



**SUBARU**



For a world *discovered*

## **Subaru Solterra Warranty and Service Handbook**

Effective February 2024

# 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: (    ) \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_



V.I.N.: 

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Engine No.: \_\_\_\_\_ Registration No.: \_\_\_\_\_

Model: \_\_\_\_\_ Key cutting#: \_\_\_\_\_

Immobiliser/security code# (if applicable): \_\_\_\_\_

Instrument cluster - date and kilometres if replaced: \_\_\_\_\_

**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](http://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**.

Mr/Mrs/Ms/Miss: \_\_\_\_\_  
Surname Given names

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Home Ph: ( ) \_\_\_\_\_ Work Ph: ( ) \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

V.I.N.: 

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Engine No.: \_\_\_\_\_ Registration No.: \_\_\_\_\_

Model: \_\_\_\_\_ Purchase date: \_\_\_\_\_ Selling Retailer: \_\_\_\_\_

Kilometres: \_\_\_\_\_ Original owner: \_\_\_\_\_

## Subaru and Your Privacy

Subaru (Aust) Pty Limited ("Subaru Australia") respects your privacy. We require the above information to register you in our system as the new owner of this vehicle and to facilitate any warranty claims (should your vehicle still be under the Subaru New Vehicle Warranty period). We may also use it to provide you with information which may be of interest, which may include the latest Subaru news, Service information, promotions and/or special event invitations. To provide you with these services we may share your personal information with our authorised Retailers, related companies and/or other third parties associated with us who are bound to protect your privacy. Subject to the Privacy Act 1988 (Cth) you may contact Subaru Australia to seek access to the information we hold about you. For more information, see our Privacy Policy on [subaru.com.au](http://subaru.com.au) or write to the Privacy Officer, Subaru Australia, PO Box 8311, Norwest NSW 2153 or send an email to [privacy.officer@subaru.com.au](mailto:privacy.officer@subaru.com.au)

Please select how you would like Subaru Australia to communicate with you:

via e-mail	Y <input type="checkbox"/>	N <input type="checkbox"/>
via post	Y <input type="checkbox"/>	N <input type="checkbox"/>
via telephone calls and SMS	Y <input type="checkbox"/>	N <input type="checkbox"/>
I would like to participate in customer research surveys:	Y <input type="checkbox"/>	N <input type="checkbox"/>

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please email this form to: [feedback@subaru.com.au](mailto: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 Subaru Solterra 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.

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 Solterra 5 Year Service Plan Program

All-new Model Year 2024 (MY24) onwards Subaru Solterra vehicles enjoy the benefits of the Subaru Solterra 5 Year Service Plan Program. This gives you ultimate peace of mind in the knowledge that all standard scheduled servicing is covered for the first 5 years of ownership.

Subaru Solterra Owner's will enjoy 5 Years of Subaru Roadside Assistance and Club Membership to your State Motoring Club, helping you get to where you need to be. If you're in need of Roadside Assistance, call **13 11 11**. Full terms and conditions visit [subaru.com.au/roadside-assistance-program](https://subaru.com.au/roadside-assistance-program).

## Your 1 Month Health Check and Chat

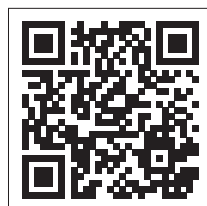
We understand that when you first take delivery of your new Subaru there's a lot to take in and remember. That's why we have introduced the 1 Month Health Check and Chat. It's a free service that's fast, convenient and easy. Our Service Network's expert technicians will undertake a couple of quick checks, 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.



## Warning - Subaru Electric Vehicles

Subaru Electric Vehicle variants contain high voltage components which can be dangerous. To avoid injury, strictly follow your Subaru Solterra Owner's Manual when operating your 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 1,250 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 vehicle speed for a long period of time, either fast or slow.
- 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.

In accordance with your Owner's Manual, it's recommended that you should regularly check your vehicle's fluids, brakes and tyres, especially during the run-in phase, as insufficient fluid levels could lead to serious vehicle 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 brake and windscreen washer fluids.
- Check tyre pressures (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.
- It is recommended to drive the vehicle once a month for at least 30 minutes to maintain and optimise high-voltage battery 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 MY24 onwards Subaru Solterra is every 12 months or 15,000 kilometres, whichever occurs first.

