



MAZDA VEHICLE STORAGE MANAGEMENT

***FOR VEHICLE MAINTENANCE
PERSONNEL***



INTRODUCTION

Mazda takes great care to ensure all vehicles are delivered to each of its dealers free from exterior damage, as well as a clean and damage free interior. Mazda understands that during the time that the vehicles are on your lot, certain factors will affect the appearance and condition of the vehicles. These include:

- Environmental factors
- Customer demonstrations
- PDI step 2 routine inspections
- Routine washing

This job aid focuses on vehicle preparation and preventing damage while the vehicle is in inventory:

Following the practices outlined in this job aid will help minimize damage during vehicle handling and storage.

In addition, this job aid provides a final clean-up check list, and equipment recommendations for maintaining the vehicle appearance. Please take a moment to share these with respective personnel.

For additional information regarding the following, contact the approved supplier, Automotive International Inc:

- Technical assistance
- Product Information
- Support on the appearance standards
- Facility requirements

Contact Information:

Automotive International Inc
1-800-543-7156 8am to 5pm M-F EST
www.valugard.net

EQUIPMENT RECOMMENDATIONS

WET BAY

1. Facility Recommendations

- Drainage
 - Should be in compliance with code and city ordinance.
- Lighting
 - Two eight foot fluorescent fixtures, wall mounted four feet above the floor.
 - Three overhead lamps, front, center, and rear
- Mobile Cabinets With Racks
 - To hold supplies off of the floor and out of the way and to keep secure.
- Wall Mounted Clips
 - To hold floor mats, chamois, etc.
- Heat (only where applicable)
 - Should be adequate to maintain 60 degrees F. No direct heat in wash bays.
- In-house or mobile water treatment system.

2. Equipment and Supplies

- Hose - soft, flexible hose (to avoid scratching and damaging the vehicle) of sufficient length to reach around the vehicle
- Hose nozzle - adjustable type hose plastic nozzle (to avoid scratching and damaging the vehicle), metal is not acceptable
- Buckets - minimum of three, 5-gallon capacity (used for placing items i.e....clean/dirty)
- Wash mitts - cuffless, minimum of two
- Chamois - natural or synthetic (synthetic preferred for cost and performance), minimum of two
- Tire brush - semi-stiff bristle (for ease of cleaning and to prevent scratching the wheels)
- Wheel brush - spoke, Tampico type (for ease of cleaning and to prevent scratching the wheels)
- Pressure washer - drum mount or self contained (limited to 2,000 psi or less)
- Trash container- high volume, rubber
- Towel hamper
- Wide wooden step ladder, 5 feet maximum (used for safely cleaning the vehicle roof and to avoid scratching and damaging the vehicle)

3. Miscellaneous Supplies

- Wet Bay wall chart

EQUIPMENT RECOMMENDATIONS

DETAIL BAY

1. Facility Recommendations

- Lighting
 - Two eight foot fluorescent fixtures, wall mounted four feet above the floor.
 - Three overhead lamps (front, center, rear) or one 8 foot fluorescent fixture running lengthwise in the bay.
- Dedicated work area
 - No clutter or unassociated storage.
- Trash container
 - Rubber, large volume.
- Storage cabinet
 - Large enough to hold daily supplies, capable of accepting a lock.
- Electric
 - Adequate to minimize the use of extension cords.
- Work bench
 - Bench level shelf.
- Compressed air line with nozzle
 - Helpful in removing water from crevices behind lights and trim.

2. Equipment and Supplies

- Vacuum - high volume, wet/dry model (central vacuum system preferred)
- Orbital / Dual action polisher
- Buffer pads (application and polish)
- Buffer pad spur (for cleaning dry residue from pads)
- Basic tool kit - screwdrivers (regular, Phillips), Torx, socket set with ratchet, adjustable wrench, hub cap tool
- Interior brush - stiff bristle
- Brush - crevice detail
- Towels - large supply of soft terry cloths and/or Micro fiber, shop rags are not acceptable
- Plastic razor blades and blade holder
- Buckets - two 5-gallon
- Extension cord - maximum 25 feet, cord with light or other attachment is not acceptable.

