



Subaru Solterra  
5 year/75,000 km  
service plan program  
terms & conditions

Effective November 2023

## SUBARU SOLTERRA 5 YEAR/75,000 KM SERVICE PLAN PROGRAM TERMS & CONDITIONS DISCLAIMER

Under the Subaru Solterra 5 Year/75,000 Kilometre Service Plan (“Service Plan”) owners of eligible Model Year (MY) 2024 Subaru Solterra vehicles are covered for scheduled servicing during their first 5 years of ownership, or the first 75,000 kilometres (whichever comes first), free of any additional charge (subject to the following terms and conditions). The Service Plan covers everything required in the manufacturer's scheduled maintenance programme as set out in the vehicle’s Warranty and Service Handbook including parts, 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/75,000 Kilometre Service Plan Program:

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

1. Free of charge.

### 1.0 WHAT IS COVERED UNDER THE SUBARU SOLTERRA 5 YEAR/75,000 KILOMETRE SERVICE PLAN?

The Subaru Solterra 5 Year/75,000 Kilometre Service Plan covers all items specified under the standard 'Maintenance Schedule for Normal Driving Conditions' detailed in the Warranty and Service Handbook for the first five (5) standard scheduled services up to and including the 60 month/75,000 kilometre service (services A to E and not counting the 1 Month Health Check and Chat). 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 Service Plan. If an “I” appears next to the item, the item will be inspected as part of the Service Plan, however if the item is subsequently determined to require replacement, that item is NOT covered in the Service Plan.

### 2.0 WHEN DOES THE SUBARU SOLTERRA 5 YEAR/75,000 KILOMETRE SERVICE PLAN TERM OF COVERAGE COMMENCE?

The Service Plan Term of Coverage commences on the original registration of warranty date for eligible Subaru Solterra vehicles as recorded in the Warranty and Service Handbook.

### 3.0 WHEN DOES THE SUBARU SOLTERRA 5 YEAR/75,000 KILOMETRE SERVICE PLAN TERM OF COVERAGE EXPIRE?

The Subaru Solterra 5 Year/75,000 Kilometre Service Plan Term of Coverage 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 counting the 1 Month Health Check and Chat); or
- b. The expiry of 63 months from the original warranty registration date of an Eligible Vehicle; or
- c. The date upon which an Eligible Vehicle has travelled 78,000 kilometres or more.

For information on servicing costs outside of these standard scheduled services (which will be dependent on your driving conditions) or after the Service Plan Term of Coverage expires, please consult your authorised Subaru Retailer.

### 4.0 WHAT IS THE DUE DATE FOR EACH SERVICE AND WHEN SHOULD SERVICES BE CARRIED OUT?

The recommended service intervals specified in your vehicle's Warranty and Service Handbook are for the earlier of a given distance or period of time. All Subaru Solterra vehicles should be serviced every 15,000 kilometres or 12 months, **whichever occurs first**. Even 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.

Conversely, 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 on the schedule in the Warranty and Service Handbook.

## 5.0 CLAIM PERIODS FOR SUBARU SOLTERRA 5 YEAR/75,000 KILOMETRE SERVICE PLAN

Each service under the Service Plan can be claimed within a nominated number of months or kilometres of the due date for service (for “due date for each service” see section 4 above together with the table below). Please note that when the service claim period expires, the next service period will then be available.

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

1. Free of charge.

Note: Eligible Services can be claimed by either time based or kilometre based schedules. You cannot claim both a specified distance service and the corresponding time period service separately. Up to a total of five (5) scheduled services may be claimed. No claims are permitted beyond 63 months or 78,000 kilometres whichever occurs first).

## 6.0 WHERE CAN SUBARU SOLTERRA 5 YEAR/75,000 KILOMETRE SERVICE PLANS BE CARRIED OUT?

Servicing under the Service Plan can only be redeemed at authorised Subaru Service Centres within Australia. You must present your updated Warranty and Service Handbook at time of an eligible service to redeem a service under this Service Plan. To avoid any problems in redeeming your service(s), we recommend that you keep your Warranty and Service Handbook in a safe place.

You should ensure that your Warranty and Service Handbook is appropriately stamped and signed by the servicing authorised Subaru Service Centre on the completion of each service redeemed under this Service Plan. Note: Failure to do so may render your plan void.

## 7.0 WHAT IS NOT COVERED UNDER SUBARU SOLTERRA 5 YEAR/75,000 KILOMETRE SERVICE PLAN?

The Subaru Solterra 5 Year/75,000 Kilometre Service Plan only covers standard Schedule Services as listed in the Maintenance Schedule. 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 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 the Warranty & Service Handbook (other than “Servicing and Mechanical Adjustments included as part of the Maintenance Schedule”). These include (unless explicitly stated otherwise in the Maintenance Schedule):

Defects, failures or faults resulting from:

- 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;
- 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;
- Accident, impact, fire, war, theft, illegal use or malicious damage by a third person;

- Modifications or alterations (including to software) which have not been approved by the manufacturer, or damage caused by the installation or use of non-genuine parts, accessories, equipment, assemblies or components. This includes vehicles used for racing purposes;
- A failure to have the vehicle serviced in strict accordance with the manufacturer's specifications and recommendations, 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;
- Use of non-recommended, inappropriate or dirty fuel, fluids, lubricants, coolants, refrigerants or water;
- Any work carried out on the vehicle by a person other than an authorised Subaru Retailer;
- 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, e.g. unsuitable cleaning agents;
- 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, hail, flood, lightning, or other acts of nature;
- Improper repairs, inspection, diagnosis or adjustments not approved or recommended by Subaru Australia.
- Items such as:
  - Wheel alignment, wheel balancing and suspension components;
  - Brake lining and clutch components;
  - Wiper blades, pollen filters, light bulbs, tyres and batteries<sup>1</sup>;
  - Paint, trim and other appearance items.

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

1. 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.

## **8.0 TRANSFER OF SUBARU SOLTERRA 5 YEAR/75,000 KILOMETRE SERVICE PLAN**

The Subaru Solterra 5 Year/75,000 Kilometre Service Plan runs with Eligible Vehicles for the Term of Coverage and cannot be transferred to any other vehicle.

Subsequent owners of an Eligible Vehicle will be entitled to claim any unredeemed services under the Service Plan, provided the new owner complies with these terms and conditions and that the Term of Coverage has not yet expired (for the "Term of Coverage" of this Service Plan see sections 2 and 3 above). To do so, the new owner merely needs to present the Eligible Vehicle at the time of service.

## 9.0 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 this Service Plan which are not claimed specifically in accordance with these terms and conditions.

## 10.0 OTHER RIGHTS

### Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## 11.0 EXCLUSIONS

Rental, privately imported and “grey import” vehicles are not eligible to receive the benefits under the Subaru Solterra 5 Year/75,000 Kilometre Service Plan Program and additional exclusions may apply.