointment.



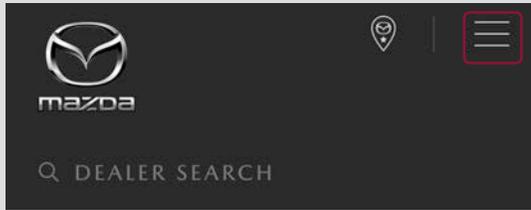
WAYS TO SET AN APPOINTMENT

If you are logged in as a MyMazda user, you can also schedule a service appointment via the following sections and screens within the MyMazda app:

- Dealer Map* (see page 8)
- Dealer Search (see page 8)
- Maintenance Schedule (see page 10)
- MyMazda: My Preferred Dealer* (see page 13)
- MyMazda: My Services* (see page 14)
- MyMazda: Schedule Service* (see page 15)
- MyMazda: Recall Search* (see page 15)

*Feature not available in Guest mode.

MENU SECTIONS AND OPTIONS



The MyMazda app features a robust set of Menu options that collect a variety of features and resources into one easy-to-access location.

Tap the **Menu icon** in the upper right-hand corner of the MyMazda app home screen to access Menu options.



- 1 PROFILE*** - Tap to view and edit your MyMazda account profile, change your password and update your email.
- 2 MYMAZDA** - Tap to view and select a variety of options, including:
 - My Vehicle* (see page 13)
 - My Preferred Dealer* (see page 13)
 - Manuals & Guides (see page 14)
 - My Services* (see page 14)
 - Schedule Service* (see page 15)
 - Recall Search (see page 15)
- 3 ROADSIDE ASSISTANCE** - Request 24/7 Roadside Assistance or check the status of a Roadside Assistance request. See page 16 for more information.
- 4 SUPPORT** - Tap to view and select a variety of resources, including FAQ, Quick Links and more. See page 17 for more information.
- 5 SWITCH VEHICLE** - For both Guests and logged-in users, tap to switch your default vehicle selection. See page 13 for more information on adding multiple vehicles to a MyMazda account.
- 6 LOGOUT** - Tap to log out of the MyMazda mobile app. You will need to enter your login credentials when you next use the app. *If you are using the app in Guest mode, you will see an option to log in.*

***Feature not available in Guest mode.**

MYMAZDA: MY VEHICLE

The My Vehicle section* in the MyMazda menu is the hub for your family of Mazda vehicles – use it to view your vehicle's information or make changes to the vehicles you have saved to your MyMazda account.

To add a vehicle:

- Tap the **Menu icon**, then tap **MyMazda** to expand options
- Tap **My Vehicle**
- Tap **Add Vehicle**
- Fill out all required fields in the "Add Vehicle" screen
- Tap **Submit** to add the new vehicle

To edit or remove a vehicle:

- Tap the **Menu icon**, then tap **MyMazda**
- Tap **My Vehicle**
- Tap **Edit Vehicle** to make changes to your vehicle's information
- Tap **Remove Vehicle** at the bottom of the screen to remove a vehicle from your family of vehicles

1 If multiple vehicles are added to your MyMazda account, use the top options to toggle between each vehicle's information.

2 The selected vehicle's information is displayed at the center of the screen.

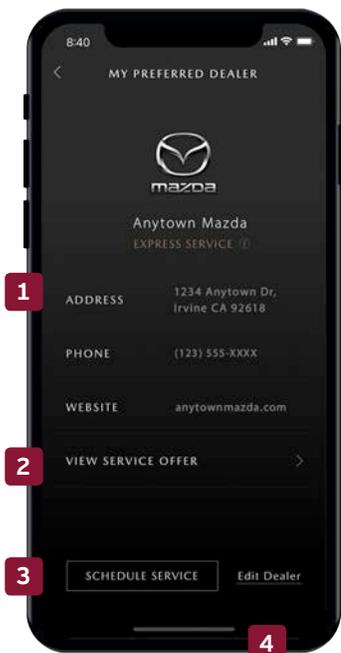
3 Tap **Add Vehicle** to add another vehicle to your MyMazda account.

4 Tap **Edit Vehicle** to edit the currently selected vehicle's information.



MYMAZDA: MY PREFERRED DEALER

The My Preferred Dealer section* in the MyMazda menu offers convenient access to your preferred dealer's information – especially helpful if you need to get in contact with your dealer or schedule a service appointment.



