

## **SUBARU 3 YEAR/75,000 KILOMETRE CAPPED PRICE SERVICING PROGRAM**

### **TERMS & CONDITIONS**

Under the Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program (“Capped Price Servicing Program”) owners of eligible Subaru vehicles are covered for scheduled servicing during their first 3 years of ownership, or the first 75,000 kilometres (whichever comes first). The 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 3 Year/75,000 Kilometre Capped Price Servicing Program:

<b>Service Interval</b>	<b>Health Check &amp; Chat<sup>1</sup></b>	<b>Interim Service<sup>2</sup></b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
<b>Time</b>	1 Month	3 Months	6 Months	12 Months	18 Months	24 Months	30 Months	36 Months
<b>Distance</b>	N/A	5,000	12,500	25,000	37,500	50,000	62,500	75,000

1. Free of charge. 2. 6-cylinder models only.

The following Terms and Conditions apply to the Capped Price Servicing Program:

**1. What cars are covered under the Subaru 3 Year/75,000Km Capped Price Servicing Program (“Eligible Vehicles”)?**

All new Subaru models (except BRZ, Model Year 2017 Subaru Impreza, and all Model Year 2018-onward models) originally purchased from an authorised Subaru retailer on or after 1 July 2014 (hereafter referred to as “Eligible Vehicles”) are subject to the Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program. Please note: For the Capped Price Servicing Program applying to other Subaru models see clause 13 below.

The Capped Price Servicing Program is not available 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. Where can I find the Capped Price applicable to an Eligible Vehicle?**

Capped Price Servicing Pricing for the first 3 Years/75,000 Kilometres of all Eligible Vehicles under the Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program will be published on our website at: [www.subaru.com.au/capped-price-servicing](http://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 for an Eligible Vehicle 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 3 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 3 Year/75,000Km 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 six (6) standard scheduled services on an Eligible Vehicle (not counting the 1-Month Health Check & Chat and 3 month/5,000km interim service on 6-cylinder models); or
- b. The expiry of 39 months from the date of warranty registration of an Eligible Vehicle; or
- c. The date upon which an Eligible Vehicle has travelled 78,000 kilometres or more.

**6. What is covered under the Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program?**

The Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program covers all items specified under the standard 'Maintenance Schedule' 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.

## **7. What is not covered under the Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program?**

The Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program only covers standard Schedule Services as listed in the Maintenance Schedule. Additional service / repair items which are not itemised within the "Maintenance Schedule" 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 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.

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. 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 new Subaru vehicles (except BRZ, 2017-onward Impreza, 2018-onward XV and 2019 Forester models) should be serviced every 6 months or 12,500 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 on 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 3 Year/75,000 Kilometre Capped Price Servicing Program within a nominated number of months or kilometres of the due date for service (for "due date for each service" see the table below). Please note that when the service claim period expires, the next service period will then be available.

Service	Interval	Time Based	Kilometre Based	Note
Claims permitted if either kms or time based criteria are met				
Interim Service (6-cylinder models only)	3-Months/5,000Km	3-Months +/- 30 Days	5,000Km +/- 1,000Kms	
1st Service	6-Months/12,500Km	6-Months +/- 90 Days	12,500Km +/- 3,000Kms	
2nd Service	12-Months/25,000Km	12-Months +/- 90 Days	25,000Km +/- 3,000Kms	If service parameters are exceeded for a service move to the next available service.
3rd Service	18-Months/37,500Km	18-Months +/- 90 Days	37,500Km +/- 3,000Kms	
4th Service	24-Months/50,000Km	24-Months +/- 90 Days	50,000Km +/- 3,000Kms	
5th Service	30-Months/62,500Km	30-Months +/- 90 Days	62,500Km +/- 3,000Kms	
6th Service	36-Months/75,000Km	36-Months +/- 90 Days	75,000Km +/- 3,000Kms	

Note: Up to a total of six (6) scheduled services may be claimed (not counting the 1 month Health Check & Chat and 3 month/5,000km interim service on 6 cylinder models). No claims are permitted beyond 39 months/78,000kms (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.

**9. Where can Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program be carried out?**

Servicing under the Subaru 3 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 its website.

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

**10. Transfer of Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program.**

The Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program runs with the vehicle and is applicable on all Eligible Vehicle's regardless of owner unless one of the exclusions set out in sections 12-14 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 3 Year/75,000 Kilometre Capped Price Servicing Program which are not claimed specifically in accordance with Capped Price Servicing Program Terms and Conditions. The Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program Terms and Conditions can be found on our website at [subaru.com.au](http://subaru.com.au).

**12. Exclusions.**

Rental, privately imported and "grey import" vehicles are not eligible to receive the benefits under the Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program and additional exclusions may apply.



### **13. Other Subaru Models**

The Subaru 3 Year/75,000 Kilometre Capped Servicing Program is only applicable for the following Eligible Vehicles:

- All new Subaru models (except BRZ, Model Year 2017 Subaru Impreza, and all Model Year 2018-onward models) originally purchased from an authorised Subaru retailer on or after 1 July 2014.

Full terms and conditions of all Subaru Capped Price Service Programs are located on our website at [www.subaru.com.au/capped-price-servicing](http://www.subaru.com.au/capped-price-servicing).