

# 12 Month/15,000 Kilometre Service Interval Warranty and Service Handbook

## **Vehicle Identification**

Mr/Mrs/Ms/Miss: Surname	Selling Retailer:						
Given names:	Address:						
Address:							
	Suburb:						
Suburb:	State: Postcode:						
State: Postcode:	Phone: ( )						
Home Ph: ( )	Date of delivery:						
Work Ph: ( )	Selling						
Mobile:	. •						
Email:							
V.I.N.:							
Engine No.:	Registration No.:						
Model:	Key cutting#:						
Immobiliser/security code# (if applicable):							
Instrument cluster - date and kilometres if replaced	d:						

Keep this Warranty and Service Handbook in your vehicle at all times for identification purposes.

# Change of ownership information or contact details

If your name or contact details have changed or you're the new owner of this Subaru vehicle, please complete the form below or online at **subaru.com.au/update-my-details**. Alternatively, you can call the Subaru Customer Care Team on **1800 22 66 43** (Monday to Friday 8.30am - 5pm AEST. Closed Public Holidays) to update the ownership information of your Subaru. Subaru Australia will also use your details that we have on record to notify you in the event of a safety recall involving your Subaru vehicle. This will also keep your vehicle's warranty details up to date.

If your car has been written off please contact us directly on 1800 22 66 43.

	Surname		Given	names					
Address:									
Suburb:		State:			Post	code	:		
Home Ph: ( )	Work	Ph: ( )			Mobile:				
Email:									
V.I.N.:									
Engine No.:		Registr	ation N	lo.: _					
Model:	Purchase	date:		Se	lling Reta	ailer:			
Kilometres:		Origina	al owne	r:					
Subaru and Yo	our Privacy								
you in our system as thunder the Subaru New interest, which may inc To provide you with the companies and/or othe Act 1988 (Cth) you mainformation, see our Pr Norwest NSW 2153 or	ted ("Subaru Australia") ne new owner of this veh Vehicle Warranty period lude the latest Subaru ne nese services we may sher third parties associated y contact Subaru Austra ivacy Policy on subaru.co send an email to privacy	icle and to facili ). We may also u ews, Service info are your person with us who are to seek acce om.au or write t .officer@subaru	tate any se it to por mation, al inform bound to ss to the othe Priv.com.au	warran rovide y promot ation w proted inform vacy Of	ty claims (sh you with info tions and/or vith our aut ct your priva nation we h ificer, Subar	nould y ormation special horised acy. Sul old ab	our voor white on white of the content of the conte	ehicle s ch may nt invita ilers, r to the F ou. For	still k be ation elate rivac mo
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via e-mail					,	Y _		Ν	
via post					,	Y [		Ν	
via telephone call				,	Y [	_]	Ν		
I would like to participate in customer research surveys:						Ν			
i would like to par	ticipate in custome	r research su	rveys:			ı		IN	

Please email this form to: **feedback@subaru.com.au** or mail to: Customer Updates, CRT, PO Box 8311 Norwest NSW 2153

# Your warranty rights

This document sets out the Terms and Conditions of your Subaru New Vehicle Warranty provided by Subaru (Aust) Pty Limited (Subaru Australia).

Under the Subaru New Vehicle Warranty, Subaru Australia warrants (subject to the below Terms and Conditions) that if any part of your vehicle or a Subaru Genuine Accessory are found to be defective in factory materials or workmanship within the stated warranty period, it will be repaired, replaced or adjusted by any authorised Subaru Retailer free of charge.

Please note that the Subaru New Vehicle Warranty does NOT cover Subaru vehicles or Genuine Subaru Accessories that have been acquired at auction or imported into Australia other than by Subaru Australia.

Any consequential, direct or incidental loss or damage is not covered by the Subaru New Vehicle Warranty. Any statutory or other rights or remedies available in connection with a claim for such loss or damage should be pursued separately.

Subaru Australia is required to return replaced components and/or parts to Subaru Corporation Japan from time to time for the purposes of audit and/or quality control. Subaru Australia may also audit its authorised dealers on warranty work conducted by them on Subaru Australia's behalf. As such, where a part or component is replaced free of charge under the Subaru New Vehicle Warranty, the old replaced component and/or part will become the property of Subaru Australia.

# Other rights

The Subaru New Vehicle Warranty applies in addition to the guarantees, rights and remedies conferred by the *Australian Consumer Law* and other applicable Commonwealth, State and Territory legislation. The Subaru New Vehicle Warranty does not exclude, affect or limit those guarantees, rights or remedies, except to the extent that their application may lawfully be excluded or limited.

In particular, our goods come with guarantees that cannot be excluded under the *Australian Consumer Law*. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

# Model and variant applicability

This Handbook sets out warranty and service information of factory installed or approved equipment and options. Due to specification differences in various models and variants, some information may not be relevant to your Subaru. For more information please consult your local authorised Subaru Service Centre.



#### Confidence in Motion

## No one does service like we do

Everyone at Subaru is committed to providing an ownership experience that's friendly, efficient and makes life easy for you. Real service, real support, real care. With our Capped Price Servicing Program, you'll be in complete control on, off and beyond the road.

Properly maintaining your Subaru is important. So when it's time for a service, don't settle for less. Your investment in your Subaru doesn't just stop with your purchase. The Subaru Service Network and their factory-trained technicians are dedicated to helping you do more and get more out of your Subaru by preserving and enhancing the performance, safety and retained value of your car.

### Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program

The models in the table below enjoy the benefits of the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program. This gives you ultimate peace of mind in the knowledge that the maximum price for your standard scheduled services are locked in for the term of the Capped Price Servicing. This means that you will know the maximum amount that you will pay for applicable scheduled services.



Model Name	Subaru BRZ (MT/AT)	Subaru WRX (MT/AT)	Subaru Outback XT	Subaru Crosstrek*	Subaru Impreza
MY22 Onwards	•	•			
MY23 Onwards			•		
MY24 Onwards				•	•

<sup>\*</sup>Including Hybrid

Subaru Capped Price Servicing is only applicable at participating Subaru Retailers and does not apply to rental and some other classes of vehicle. Please also note some exclusions apply, including in relation to the replacement of certain parts. For full Capped Price Servicing Terms and Conditions see under heading 'Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program'.

### Your 1 Month Health Check and Chat

We understand that when you first take delivery of your new Subaru there's a lot to take in and remember. That's why we have introduced the 1 Month Health Check and Chat. It's a free service that's fast, convenient and easy. Our Service Network's expert technicians will undertake a couple of quick checks, such as your vehicle's fluid levels and tyre pressures, and a Subaru Service Consultant will answer any questions you have. It's just another way they can help you enjoy worry-free Subaru motoring - the best kind of all.

### Why Subaru service?

For lots of reasons. To keep your vehicle running like new, our Subaru Service Network have dedicated factory-trained technicians looking after it. They're Subaru experts who use and recommend Genuine Subaru Parts. They also use the very latest Subaru-specific diagnostic equipment and specialty tools.

The service schedule contained in this Handbook provides a general guide to the minimum requirements for safe operation taking into account normal Australian operating conditions and safety and emission requirements. When a vehicle is used under abnormal or severe conditions (e.g. extremely hot or cold weather) more frequent servicing may be required. For more information please refer to the "Maintenance and Service" section in your Owner's Manual.

Your Subaru is an investment worth protecting, so follow your service schedule and enjoy driving your Subaru for years to come. For online service bookings, please scan the QR Code to be directed to the Subaru Australia website.

**Note:** Subaru Hybrid vehicles also include a Hybrid System Health Check on an annual basis as part of the recommended service schedule. This Health Check is conducted using special Subaru diagnostic equipment to confirm the health of your Hybrid high-voltage battery and systems.



# Warning - Subaru Hybrid

Subaru Hybrid variants contain high voltage components which can be dangerous.

To avoid injury, strictly follow Subaru work instructions when working on the vehicle.

# Your first month of driving

The performance and long life of your Subaru is dependent on how you maintain your vehicle over its life. Perhaps most importantly is the first month (Or first 1,600 kilometres) of driving leading up to your 1 Month Health Check and Chat. Here are a few things you should try to avoid during this time (except in an emergency) to set yourself up to get the most out of your new Subaru:

- Avoid driving at one constant engine or vehicle speed for a long period of time, either fast or slow.
- Do not allow the engine speed to exceed 4,000 rpm.
- · Avoid hard braking.
- Avoid starting suddenly and rapid acceleration.

## Regular maintenance of your Subaru

Even with scheduled servicing, your Subaru may need extra maintenance from time to time.

You should also be aware that, as with most new engines, during the 'run-in' phase your vehicle's engine may consume a higher amount of oil than it usually would, and may therefore require regular oil top ups.

For this reason you should regularly check your vehicle's engine oil level (together with other fluids), especially during the run-in phase. In accordance with your Owner's Manual it's recommended that you check it at each fuel stop as insufficient oil and fluid levels could lead to serious engine damage.

If you're unsure how to carry out these checks, refer to your Owner's Manual or contact your authorised Subaru Service Centre for a demonstration at your next service.

- · Check engine oil.
  - Warm your engine to operating temperature, then ensure engine is switched off for 5 minutes.
- Check engine coolant, brake, clutch and windscreen washer fluids.
  - Coolant levels should be checked at both the overflow bottle and the radiator cap.
  - Only check coolant under the radiator cap when the engine is cold to avoid possible burns.

- IMPORTANT NOTICE: When topping up, only use the same coolant that is currently in the system. If unavailable, use distilled water. Never mix coolants, as this may damage the system and possibly result in engine failure.
- Check tyre pressures including spare (when cold).
- Check that all lights and indicators are operating correctly.
- To help ensure consistent operation, switch air-conditioning on for 5-10 minutes once every two
  weeks (even in winter) to lubricate the air-conditioner system seals.
- For Hybrid vehicles it is recommended to drive the vehicle once a month for at least 30 minutes to charge the high-voltage battery and to help optimise it's health.

Note: A slight hissing sound may be heard for a short time when air is turned off. This is normal.

# When to have your subaru serviced

Dependent on your driving habits, you should be servicing your vehicle based either on time or distance, whichever occurs first. The service intervals for the models listed in the table below are every 12 months or 15,000 kilometres, whichever occurs first.

Model Name	Subaru BRZ (MT/AT)	Subaru WRX (MT/AT)	Subaru Outback XT	Subaru Crosstrek*	Subaru Impreza
MY22 Onwards	•	•			
MY23 Onwards			•		
MY24 Onwards				•	•

<sup>\*</sup>Including Hybrid

The frequency of scheduled inspection and maintenance services as outlined in the **Maintenance Schedule** for Normal Driving Conditions are the minimum requirements for safe vehicle operation. However, it may be necessary that they be performed more frequently depending on road conditions, weather, atmospheric conditions and vehicle usage.