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- Lighted 30X magnifier



- Wide wooden step ladder, 5 feet maximum (used for safely cleaning the vehicle roof and to avoid scratching and damaging the vehicle)
- Cotton swabs
- Optional high speed buffer - variable speed, maximum 1,750 rpm
- Optional cutting pads (for clear coat)
- Optional polishing pads - lamb wool and foam
- Optional pad cleaning tools
- Optional washer and dryer

3. Miscellaneous Supplies

- Detail Bay wall chart
- MSDS sheets
- Paint Guide

AUTOMATIC CAR WASH

For dealerships equipped with an automatic car wash, the following are recommended guidelines to ensure a quality wash without damaging effects to the vehicle's exterior surfaces.

CAR WASH EQUIPMENT

- Should have a pre-rinse cycle to help prevent paint scratches. If not, the vehicle should be manually rinsed.
- Should have soft cloth type brushes. Spin type brushes are not recommended.

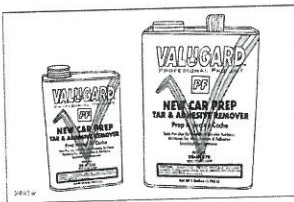

CAR WASH CHEMICALS

- Soaps should be of high quality with good cleaning, foaming, and lubricity properties.


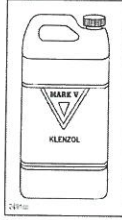

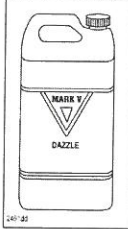
Car care products selection may vary among dealers, and most of those products perform adequately. However, some may contain chemicals that can damage vehicle components, such as:

- Clear coat of the exterior paint
- Clear coat on alloy wheels
- Interior panels and dash

To ensure standardization for safe and effective usage, Mazda recommends the use of these products or their equivalent.

| PART NUMBER | NAME | USAGE | |
|-------------|--|--|---|
| N122 | ValuGard® - New Car Prep Tar and Adhesive Remover (32 oz / 1 gallon) | Removal of bugs, tar, grease, adhesive, crayon, upholstery stains, and tree sap. Excellent for removal of aged RAPGARD, and RAPGARD adhesive residue from painted surfaces. |  |
| 18-554 | Mark-V® Quik Solv - Wax and Grease Remover | | |
| F110 | ValuGard® - Custom Wheel Cleaner (22 oz / 1 gallon) | Clear coated / steel / painted wheels or wheel covers. |  |
| 12-504 | Mark-V® Quik Solv - Water Based Degreaser | | |

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| PART NUMBER | NAME | USAGE | |
|-------------|--|---|---|
| G112 | ValuGard® - Omni All Purpose Cleaner (22 oz / 1 gallon) | |  |
| 11-104 | Mark-V® Klenzol - All Purpose Cleaner | Upholstery, carpets, fabric, vinyl trim, vinyl tops, wheels, tires and other rubber components. |  |
| 0-123 | ValuGard® - One Step Polish and Sealant (16 oz / 1 gallon) | |  |
| 22-214 | Mark-V® Dazzle - Carnuba and Polymer Polish and Sealant | All OEM factory paints and refinished paint surfaces over 30 days old. |  |

NOTE: If you discover any damaged vehicles (scratches, dents, and/or paint chips), report it immediately to the appropriate manager. If you see any rail dust or paint contamination when inspecting the vehicle, refer to TSB 09-025/04 PAINT DAMAGE - IRON PARTICLES / INDUSTRIAL FALLOUT / ACID RAIN for proper removal.