1 Your preferred dealer's business information is displayed at the center of the screen.

2 Tap **View Service Offer** to view your preferred dealer's service offers.

3 Tap **Schedule Service** to schedule a service appointment with your preferred dealer.

4 Tap **Edit Dealer** to update your preferred dealer.

If you have previously set a preferred dealer:

- Tap the **Menu icon**, then tap **MyMazda** to expand options
- Tap **My Preferred Dealer** to view your preferred dealer's information or schedule a service appointment

If you have not set a preferred dealer:

- Tap the **Menu icon**, then tap **MyMazda** to expand options
- Tap **My Preferred Dealer**
- A pop-up window will appear prompting you to set up a preferred dealer. Tap **OK**
- You will be taken to the Dealer Map, where you can search for and select a preferred dealer. See page 8 for more information on setting a preferred dealer via the Dealer Map

*Feature not available in Guest mode.

MYMAZDA: MANUALS & GUIDES

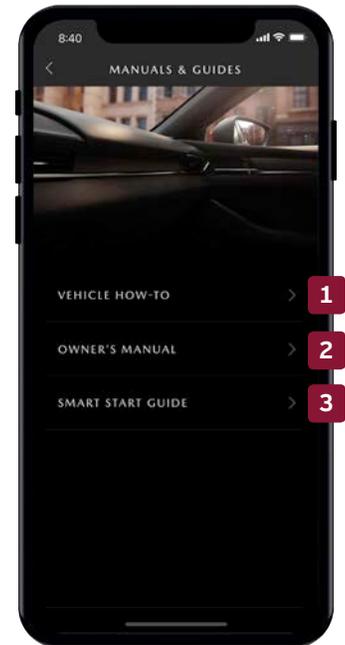
The Manuals & Guides section of the MyMazda menu offers access to informational resources for your Mazda vehicle. You can also tap the Guides icon on the home screen to access manuals and guides.

See page 9 for more information on MyMazda's manuals and guides.

VEHICLE HOW-TO - Tap to select and view helpful how-to videos on your Mazda's features and functions.

OWNER'S MANUAL - Tap to view a PDF of your vehicle's Owner's Manual, right on your mobile device.

SMART START GUIDE - Tap to view your vehicle's Smart Start Guide, which provides step-by-step information on operating key features and technologies.

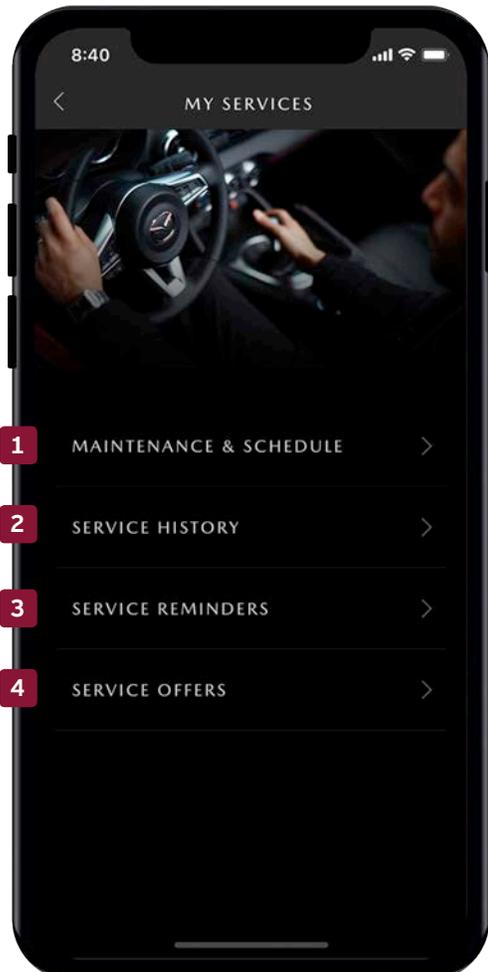


MYMAZDA: MY SERVICES

The MyMazda mobile app collects important service information into the My Services section* in the MyMazda menu, providing access to your vehicle's service history and more.

- 1 MAINTENANCE & SCHEDULE** - Check the recommended maintenance schedule for your vehicle's mileage, year, model and driving conditions. You can also access the maintenance schedule via the MyMazda home screen. See page 10 for more information.
- 2 SERVICE HISTORY** - Any service performed at a Mazda dealer will be reflected in the Service History section. Tap to view service performed or add to your vehicle's service history.
- 3 SERVICE REMINDERS** - Tap to set a reminder that will alert you to upcoming service appointments or remind you to have your vehicle serviced at specific intervals. The reminder will be synced with your mobile device's default calendar.
- 4 SERVICE OFFERS** - Tap to view service offers, specials and coupons from your preferred dealer, if available.