The maintenance schedules in this Handbook have been established for Australian operating conditions, taking into consideration specific vehicle safety and emission requirements, and may vary from those printed in the Owner's Manual.

**Warning:** This vehicle has been certified regarding compliance with all relevant Australian Design Rules. As such it is illegal in most States to fit any replacement part or accessory which does not allow the vehicle to continue to meet with the requirements of the Australian Design Rules stamped on the compliance plate of this vehicle.

In servicing this vehicle, the use of approved parts and accessories will ensure that the original vehicle specification is maintained and that the vehicle continues to comply with all certification requirements, as well as meeting Government regulations relating to vehicle safety and environmental controls.

# Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program



Under the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program ("Capped Price Servicing Program") owners of the models listed in the table below are covered for scheduled servicing during their first 5 years of ownership, or the first 75,000 kilometres (whichever occurs first).

Model Name	Subaru BRZ (MT/AT)	Subaru WRX (MT/AT)	Subaru Outback XT	Subaru Crosstrek*	Subaru Impreza
MY22 Onwards	•	•			
MY23 Onwards			•		
MY24 Onwards				•	•

<sup>\*</sup>Including Hybrid

The Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program covers everything required in the manufacturer's scheduled maintenance program as set out in the Warranty and Service Handbook and includes parts, sundries, environmental charges, labour and fluids required but excluding normal wear-and-tear items, such as brake pads, windscreen wipers or tyres.

The following Service Intervals are included as part of the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program:

Service Interval	Health Check and Chat <sup>1</sup>	'A' Service	'B' Service	'C' Service	'D' Service	'E' Service
Distance	N/A	15,000 Kms	30,000 Kms	45,000 Kms	60,000 Kms	75,000 Kms
Time	1 Month	12 Months	24 Months	36 Months	48 Months	60 Months

<sup>1.</sup> Free of charge

The following Terms and Conditions apply to the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program:

### What cars are covered under the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program ("Eligible Vehicles")?

All the Subaru models listed below that were originally purchased from an authorised Subaru retailer (hereafter referred to as "Eligible Vehicles") are subject to the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program.

Model Name	Subaru BRZ (MT/AT)	Subaru WRX (MT/AT)	Subaru Outback XT	Subaru Crosstrek*	Subaru Impreza
MY22 Onwards	•	•			
MY23 Onwards			•		
MY24 Onwards				•	•

<sup>\*</sup>Including Hybrid

The Capped Price Servicing Program is not available on the following vehicles:

- 1. Rental vehicles:
- "Grey import" Subaru branded vehicles (i.e. Subaru vehicles not imported into Australia by Subaru (Aust.) Pty Limited);
- 3. Privately imported Subaru vehicles.

#### 2. Where can I find the Capped Price applicable to an Eligible Vehicle?

Capped Price Servicing Pricing for the first 5 years/75,000 Kilometres of all Eligible Vehicles under the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program will be published on our website at www.subaru.com.au/capped-price-servicing. The published prices represent the maximum price a participating Subaru Service Centre may charge for the relevant service interval on an Eligible Vehicle.

### 3. Will the Capped Price be subject to change?

No. The published Capped Prices for all Eligible Vehicles are fixed "maximum" prices and will not change during the Program Period.

# 4. When does the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program Period commence?

The Program Period for each Eligible Vehicle commences on the warranty registration date of that Eligible Vehicle.

### 5. When does the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program Period expire?

The Program Period will expire upon the first to occur of any of the following three conditions:

- a. The completion of the first five (5) standard scheduled services on an Eligible Vehicle (not including the 1 Month Health Check and Chat); or
- b. The expiry of 63 months from the date of warranty registration of an Eligible Vehicle; or
- c. The date upon which an Eligible Vehicle has travelled 78,000kms or more.

### What is covered under the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program?

The Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program covers all items specified under the standard 'Maintenance Schedule For Normal Driving Conditions' detailed in the Warranty and Service Handbook. This includes inspection and adjustment of all items listed, genuine parts (if specified as a replaceable item), sundries, environmental charges, labour and fluids required for each standard scheduled service. In summary, if an "R" or a "P" appears against the relevant item in the Maintenance Schedule, that item will be included in the capped price. If an "I" appears next to the item, the item will be inspected as part of the Capped Price, however if the item is subsequently determined to require replacement, that item is NOT covered in the Capped Price.

# Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program (cont)

# 7. What is not covered under the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program?

The Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program only covers standard Schedule Services as listed in the Maintenance Schedule for Normal Driving Conditions. Additional service / repair items which are not itemised within the "Maintenance Schedule for Normal Driving Conditions" or that are deemed to require replacement after an inspection has been conducted are not covered under the Capped Price Servicing Program. Also not covered are items that would void the Subaru New Vehicle Warranty or in respect of which the customer would otherwise normally be charged notwithstanding the terms of the Subaru New Vehicle Warranty. These items are more specifically listed under the headings "What's Not Covered by the Subaru New Vehicle Warranty" and "Items for which a charge may be made" in this Warranty and Service Handbook (other than "Servicing and Mechanical Adjustments included as part of the Maintenance Schedule").

