



**WITH A  
SUBARU  
SERVICE  
PLAN**



**SUBARU**

# 24-HOUR ROADSIDE ASSIST

For Subaru owners who have purchased a 3-Year Service Plan, in the event of a mechanical or electrical breakdown we will tow your Subaru to the nearest Authorised Subaru Service Centre.

We are also on call to get you moving again if you experience any of the following:

- FLAT BATTERY • RUN OUT OF FUEL
- LOST KEYS • FLAT TYRE • DAMAGED WHEEL

If you have purchased a Subaru Service Plan and need roadside assist, you can simply give us a call!

PHONE  
0800 42 42 32

24-Hour Roadside Assist is valid for three years from the registration date.  
See page 8 for more information.

# SUBARU SERVICE PLAN

## IT'S PURPOSE

The Subaru 3-Year Service Plan ensures your vehicle continues to perform at its best. You can rest assured your Subaru 3-Year Service Plan covers the cost of your servicing<sup>^</sup> and your vehicle will always be serviced using genuine Subaru parts and materials. Resale value will be optimised, and you get 24-hour roadside assistance included\*.

## OUR PROMISE

Your Subaru will always be serviced by trained Subaru technicians using only genuine Subaru parts and materials.

<sup>^</sup>For more detailed information about what is not covered, refer to the relevant warranty and service booklet.

\*Only valid on a New Zealand new Subaru when a 3-Year Service Plan is purchased from an Authorised Subaru Centre. Full terms and conditions are detailed on [subaru.co.nz/serviceplan](http://subaru.co.nz/serviceplan)

# WHAT'S INCLUDED IN A SERVICE PLAN

The 3-Year or 45,000 km (whichever comes first) Subaru Service Plan covers labour, parts and materials, including filters, oils and lubricants that are required to service your Subaru<sup>^</sup>, as per the schedule located in your Warranty and Service Booklet and vehicle owner's manual, for the first three scheduled services.

All servicing must be carried out by an Authorised Subaru Centre. This includes Authorised Subaru SubLab Service Centres and Authorised Subaru Parts and Service Centres. Warrant of Fitness checks and registration costs are excluded, as well as maintenance items such as tyres, brake pads, wiper blades, bulbs and general wear and tear items. The list of exclusions can be found in the Warranty and Service Booklet and on [subaru.co.nz/warranty](http://subaru.co.nz/warranty), or you can talk to your nearest Authorised Subaru Centre.

FIND AN AUTHORISED  
SUBARU CENTRE



<sup>^</sup>For more detailed information about what is not covered, refer to the relevant warranty and service booklet.

## DRIVE CONFIDENT WITH SUBARU'S SIX STAR EXTENDED WARRANTY



At Subaru our goal is to give all our drivers confidence. That's why we offer a Six Star Extended Warranty\* when you purchase a Subaru 3-Year Service Plan and stick with Authorised Subaru Centres for servicing throughout the warranty and additional three year extension period\*.

It's another way our Subaru team are behind you wherever you go.

Visiting our Authorised Service Centres is essential for maintaining your warranty, regardless of the length of your warranty. Every time you visit an Authorised Subaru Centre, our award-winning Subaru trained technicians will keep your Subaru operating at peak efficiency, with optimum performance.

\*Only valid on a New Zealand new Subaru when a 3-Year Service Plan is purchased from an Authorised Subaru Centre and certain criteria is met. Full terms and conditions are detailed on [subaru.co.nz/serviceplan](http://subaru.co.nz/serviceplan)



**DRIVE  
CONFIDENT**

# 24-HOUR ROADSIDE ASSIST

If you have purchased a Subaru Service Plan and require roadside assistance, phone 0800 42 42 32 and quote your registration number.










The New Zealand Automobile Association Inc. (The AA) is the service provider to Subaru Roadside Assist. Every time we attend a breakdown, we want to get you going again and we do this in 90% of our breakdowns 24-hours a day, 365 days year. When we can't get you going, we will promptly organise for the vehicle to be transported to the nearest Subaru Authorised Repairer. The number of breakdown callouts offered each year is unlimited but is subject to qualifying criteria being met. Your vehicle will need a current valid WOF and registration. Roadside Assistance is valid for three years from the first date of registration.

