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SA1185 - Effective March 2020

Model Year 2020 - onwards Subaru Forester,  
Impreza and XV Warranty and Service Handbook

Effective 1st March 2020



Confidence in Motion



## your warranty rights

This document sets out the Terms and Conditions of your Subaru New Vehicle Warranty provided by Subaru (Aust) Pty Limited (Subaru Australia).

Under the Subaru New Vehicle Warranty, Subaru Australia warrants (subject to the below Terms and Conditions) that if any part of your vehicle or a Genuine Subaru Accessory are found to be defective in factory materials or workmanship within the stated warranty period, it will be repaired, replaced or adjusted by any authorised Subaru Retailer free of charge.

**Please note:** The Subaru New Vehicle Warranty does NOT cover Subaru vehicles or Genuine Subaru Accessories that have been acquired at auction or imported into Australia other than by Subaru Australia.

Any consequential, direct or incidental loss or damage is not covered by the Subaru New Vehicle Warranty. Any statutory or other rights or remedies available in connection with a claim for such loss or damage should be pursued separately.

## other rights

The Subaru New Vehicle Warranty applies in addition to the guarantees, rights and remedies conferred by the *Australian Consumer Law* and other applicable Commonwealth, State and Territory legislation. The Subaru New Vehicle Warranty does not exclude, affect or limit those guarantees, rights or remedies, except to the extent that their application may lawfully be excluded or limited.

In particular, our goods come with guarantees that cannot be excluded under the *Australian Consumer Law*. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## model and variant applicability

This Handbook sets out warranty and service information of factory installed or approved equipment and options. Due to specification differences in various models and variants, some information may not be relevant to your Subaru. For more information please consult your local authorised Subaru Service Centre.



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## no one does service like we do

Everyone at Subaru is committed to providing an ownership experience that's friendly, efficient and makes life easy for you. Real service, real support, real care. With our Capped Price Servicing Program, you'll be in complete control on, off and beyond the road.

Properly maintaining your Subaru is important. So when it's time for a service, don't settle for less. Your investment in your Subaru doesn't just stop with your purchase. The Subaru Service Network and their factory-trained technicians are dedicated to helping you do more and get more out of your Subaru by preserving and enhancing the performance, safety and retained value of your car.

### Subaru Capped Price Servicing Program

All new Model Year 2020-onwards Subaru Forester, Impreza and XV vehicles enjoy the benefits of the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program. This gives you ultimate peace of mind in the knowledge that the maximum prices for your standard scheduled services are locked in for the term of the Capped Price Servicing Program. This means that you will know the maximum amount that you will pay for applicable scheduled services.

Subaru Capped Price Servicing is only available at participating Subaru Retailers and does not apply to rental and some other classes of vehicle. Please also note some exclusions apply, including in relation to the replacement of certain parts. For full Capped Price Servicing Terms and Conditions see under heading 'Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program.'

### Your 1 Month Health Check and Chat

We understand that when you first take delivery of your new Subaru there's a lot to take in and remember. That's why we have introduced the 1 Month Health Check and Chat. It's a free check that's fast, convenient and easy. Our Service Network's expert technicians will undertake a couple of quick checks, such as your vehicle's fluid levels and tyre pressures, and a Subaru Service Consultant will answer any questions you may have relating to your new Subaru, such as the in-car technology (i.e infotainment system, Bluetooth® connectivity, Vision Assist, EyeSight® Driver Assist etc). It's just another way they can help you enjoy worry-free Subaru motoring - the best kind of all.

### Why Subaru service?

For lots of reasons. To keep your vehicle running like new, our Subaru Service Network have dedicated factory-trained technicians looking after it. They're Subaru experts who use and recommend Genuine Subaru Parts. They also use the very latest Subaru-specific diagnostic equipment and specialty tools.

The service schedule contained in this Handbook provides a general guide to the minimum requirements for safe operation taking into account normal Australian operating conditions and safety and emission requirements. When a vehicle is used under abnormal or severe conditions (e.g. extremely hot or cold weather) then more frequent servicing may be required. For more information please refer to the "Maintenance and Service" section in your Owner's Manual.