For more information please refer to the "Maintenance and Service" section in the Owner's Manual as well as the Maintenance Schedule in this Warranty and Service Handbook.

#### 8. What is the due date for each service and when should services be carried out?

The recommended service intervals specified in the vehicle's Warranty and Service Handbook are for the earlier of a given distance or period of time. All Eligible Vehicles should be serviced every 12 months or 15,000 kilometres, whichever occurs first. If you don't drive far enough to cover the distance between recommended time-based service intervals your vehicle should still be serviced according to the time period shown in the schedule in the Warranty and Service Handbook. Conversely, if you travel the distance between recommended kilometre based service intervals in a period shorter than the recommended time based intervals, your vehicle should still be serviced according to the recommended kilometre based intervals shown in the vehicle's Warranty and Service Handbook.

You may claim each service under the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program within a nominated number of months or kilometres of the due date for service. Please note that when the service claim period expires, the next service period will then be available.

Note: Up to a total of five (5) scheduled services may be claimed (not counting the 1 Month Health Check and Chat). No claims are permitted beyond 63 months/78,000 kilometres (which ever occurs first).

It is important to note that if you miss any standard scheduled service, additional work may be identified at the next scheduled service interval which is not included in the Capped Price for the subsequent service.

Service	Interval	Km Based	Time Based	Note						
Claims permitted if either kilometres or time based criteria met										
1 Month Health Check and Chat <sup>1</sup>	1 Month	N/A	1 Mnth +/- 30 Days	If service						
1st Service - 'A' Service	15,000Kms / 12 Mnths	15,000kms <sup>+</sup> / <sub>-</sub> 3,000Kms	12 Mnths +/- 90 Days	parameters						
2nd Service - 'B' Service	30,000Kms / 24 Mnths	30,000Kms <sup>+</sup> / <sub>-</sub> 3,000Kms	24 Mnths <sup>+</sup> / <sub>-</sub> 90 Days	are exceeded for a service,						
3rd Service - 'C' Service	45,000Kms / 36 Mnths	45,000Kms <sup>+</sup> / <sub>-</sub> 3,000Kms	36 Mnths +/- 90 Days	move to the						
4th Service - 'D' Service	60,000Kms / 48 Mnths	60,000Kms <sup>+</sup> / <sub>-</sub> 3,000Kms	48 Mnths <sup>+</sup> / <sub>-</sub> 90 Days	next service available						
5th Service - 'E' Service	75,000Kms / 60 Mnths	75,000Kms <sup>+</sup> /- 3,000Kms	60 Mnths <sup>+</sup> /- 90 Days							

### Where can I get a service under the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program?

Servicing under the Subaru 5 Year/75,000 Kilometre Capped Price Service Program can only be redeemed at participating authorised Subaru Service Centres within Australia. Subaru Australia will list all participating authorised Subaru Service Centres on our website at **subaru.com.au/retailers**.

You must present your Warranty and Service Handbook at the time of service to redeem a service under this Capped Price Servicing Program.

#### 10. Transfer of Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program.

The Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program runs with the vehicle and is applicable on all Eligible Vehicles regardless of owner unless one of the exclusions set out in section 12 below applies.

#### 11. No credit, refunds or other consideration.

No credit, refund or other consideration is payable to an owner or any other person in respect of an Eligible Vehicle for any services under the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program which are not claimed specifically in accordance with these Capped Price Servicing Program Terms and Conditions.

#### 12. Exclusions.

Rental, privately imported and "grey import" vehicles are not eligible to receive the benefits under the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program and additional exclusions may apply.

1. Free of charge.

# The warranty period

The Subaru New Vehicle Warranty period commences on the date of first registration of the vehicle.

Subject to the terms and conditions set out in this Warranty and Service Handbook, the Subaru New Vehicle Warranty period is 5 years/unlimited kilometres for every new Subaru vehicle, except for Subaru vehicles used for commercial applications such as a taxi or hire, rental, driving school or delivery/courier vehicle or tool of trade, in which case the Subaru New Vehicle Warranty is 5 Years or 150,000 km, whichever occurs first.

**Please note:** If the odometer reading has been altered and it is not possible to determine with certainty whether the vehicle has travelled in excess of 150,000 km, the Subaru New Vehicle Warranty period is deemed to have expired.

The Subaru New Vehicle Warranty period on batteries (12 Volt) is 2 years. The Subaru New Vehicle Warranty period on high-voltage batteries for Subaru Hybrid vehicles is 8 years/160,000 kilometres, whichever comes first.

# Genuine parts and accessories warranty

Subaru Australia also offer a Manufacturer's Warranty over genuine parts and accessories imported and distributed by it. The Genuine Subaru Parts & Accessories Warranty period commences on the date of first supply and continues for the following term:

- Replacement of standard Genuine Subaru Parts and Accessories<sup>1</sup> are warranted for the remainder of the Subaru New Vehicle 5 Years/Unlimited Kilometre Warranty.
- Optional Genuine Subaru Parts and Accessories¹ fitted at the point of new vehicle purchase or fitted at the point of first scheduled service by your authorised Subaru Retailer are warranted for 3 years.
- Optional Genuine Subaru Parts and Accessories fitted any time after the first scheduled service by your authorised Subaru Retailer are warranted for 2 years.
- Optional Genuine Subaru Parts and Accessories purchased from a Subaru Retailer and are installed independently or by a third party is warranted for 12 months.