**Feature not available in Guest mode.*



MYMAZDA: SCHEDULE SERVICE

From the MyMazda menu, you can use the Schedule Service feature* to quickly schedule a service appointment with your preferred dealer.

To schedule a service appointment:

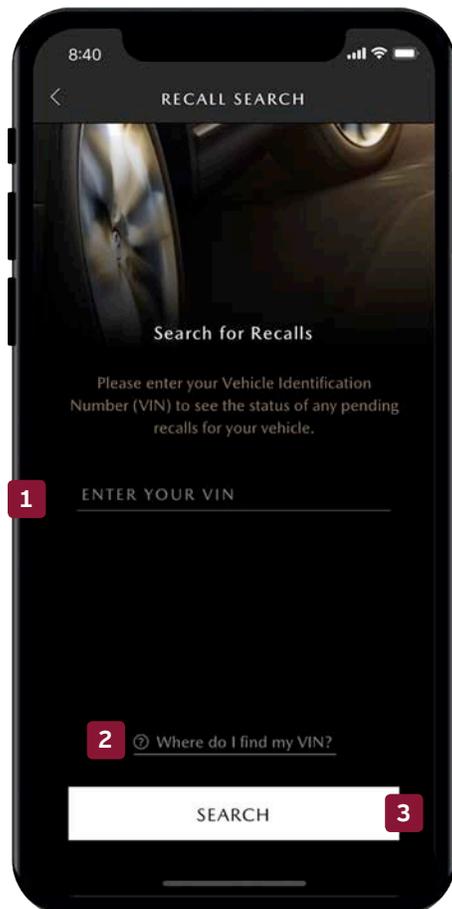
- Tap the **Menu icon**, then tap **MyMazda** to expand options
- Tap **Schedule Service**
- The scheduling window will open in your mobile device's default web browser
- Start as a new user (**I'm New Here**), look up your account information (**Find Me**) or sign in with your existing account details (**Sign In**)
- Follow the on-screen prompts to schedule a service appointment

See page 11 for more information on scheduling a service appointment.



MYMAZDA: RECALL SEARCH

From the MyMazda menu, you can use the Recall Search feature to view any open recalls on your vehicle. And, if you're logged in, you can set a service appointment with your preferred dealer immediately*.



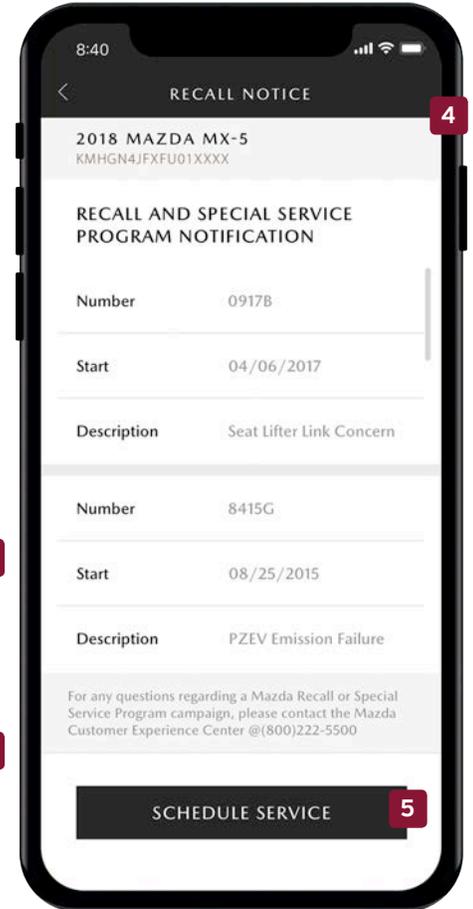
1 Enter your vehicle's VIN to see the status of any pending recalls on your vehicle.

