

# fair wear & tear guide



Financial  
Services



**welcome  
to the Subaru  
Guaranteed Future  
Value Program.**

This Guide is to be used in conjunction with your Guaranteed Future Value contract to help outline the condition your vehicle is expected to be in should you choose to return it at the end of your agreement.

These guidelines have been written to take into account the condition that your vehicle is expected to be in, as determined by us, given it's age and the kilometres travelled as at the end of your loan term.

For full details of the Fair Wear and Tear standards applied to your Subaru Guaranteed Future Value agreement please refer back to your GFV contract.

## tips to prevent unnecessary wear

There are some basic steps that you can take to avoid unnecessary damage or wear to your Subaru.

- Regularly check your vehicle for damage.
- Fix damage and defects as and when they occur. Repairs should be done by authorised repairers.
- Always service the vehicle in line with the service schedule.
- Regularly clean your Subaru inside and out. Clean off any bird or bat excrement as quickly as possible.
- Regularly check your fluid levels and top them up as necessary.
- Regularly check your tyres and wheels for damage. Check tread depth and tyre pressure.
- Don't tow beyond the vehicle's capacity.
- If your vehicle starts making unusual noises or is running poorly investigate immediately and refer to your Subaru Retailer for assistance if required.

# fair wear & tear

## SERVICING

You need to ensure that your Subaru is properly maintained by an authorised repairer in accordance with Subaru's guidelines. Approved parts and lubricants must be used. If there are any defects or damage that have occurred during normal use make sure that you get them fixed as soon as possible.

## MECHANICAL CONDITION

Your Subaru needs to be in good working condition. There can't be any signs of misuse or neglect such as;

- grooved brake discs
- a seized engine
- transmissions that are slipping, noisy, changing gears erratically, slipping clutches or ineffective synchromesh
- batteries that no longer charge or operate efficiently
- showing signs of oil
- leakage

## CLEANLINESS

In order for us to be able to properly inspect your Subaru on its return it needs to be suitably clean inside and out. You should be regularly cleaning your Subaru through the course of its life to keep it in good condition.

## KEYS AND DOCUMENTATION

Don't lose your keys or documentation as we're going to need those back (including any radio codes). We'll also need the service books with all the service records in them.

The keys/remotes need to be in full working order and if your Subaru was originally supplied with a security system then that needs to be working too with the appropriate remotes returned. Any non-standard security system that has been fitted must have been done so to a recognised standard.

## **ADDITIONAL EQUIPMENT**

If you've installed any accessories such as car phones they must be removed and any holes or damage must be repaired to a professional standard. All standard equipment and fittings supplied with the vehicle must be intact and returned with your car.

## **BADGES, LABELS AND ADVERTISING**

Any non-standard badges, labels or advertising needs to be removed before you return the car. Any damage or holes caused by their removal needs to have been repaired to a professional standard. There can't be any fading of the paintwork due to the attachment of advertising and you should never paint advertising directly onto the vehicle.

## **PAINTWORK**

In general, the exterior paintwork should be of good gloss and colour. It should be free of abrasions greater than 25mm in length that might be caused by things such as automatic carwashes or bird droppings.

## **DENTS, CHIPS AND SCRATCHES**

Some minor dents, minor chips and minor scratches are acceptable (refer to your contract for details on how many of each are acceptable).

A minor dent is a dent that is less than 20mm in diameter where no bare metal is visible or any corrosion has set in.

A minor chip is any chip that has not gone down to bare metal or caused corrosion.

A minor scratch is anything less than 25mm in length that has not gone down to bare metal or caused corrosion.

Larger dents, chips and scratches must be repaired and any marks that revealed bare metal should be repaired immediately to prevent corrosion.

## **BUMPERS AND MUDFLAPS**

Bumpers must not be cracked or deformed and mudflaps that were fitted to your Subaru can't be broken or missing.

## **BODY REPAIRS**

Any repairs done to bodywork undertaken must be done to a professional standard, suitable rustproofed and must meet Subaru Australia's standards. Colour mismatch or poorly fitting panels aren't acceptable.

## **WINDSCREEN AND GLASS**

Your windscreen needs to be able to pass a roadworthy inspection. If your Subaru is fitted with EyeSight® Driver Assist there cannot be any cracks or chips in front of the cameras.

Any replacement windscreens must meet manufacturer standards.

Other windows should not be cracked and should not have damage in the driver's line of sight.

## **LAMPS**

All lamps must be in working order. Cracked or damaged glass or plastic covers of lamp units are not acceptable.