The terms and conditions of the Genuine Parts and Accessories Warranty can be found in subaru.com.au/parts.

# What's not covered by the Subaru new vehicle warranty

Repair, replacement and adjustment under the Subaru New Vehicle Warranty are not available for damage, malfunction, defects, faults or failures due to:

- Ordinary wear and tear.
- Use of the vehicle for a purpose or under road or climatic conditions other than for which it was designed, including racing, rallying, speed trialling, hill climbing or similar activities or competitive events.
- Any work carried out on the vehicle by a person other than an authorised
   Subaru Retailer.
- Driver negligence, misuse or abuse
   (e.g. tampering, disconnection, loading
   or towing beyond the manufacturer's
   specifications, or continuing to drive the
   vehicle after loss of fluids, lubricants, oils,
   coolants, refrigerants or water).
- Modifications or alterations (including to software) which have not been approved by the manufacturer, or the installation or use of non-genuine parts, accessories, equipment, assemblies or components.
- No warranty repair shall be made if it is found that the odometer or the Warranty and Service Booklet have been tampered with.

Note: When replacing the instrument cluster (including odometer), the relevant section in this Handbook on the 'vehicle identification' page must be completed by an authorised Subaru Retailer. The date and kilometres must be documented, if the instrument cluster is replaced.

- Water ingress from floods or deep water fording.
- A failure to have the vehicle serviced in strict accordance with the manufacturer's specifications and recommendations in this Handbook, or a failure to have the vehicle repaired promptly in accordance with such recommendations following an accident or other damage, or after a defect becomes known or is suspected.
- A failure to maintain the vehicle, including its body trim and paintwork, in accordance with the manufacturer's recommendations, or the use of unsuitable agents.
- Use of non-recommended, incorrect specification, inappropriate or dirty fuel, oil, fluids, lubricants, coolants, refrigerants or water.
   See your vehicle Owner's Manual or contact your Subaru Service Centre for specifications.
- Accident, impact, fire, war, theft, illegal use or malicious damage by a third person.
- Environmental conditions including acid rain, industrial fall-out, salt, sand, stones, tree sap, bark or leaves, bird, animal or insect droppings or other damage, windstorm, flooding, earthquakes, landslide, hail, flood, lightning, extreme temperatures or other acts of nature.
- Improper repairs, inspection, diagnosis or adjustments not approved or recommended by Subaru Australia.

Under the warranty, Subaru Australia does not accept liability for any loss of use of the vehicle; for any alternate transportation such as car rental fees, lodging, food or telephone expense; for any damage to goods, commercial loss, loss of time or inconvenience; or for any other incidental expenses or consequential damages.

<sup>1.</sup> Standard Genuine Subaru Parts and Accessories refers to non-optional components that are standard to the specific model variant. Optional Genuine Subaru Parts and Accessories refers to optional components that do not come standard with the specific model variant.

# Items for which a charge may be made

The following list is a guide to the types of items that are ordinarily excluded from the Subaru New Vehicle Warranty, for which a charge may be made (unless the failure is caused by a defect in factory materials or workmanship, or a remedy is otherwise available under the consumer guarantees conferred by the *Australian Consumer Law*). The frequency of replacement, repair or adjustment will depend mainly on where your vehicle is driven, weather and atmospheric conditions, road conditions, your driving habits, and vehicle usage.

**Servicing:** Lubrication and maintenance servicing and all parts and fluids replaced in line with the maintenance schedule in this Handbook.

Wheel alignment and wheel balancing: The frequency of these services depends on driving conditions such as rapid starts and stops, tyre skidding, hitting pot holes and curbs etc.

**Mechanical adjustments:** Including brakes, clutch, door locks, engine tuning, drive belts, headlamps, steering gear are required as a matter of normal vehicle operation. This saves early or expensive replacements.

**Brake linings and clutch components:** Are directly affected by driving habits and type of use and are wear and tear items. The replacement of brake linings and clutch components and the reconditioning of brake drums and discs should be performed as required.

**Spark plugs:** Periodic replacement as listed in the service schedule is required to ensure optimum engine performance and best fuel economy.

**Fuel injectors and induction/combustion system:** The removal of deposits and cleaning of injectors may be required from time to time and should be performed as necessary.

Wiper blades: Will have a varied life expectancy. Replacement will depend on climatic conditions and extent of use.

Paint, trim and other appearance items: Are affected by normal wear and tear and exposure to environmental conditions. Proper care as described in your Owner's Manual can add to their appearance and durability. Damage or imperfection in paint or trim are normally apparent during pre-delivery inspection. You should report any imperfection to your authorised Subaru Retailer immediately after purchase. A charge will be made for paint or trim items that require attention due to causes outside the manufacturer's control, including corrosion that occurs other than due to a defect in factory materials or workmanship, environmental conditions, and damage to trim and carpet.

Tyres: Are subject to wear.

**Batteries:** The Subaru New Vehicle Warranty period on batteries (12 Volt) is 2 years. The Subaru New Vehicle Warranty period on high-voltage batteries for Subaru Hybrid vehicles is 8 years/160,000 kilometres, whichever comes first. After this warranty period, any required battery replacement will be a chargeable item.

**Suspension:** Normal wear and tear of suspension and steering components such as shock absorbers, ball joints, bushes, driveshaft boots, etc.

**Lighting bulbs (except High Intensity Discharge):** Are subject to wear and tear and operational life depends on extent and method of use.