2 Tap **Where do I find my VIN?** for assistance with locating your VIN.

3 After entering your vehicle's VIN, tap **Search** to look up recall information.

4 If any recalls are open on your vehicle, you'll see the **Recall Notice** screen with important recall information.

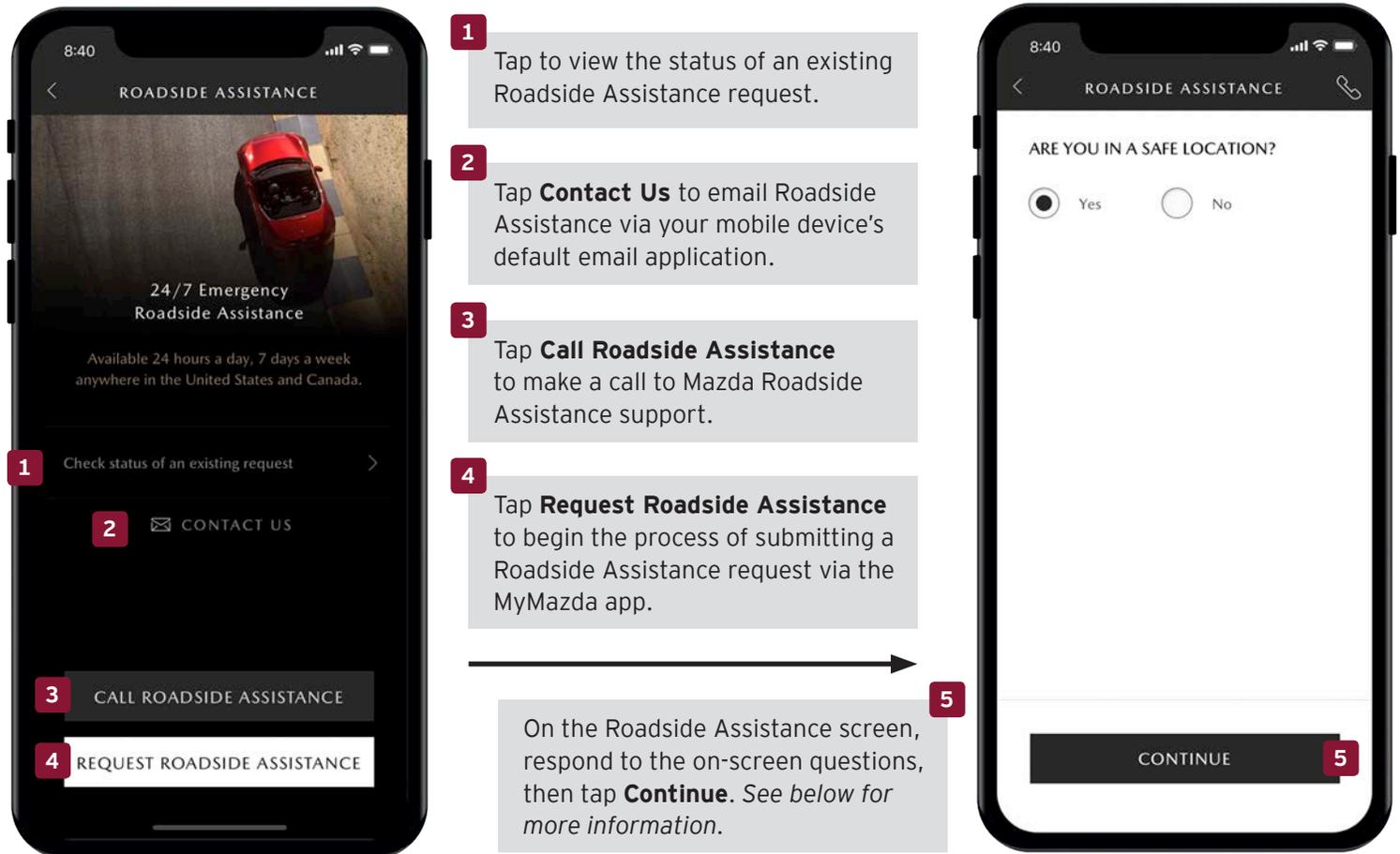
5 Tap **Schedule Service** to schedule a service appointment with your preferred dealer* (or any Mazda dealership).



*Feature not available in Guest mode.

REQUEST ROADSIDE ASSISTANCE

With the MyMazda mobile app, you can connect directly to 24/7 Roadside Assistance right when you need it most.



- 1 Tap to view the status of an existing Roadside Assistance request.
- 2 Tap **Contact Us** to email Roadside Assistance via your mobile device's default email application.
- 3 Tap **Call Roadside Assistance** to make a call to Mazda Roadside Assistance support.
- 4 Tap **Request Roadside Assistance** to begin the process of submitting a Roadside Assistance request via the MyMazda app.

On the Roadside Assistance screen, respond to the on-screen questions, then tap **Continue**. See below for more information.