Your Subaru is an investment worth protecting, so follow your service schedule and enjoy driving your Subaru for years to come.

**Note:** Subaru Hybrid vehicles also include a Hybrid System Health Check on an annual basis as part of the recommended service schedule. This Health Check is conducted using special Subaru diagnostic equipment to confirm the health of your Hybrid high-voltage battery and systems.



## warning - Subaru hybrid

Subaru Hybrid variants contain high voltage components which can be dangerous. To avoid injury, strictly follow Subaru work instructions when working on the vehicle.

## your first month of driving

The performance and long life of your Subaru is dependent on how you maintain your vehicle over its life. Perhaps most importantly is the first month (or first 1,600 kilometres) of driving leading up to your 1 Month Health Check and Chat. Here are a few things you should try to avoid during this time (except in an emergency) to set yourself up to get the most out of your new Subaru:

- Avoid driving at one constant engine or vehicle speed for a long period of time, either fast or slow.
- Do not allow the engine speed to exceed 4,000 rpm.
- Avoid hard braking.
- Avoid starting suddenly and rapid acceleration.
- Avoid towing a heavy trailer.

## regular maintenance of your Subaru

Even with scheduled servicing, your Subaru may need extra maintenance from time to time.

You should also be aware that, as with most new engines, during the 'run-in' phase your vehicle's engine may consume a higher amount of oil than it usually would, and may therefore require regular oil top ups.

For this reason you should regularly check your vehicle's engine oil level (together with other fluids), especially during the run-in phase. In accordance with your Owner's Manual, it's recommended that you check it at each fuel stop as insufficient oil and fluid levels could lead to serious engine damage.

If you're unsure how to carry out these checks, refer to your Owner's Manual or contact your authorised Subaru Service Centre for a demonstration at your next service.

- Check engine oil.
  - Warm your engine to operating temperature, then ensure engine is switched off for 5 minutes.

## regular maintenance of your Subaru (continued)

- Check engine coolant, brake, clutch and windscreen washer fluids.
    - Coolant levels should be checked at both the overflow bottle and the radiator cap.
    - Only check coolant under the radiator cap when the engine is cold to avoid possible burns.
    - **IMPORTANT NOTICE:** When topping up, only use the same coolant that is currently in the system. If unavailable, use distilled water. Never mix coolants, as this may damage the system and possibly result in engine failure.
  - Check tyre pressures including spare (when cold).
  - Check that all lights and indicators are operating correctly.
  - To help ensure consistent operation, switch air-conditioning on for 5-10 minutes once every two weeks (even in winter) to lubricate the air-conditioner system seals.
- Note:** A slight hissing sound may be heard for a short time when air is turned off. This is normal.
- For Hybrid vehicles it is recommended to drive the vehicle once a month for at least 30 minutes to charge the high-voltage battery and to help optimise it's health.

## when to have your Subaru serviced

Dependant on your driving habits, you should be servicing your vehicle based either on time or distance, whichever occurs first. The recommended scheduled service interval for Model Year 2020-onwards Subaru Forester, Impreza and XV vehicles is every 12,500 kilometres or 12 months, whichever occurs first.

The frequency of scheduled inspection and maintenance services as outlined in the **Maintenance Schedule** for Normal Driving Conditions are the minimum requirements for safe vehicle operation. However, it may be necessary that they be performed more frequently depending on road conditions, weather, atmospheric conditions and vehicle usage.

The maintenance schedules in this Handbook have been established for Australian operating conditions, taking into consideration specific vehicle safety and emission requirements, and may vary from those printed in the Owner's Manual.

**Warning:** This vehicle has been certified regarding compliance with all relevant Australian Design Rules. As such it is illegal in most States to fit any replacement part or accessory which does not allow the vehicle to continue to meet with the requirements of the Australian Design Rules stamped on the compliance plate of this vehicle.