## **INTERIOR TRIM**

The interior should be clean with no burns or permanent stains. Stitching must not be split or be coming apart and floor covers should not be split or worn.

## **DOOR WELLS AND LUGGAGE AREAS**

The paintwork, treads, sill and seals in the door wells and luggage areas must not be worn or torn.

## **ELECTRONICS**

All original controls and electronic fittings need to be intact and in good working order. You should delete all information stored in infotainment head unit.

## **UNDERSIDE AND EXHAUST SYSTEMS**

The underside of your Subaru should be free of any rust, corrosion or significant damage. The exhaust system should be intact and working efficiently.

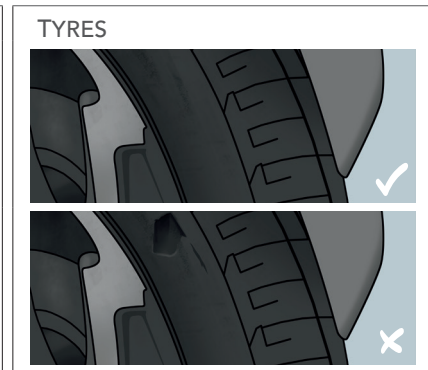
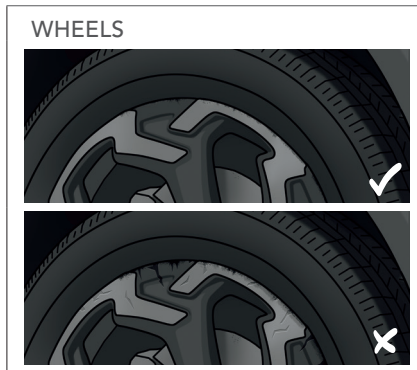
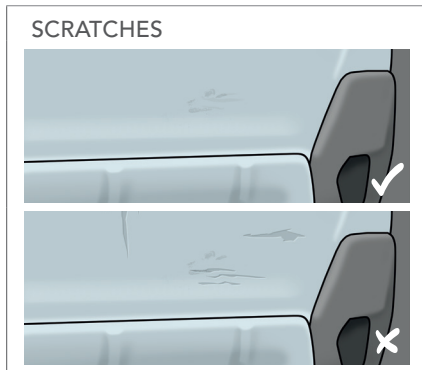
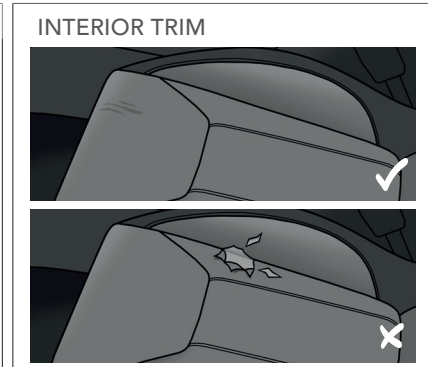
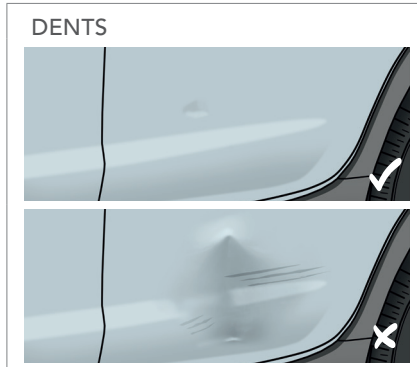
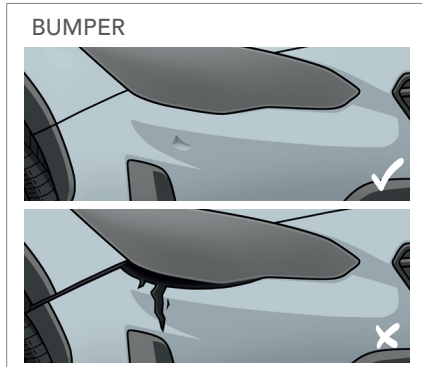
## **WHEELS AND TYRES**

All the wheels (including the spare) must be intact with only minor cosmetic scuffing. Crack or dents are unacceptable. Spare wheels, jacks and any other wheel tools must be present and stowed properly.

All tyres (including the spare) must meet roadworthy requirements and comply with the manufacturer's speed rating size and tyre type. There must be no signs of damage to the sidewalls or treads. Both front tyres and both rear tyres must match.

## EXAMPLES OF ACCEPTABLE WEAR AND TEAR

For more information about your specific situation please visit a participating Subaru Financial Services Retailer for an inspection.



[www.subaru.com.au](http://www.subaru.com.au)

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