**Windscreen/glass replacement:** All vehicle glass is subject to ordinary wear and tear, and exposure to environmental conditions. Cracks, damage, chips, breakage or scratches not attributable to manufacturing defects are the responsibility of the owner.

# Where to go for warranty repairs

Take your vehicle to any authorised Subaru Retailer if it needs repairs under the Subaru New Vehicle Warranty. All authorised Subaru Retailers will honour the Subaru New Vehicle Warranty, and will be happy to repair, replace or adjust free of charge any part of your vehicle that is defective in factory materials or workmanship. Please note that Subaru Australia is unable to reimburse the cost of repairs carried out during the Subaru New Vehicle Warranty period by a repairer other than an authorised Subaru Retailer except where express prior approval for those repairs has been obtained.

# Transfer of warranty

The Subaru New Car Warranty runs with the vehicle and is transferable from owner to owner conditional upon the standard warranty terms as explained in this handbook. If you have just purchased a used Subaru Vehicle, please complete the change of ownership form at subaru.com.au/change-of-vehicle**ownership** or the "second owner warranty registration form" in this handbook and follow the prompts.

The Subaru New Car Warranty is only available in Australia and is not transferable to other countries as no reciprocal world-wide warranty is provided.

# Recommended labour times<sup>1</sup> - maintenance schedule for normal driving conditions

MODEL	A Service (hours)	B Service (hours)	C Service (hours)	D Service (hours)	E Service (hours)	F Service (hours)	G Service (hours)	H Service (hours)
Subaru BRZ (MT/AT)	1.0	1.7	1.0	2.2	1.0	1.7	2.2	3.0
Subaru WRX (MT/AT)	1.0	1.3	1.1	2.2	1.0	1.4	2.0	3.0
Subaru Outback XT	1.0	1.3	1.1	2.2	1.0	1.4	2.0	3.0
Subaru Crosstrek (including Hybrid)	1.0	1.3	1.1	2.2	1.0	1.4	2.0	3.0
Subaru Impreza	1.0	1.3	1.1	2.2	1.0	1.4	2.0	3.0

## **Pre-delivery inspection schedule**

Bonnet, release, lock, safety catch, alignment Doors - open/close operation, alignment Door lock operation, central remote, if applicable Torque road wheel nuts Window operation, including power Window adjustment and alignment Boot lid/tail gate - open, close, lock, alignment Fuel lid and cap - open, close and fit Steering column tilt mechanism

Seat belt operation (buckle coupling)

Seat adjusters and fold down

Headlight focus and all light operation Interior, map, boot and vanity light operation

Windshield wiper and washer operation/position

Heated rear window operation

Insert memory fuse in main fuse box

Set clock and radio stations

Check radio, cassette, CD, aerial operation

Check sunroof operation and alignment

Disconnect transit connectors

Brake fluid level, warning light operation Battery, level, terminals, installation, charge

Coolant, level, leaks, hose security

Engine oil, level, leaks

Manual transmission oil level (MT only)

Front differential oil level (Subaru WRX only)

Fill windscreen washer bottle

Clutch - function and adjustment

Drive belts, except cambelt, inspect and adjust

Fuel system leaks and security

All main electrical connections for security

Power steering level and leaks

Remove disc rotor covers, if applicable

Brake lines, hoses for leaks and security

Suspension - security of components and damage

Steering rack, tie rods for security and damage

Driveshafts and boots for damage

Fuel lines and hoses for leaks and damage

Tyre pressures correct, including spare

Park brake lining adjust, if applicable General under body, condition/security

Exhaust system, alignment, leaks, security

Engine and transmission for leaks

Rear differential level, leaks

Check and adjust wheel alignment

Engine cranking/starting/fast idle condition

Brake pedal - free play/reserve

Park brake operation, cable adjust

Check auto trans, ATF level (engine running in)

('P') auto inhibitor, selector lever operation

Road test

Engine performance

Transmission operation (auto/manual)

Brake performance

Suspension performance

Steering control, wheel 'centre' position

All Instrument operation

Clutch and hill holder operation, if applicable

Turn signal cancelling

Cruise control operation

Heat/ventilation, air-condition operation

Check for abnormal and wind noises

Select monitor check

Recheck levels for leaks

Electrical cooling fan operation

Clean exterior/interior and remove any

protective agent

Check for water leaks

Detail paintwork

Interior - check trims/parts for fit and condition Check all exterior/interior equip. conforms to

vehicle spec.

Ensure presence of spare key, literature, tools

Check body condition and report defects

## Additional checks for Hybrid vehicles only:

Check the high-voltage battery air intake

for dirt, foreign particles etc.

Check the Hybrid system operation

Check the EV lamp illuminates in EV mode

Check tyre repair kit and that use by date of tyre

repair sealant has not expired

<sup>1.</sup> Figures shown are based on Subaru Australia's estimates of average times required to carry out relevant service. Times shown may slightly vary from Retailer to Retailer based on a wide variety of factors. Note: Lubricants, fluids, parts, etc. are charged for separately. Labour times are the same for Manual and Automatic Transmissions.