In servicing this vehicle, the use of approved parts and accessories will ensure that the original vehicle specification is maintained and that the vehicle continues to comply with all certification requirements, as well as meeting Government regulations relating to vehicle safety and environmental controls.

# Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program



Under the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program ("Capped Price Servicing Program") owners of Model Year 2020-onwards Subaru Forester, Impreza and XV vehicles are covered for scheduled servicing during the first 5 years of ownership, or the first 62,500 Kilometres (whichever occurs first). The Capped Price Servicing Program covers everything required in the manufacturer's scheduled maintenance program as set out in this Warranty and Service Handbook and includes parts, sundries, environmental charges, labour and fluids required but excludes normal wear-and-tear items, such as brake pads, windscreen wipers or tyres.

The following Service Intervals are included as part of the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program:

Service Interval	Health Check and Chat <sup>1</sup>	'A' Service	'B' Service	'C' Service	'D' Service	'E' Service
Distance	N/A	12,500Kms	25,000Kms	37,500Kms	50,000Kms	62,500Kms
Time	1 Month	12 Months	24 Months	36 Months	48 Months	60 Months

1. Free of charge

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

## 1. What cars are covered under the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program ("Eligible Vehicles")?

All new Model Year 2020-onwards Subaru Forester, Impreza and XV vehicles originally purchased from an authorised Subaru Retailer (hereafter referred to as "Eligible Vehicles") are subject to the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program.

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 5 Years/62,500 Kilometres of all Eligible Vehicles under the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program will be published on our website at [subaru.com.au/capped-price-servicing](http://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 5 Year/62,500 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 5 Year/62,500 Kilometre 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 five (5) standard scheduled services on an Eligible Vehicle (not counting the 1 Month Health Check and Chat); or
- b. The expiry of 63 months from the date of warranty registration of an Eligible Vehicle; or
- c. The date upon which an Eligible Vehicle has travelled 65,500 Kilometres or more.

## 6. What is covered under the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program?

The Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program covers all items specified under the standard 'Maintenance Schedule' detailed in this 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.

# Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program (cont)

## 7. What is not covered under the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program?

The Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program only covers standard scheduled 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 this Warranty and Service Handbook (other than "Servicing and Mechanical Adjustments included as part of the Maintenance Schedule").

For more information please refer to the "Maintenance and Service" section in the Owner's Manual as well as the Maintenance Schedule in this Warranty and Service Handbook.

## 8. What is the due date for each service and when should services be carried out?

All new Model Year 2020-onwards Subaru Forester, Impreza and XV vehicles should be serviced every 12,500 Kilometres or 12 months, whichever occurs first. If you travel the distance between recommended kilometre based service 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.

You may claim each service under the Subaru 5 Year/62,500 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.

**Note:** Up to a total of five (5) scheduled services may be claimed (not counting the 1 month Health Check and Chat). No claims are permitted beyond 63 Months/65,500 Kilometres (whichever 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.

Service	Interval	Km Based	Time Based	Note
Claims permitted if either kilometres or time based criteria met				
1 Month Health Check and Chat	1 Month	N/A	1 Mnth +/- 30 Days	If service parameters are exceeded for a service, move to the next service available
1st Service - 'A' Service	12,500Kms / 12 Mnths	12,500kms +/- 3,000Kms	12 Mnths +/- 90 Days	
2nd Service - 'B' Service	25,000Kms / 24 Mnths	25,000Kms +/- 3,000Kms	24 Mnths +/- 90 Days	
3rd Service - 'C' Service	37,500Kms / 36 Mnths	37,500Kms +/- 3,000Kms	36 Mnths +/- 90 Days	
4th Service - 'D' Service	50,000Kms / 48 Mnths	50,000Kms +/- 3,000Kms	48 Mnths +/- 90 Days	
5th Service - 'E' Service	62,500Kms / 60 Mnths	62,500Kms +/- 3,000Kms	60 Mnths +/- 90 Days	

## 9. Where can I service under the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program?

Servicing under the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program can only be redeemed at participating authorised Subaru Service Centres within Australia. Subaru Australia will list all participating authorised Subaru Service Centres on our website at [subaru.com.au/retailers](http://subaru.com.au/retailers). 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 5 Year/62,500 Kilometre Capped Price Servicing Program.

The Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program runs with the vehicle and is applicable on all Eligible Vehicles regardless of owner unless one of the exclusions set out in section 12 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 5 Year/62,500 Kilometre Capped Price Servicing Program which are not claimed specifically in accordance with Capped Price Servicing Program Terms and Conditions. The Subaru 5 Year/62,500 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 5 Year/62,500 Kilometre Capped Price Servicing Program and additional exclusions may apply.

## the warranty period

The Subaru New Vehicle Warranty period commences on the date of first registration of the vehicle.

Subject to the terms and conditions set out in this Warranty and Service Handbook, the Subaru New Vehicle Warranty period is 5 years/unlimited kilometres for every new Subaru vehicle, except for Subaru vehicles used for commercial applications such as a taxi or hire, rental, driving school or delivery/courier vehicle or tool of trade, in which case the Subaru New Vehicle Warranty is 5 Years or 150,000 km, whichever occurs first.

**Please note:** If the odometer reading has been altered and it is not possible to determine with certainty whether the vehicle has travelled in excess of 150,000 km, the Subaru New Vehicle Warranty period is deemed to have expired.

The Subaru New Vehicle Warranty period on batteries (12 Volt) is 2 years. The Subaru New Vehicle Warranty period on high-voltage batteries for Subaru Hybrid vehicles is 8 years/160,000 kilometres, whichever comes first.

## genuine parts and accessories warranty

Subaru Australia also offer a Manufacturer's Warranty over genuine parts and accessories imported and distributed by it. The Genuine Subaru Parts & Accessories Warranty period commences on the date of first supply and continues for the following term:

- Replacement of standard Genuine Subaru Parts and Accessories<sup>1</sup> are warranted for the remainder of the Subaru New Vehicle 5 Years/Unlimited Kilometre Warranty.
- Optional Genuine Subaru Parts and Accessories<sup>1</sup> fitted at the point of new vehicle purchase or fitted at the point of first scheduled service by your authorised Subaru Retailer are warranted for 3 years.
- Optional Genuine Subaru Parts and Accessories fitted any time after the first scheduled service by your authorised Subaru Retailer are warranted for 2 years.
- Optional Genuine Subaru Parts and Accessories purchased from a Subaru Retailer and are installed independently or by a third party is warranted for 12 months.

The terms and conditions of the Genuine Parts and Accessories Warranty can be found in [subaru.com.au/parts/warranty](http://subaru.com.au/parts/warranty).

1. Standard Genuine Subaru Parts and Accessories refers to non–optional components that are standard to the specific model variant. Optional Genuine Subaru Parts and Accessories refers to optional components that do not come standard with the specific model variant.

## what's not covered by the Subaru new vehicle warranty

**Repair, replacement and adjustment under the Subaru New Vehicle Warranty are not available for damage, malfunction, defects, faults or failures due to:**

- Ordinary wear and tear.
  - 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.
  - Any work carried out on the vehicle by a person other than an authorised Subaru Retailer.
  - 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).
  - Modifications or alterations (including to software) which have not been approved by the manufacturer, or the installation or use of non-genuine parts, accessories, equipment, assemblies or components.
  - No warranty repair shall be made if it is found that the odometer or the Warranty and Service Booklet have been tampered with.
- Note:** When replacing the instrument cluster (including odometer), the relevant section in this Handbook on the 'vehicle identification' page must be completed by an authorised Subaru Retailer. The date and kilometres must be documented, if the instrument cluster is replaced.
- Water ingress from floods or deep water fording.
  - A failure to have the vehicle serviced in strict accordance with the manufacturer's specifications and recommendations in this Handbook, 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.
  - 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.
  - Use of non-recommended, incorrect specification, inappropriate or dirty fuel, oil, fluids, lubricants, coolants, refrigerants or water. See your vehicle Owner's Manual or contact your Subaru Service Centre for specifications.
  - Accident, impact, fire, war, theft, illegal use or malicious damage by a third person.
  - 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, flooding, earthquakes, landslide, hail, flood, lightning, extreme temperatures or other acts of nature.
  - Improper repairs, inspection, diagnosis or adjustments not approved or recommended by Subaru Australia.