More information and terms and conditions can be found on [subaru.co.nz/roadside-assist](http://subaru.co.nz/roadside-assist)

MORE INFORMATION  
ON ROADSIDE ASSIST



## THE FOLLOWING CIRCUMSTANCES ARE COVERED BY YOUR SUBARU ROADSIDE ASSIST:

-  ENGINE, ELECTRICAL OR COOLING FAULTS
-  AFTER HOURS RECOVERY
-  CARAVANS/TRAILER TOWING
-  WHEELS AND TYRES
-  TYRE FAILURE
-  FLAT AND FAULTY BATTERIES
-  LOCKOUT
-  LOST KEYS
-  OUT OF FUEL

## THE FOLLOWING CIRCUMSTANCES ARE NOT COVERED BY YOUR SUBARU ROADSIDE ASSIST:

-  SNOW CHAIN FITTING
-  UNATTENDED VEHICLES
-  UNAUTHORISED ATTEMPTED REPAIRS
-  REGISTRATION AND WARRANT OF FITNESS
-  RECOVERY OVER 100 KILOMETRES FROM HOME
-  REPLACEMENT VEHICLE
-  EMERGENCY ACCOMMODATION
-  ALTERNATIVE TRANSPORT

Full details of each point can be found on our Roadside Assist webpage [subaru.co.nz/roadside-assist](http://subaru.co.nz/roadside-assist)

FIND OUT WHAT'S  
COVERED



# FREQUENTLY ASKED QUESTIONS

## What is covered under the extended engine component and drivetrain warranty?

The engine components, internal transmission components, differentials, prop shaft and drive shafts that fail due to a manufacturing defect. Any part of the vehicle not classified as drivetrain or not listed above, is not part of the extended warranty offer.

## If I sell my vehicle with a service plan, does it stay with the vehicle or the first owner?

The Subaru 3-Year Service Plan remains with the vehicle regardless of ownership.

## If I sell my vehicle with a valid extended warranty, does it stay with the vehicle?

Providing the terms and conditions of the extended warranty have been and continue to be met, the remaining warranty will remain valid and with the vehicle.

## What is the standard Manufacturer's Warranty?

Three years from the date of first registration or 100,000km whichever comes first (full details can be found in your Warranty and Service booklet).

## What is the extended Subaru Warranty?

The extended Subaru warranty starts from the expiry date of the manufacturer's warranty and can remain valid until the 6th year of the vehicle's anniversary from the date of first registration (warranty cover is limited and valid as long as the terms and conditions are met).

Your statutory rights to request a full refund and the return of service plan is valid for 30 days from the date of purchase (any return and refund will also remove all other offers which are part of the Subaru 3-Year Service Plan). Please read through all the related documents to fully understand the terms and conditions, including the extended warranty validation conditions. If you need any further information or have questions regarding any part of the Subaru 3-Year Service Plan, please contact your local Authorised Subaru Centre or visit [subaru.co.nz/serviceplan](http://subaru.co.nz/serviceplan).

Subaru of New Zealand reserves the right to vary, withdraw or extend this offer, which is available at participating dealers only.

# TERMS AND CONDITIONS

This Subaru Service Plan offer only applies to vehicles of model year 2021 and beyond, sold on or after 01.01.2021 when a Subaru Service plan is purchased. The purchasing of this Subaru 3-Year Service Plan is only available up to 12-months from the first date of registration, and only available on New Zealand new vehicles, imported and sold by Subaru of New Zealand.

All New Zealand new Subaru vehicles have a 3-year or 100,000km Manufacturer's warranty. The Purchase of a Subaru 3-Year Service Plan will provide the opportunity to qualify for an extended 3-year warranty period, after the end of the standard 3-year Manufacturer's Warranty expires for parts that fail with a manufacturing defect. The additional 3-year warranty period covers engine components and drivetrain up to a maximum of 6-years/100,000km (whichever comes first) from the date of first registration and is only applicable where all validation criteria is met. It does not cover fair wear and tear and items detailed in the warranty and service book page 7, 8 and 9.

While the offer of an extended 3-year warranty is given upon the purchase of the Subaru service plan, there are requirements that need to be met to maintain validity, these are:

- ✦ Completion of End of Warranty inspection before the manufacturer's warranty expires (more details can be found within the Subaru Warranty and Service booklet).

- ✦ All scheduled servicing must be followed and completed by an Authorised Subaru Centre and within a time frame not exceeding 2,500km/4 weeks from the scheduled service required. The scheduled servicing is at every 15,000km or every 12 months (whichever comes first from date of first registration).

Please see examples below:

***Vehicles due for the first scheduled service at 12 months where 15,000km has not been reached***

*If your vehicle is registered on 01.01.2022, the first service is due on 01.01.2023 and servicing must be completed no later than 29.01.2023 (4 weeks after the 12-month vehicle first registration date).*

***Vehicles due for the first scheduled service by kilometres (15,000km) instead of time (12 months)***

*If your vehicle was to travel more than the average 15,000km per year, the first scheduled service must be carried out and claimed at 15,000km no later than 17,500km (2,500km leeway/grace period). If the vehicle is due for its second service (30,000km), the scheduled service must be carried out at out at 30,000km or no later than 32,500km.*

**Note:** Subaru scheduled service intervals are every 15,000km or every 12-months, whichever comes first. Subaru scheduled service information is detailed within the Subaru Warranty and Service booklet and the vehicle owners manual. Scheduled servicing must be completed in full at an Authorised Subaru Centre to maintain any warranties offered, if you require any additional advice on maintaining your vehicle correctly, please contact your local Authorised Subaru Centre.

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

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