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 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 Solterra 5 Year Service Plan Program

Under the Subaru Solterra 5 Year Service Plan Program, owners of an MY24 onwards Subaru Solterra are covered for scheduled servicing during their first 5 years of ownership, or the first 75,000 kilometres (whichever occurs first).

The Subaru Solterra 5 Year Service 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 Solterra 5 Year Service 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

1. Free of charge

The following Terms and Conditions apply to the Subaru Solterra 5 Year Service Plan Program:

**1. What cars are covered under the Subaru Solterra 5 Year Service Plan Program (“Eligible Vehicles”)?**

All new MY24 onwards Subaru Solterra vehicles purchased from an authorised Subaru retailer (hereafter referred to as “Eligible Vehicles”) are subject to the Subaru 5 Year Service Plan Program.

The Subaru Solterra Service Plan Program is not applicable on the following vehicles:

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

**2. When does the Subaru Solterra 5 Year Service Program Period commence?**

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

### 3. When does the Subaru Solterra 5 Year Service Plan 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.

### 4. What is covered under the Subaru Solterra 5 Year Service Plan Program?

The Subaru Solterra 5 Year Service Plan 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, however if the item is subsequently determined to require replacement, that item is NOT covered in the Service Plan.

### 5. What is not covered under the Subaru Solterra 5 Year Service Plan Program?

The Subaru Solterra 5 Year Service Plan 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 Service Plan. 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.



# Subaru Solterra 5 Year Service Plan Program (cont)

## 6. 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 Solterra 5 Year Service Plan 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.

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 parameters are exceeded for a service, move to the next service available
1st Service - 'A' Service	15,000Kms / 12 Mnths	15,000kms +/- 3,000Kms	12 Mnths +/- 90 Days	
2nd Service - 'B' Service	30,000Kms / 24 Mnths	30,000Kms +/- 3,000Kms	24 Mnths +/- 90 Days	
3rd Service - 'C' Service	45,000Kms / 36 Mnths	45,000Kms +/- 3,000Kms	36 Mnths +/- 90 Days	
4th Service - 'D' Service	60,000Kms / 48 Mnths	60,000Kms +/- 3,000Kms	48 Mnths +/- 90 Days	
5th Service - 'E' Service	75,000Kms / 60 Mnths	75,000Kms +/- 3,000Kms	60 Mnths +/- 90 Days	

1. Free of charge.

## **7. Where can I get a service under the Subaru Solterra 5 Year Service Plan Program?**

Servicing under the Subaru Solterra 5 Year Service Plan 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](https://subaru.com.au/retailers). You must present your Warranty and Service Handbook at the time of service to redeem a service under this Subaru Solterra 5 Year Service Plan Program.

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

## **8. Transfer of Subaru Solterra 5 Year Service Plan Program.**

The Subaru Solterra 5 Year Service Plan Program runs with the vehicle and is applicable on all Eligible Vehicles regardless of owner unless one of the exclusions set out in section 10 below applies.

## **9. 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 Solterra 5 Year Service Plan Program which are not claimed specifically in accordance with these Service Plan Terms and Conditions.

## **10. Exclusions.**

Rental, privately imported and "grey import" vehicles are not eligible to receive the benefits under the Subaru Solterra 5 Year Service Plan Program and additional exclusions may apply.

# 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 Electric vehicles is 8 years/160,000 kilometres, whichever comes first. For full warranty terms and conditions, visit [www.subaru.com.au/owners/warranty](http://www.subaru.com.au/owners/warranty).

## 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 Accessories<sup>1</sup> 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](http://subaru.com.au/parts).

1. 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.

# 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, 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 fluids, lubricants, 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.

# 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, door locks, headlamps, steering gear are required as a matter of normal vehicle operation. This saves early or expensive replacements.

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

**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 Electric vehicles is 8 years/160,000 kilometres, whichever comes first. For full warranty terms and conditions, visit [www.subaru.com.au/owners/warranty](http://www.subaru.com.au/owners/warranty).

