



**SUBARU**  
ALL-WHEEL DRIVE

# WARRANTY AND SERVICE BOOKLET





# TAKING CARE OF YOUR SUBARU

## WE TRUST YOU ARE ENJOYING YOUR ADVENTURES IN YOUR NEW SUBARU

This booklet contains information about your Subaru's three year/100,000km vehicle warranty and a service schedule to help keep it in shape.

On page 21 you'll find your Subaru's identification details. This is all you need to access your vehicle warranty, so please keep this information safe.

Your warranty is only valid if you have your Subaru serviced as specified, so follow the enclosed schedule on page 11.

When it's time for a service, book your Subaru in at your local Authorised Subaru Centre. They have the best Subaru technicians, tools, genuine parts and know-how, so you can be confident it'll be in the best hands.

By following your service schedule, you'll ensure that whatever lies around the corner, whether it's a mountain, forest or wandering sheep, you'll be confident you can handle it.





# SUBARU WARRANTY

## Vehicle Warranty

Subaru vehicles are guaranteed against any manufacturing fault or defective materials for a period of three years or 100,000km (whichever comes first) from the date of first registration. The Subaru warranty does not affect the statutory rights of the owner of the vehicle and is in addition to any other remedies which they may have under the contract of sale.

If, despite proper treatment and regular maintenance in accordance with the manufacturer's specifications, any defect occurs in factory material or workmanship in the vehicle within the period of three years or 100,000 km, whichever comes first from the date of first registration, it will be rectified free of charge by any Authorised Subaru Centre.

Not all repairs or adjustments result from parts defective in factory material or workmanship. There are other circumstances which may make workshop attention necessary, and for which a charge may be made. These circumstances depend mainly on where the vehicle is driven and include weather and atmospheric conditions, varying road surfaces, individual driving habits and vehicle usage.

The warranty for the e-Boxer Hybrid high-voltage battery\* is 8 years/160,000 kilometres, whichever comes first, from first date of registration.

\*8 year/160,000km warranty cover does not apply to the vehicle or the 12-volt batteries in the engine compartment.

## Genuine Parts and Accessories Warranty

There is no better way to keep your Subaru working as it should and uphold its value than to insist on fitting only Subaru genuine parts during service and repair work. The use of genuine parts also ensures your new vehicle warranty will not be compromised by the use of non-genuine parts.

There are three different warranty terms for genuine parts and accessories.

- If your accessories are fitted to your new Subaru vehicle prior to delivery, they will carry the same warranty as the new vehicle (three years/100,000km, whichever comes first).
- If Subaru genuine parts and accessories are sold and installed after delivery by an Authorised Subaru Centre, they are warranted for two years/25,000km from the installation date.
- Subaru genuine parts and accessories that are sold over the counter and not installed by an Authorised Subaru Centre are warranted for one year/25,000km from the date of purchase.





# WARRANTY CONDITIONS

All new Subaru vehicles imported into New Zealand by Subaru of New Zealand are covered by a comprehensive three year or 100,000km (whichever comes first) warranty during which time any Authorised Subaru Centre in New Zealand will be happy to attend to any parts defective in factory material or workmanship.

Your Authorised Subaru Centre will also provide assistance and advice on the correct operation and use of your vehicle.

However, the owner of the vehicle is responsible for ensuring that the vehicle is serviced in accordance with the maintenance schedule contained in this booklet and the vehicle owners manual. Any consequential, direct or incidental loss or damage is not covered by this warranty, and any statutory or other rights or remedies available in connection with a claim for such loss or damage should be pursued separately.