INVENTORY MAINTENANCE

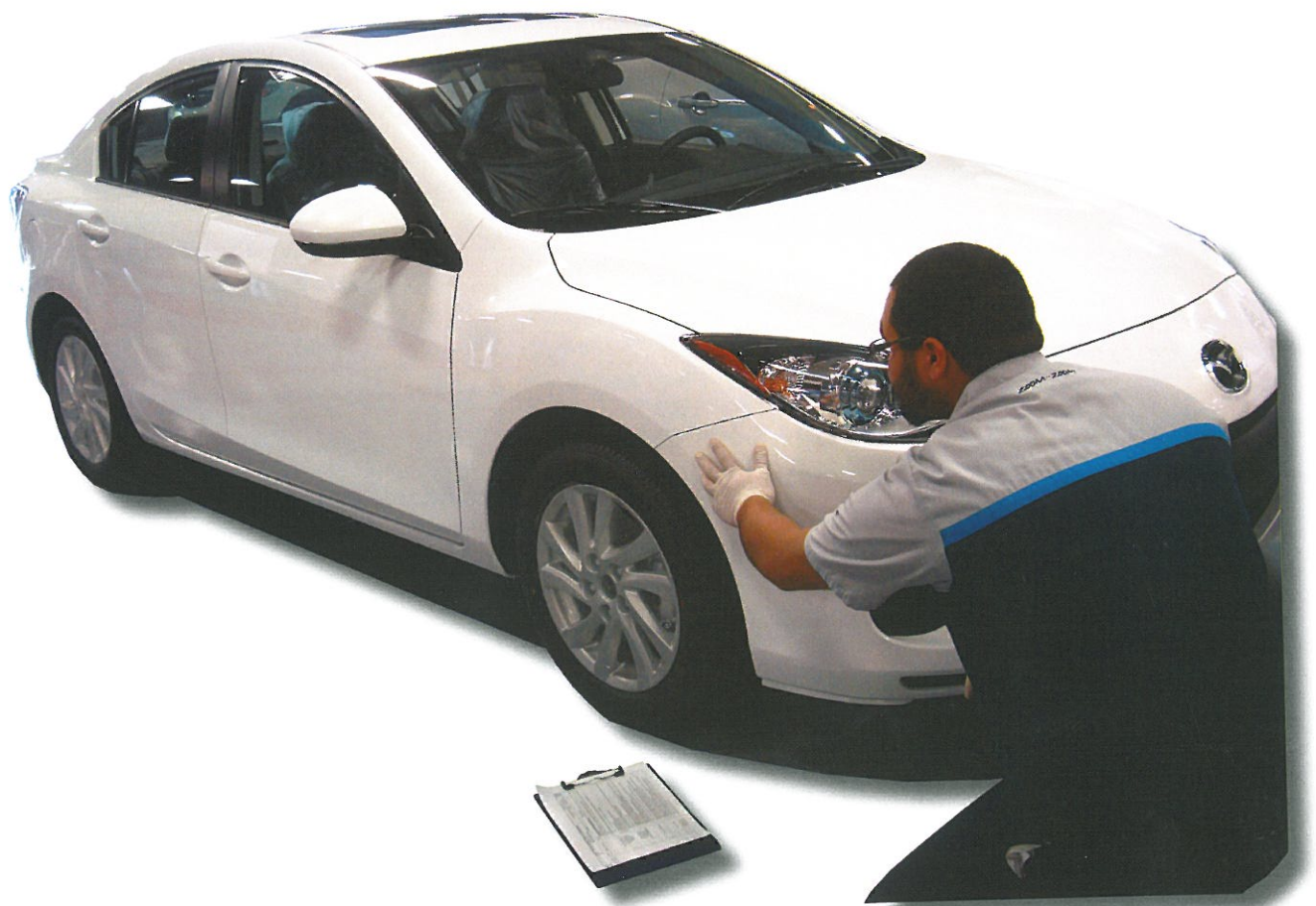
ENSURE VEHICLES IN INVENTORY ARE READY FOR DELIVERY

To improve the condition of vehicles on your lot, we recommend that you consistently follow the procedures outlined below.

- Check that the vehicle storage lot is reasonably maintained and clean.
- Have vehicles washed weekly.

NOTE: If the dealership's area is known for exposure to environmental contaminants, wash the vehicles more frequently.

- Check vehicles' exterior and interior regularly for scratches, rust, and damages. Schedule repairs as necessary.



MOBILE WASH

Simply rinsing and drying will not remove environmental and other contaminants, and may lead to the paint surface being scratched by transferring loose particulates between vehicles. Therefore, Mazda recommends the following procedure:

1. Thoroughly rinse the exterior of the vehicle to remove dust and debris, and to cool the surface.
2. Lather well and gently wash all surfaces, using a high quality soap solution and a wash mitt.
3. Rinse vehicle thoroughly, using distilled water, for a spot free rinse.

NOTE: DO NOT use a scrubbing or wheel brush to wash the vehicle surface. Thoroughly rinse and clean the wash mitt and change the water in the bucket at every car wash.

VEHICLE PARKING AND STORAGE

- To avoid damage from bird droppings, tree sap, and insects, park or store the vehicles away from trees and power lines.



- DO NOT allow water from sprinklers to dry on the vehicles. This will lead to water spotting and may damage the paint or glass surfaces.

MONITOR FOR IMPROVEMENT OPPORTUNITIES

Analyze to determine why vehicle damage occurred and decide how to prevent future repair situations. Share information with employees to establish improvement goals.