Under the warranty, Subaru Australia does not accept liability for any loss of use of the vehicle; for any alternate transportation such as car rental fees, lodging, food or telephone expense; for any damage to goods, commercial loss, loss of time or inconvenience; or for any other incidental expenses or consequential damages.

# items for which a charge may be made

The following list is a guide to the types of items that are ordinarily excluded from the Subaru New Vehicle Warranty, for which a charge may be made (unless the failure is caused by a defect in factory materials or workmanship, or a remedy is otherwise available under the consumer guarantees conferred by the *Australian Consumer Law*). The frequency of replacement, repair or adjustment will depend mainly on where your vehicle is driven, weather and atmospheric conditions, road conditions, your driving habits, and vehicle usage.

**Servicing:** Lubrication and maintenance servicing and all parts and fluids replaced in line with the maintenance schedule in this Handbook.

**Wheel alignment and wheel balancing:** The frequency of these services depends on driving conditions such as rapid starts and stops, tyre skidding, hitting pot holes 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. This saves early or expensive replacements.

**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 optimum engine performance and best fuel economy.

**Fuel injectors and induction/combustion 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. You should report any imperfection to your authorised Subaru Retailer immediately after purchase. A charge will be made for paint or trim items that require attention due to causes outside the manufacturer's control, including corrosion that occurs other than due to a defect in factory materials or workmanship, environmental conditions, and damage to trim and carpet.

**Tyres:** Are subject to wear.

**Batteries:** The Subaru New Vehicle Warranty period on batteries (12 Volt) is 2 years. The Subaru New Vehicle Warranty period on high-voltage batteries for Subaru Hybrid vehicles is 8 years/160,000 kilometres, whichever comes first. After this warranty period, any required battery replacement will be a chargeable item.

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

**Lighting bulbs (except High Intensity Discharge):** Are subject to wear and tear and operational life depends on extent and method of use.

**Windscreen/glass replacement:** All vehicle glass is subject to ordinary wear and tear, and exposure to environmental conditions. Cracks, damage, chips, breakage or scratches not attributable to manufacturing defects are the responsibility of the owner.

## where to go for warranty repairs

Take your vehicle to any authorised Subaru Retailer if it needs repairs under the Subaru New Vehicle Warranty. All authorised Subaru Retailers will honour the Subaru New Vehicle Warranty, and will be happy to repair, replace or adjust free of charge any part of your vehicle that is defective in factory materials or workmanship. Please note that Subaru Australia is unable to reimburse the cost of repairs carried out during the Subaru New Vehicle Warranty period by a repairer other than an authorised Subaru Retailer except where express prior approval for those repairs has been obtained.

## transfer of warranty

The Subaru New Car Warranty runs with the vehicle and is transferable from owner to owner conditional upon the standard warranty terms as explained in this Handbook. If you have just purchased a used Subaru Vehicle, please complete the change of ownership form at [subaru.com.au/update-my-details](http://subaru.com.au/update-my-details) or the "second owner warranty registration form" in this handbook and follow the prompts.

The Subaru New Car Warranty is only available in Australia and is not transferable to other countries as no reciprocal world-wide warranty is provided.