## WHAT IS NOT COVERED

**Repair, replacement and adjustment under this warranty is not available for deterioration, defects, faults or failures due to:**

- Ordinary wear and tear.
- Use of the vehicle for a purpose other than for which it was designed, having due care and respect to the prevailing road, climate, and other conditions.
- Wear and tear caused by use of the vehicle for racing, rallying, speed trials, hill climbing or similar activities, or competitive events.
- Modifications or alterations which have not been approved by Subaru.
- Driver negligence, misuse or abuse, e.g. tampering, disconnection, loading or towing beyond Subaru's specifications, or continuing to drive the vehicle after loss of fluids, lubricants, oils, coolants, refrigerants or water.
- Accident, impact, fire or water damage.
- A failure to have the vehicle serviced or repaired in strict accordance with Subaru's specifications and recommendations.
- Installation or use of non-genuine parts and/or second hand parts, accessories, equipment, assemblies or components.
- A failure to have the vehicle repaired promptly and in accordance with Subaru's 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, additives or water.
- Theft, illegal use, or malicious damage by a third person.
- Any work carried out on the vehicle by a person other than an Authorised Subaru Centre.
- A failure to maintain and care for the vehicle, including its body trim and paintwork in accordance with Subaru's recommendations e.g. use of unsuitable cleaning agents.
- Environmental conditions including acid rain, industrial fallout, salt, sand, stones, tree sap, bird or animal droppings, windstorm, hail, flood, lightning or other acts of God.

**Repairs, replacement and adjustment under this warranty are also not available:**

- If the vehicle was purchased at auction.
- For maintenance service and parts used in connection with maintenance service.
- For corrosion other than that due to a defect in material or manufacture.
- If it is not possible to determine with certainty whether the vehicle is out of warranty, due to the odometer reading having been altered.
- For any vehicle that has been written off.
- e-Boxer high voltage battery if not maintained according to Owner's Manual.

# OWNERS RESPONSIBILITY

The following list of items is provided as a guide to the owner of the type of items for which a charge will be made unless their failure is caused by a defect in material or manufacture. The frequency of replacement will depend mainly on where the vehicle is driven and include weather and atmospheric conditions, varying road surfaces, individual driving habits and vehicle usage.

**Servicing:** Lubrication and maintenance servicing and all parts replaced in line with the maintenance schedule in this handbook and owners manual.

**Wheel Alignment and Wheel Balancing:** The frequency of these services depends on driving conditions such as rapid starts and stops, tyre skidding, hitting potholes and curbs etc.

**Mechanical Adjustments:** Including brakes, clutch, door locks, engine tuning, drive belts, headlamps, steering gear are required as a matter of normal vehicle operation to ensure longevity.

**Brake Linings and Clutch Components:** Are directly affected by driving habits and type of use and are wear and tear items. The replacement of brake linings and clutch components, and the reconditioning of brake drums and discs should be performed as required.

**Spark Plugs:** Periodic replacement as listed in the service schedule is required to ensure maximum engine performance and best fuel economy.

**Fuel Injectors and Induction System:** The removal of deposits and cleaning of injectors may be required from time to time and should be performed as necessary.

**Wiper Blades:** Will have a varied life expectancy. Replacement will depend on climatic conditions and extent of use.

**Paint, Trim and Other Appearance Items:** Are affected by normal wear and tear, and exposure to environmental conditions. Proper care as described in your Owner's Manual can add to their appearance and durability. Damage or imperfection in paint or trim are normally apparent during pre-delivery inspection. Please report any imperfection to your Authorised Subaru Centre immediately. A charge will be made for paint or trim items which require attention due to such causes as:

**Paint:** Industrial fallout, tree sap, bird droppings, stone chipping, scratches, dents, salt.

**Trim & Carpet:** Worn, soiled, torn, cut by foreign object, damaged or normal use.

**Tyres:** Are subject to wear. If there is a defect, the tyre manufacturer may be consulted, and a charge will only be made for the amount of use obtained as an adjustment is made based on the remaining tread depth. This is known as the pro-rata method of adjustment.

**Body Rattles and Squeaks:** After 12 months /25,000km (whichever occurs first), rectification of body rattles, squeaks, general tightening, adjustment of the fit of doors, bonnet and boot etc. will be chargeable items.

**Suspension:** Normal wear and tear of suspension and steering components such as shock absorbers, ball joints, bushes, driveshaft boots etc.