RAPGUARD HANDLING PROCEDURE

— WHOLESALE DELIVERY INSPECTION

Check the surface of the film for tears, punctures or lifting.

- If damage is found, remove the film from the immediate area and inspect the surface for damage. Repair as necessary and file a Transportation Damage Claim.
- If no damage is found, leave the film in place.

— RAPGARD REMOVAL PROCEDURE

NOTE: Mazda recommends RAPGUARD removal within 180 days; otherwise, it may be difficult to remove and may also cause paint damage.

1. Spray the vehicle with lukewarm water to remove dirt and stabilize the surface temperature.

NOTE: To avoid having the film come off in small and stringy pieces, surface temperature must be between 40-80 degrees F. If outside temperature is higher or lower than the recommended temperature, bring the vehicle inside until the optimum temperature can be reached.

2. Begin peeling the film from the corners.
3. Pull the film up over itself at 90-135 degrees.

CAUTION:

Gloves should be worn during removal of the film. The adhesive backing on the film can cause skin irritation from prolonged contact. Hands should be thoroughly washed with soap and water after contact with the film.



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NOTE:

- RAPGARD is made of polyolefin thermoplastic, a material similar to common trash bags. The material is non-hazardous and can be disposed of in the same way as plastic seat covers.
- Always follow local, state and federal waste-disposal guidelines.

4. Inspect the vehicle surface for adhesive residue.

NOTE:

- Dirt and other abrasive materials will attach to adhesive residue. Failure to remove the residue may lead to scratches on the painted surface.
- Residue is difficult to see and may still be present after removal. To confirm complete removal, gently run your hand along the edge of the area where the residue was removed.

5. Remove the residue using a soft, clean cloth with isopropyl alcohol or an approved cleaner, such as New Car Prep.

CAUTION:

Do not use kerosene, gasoline, or any type of lacquer thinner to remove the residue, otherwise damage to the paint may occur.

NOTE: Streaks may appear in the paint under two overlapping pieces of film. These streaks will disappear after exposure to sunlight, usually after approximately two (2) hours. If the streaks do not disappear, proceed as follows.

6. Raise the temperature of the vehicle surface with infra-red lamps for thirty (30) minutes. Recommended lamp setting should be 50 - 70 degrees F
7. Inspect results.
 - If streaks are still present, send the vehicle to a body shop to wet sand the area with sandpaper #1500-2000. If necessary, re-spray the area.

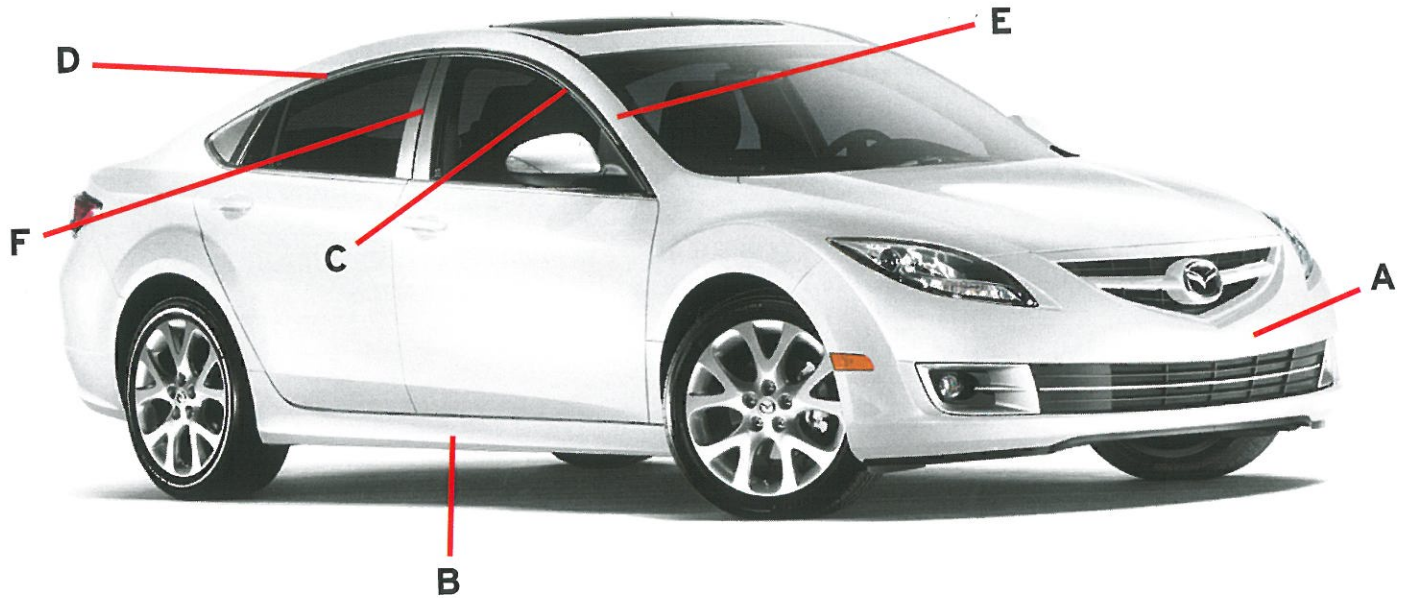
NOTE:

- Vehicles in long term storage may experience differences between the areas that are covered and not covered. Remove the differences in color by washing the area(s) with a clean, soft cloth and then applying mild rubbing or polishing compound, such as VALUGARD One Step Polish.
- DO NOT use shop rags to wipe the paint.

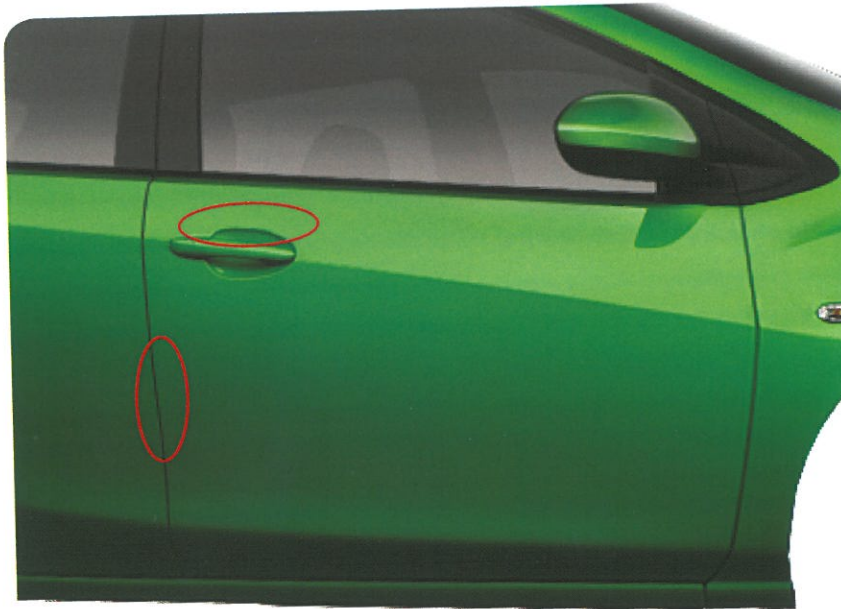


EXTERIOR INSPECTION

1. Inspect the front bumper (A), rocker panel (B), front belt molding (C), rear belt molding (D), A-pillar (E), and B-pillar (F).



2. Inspect the door handle area and the door protector area for small scratches from heavy use. Carefully check the area circled as this area is likely to have scratches. If scratches are found, remove using a mild rubbing or polishing compound with a clean, soft cloth.



NOTE: During inventory periods, care in these areas, when handling the vehicles, is especially important.

