

FAQ's

Mazda Sunderland

Our Mazda Sunderland dealership will close on Sunday 7th July 2019. We appreciate that you may have concerns regarding maintenance on your vehicle, below you will find answers to many frequently asked questions. If by chance you cannot find the answer you are looking for on this page, please contact Contact.Centre@sjennings.com for all Servicing and JenCare Warranty queries and ChelmsfordBDC@Lookers.co.uk for all other queries.

My car is under 3 years old and still in Manufacturer Warranty, where can I have warranty work done now?

Valid Warranty work can be carried out at any local Mazda dealership, we can confirm that the closest Mazda dealership will be SG Petch Mazda located at:

*SG Petch Mazda
Belmont Industrial Estate
Broomside Park
Durham
DH1 1HP*

I have a JenCare Warranty policy, what will happen to this?

JenCare Warranty services will now be carried out from our Kia Washington dealership located at:

*Kia Washington
Parsons Road
Washington
Tyne & Wear
NE37 1EZ*

As per your policy document, JenCare Warranty work can be carried out at any approved dealership in the country with authority from the JenCare Administration Office who can be contacted on 0247 652 7800 during normal office hours.

I am a Motability customer, where will I go for maintenance on my Motability vehicle?

Valid warranty and service can work can be undertaken at any Motability accredited Mazda dealership, including SG Petch located at:

*SG Petch Mazda
Belmont Industrial Estate
Broomside Park
Durham
DH1 1HP*

Also, www.motability.co.uk will help you located your nearest dealership.

I have a Manufacturer service plan, where will I go for my servicing now?

Manufacturer approved servicing can be carried out at any local Mazda dealership, we can confirm that the closest Mazda dealership will be SG Petch located at:

*SG Petch Mazda
Belmont Industrial Estate
Broomside Park
Durham
DH1 1HP*

I have a Jennings Service plan, where will I go for my servicing now?

All non-manufacturer servicing will now be carried out from our Kia Washington dealership located at:

*Kia Washington
Parsons Road
Washington
Tyne & Wear
NE37 1EZ*

I am a trade customer, what does this mean to me?

Parts and repair work will be available from any local Mazda dealership, including SG Petch located at:

*SG Petch Mazda
Belmont Industrial Estate
Broomside Park
Durham
DH1 1HP*