**Lighting Bulbs:** Are subject to wear and tear and operational life depends on extent and method of use.

**All vehicle batteries:** All batteries should be maintained correctly to prevent battery discharge. More info can be found in the Owner's Manual.



# MAINTENANCE SCHEDULE

Operations performed at each service schedule can be found in your vehicle's **Owner's Manual** – in the **Maintenance and Service/Maintenance Schedule** section. Maintenance to be carried out at a time period or km interval, whichever comes first.

MODELS	15,000 km or 12 months	30,000 km or 24 months	45,000 km or 36 months	60,000 km or 48 months	75,000 km or 60 months	90,000 km or 72 months	105,000 km or 84 months	120,000 km or 96 months
FORESTER								
Forester 2.5 (SLT)	1	2.4	1	2.5	1	2.4	2.7	2.7
Forester 2.0 e-Boxer Hybrid (SLT)^	1	2.4	1	2.5	1	2.4	2.7	2.7
OUTBACK								
Outback 2.5 Automatic (SLT)	1	2.4	1	2.5	1	2.4	3.1	2.7
Outback 2.4 XT Automatic (SLT)	1	2.4	1	2.5	1	2.4	3.1	2.7
CROSSTREK								
Crosstrek 2.0 (SLT)	1.4	2.1	1.4	2.4	1.4	3	2.3	2.4
Crosstrek 2.0 e-Boxer Hybrid (SLT)^	1.4	2.1	1.4	2.4	1.4	3	2.3	2.4
PASSENGER/SPORTS CAR MODELS								
WRX GT Wagon (Subaru Performance Transmission)	1	2.4	1	2.5	1	2.4	2.7	2.7
WRX 2.4T Sedan (Subaru Performance Transmission)	1	2.4	1	2.5	1	2.4	2.7	2.7
WRX 2.4T Sedan (MT)	1	2.4	1	2.5	1	2.4	2.7	2.7
Impreza 2.0 (SLT) MY24 onwards	1.4	2.1	1.4	2.4	1.4	3.0	2.3	2.4

The above values are a time indication as at 01/06/2023.

Figures shown are based on Subaru of New Zealand estimates of average times required to carry out relevant services. Times shown may vary slightly from dealer to dealer based on a wide variety of factors.

Note: Lubricants, fluids and, parts are charged separately.

^The Maintenance schedule for e-Boxer Hybrids and Petrol variants is the same.

Points to Note:

When a vehicle is used under severe driving conditions such as:

- Extremely hot or cold weather
- Driving on dusty or rough roads
- Living in coastal areas
- Regular towing of a trailer
- Repeated short trips
- Living in mountainous areas

More frequent servicing may be required. Your Authorised Subaru Centre is best qualified to advise how often this should occur, but the intervals shown are the minimum requirement for safe vehicle operation.

Subaru of New Zealand strongly recommends following the schedule outlined in the vehicle's owner's manual to ensure preservation of the Subaru three year or 100,000km warranty, proper operating condition, peak performance, safety, fuel economy and efficiency. The following items are required\* if vehicles are used in severe driving conditions listed above.

**CVT:** CVT fluid\* should be inspected every 2 years/30,000km, whichever comes first and replaced if required.

When used for towing or similar high load driving, the CVT fluid\* should be replaced every 3 years/45,000km, whichever comes first.

**Subaru Upper Engine Cleaner:** Subaru of New Zealand recommends the use of Subaru Upper Engine Cleaner\* every two years/30,000km on all models and every year/15,000km if used under severe driving conditions.

**Fuel additive:** Subaru of New Zealand recommends the use of Subaru fuel additive\* every 12 months/15,000km to maintain peak performance between service schedules.

\*This cost is not covered by Subaru service plan offerings or warranty.

6-Week Courtesy Inspection

New Zealand new Subaru vehicles require a courtesy check at 6-weeks from the date of first registration. The cost of this service is covered by Subaru of New Zealand.