## Model Year 2020-onwards Subaru Forester, Impreza and XV recommended labour times<sup>1</sup> - maintenance schedule normal driving conditions

Model/Service	'A' Service (hours)	'B' Service (hours)	'C' Service (hours)	'D' Service (hours)	'E' Service (hours)	'F' Service (hours)	'G' Service (hours)	'H' Service (hours)
Forester including Hybrid	1.0	1.7	1.0	2.2	1.0	2.2	1.0	4.0
Impreza	1.0	1.7	1.0	2.2	1.0	2.2	1.0	4.0
XV including Hybrid	1.0	1.7	1.0	2.2	1.0	2.2	1.0	4.0

1. Figures shown are based on Subaru Australia's estimates of average times required to carry out relevant service. Times shown may slightly vary from Retailer to Retailer based on a wide variety of factors. **Note:** Lubricants, fluids, parts, etc. are charged for separately.

## pre-delivery inspection schedule

Bonnet, release, lock, safety catch, alignment	Engine and transmission for leaks
Doors - open/close operation, alignment	Rear differential level, leaks
Door lock operation, central remote, if applicable	Torque road wheel nuts
Window operation, including power	Check and adjust wheel alignment
Window adjustment and alignment	Engine cranking/starting/fast idle condition
Boot lid/tail gate - open, close, lock, alignment	Brake pedal - free play/reserve
Fuel lid and cap - open, close and fit	Park brake operation, cable adjust
Steering column tilt mechanism	Check auto trans, ATF level (engine running in)
Seat belt operation (buckle coupling)	('P') auto inhibitor, selector lever operation
Seat adjusters and fold down	Road test
Headlight focus and all light operation	Engine performance
Interior, map, boot and vanity light operation	Transmission operation (auto/manual)
Windshield wiper and washer operation/position	Brake performance
Heated rear window operation	Suspension performance
Insert memory fuse in main fuse box	Steering control, wheel 'centre' position
Set clock and radio stations	All Instrument operation
Check radio, cassette, CD, aerial operation	Clutch and hill holder operation, if applicable
Check sunroof operation and alignment	Turn signal cancelling
Disconnect transit connectors	Cruise control operation
Brake fluid level, warning light operation	Heat/ventilation, air-condition operation
Battery, level, terminals, installation, charge	Check for abnormal and wind noises
Coolant, level, leaks, hose security	Select monitor check
Engine oil, level, leaks	Recheck levels for leaks
Manual transmission oil level	Electrical cooling fan operation
Front differential oil level (auto)	Clean exterior/interior and remove any protective agent
Fill windscreens washer bottle	Check for water leaks
Clutch - function and adjustment	Detail paintwork
Drive belts, except cambelt, inspect and adjust	Interior - check trims/parts for fit and condition
Fuel system leaks and security	Check all exterior/interior equipment conforms to vehicle specifications
All main electrical connections for security	Ensure presence of spare key, literature, tools and jack
Power steering level and leaks	Check body condition and report defects
Remove disc rotor covers, if applicable	<b>Additional checks for Hybrid vehicles only:</b>
Brake lines, hoses for leaks and security	Check the high-voltage battery air intake for dirt, foreign particles etc.
Suspension - security of components and damage	Check the Hybrid system operation
Steering rack, tie rods for security and damage	Check the EV lamp illuminates in EV mode
Driveshafts and boots for damage	Check tyre repair kit and that use by date of tyre repair sealant has not expired
Fuel lines and hoses for leaks and damage	
Tyre pressures correct, including spare	
Park brake lining adjust, if applicable	
General under body, condition/security	
Exhaust system, alignment, leaks, security	