**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](https://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 Solterra	0.6	0.7	0.6	0.7	0.6	0.7	0.6	0.7

1. 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: fluids, parts, etc. are charged separately.

# Pre-delivery inspection schedule

Bonnet, release, lock, safety catch, alignment	General under body, condition/security
Doors - open/close operation, alignment	Torque road wheel bolts
Door lock operation, central remote, if applicable	Check and adjust wheel alignment
Window operation, including power	Brake pedal - free play/reserve
Window adjustment and alignment	Park brake operation, cable adjust
Boot lid/tail gate - open, close, lock, alignment	Road test
Charging lid and cap - open, close and fit	Electric motor performance
Steering column tilt mechanism	Brake performance
Seat belt operation (buckle coupling)	Suspension performance
Seat adjusters and fold down	Steering control, wheel 'centre' position
Headlight focus and all light operation	All Instrument operation
Interior, map, boot and vanity light operation	Hill holder operation
Windshield wiper and washer operation/position	Turn signal cancelling
Heated rear window operation	Cruise control operation
Insert memory fuse in main fuse box	Heat/ventilation, air-condition operation
Set clock and radio stations	Check for abnormal and wind noises
Check radio, aerial operation	Diagnostic tool check
Check sunroof operation and alignment	Recheck levels for leaks
Disconnect transit connectors	Electrical cooling fan operation
Brake fluid level, warning light operation	Clean exterior/interior and remove any protective agent
Battery, level, terminals, installation, charge	Check for water leaks
Fill windscreen washer bottle	Detail paintwork
All main electrical connections for security	Interior - check trims/parts for fit and condition
Power steering level and leaks	Check all exterior/interior equip. conforms to vehicle spec.
Remove disc rotor covers, if applicable	Ensure presence of spare key, literature, tools and jack
Brake lines, hoses for leaks and security	Check body condition and report defects
Suspension - security of components and damage	Check Transaxles for fluid leaks
Steering rack, tie rods for security and damage	Check the system operation
Driveshafts and boots for damage	Check tyre repair kit and that use by date of tyre repair sealant has not expired
Tyre pressures correct	Check Heater and Inverter coolant levels and leaks
Park brake lining adjust, if applicable	



# MY24 onwards Subaru Solterra maintenance schedule for

Service Interval (Months or Kilometres whichever occurs first).  Note: After completion of 96 month/120,000km service, sequence repeats.	Driving Conditions	A 12 months, 15,000 kms	B 24 months, 30,000 kms	C 36 months, 45,000 kms	D 48 months, 60,000 kms
Brake fluid	All		R		R
Brake pipes and hoses	All		I		I
Heater Coolant	All		I		I
Auxiliary battery	All	I	I	I	I
Traction Battery Coolant	All		I		I
Brake pedal and parking brake	All		I		I
Brake pads and discs	All	I	I	I	I
Steering wheel, linkage and steering gear box	Normal		I		I
	Severe	I	I	I	I
Drive shaft boots	Normal		I		I
	Severe	I	I	I	I
Suspension ball joints and dust covers	Normal		I		I
	Severe	I	I	I	I
e - Transaxle fluid	Normal				I
	Severe			I	
Front and rear suspension	Normal		I		I
	Severe	I	I	I	I
Bolts and nuts on chassis and body <sup>1</sup>	Severe	T	T	T	T
Tyres and inflation	Normal		I		I
	Severe	I	I	I	I
Air conditioner filter, Pollen filter, pollen removal type	Normal		R		R
	Dusty Road <sup>2</sup>	R	R	R	R
Corrosion inspection			I		I

1. For seat mounting bolts, front and rear suspension member retaining bolts. 2. Roads in area where their pavement rate  
Symbols Used: I - Inspect, R - Replace, T - Tighten.

normal driving conditions

E 60 months, 75,000 kms	F 72 months, 90,000 kms	G 84 months, 105,000 kms	H 96 months, 120,000 kms	Remarks	Retailer Recommended Service
	R		R		
	I		I		
	I		I	Replace at 160,000 km, then replace every 80,000 km	
I	I	I	I		
	I		I	Replace at 200,000 km, then replace every 80,000 km	
	I		I		
I	I	I	I		
	I		I		
I	I	I	I		
	I		I		
I	I	I	I		
	I		I		
I	I	I	I		
	R				
	I		I		
I	I	I	I		
T	T	T	T		
	I		I		
I	I	I	I		
	R		R		
R	R	R	R		
	I		I		

is low, or cloud of dust often arises and the air is dry.