End of Warranty Inspection

Subaru of New Zealand recommends having an "end of warranty" inspection carried out by an Authorised Subaru Centre before the manufacturer warranty expires at 3 years or 100,000km, whichever comes first. This will provide piece of mind that the vehicle is checked over prior to the manufacturer warranty expiring. It is recommended that this inspection is carried out in conjunction with the last scheduled service either at 3 years or 90,000km, whichever comes first.

e-Boxer Hybrid Safety

e-Boxer Hybrid models contain high-voltage technology, which can be dangerous if handled or worked on by a non-Subaru trained person. All high-voltage wiring is insulated from factory and can be identified by its distinctive orange colour – DO NOT TOUCH.

Warning:

This vehicle has been certified regarding compliance with all relevant New Zealand Vehicle Safety Rules. As such it is illegal to fit any replacement part or accessory which does not allow the vehicle to continue with the requirements of the New Zealand Safety Rules.

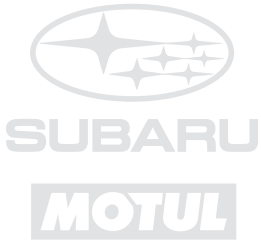
In servicing this vehicle, the use of Subaru genuine parts and accessories will ensure that the original vehicle specification is maintained, and that the vehicle continues to comply with all certification requirements and also meets Government regulations relating to vehicle safety and environmental control.

PRE  
DELIVERY  
INSPECTION

Prior to delivery, your car has been checked thoroughly, so you can get the full Subaru experience straight away.

The Delivery Inspection  
was carried out on:

At ..... km



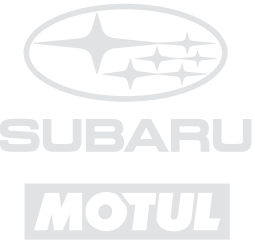
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6 WEEK  
COURTESY  
INSPECTION

Prior to delivery, your car has been checked thoroughly, so you can get the full Subaru experience straight away.

(Refer to page 12)  
Carried out on:

At ..... km



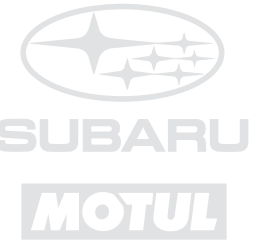
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END OF  
WARRANTY  
INSPECTION

Prior to delivery, your car has been checked thoroughly, so you can get the full Subaru experience straight away.

(Refer to page 12)  
Carried out on:

At ..... km



Dealer Stamp





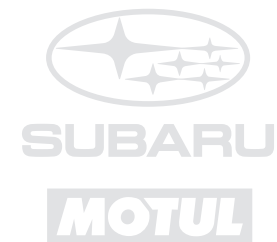
## MAINTENANCE & LUBRICATION SERVICE

At 15,000 km  
Or 12 Months

(whichever comes first)

Carried out on:

At ..... km



.....  
Dealer Stamp

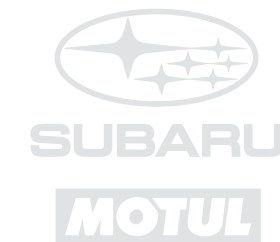
## MAINTENANCE & LUBRICATION SERVICE

At 30,000 km  
Or 24 Months

(whichever comes first)

Carried out on:

At ..... km



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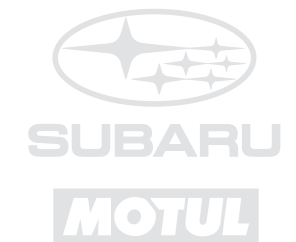
## MAINTENANCE & LUBRICATION SERVICE

At 45,000 km  
Or 36 Months

(whichever comes first)

Carried out on:

At ..... km



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Dealer Stamp



## MAINTENANCE & LUBRICATION SERVICE

At 60,000 km  
Or 48 Months

(whichever comes first)

Carried out on:

At ..... km



Dealer Stamp

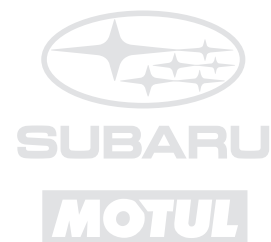
## MAINTENANCE & LUBRICATION SERVICE

At 75,000 km  
Or 60 Months

(whichever comes first)

Carried out on:

At ..... km



Dealer Stamp

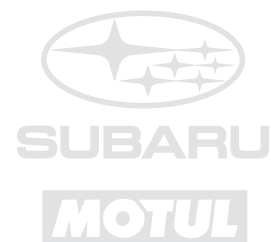
## MAINTENANCE & LUBRICATION SERVICE

At 90,000 km  
Or 72 Months

(whichever comes first)

Carried out on:

At ..... km



Dealer Stamp

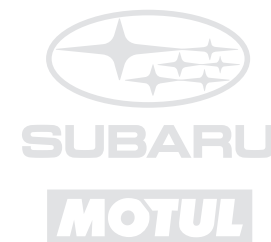
## MAINTENANCE & LUBRICATION SERVICE

At 105,000 km  
Or 84 Months

(whichever comes first)

Carried out on:

At ..... km



Dealer Stamp

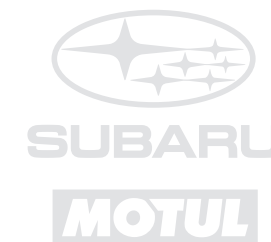
## MAINTENANCE & LUBRICATION SERVICE

At 120,000 km  
Or 96 Months

(whichever comes first)

Carried out on:

At ..... km



Dealer Stamp

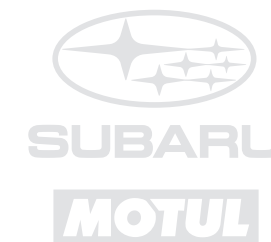
## MAINTENANCE & LUBRICATION SERVICE

At 135,000 km  
Or 108 Months

(whichever comes first)

Carried out on:

At ..... km



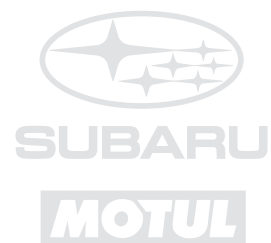
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## MAINTENANCE & LUBRICATION SERVICE

At 150,000 km  
Or 120 Months  
(whichever comes first)

Carried out on:

At ..... km



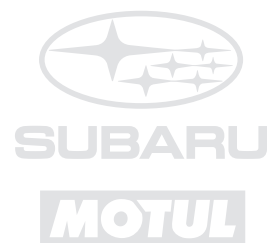
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## MAINTENANCE & LUBRICATION SERVICE

At 165,000 km  
Or 132 Months  
(whichever comes first)

Carried out on:

At ..... km



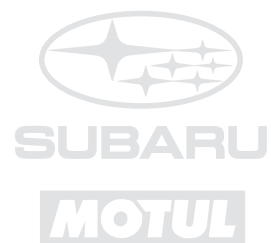
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## MAINTENANCE & LUBRICATION SERVICE

At 180,000 km  
Or 144 Months  
(whichever comes first)

Carried out on:

At ..... km



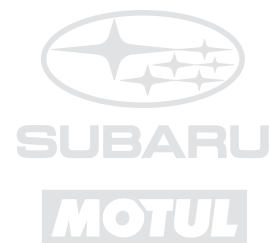
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## MAINTENANCE & LUBRICATION SERVICE

At 195,000 km  
Or 156 Months  
(whichever comes first)

Carried out on:

At ..... km



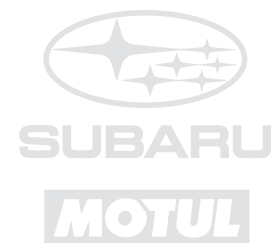
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## MAINTENANCE & LUBRICATION SERVICE

At 210,000 km  
Or 168 Months  
(whichever comes first)

Carried out on:

At ..... km



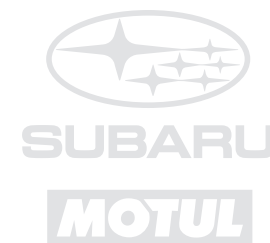
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## MAINTENANCE & LUBRICATION SERVICE

At 225,000 km  
Or 180 Months  
(whichever comes first)

Carried out on:

At ..... km



Dealer Stamp





# VEHICLE IDENTIFICATION

DEALER TO COMPLETE

Vehicle Registration:.....