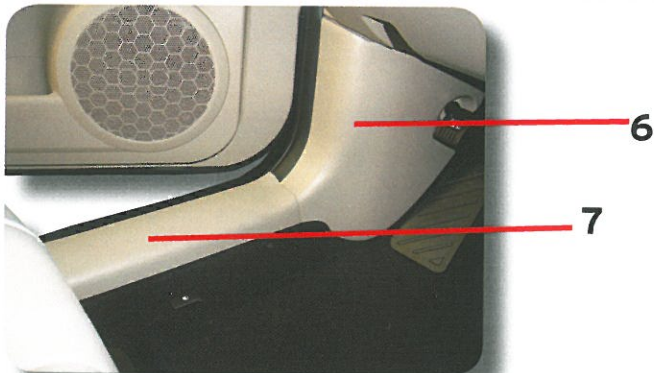
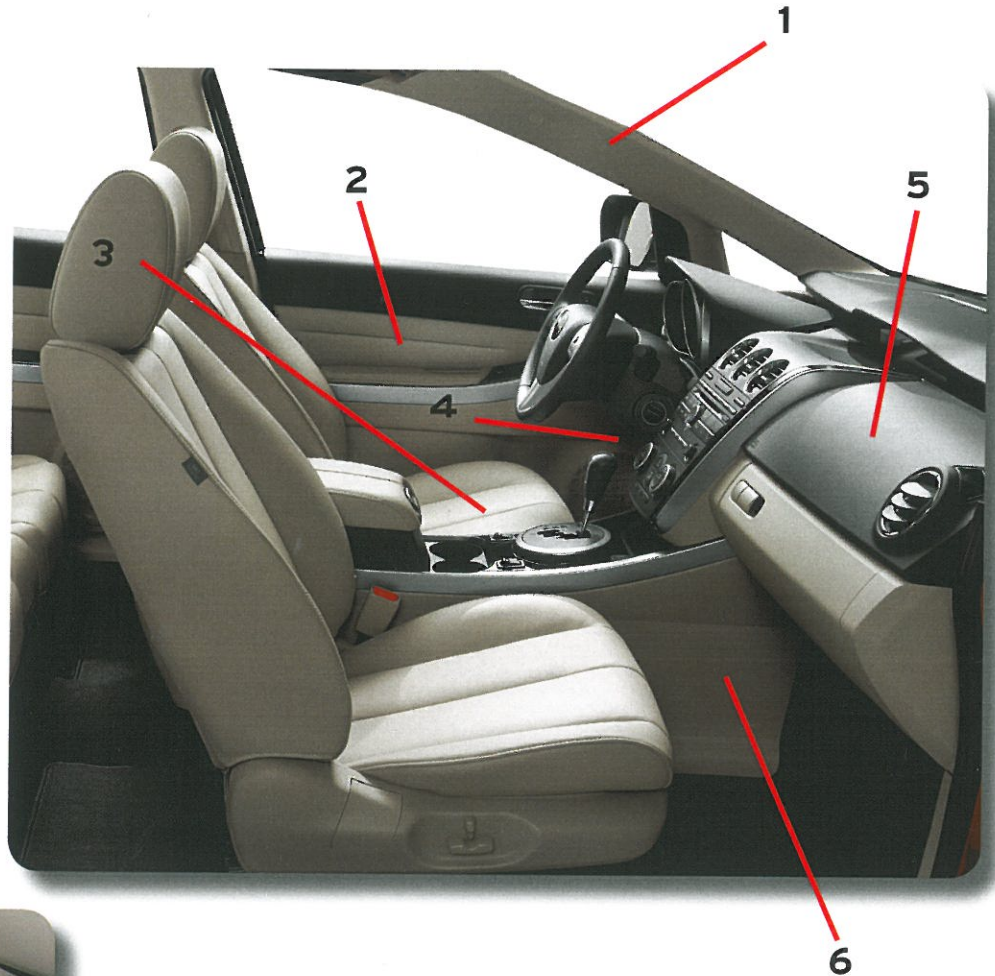
INTERIOR INSPECTION

Surveys reveal that the 7 areas listed below are subject to dirt accumulation during transportation and storage periods.

1. Inspect these areas closely before customer delivery.

NOTE: During inventory periods, care in these areas, when handling the vehicles, is especially important.

- 1: A-Pillar Trim (driver's side)
- 2: Door Panel (front, driver's side armrest, inside handle and grip)
- 3: Seat Cushion (front, driver's side left corner, including vertical surfaces)
- 4: Fuse Box Cover
- 5: Dash Pad (passenger upper side)
- 6: Kick Panels
- 7: Sill Panels



2. Remove all dirt and grease with a suitable cleaner, such as the VALUGARD Omni All Purpose Cleaner.

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4. After looking under the hood or in the trunk, DO NOT slam or push it close. Close them softly to prevent costly dents.



5. Install seat and carpet protectors in the vehicle. These areas may get soiled. Leather surfaces may get scratched or scuffed.



6. Keep your uniform and hands free of items that will cause damage to the vehicle such as:

- Belt buckles
- Buttons
- Watches and Rings
- Key chains
- Items hooked on belt



VEHICLE DELIVERY PREPARATION

INITIAL CLEAN-UP CHECK LIST (TO BE COMPLETED AFTER PERFORMING PDI STEP #1)

As part of the vehicle-handling team, your help is needed to maintain all vehicles in "showroom" condition.