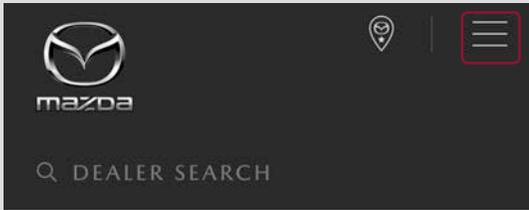
COMPLETING A ROADSIDE ASSISTANCE REQUEST

When filling out a Roadside Assistance request via the MyMazda app, you must confirm that you are currently in a safe location before proceeding. Then, you will be asked a variety of questions in order to gather information on your request, including:

- Contact information
- Notification preferences
- Vehicle type
- Odometer reading
- Information about vehicle concern
- Current vehicle location
- Additional comments (optional)

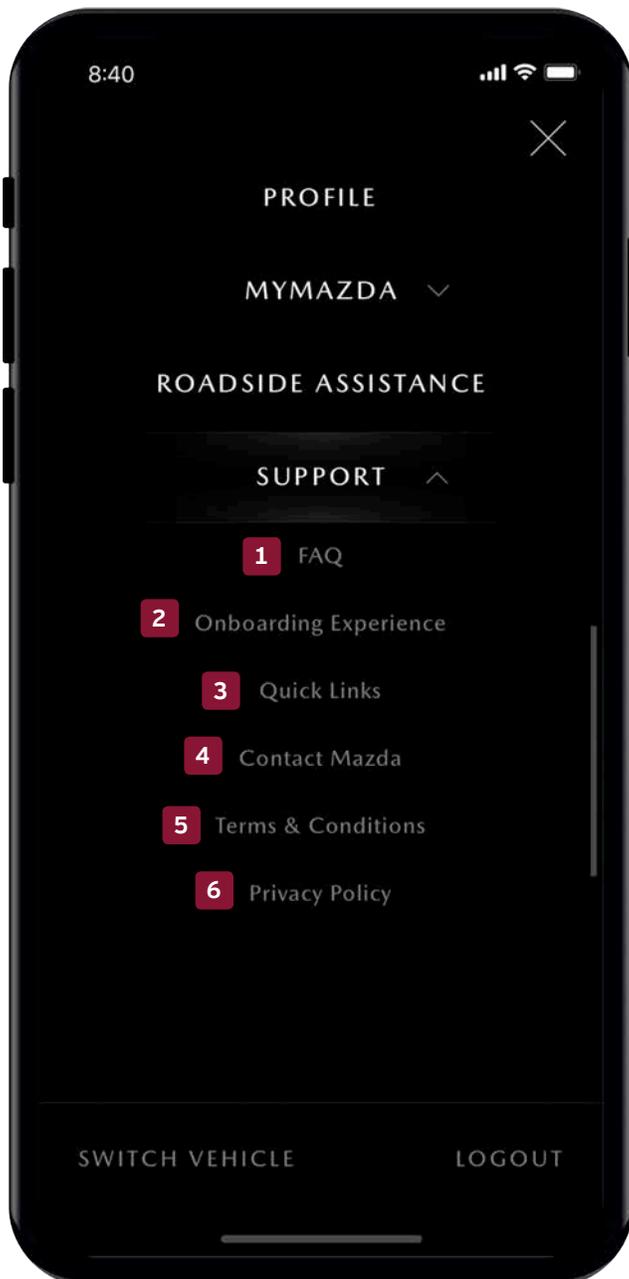
You will be asked to review the information provided before submitting a request to Mazda Roadside Assistance. After submission, you'll receive a reference number for your request. Return to the Roadside Assistance section to check the status of your request.

SUPPORT SECTIONS & OPTIONS



The MyMazda app's Menu section includes options for additional support, including FAQs, Quick Links to helpful websites and more.

Tap the **Menu icon** in the upper right-hand corner of the MyMazda app home screen to access Menu options. Tap **Support** to expand.



- 1 FAQ** - Find answers to commonly asked questions about vehicle features, Roadside Assistance, maintenance and more.
- 2 ONBOARDING EXPERIENCE** - Revisit the Onboarding Experience, which highlights key features specific to your Mazda vehicle. *See page 5 for more information.*
- 3 QUICK LINKS** - Tap to open the Quick Links menu, which allows you to quickly access helpful websites, including:
 - MAZDA CONNECT™
 - Accessories
 - Parts
 - SiriusXM®
 - Map Update
 - Warranty
 - Inside Mazda
 - Full Circle Service
 - Zoom-Zoom Magazine
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- 5 TERMS & CONDITIONS** - Tap to view Terms & Conditions.
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