V.I.N:.....

Model:.....

Engine No:.....

Selling Dealer:.....

Dealership Location:.....

.....

.....

Dealership Phone:.....

Date of Delivery:.....

.....

.....

.....

.....

Dealer Stamp

KEEP THIS WARRANTY AND SERVICE HANDBOOK IN YOUR VEHICLE AT ALL TIMES FOR IDENTIFICATION PURPOSES.



## Have you changed your address or are you the second owner of the vehicle?

Please visit [subaru.co.nz](https://subaru.co.nz) and go to 'Owners registration' to let us know your new address or that you are the new owner.

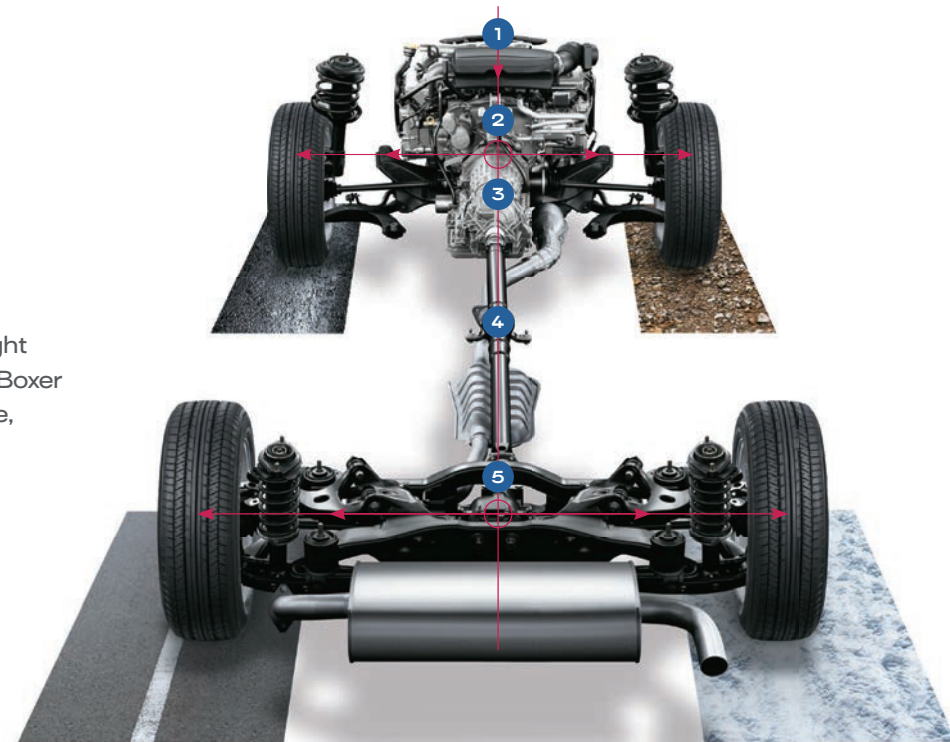


# THE SUBARU ADVANTAGE



All Subarus feature a symmetrical All-Wheel Drive system combined with a range of compact, lightweight horizontally-opposed Boxer and e-Boxer engines to provide optimum balance, road holding and handling.

All-Wheel Drive ensures maximum traction by transferring power from the wheels that slip to the wheels that grip.



- 1 Engine
- 2 Transmission
- 3 AWD Transfer
- 4 Propeller Shaft
- 5 Rear Differential

# NOTES

[illegible][illegible]



[subaru.co.nz](http://subaru.co.nz)

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**SUBARU**  
ALL-WHEEL DRIVE

SNZWRTY23-B