

SUBARU 3 YEAR/75,000 KILOMETRE

SERVICE PLAN PROGRAM

TERMS & CONDITIONS

Under the Subaru 3 Year/75,000 Kilometre Service Plan ("Service Plan") your Subaru All-Wheel Drive vehicle (excluding 2017-onward Subaru Impreza, 2018-onward Subaru XV and 2019-onward Subaru Forester vehicles) is covered for scheduled servicing during your first 3 years of ownership, or your 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 your 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/75,000 Kilometre Service Plan:

Service Interval	Health Check & Chat¹	Interim Service²	A	B	C	D	E	F
Time	1 Month	3 Months	6 Months	12 Months	18 Months	24 Months	30 Months	36 Months
Distance	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 Subaru 3 Year/75,000 Kilometre Service Plan:

1. What is covered under the Subaru 3 Year/75,000 Kilometre Service Plan?

The Subaru 3 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 six (6) standard scheduled services up to and including the 36 month/75,000 kilometre service (services A to F and not counting the 1-Month Health Check & Chat or the interim service at 3 months or 5,000 kilometres, whichever occurs first). 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/75,000 Kilometre Service Plan Term of Coverage commence?

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

3. When does the Subaru 3 Year/75,000 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 six (6) standard scheduled services on your Subaru vehicle;
or
- b. The expiry of 39 months from the original warranty registration date of your Subaru vehicle; or
- c. The date upon which your Subaru 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. What is the due date for each service and when should services be carried out?

The Service recommended intervals specified in your Subaru vehicle's Warranty and Service Handbook are for the earlier of a given distance or period of time. All Subaru vehicles (excluding BRZ, Model Year 2017-onward Impreza, 2018-onward XV and 2019 Forester) should be serviced every 6 months or 12,500 kilometres, **whichever occurs first**. Even if you don't drive far enough to cover the distance between recommended time-based service intervals your Subaru vehicle should still be serviced according to the time period shown on the schedule in your vehicle's 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 Subaru vehicle should still be serviced according to the recommended kilometre-based intervals shown in your vehicle's Warranty and Service Handbook.

5. Claim periods for Subaru 3 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	Time Based	Kilometre Based	Note
Claims permitted if either kilometres or time based criteria met				
1-Month Health Check & Chat	1 Month	1 Month +/- 30 Days	N/A	If service parameters are exceeded for a service, move to the next service available
1st Service - 'A' Service	6 Months / 12,500Kms	6 Months +/- 90 Days	12,500Kms +/- 3,000Kms	
2nd Service - 'B' Service	12 Months / 25,000Kms	12 Months +/- 90 Days	25,000Kms +/- 3,000Kms	
3rd Service - 'C' Service	18 Months / 37,500Kms	18 Months +/- 90 Days	37,500Kms +/- 3,000Kms	
4th Service - 'D' Service	24 Months / 50,000Kms	24 Months +/- 90 Days	50,000Kms +/- 3,000Kms	
5th Service - 'E' Service	30 Months / 62,500Kms	30 Months +/- 90 Days	62,500Kms +/- 3,000Kms	
6th Service - 'F' Service	36 Months / 75,000Kms	36 Months +/- 90 Days	75,000Kms +/- 3,000Kms	

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 six (6) scheduled services may be claimed. No claims are permitted beyond 39 months or 78,000 kilometres (which ever occurs first).

6. Where can Subaru 3 Year/75,000 Kilometre Service Plan 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/75,000 Kilometre Service Plan?

The Subaru 3 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" 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, lightning, 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. Transfer of Subaru 3 Year/75,000 Kilometre Service Plan

The Subaru 3 Year/75,000 Kilometre Service Plan runs with your Subaru vehicle for the Term of Coverage and cannot be transferred to any other vehicle.

Subsequent owners of your Subaru 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 your Subaru 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. 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/75,000 Kilometre Service Plan and additional exclusions may apply.