EXTERIOR

1. Move the vehicle to a dedicated area. If facility is equipped with an automatic car wash, wash vehicle and proceed to step 6.

NOTE: In cold climates, drive the vehicle to the dedicated area to allow snow and ice to melt prior to rinsing.

2. Thoroughly rinse exterior of vehicle to remove dust and debris and to cool the surface.
3. Using a wash mitt, completely wash the vehicle from top to bottom including glass surfaces.

NOTE:

- Do not allow wash solution to dry on vehicle.
- Do not use any product containing Hydrofluoric acid as this will damage the clear coat on the wheels and TPMS valves.

4. Rinse the vehicle completely from top to bottom, removing all wash solution.
5. Clean and rinse tires and wheels.

NOTE: Do not use any product containing Hydrofluoric acid as this will damage the clear coat on the wheels and TPMS valves.

6. Completely dry the vehicle using clean soft chamois or towels.
7. Inspect the exterior paint for RAPGARD adhesive. If present, remove using only an approved remover.

NOTE: Do not use kerosene, gasoline, or any type of lacquer thinner.

8. Inspect the exterior paint surface for any defect, scratches, dings, or dents and report to your management.
9. Optional: To minimize environmental paint damage during storage, apply a wax/sealer to the exterior painted surfaces such as VALUGARD One Step Polish and Sealant.

NOTE: Make sure not to leave any wax/sealant residue on the paint, crevices, door handles, emblems, or molding.

INTERIOR

1. Remove interior plastic covers (except for carpet covers) and clean off any adhesives or residues.

NOTE: Do not use razor blades or sharp objects during this process.

2. Inspect interior for any defects or damage.
3. Clean all interior and exterior glass surfaces

FINAL CLEAN-UP CHECK LIST (TO BE COMPLETED AFTER PERFORMING PDI STEP #3)

Follow procedures outlined in Pre-delivery.

EXTERIOR

1. Move the vehicle to a dedicated area. If facility is equipped with an automatic car wash, wash the vehicle and proceed to step 6.

NOTE: In cold climates, drive the vehicle to the dedicated area to allow snow and ice to melt prior to rinsing.

2. Thoroughly rinse exterior of vehicle to remove dust and debris and to cool the surface.
3. Using a wash mitt, completely wash the vehicle from top to bottom including glass surfaces.

NOTE: Do not allow wash solution to dry on vehicle.

4. Rinse the vehicle completely from top to bottom, removing all wash solution.
5. Clean and rinse tires and wheels.

NOTE: Do not use any product containing Hydrofluoric acid as this will damage the clear coat on the wheels and TPMS valves.

6. Completely dry the vehicle using clean soft chamois or towels. Clean and dry door jambs, trunk/hatch areas.
7. Inspect the exterior paint surface for any environmental or other damages such as scratches, dings, or dents that may have occurred during storage. If any concerns are found, they must be corrected before this process can be continued. These items are not covered under Mazda Warranty.
8. Apply a wax or sealant to the exterior painted surfaces such as VALUGARD One Step Polish and Sealant.

NOTE: Make sure not to leave any wax/sealant residue on the paint, crevices, door handles, emblems, or molding.

9. Using a sponge or tire applicator, apply a non-solvent base tire dressing.

CAUTION: Applying a solvent based tire dressing may damage certain painted trim.

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INTERIOR

1. Remove all window labeling, except as required by your state regulations.

NOTE: Do not use razor blades or sharp objects during this process.

2. Carefully remove the carpet covers.

NOTE: Do not use razor blades or sharp objects during this process.

3. Thoroughly vacuum the interior, including all seats.
4. Inspect all interior surfaces for soil, grease, dirt, and other deposits that may have occurred during storage and clean with a mild cleaner, such as Omni All Purpose Cleaner. If any concerns are found, they must be corrected before this process can be continued.

5. Clean all interior glass and make sure there are no smears or streaks present.

CAUTION: Some glass cleaners may cause damage to the dash area and top of the door panels. Make sure to wipe off all over-spray.

6. Install the factory floor mats. Refer to TSB: 09-011/10 MULTI-MODEL - PROPER USAGE OF DRIVER'S FLOOR MAT.
7. Make sure the seats belts are neatly in place.
8. Make sure the radio volume is low and the radio turned off.
9. Clean all exterior glass and make sure there are no smears or streaks present.