# MY20 - onwards Subaru Forester, Impreza and XV maintenance schedule for normal driving conditions

Service Interval (Months or Kilometres whichever occurs first). NOTE: After completion of the 'H' service the schedule repeats beginning with the 'A' service.	'A' Service 12,500 kms or 12 months	'B' Service 25,000 kms or 24 months	'C' Service 37,500 kms or 36 months	'D' Service 50,000 kms or 48 months	'E' Service 62,500 kms or 60 months	'F' Service 75,000 kms or 72 months	'G' Service 87,500 kms or 84 months	'H' Service 100,000 kms or 96 months	Retailer Recommended Service
<b>Performance</b>									
Battery (12 Volt) health check and terminal security	I	I	I	I	I	I	I	I	
Program sat.nav. or MFD for next service interval (if applicable)	P	P	P	P	P	P	P	P	
Engine drivebelt - replace as necessary	I	I	I	I	I	I	I	I	
Spark plugs								R	
Air cleaner element	I	R	I	R	I	R	I	R	
Fuel filter								R	
Cooling system, leaks, hoses, radiator cap and hose clamps	I	I	I	I	I	I	I	I	
Coolant - use Subaru Genuine Super Longlife Coolant ONLY	I	I	I	I	I	R	I	I	
Upper engine cleaner (part #SA459)	P	P	P	P	P	P	P	P	
Engine oil	R	R	R	R	R	R	R	R	
Engine oil filter	R	R	R	R	R	R	R	R	
Fuel additive (part #SA718)	P	P	P	P	P	P	P	P	
CVT oil (no scheduled service unless under extreme conditions - refer workshop manual).	I	I	I	I	I	I	I	I	
Rear differential oil	I	I	I	R	I	I	I	R	
Front differential oil	I	I	I	R	I	I	I	R	
Rotate wheels front /rear as necessary	P	P	P	P	P	P	P	P	
Lubricate hinges and locks as necessary	P	P	P	P	P	P	P	P	
Engine performance / drivability	P	P	P	P	P	P	P	P	
CVT operation	P	P	P	P	P	P	P	P	
Steering control, wheel centred	P	P	P	P	P	P	P	P	
Instrument operation	P	P	P	P	P	P	P	P	
Select Monitor check	P	P	P	P	P	P	P	P	
Interior Ventilation Filter	I	R	I	R	I	R	I	R	
Hybrid System Health Check (if applicable)	P	P	P	P	P	P	P	P	
<b>Safety</b>									
Headlight focus and all light operation	I	I	I	I	I	I	I	I	
Windscreen wipers and washer bottle (refill as necessary)	I	I	I	I	I	I	I	I	
Fuel pipes, hoses, connections and clamps	I	I	I	I	I	I	I	I	
Exhaust system for looseness, leaks, damage	I	I	I	I	I	I	I	I	
CVT hoses, pipes, connections, clamps and accessory oil cooler (if fitted)	I	I	I	I	I	I	I	I	
Tyre pressures and condition (include spare) Check wear pattern for correct alignment	I	I	I	I	I	I	I	I	
Tension wheel nuts to correct torque	P	P	P	P	P	P	P	P	
Brake pipes, hoses, connections	I	I	I	I	I	I	I	I	
Brake fluid (Subaru Aust. brake fluid recommended)	I	R	I	R	I	R	I	R	
Disc brake pads and discs (replace as necessary after authority from owner)	I	I	I	I	I	I	I	I	
Park brake operation / adjustment	I	I	I	I	I	I	I	I	
Axle boots and joints	I	I	I	I	I	I	I	I	
Suspension	I	I	I	I	I	I	I	I	
Wheel bearings	I	I	I	I	I	I	I	I	
Steering system	I	I	I	I	I	I	I	I	
Road test	P	P	P	P	P	P	P	P	
Brake performance (footbrake and handbrake)	P	P	P	P	P	P	P	P	
Check for abnormal noises	P	P	P	P	P	P	P	P	
Recheck for Levels and for leaks	P	P	P	P	P	P	P	P	

Symbols Used: I - Inspect, P - Perform, R - Replace.

## delivery service

The Delivery Service is carried out before we hand the vehicle over to you, so that you can enjoy driving your new car right from the start.

The Delivery Service was carried out on:



*Confidence in Motion*

Selling  
Retailer Stamp

Service  
Centre Stamp



## 'A' Service

Maintenance and  
Lubrication Service  
at 12,500 km or 12 months  
(Whichever comes first)

Carried out on:

At \_\_\_\_\_ Km

This scheduled service is covered by the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.