# MY22 onwards Subaru BRZ and Subaru WRX, MY23 onwards Subaru Outback XT and MY24 onwards Subaru Crosstrek and Subaru Impreza maintenance schedule for normal driving conditions

<b>-</b>	ſ		J							
Service Interval (Months or Kilometres whichever occurs first). NOTE: After completion of 96 month / 120,000km service, sequence repeats.	A 12 months, 15,000 kms	B 24 months, 30,000 kms	C 36 months, 45,000 kms	D 48 months, 60,000 kms	60 months, 75,000 kms	F 72 months, 90,000 kms	<b>G</b> 84 months, 105,000 kms	H 96 months, 120,000 kms	Remarks	Retailer Recommende Service
Performance		'	'	'		•	•			
Battery electrolyte level (refill as necessary) and terminal security	I	I	1	I	ı	1	ı	I		
Drive belt (inspect and replace as necessary)	ı	ı	ı	ı	ı	ı	ı	I		
Spark plugs							R			
Air cleaner	1	1	R	1	1	R		1		
Fuel filter						R				
Cooling system, leaks, hoses, hose clamps and radiator cap	ı	ı	ı	1	ı	1	ı	I		
Coolant - use Subaru Genuine Longlife coolant ONLY	ı	ı	ı	I	ı	ı	ı	R		
Upper Engine Cleaner (SA459)	Р	Р	P	Р	Р	Р	Р	Р		
Subaru Fuel Additive (supply 1 bottle to the customer). Add to tank every 6 months or 7,500 kms, whichever occurs first (excluding Subaru Crosstrek and Subaru Impreza)	Р	Р	Р	Р	Р	Р	Р	Р		
Subaru Fuel Additive. Add to tank every 12 months or 15,000 kms, whichever occurs first (Subaru Crosstrek and Subaru Impreza only)	Р	Р	Р	Р	Р	Р	Р	Р		
Engine oil	R	R	R	R	R	R	R	R		
Engine oil filter	R	R	R	R	R	R	R	R		
Manual Transmission oil (Subaru BRZ and Subaru WRX only)	I	I	I	R	I	1	I	R		
Automatic Transmission Fluid (Subaru BRZ only)	I	I	I	I	I	R	I	I		
Rear differential oil (Subaru BRZ only)	I	R	I	R	I	R	I	R		
Front and rear differential oil (excluding Subaru BRZ)	1	1	1	R	I	1	I	R		
Rotate wheels front /rear as necessary	Р	Р	Р	Р	Р	Р	Р	Р		
Lubricate hinges and latches as necessary	Р	Р	Р	Р	Р	Р	Р	Р		
Engine performance / drivability	Р	Р	Р	Р	Р	Р	Р	Р		
Transmission operation manual / auto	Р	Р	Р	Р	Р	Р	Р	Р		
Clutch system function	Р	Р	Р	Р	Р	Р	Р	Р		
Steering control, wheel centred	Р	Р	Р	Р	Р	Р	Р	Р		
Instrument operation	Р	Р	Р	Р	Р	Р	Р	Р		
Interior Ventilation Filter	I	R	1	R	ı	R	ı	R		
Select Monitor check	Р	Р	Р	Р	Р	Р	Р	Р		
Hybrid system health check (if applicable)	Р	Р	Р	Р	Р	Р	Р	Р		
Safety		1	1							
Headlight focus and all light operation	1		1	1		1		1		
Windscreen wipers and washers (refill washer bottle as necessary)	i	1	1	i	i	i	i	1		
Steering system	i	1	1	i	i	i	i	1		
Fuel pipes, hoses, connections and clamps		1		1		1		1		
Exhaust system for security, leaks and damage	1	1	1	1	1	1	1	1		
AT hoses, pipes, connections and clamps	1	1	1	1	1	1		1		
Tyre pressures and condition (include spare) Check wear pattern for correct alignment	1	I	1	I	I	1	I	I		
Tension wheel nuts to correct torque	Р	Р	Р	Р	Р	Р	Р	Р		
Brake pipes, hoses and connections	I	ı	ı	I	ı	ı	ı	ı		
Brake fluid (Subaru Australia brake fluid recommended)	I	R	ı	R	ı	R	ı	R		
Disc brake pads and discs (replace as necessary after authority from owner)	ı	ı	ı	1	ı	1	ı	ı		
Park brake operation / adjustment	1	ı	1	1	I	I	I	I		
Axle boots and joints	ı	ı	1	ı	ı	ı	ı	ı		
Suspension	ı	ı	i	ı	ı	ı	ı	ı		
Wheel bearings								ı		
Road test	Р	Р	Р	Р	Р	Р	Р	P		
Brake performance (footbrake and handbrake)	P	P	P	P	P	P	P	P		
Check for abnormal noises	P	P	P	P	P	P	P	P		
Recheck for Levels and for leaks	Р	Р	P	P	P	P	P	P		

# **Delivery Service**

•	
The Delivery Service is carried out before we hand the vehicle over driving your new car right from the start.	to you, so that you can enjoy
The Delivery Service was carried out on:	
	Selling Retailer Stamp
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### 1 Month health check and chat

at 1 Month after Vehicle Delivery

Confidence in Motion

The 1 Month Health Check and Chat is a free service that's fast, convenient and easy. Our Service Network's expert technicians will undertake a couple of quick checks, such as your Subaru's fluid levels under the bonnet along with checking your tyre pressures, and a Subaru Service Consultant will attend to any questions you may have about your new vehicle. It's just another way we can help to ensure you have worry-free motoring.

The 1 Month Health Check and Chat was carried out on:



Selling Retailer Stamp

### 'A' Service

# Maintenance and Lubrication Service at 15,000 km or 12 months

(Whichever comes first)

Carried out on:

This scheduled service is covered by the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.

