



**SUBARU**

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## **SUBARU 3 YEAR/37,500 KILOMETRE**

### **SERVICE PLAN PROGRAM**

#### **TERMS & CONDITIONS**

Under the Subaru 3 Year/37,500 Kilometre Service Plan ("Service Plan") owners of eligible 2017-onwards Subaru Impreza, 2018-onward Subaru XV and 2019-onwards Subaru Forester vehicles ("Eligible Vehicles") are covered for scheduled servicing during their first 3 years of ownership, or the first 37,500 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 3 Year/37,500 Kilometre Service Plan Program:

<b>Service Interval</b>	<b>Health Check &amp; Chat<sup>1</sup></b>	<b>A</b>	<b>B</b>	<b>C</b>
<b>Distance</b>	N/A	12,500	25,000	37,500
<b>Time</b>	1 Month	12 Months	24 Months	36 Months

1. Free of charge.



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The following Terms and Conditions apply to Subaru 3 Year/37,500 Kilometre Service Plan Program:

### **1. What is covered under the Subaru 3 Year/37,500 Kilometre Service Plan?**

The Subaru 3 Year/37,500 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 three (3) standard scheduled services up to and including the 36 month/37,500 kilometre service (services A to C and not counting the 1 Month Health Check & 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.

For items not covered under the Service Plan, see section 7 below.

### **2. When does the Subaru 3 Year/37,500 Kilometre Service Plan Term of Coverage commence?**

The Service Plan Term of Coverage commences on the original registration of warranty date for eligible 2017-onward Subaru Impreza, 2018-onward Subaru XV and 2019-onwards Subaru Forester vehicles as recorded in the Warranty and Service Handbook.

### **3. When does the Subaru 3 Year/37,500 Kilometre Service Plan Term of Coverage expire?**

The 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 three (3) standard scheduled services on an Eligible Vehicle (not counting the 1 Month Health Check and Chat); or
- b. The expiry of 39 months from the original warranty registration date of an Eligible Vehicle;  
or
- c. The date upon which an Eligible Vehicle has travelled 40,500 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. 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 Model Year 2017-onward Subaru Impreza, all Model Year 2018-onward Subaru XV and all Model Year 2019-onwards Subaru Forester vehicles should be serviced every 12,500 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. Claim periods for Subaru 3 Year/37,500 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				
1-Month Health Check & Chat	1 Month	N/A	1 Month +/- 30 Days	If service parameters are exceeded for a service, move to the next service available
1st Service - 'A' Service	12,500Kms / 12 Months	12,500Kms +/- 3,000Kms	12 Months +/- 90 Days	
2nd Service - 'B' Service	25,000Kms / 24 Months	25,000Kms +/- 3,000Kms	24 Months +/- 90 Days	
3rd Service - 'C' Service	37,500Kms / 36 Months	37,500Kms +/- 3,000Kms	36 Months +/- 90 Days	

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 three (3) scheduled services may be claimed. No claims are permitted beyond 39 months or 40,500 kilometres (whichever occurs first).

**6. Where can Subaru 3 Year/37,500 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. What is not covered under Subaru 3 Year/37,500 Kilometre Service Plan?**

The Subaru 3 Year/37,500 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 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 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):

Repairs resulting from:

- Ordinary wear and tear;
- Damage or wear and tear caused by 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, theft, illegal use or malicious damage by a third person;
- Modifications or alterations 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;
- 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, oil, 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, lightening, or other acts of God;
- Wheel alignment, wheel balancing and suspension components;
- Brake lining and clutch components;
- Spark plugs, wiper blades, pollen filters, light bulbs, tyres and batteries;
- Paint, trim and other appearance items.



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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.

## **8. Transfer of Subaru 3 Year/37,500 Kilometre Service Plan.**

The Subaru 3 Year/37,500 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 updated Warranty and Service Handbook specific to the Eligible Vehicle at the time of service.

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

## **10. Cancellation of Service Plan.**

We understand that there may be circumstances where you may wish to cancel your Service Plan. You may cancel your Service Plan by informing us in writing. Where you do so, we will refund you an amount equivalent to any unredeemed portion of the Service Plan (other than for Missed Services) less an administration fee of \$49.00 including GST.

## **11. 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. Subaru 3 Year/37,500 Kilometre Service Plan Program – Terms and Conditions - Version 2, 2019



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

## **12. Exclusions**

Rental, privately imported and "grey import" vehicles are not eligible to receive the benefits under the Subaru 3 Year/37,500 Kilometre Service Plan Program and additional exclusions may apply.