## 1 month health check and chat

at 1 month after vehicle delivery

The 1 Month Health Check and Chat is a free service that's fast, convenient and easy. Our Service Network's expert technicians will undertake a couple of quick checks, such as your Subaru's fluid levels under the bonnet along with checking your tyre pressures, and a Subaru Service Consultant will attend to any questions you may have about your new vehicle. It's just another way we can help to ensure you have worry-free motoring.

The 1 Month Health Check and Chat was carried out on:

Selling  
Retailer Stamp

Service  
Centre Stamp



## 'B' Service

Maintenance and  
Lubrication Service  
at 25,000 km or 24 months  
(Whichever comes first)

Carried out on:

At \_\_\_\_\_ Km

This scheduled service is covered by the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.



*Confidence in Motion*

Maintenance and  
Lubrication Service

at 12,500 km or 12 months

(Whichever comes first)

Carried out on:

At \_\_\_\_\_ Km

This scheduled service is covered by the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.

## 'C' Service

Maintenance and  
Lubrication Service  
at 37,500 km or 36 months  
(Whichever comes first)

Carried out on:

At \_\_\_\_\_ Km

This scheduled service is covered by the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.

Service  
Centre Stamp



## 'D' Service

Maintenance and Lubrication Service at 50,000 km or 48 months  
(Whichever comes first)

Carried out on:

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Service Centre Stamp



At \_\_\_\_\_ Km

This scheduled service is covered by the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.

## 'E' Service

Maintenance and Lubrication Service at 62,500 km or 60 months  
(Whichever comes first)

Carried out on:

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Service Centre Stamp



At \_\_\_\_\_ Km

This scheduled service is covered by the Subaru 5 Year/62,500 Kilometre Capped Price Servicing Program. For more information please refer to the Terms and Conditions in this handbook.

## 'F' Service

Maintenance and Lubrication Service at 75,000 km or 72 months  
(Whichever comes first)

Carried out on:

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Service Centre Stamp



At \_\_\_\_\_ Km

## 'G' Service

Maintenance and Lubrication Service at 87,500 km or 84 months  
(Whichever comes first)

Carried out on:

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Service Centre Stamp



**SUBARU**

## 'H' Service

Maintenance and Lubrication Service at 100,000 km or 96 months  
(Whichever comes first)

Carried out on:

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Service Centre Stamp



**SUBARU**

## 'A' Service

Maintenance and Lubrication Service at 112,500 km or 108 months  
(Whichever comes first)

Carried out on:

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Service Centre Stamp



**SUBARU**

## 'B' Service

Maintenance and Lubrication Service at 125,000 km or 120 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'C' Service

Maintenance and Lubrication Service at 137,500 km or 132 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'D' Service

Maintenance and Lubrication Service at 150,000 km or 144 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'E' Service

Maintenance and Lubrication Service at 162,500 km or 156 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'F' Service

Maintenance and Lubrication Service at 175,000 km or 168 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'G' Service

Maintenance and Lubrication Service at 187,500 km or 180 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'H' Service

Maintenance and Lubrication Service at 200,000 km or 192 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'A' Service

Maintenance and Lubrication Service at 212,500 km or 204 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'B' Service

Maintenance and Lubrication Service at 225,000 km or 216 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'C' Service

Maintenance and Lubrication Service at 237,500 km or 228 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'D' Service

Maintenance and Lubrication Service at 250,000 km or 240 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'E' Service

Maintenance and Lubrication Service at 262,500 km or 252 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'F' Service

Maintenance and Lubrication Service at 275,000 km or 264 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'G' Service

Maintenance and Lubrication Service at 287,500 km or 276 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'H' Service

Maintenance and Lubrication Service at 300,000 km or 288 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'A' Service

Maintenance and Lubrication Service at 312,500 km or 300 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'B' Service

Maintenance and Lubrication Service at 325,000 km or 312 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km



## 'C' Service

Maintenance and Lubrication Service at 337,500 km or 324 months  
(Whichever comes first)

Service Centre Stamp

Carried out on:

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At \_\_\_\_\_ Km