Service Centre Stamp



Service

Centre Stamp

### 'B' Service

Maintenance and Lubrication Service at 30,000 km or 24 months

(Whichever comes first)

Carried out on:

This scheduled service is covered by the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program, For more information please refer to the Terms and Conditions in this handbook.



### 'C' Service

Maintenance and Lubrication Service at 45,000 km or 36 months

(Whichever comes first)

Carried out on:

This scheduled service is covered by the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.



Service

Centre Stamp



### 'D' Service

Maintenance and Lubrication Service at 60,000 km or 48 months

(Whichever comes first)

Carried out on:

This scheduled service is covered by the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.

Service Centre Stamp



### 'G' Service

Maintenance and Lubrication Service at 105,000 km or 84 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_\_

Service Centre Stamp



## 'E' Service

Maintenance and Lubrication Service at 75,000 km or 60 months

(Whichever comes first)

Carried out on:

Δt Km

This scheduled service is covered by the Subaru 5 Year/75,000 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.

Service Centre Stamp



### 'H' Service

Maintenance and Lubrication Service at 120,000 km or 96 months

(Whichever comes first)

Carried out on:	
At	Km

Service Centre Stamp



Confidence in Motion

# 'F' Service

Maintenance and Lubrication Service at 90,000 km or 72 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_

Service Centre Stamp



## 'A' Service

Maintenance and Lubrication Service at 135,000 km or 108 months

(Whichever comes first)

Carried out on:

.

Service Centre Stamp



### 'B' Service

Maintenance and Lubrication Service at 150,000 km or 120 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_ k

Service Centre Stamp



Confidence in Motion

### 'E' Service

Maintenance and Lubrication Service at 195,000 km or 156 months

(Whichever comes first)

Carried out on:

Α.

Service Centre Stamp



Confidence in Motion

## 'C' Service

Maintenance and Lubrication Service at 165,000 km or 132 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_ Km

Service Centre Stamp



Confidence in Motion

### 'F' Service

Maintenance and Lubrication Service at 210,000 km or 168 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_ Kr

Service Centre Stamp



Confidence in Motion

## 'D' Service

Maintenance and Lubrication Service at 180,000 km or 144 months

(Whichever comes first)

Carried out on:

At Kr

Service Centre Stamp



Confidence in Motion

## 'G' Service

Maintenance and Lubrication Service at 225,000 km or 180 months

(Whichever comes first)

Carried out on:

Service Centre Stamp



### 'H' Service

Maintenance and Lubrication Service at 240,000 km or 192 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_ Kr

Service Centre Stamp



Confidence in Motion

'C' Service

Maintenance and Lubrication Service at 285,000 km or 228 months

(Whichever comes first)

Carried out on:

Α.

Service Centre Stamp



Confidence in Motion

### 'A' Service

Maintenance and Lubrication Service at 255,000 km or 204 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_ Km

Service Centre Stamp



Confidence in Motion

'D' Service

Maintenance and Lubrication Service at 300.000 km or 240 months

(Whichever comes first)

Carried out on:

Service Centre Stamp



Confidence in Motion

## 'B' Service

Maintenance and Lubrication Service at 270,000 km or 216 months

(Whichever comes first)

Carried out on:

At Kr

Service Centre Stamp



Confidence in Motion

'E' Service

Maintenance and Lubrication Service at 315,000 km or 252 months

(Whichever comes first)

Carried out on:

ıt Km

Service Centre Stamp



### 'F' Service

Maintenance and Lubrication Service at 330,000 km or 264 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_\_ I

Service Centre Stamp



Confidence in Motion

### 'A' Service

Maintenance and Lubrication Service at 375,000 km or 300 months

(Whichever comes first)

Carried out on:

Service Centre Stamp



Confidence in Motion

## 'G' Service

Maintenance and Lubrication Service at 345,000 km or 276 months

(Whichever comes first)

Carried out on:

At Km

Service Centre Stamp



Confidence in Motion

### **'B' Service**

Maintenance and Lubrication Service at 390.000 km or 312 months

(Whichever comes first)

Carried out on:

Service Centre Stamp



Confidence in Motion

## 'H' Service

Maintenance and Lubrication Service at 360,000 km or 288 months

(Whichever comes first)

Carried out on:

Δt Kr

Service Centre Stamp



Confidence in Motion

## 'C' Service

Maintenance and Lubrication Service at 405,000 km or 324 months

(Whichever comes first)

Carried out on:

t k

Service Centre Stamp



### 'D' Service

Maintenance and Lubrication Service at 420,000 km or 336 months

(Whichever comes first)

Carried out on:

Δt Km

Service Centre Stamp



Confidence in Motion

'G' Service

Maintenance and Lubrication Service at 465,000 km or 372 months

(Whichever comes first)

Carried out on:

Service Centre Stamp



Confidence in Motion

## 'E' Service

Maintenance and Lubrication Service at 435,000 km or 348 months

(Whichever comes first)

Carried out on:

Service Centre Stamp



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'H' Service

Maintenance and Lubrication Service at 480,000 km or 384 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_ Kr

Service Centre Stamp



Confidence in Motion

## 'F' Service

Maintenance and Lubrication Service at 450,000 km or 360 months

(Whichever comes first)

Carried out on:

At Km

Service Centre Stamp



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