# Delivery Service

The Delivery Service is carried out before we hand the vehicle over to you, so that you can enjoy driving your new car right from the start.

The Delivery Service was carried out on:



# 1 Month Health Check and Chat

at 1 Month after Vehicle Delivery

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:



# 'A' Service

## Maintenance Schedule at 15,000 km or 12 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

This scheduled service is covered by the Subaru Solterra 5 Year Service Plan Program. For more information please refer to the Terms and Conditions in this handbook.



# 'B' Service

## Maintenance Schedule at 30,000 km or 24 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

This scheduled service is covered by the Subaru Solterra 5 Year Service Plan Program. For more information please refer to the Terms and Conditions in this handbook.



# 'C' Service

## Maintenance Schedule at 45,000 km or 36 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

This scheduled service is covered by the Subaru Solterra 5 Year Service Plan Program. For more information please refer to the Terms and Conditions in this handbook.



# 'D' Service

## Maintenance Schedule at 60,000 km or 48 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

This scheduled service is covered by the Subaru Solterra 5 Year Service Plan Program. For more information please refer to the Terms and Conditions in this handbook.

Service  
Centre Stamp

# 'E' Service

## Maintenance Schedule at 75,000 km or 60 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

This scheduled service is covered by the Subaru Solterra 5 Year Service Plan Program. For more information please refer to the Terms and Conditions in this handbook."

Service  
Centre Stamp

# 'F' Service

## Maintenance Schedule at 90,000 km or 72 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp

# 'G' Service

Maintenance Schedule  
at 105,000 km or 84 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp

# 'H' Service

Maintenance Schedule  
at 120,000 km or 96 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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# 'A' Service

Maintenance Schedule  
at 135,000 km or 108 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'B' Service

### Maintenance Schedule at 150,000 km or 120 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'C' Service

### Maintenance Schedule at 165,000 km or 132 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'D' Service

### Maintenance Schedule at 180,000 km or 144 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'E' Service

### Maintenance Schedule at 195,000 km or 156 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'F' Service

### Maintenance Schedule at 210,000 km or 168 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'G' Service

### Maintenance Schedule at 225,000 km or 180 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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# 'H' Service

## Maintenance Schedule at 240,000 km or 192 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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# 'A' Service

## Maintenance Schedule at 255,000 km or 204 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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# 'B' Service

## Maintenance Schedule at 270,000 km or 216 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'C' Service

### Maintenance Schedule at 285,000 km or 228 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'D' Service

### Maintenance Schedule at 300,000 km or 240 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'E' Service

### Maintenance Schedule at 315,000 km or 252 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'F' Service

### Maintenance Schedule at 330,000 km or 264 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'G' Service

### Maintenance Schedule at 345,000 km or 276 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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## 'H' Service

### Maintenance Schedule at 360,000 km or 288 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
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## 'A' Service

### Maintenance Schedule at 375,000 km or 300 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
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## 'B' Service

### Maintenance Schedule at 390,000 km or 312 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
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## 'C' Service

### Maintenance Schedule at 405,000 km or 324 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

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# 'D' Service

Maintenance Schedule  
at 420,000 km or 336 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

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# 'E' Service

Maintenance Schedule  
at 435,000 km or 348 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

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# 'F' Service

Maintenance Schedule  
at 450,000 km or 360 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

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**'G' Service**

Maintenance Schedule  
at 465,000 km or 372 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
Centre Stamp



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**'H' Service**

Maintenance Schedule  
at 480,000 km or 384 months

(Whichever comes first)

Carried out on:

\_\_\_\_\_

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

Service  
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SA1198-Effective February 2024