



SUBARU

Confidence in Motion

SUBARU WARRANTY BOOKLET

TO THE OWNER

SUBARU CANADA, INC.'s (SCI) COMMITMENT:

We wish to extend to you a sincere welcome to the Subaru family.

This booklet is designed to convey to you our applicable warranties and recommendations for ensuring your satisfaction with the reliable and safe operation of your Subaru. It provides exclusive benefits to you which will be honoured by any Subaru Dealer in Canada. If a question regarding the warranty or servicing of your vehicle is not resolved to your satisfaction, please discuss it with dealer management.

If you are still not satisfied, please follow the additional steps outlined on pages 16 and 17 of this booklet.

FOR IDENTIFICATION PURPOSES, KEEP THIS WARRANTY/MAINTENANCE BOOKLET IN YOUR CAR AT ALL TIMES. THIS BOOKLET MUST BE PRESENTED TO AN AUTHORIZED SUBARU DEALER IN ORDER TO OBTAIN WARRANTY SERVICE. IN THE EVENT OF ADDRESS OR OWNERSHIP CHANGE, THE CHANGE MAY BE DONE ON OUR WEB SITE AT WWW.SUBARU.CA, BY VISITING YOUR SUBARU DEALERSHIP, OR BY CALLING 1-800-894-4212.

THANK YOU

TABLE OF CONTENTS

Subaru Warranty Coverage	PAGE
■ OWNER'S RESPONSIBILITIES.....	4
■ NEW VEHICLE 36 MONTH/60,000 KM LIMITED WARRANTY	6
■ MAJOR COMPONENT 60 MONTH/100,000 KM WARRANTY.....	10
■ SURFACE CORROSION 36 MONTH/60,000 KM LIMITED WARRANTY.....	11
■ ANTI-PERFORATION LIMITED WARRANTY.....	12
■ EMISSION CONTROL SYSTEM WARRANTY.....	13
■ PARTS AND ACCESSORIES LIMITED WARRANTY	15
OTHER INFORMATION:	
■ CUSTOMER ASSISTANCE.....	16
■ SUBARU OFFICES	18
■ EMERGENCY ROADSIDE ASSISTANCE (SUBARU 360 C.A.R.E.) 36 months, unlimited kilometres.....	19
■ SUBARU PROTECTION PLANS.....	20
■ SCHEDULE OF INSPECTION AND MAINTENANCE SERVICES.....	21
■ SUBARU MAINTENANCE SCHEDULE AND RECORD.....	24

NOTE: The above information is an overview of warranty coverages and not a warranty statement. See page listed for the actual coverage. Tires are covered under a separate tire manufacturer's warranty.

OWNER'S RESPONSIBILITIES

This booklet outlines your obligations and those of Subaru Canada, Inc. with regard to the warranty of your vehicle. Subaru Canada, Inc. warrants that the vehicle will be free from manufacturing defects in material and workmanship. The vehicle owner must however maintain the vehicle as per the required maintenance outlined in this booklet. Failure to do so will affect the vehicle's performance and may lead to a failure that would not be covered by the warranty. Subaru dealers are best qualified to perform these services. In the event you are unable to return to your Subaru Dealer, you should retain all receipts indicating at the very least; the name and address of the servicing establishment, the VIN of the vehicle, the date and the mileage as proof of maintenance, and making them readily available in the event a question arises concerning your vehicle's maintenance. Failure to provide proof of required maintenance may void eligibility of related repairs under warranty.

OTHER TERMS

This warranty gives you specific legal rights, and you may also have other rights which vary from province to province.

ALL IMPLIED WARRANTIES ARE LIMITED RESPECTIVELY TO THE DURATION OF THIS WARRANTY.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER EXPRESS WARRANTIES (EXCEPT THOSE SET FORTH SEPARATELY IN THIS BOOKLET) ON THE PART OF SUBARU CANADA, INC., OR THE SUBARU DEALER SELLING THE SUBARU VEHICLE.

NO DEALER, OR ANY AGENT OR EMPLOYEE THEREOF, IS AUTHORIZED TO EXTEND OR ENLARGE THIS WARRANTY. SCI SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR EXEMPLARY DAMAGES, OR ANY SERVICE NOT EXPRESSLY PROVIDED FOR HEREIN.

Some jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, therefore, the above limitations or exclusions may not apply to you.

IMPORTANT

In order to protect your warranties, insist on Genuine Subaru Parts, or parts approved by Subaru Canada Inc. **IT IS YOUR RIGHT!**

To reduce the amount of time your vehicle is out of service due to repairs, Subaru Canada, Inc. may offer exchange service on some parts. Exchange parts may be new, remanufactured, reconditioned or repaired, but all meet Subaru Canada, Inc. standards and are warranted the same as new parts. Examples of parts that may be serviced by exchange include engines, transmissions, radios, CD players, and various electronic modules.

SUBARU LIMITED WARRANTY COVERAGES AT A GLANCE

The 2018 warranty coverages on your vehicle are summarized below. Please read pages 6 through 27 for complete details.

Limited Warranty				
Coverage	0	3 Years 60,000 km	5 Years 100,000 km	5 Years No km limit
Complete Vehicle (except tires)	■			
Sheet Metal (corrosion)	■			
Sheet Metal (rust-through)	■	■	■	
Major Components	■	■		

Emission Control System Warranty				
Coverage	0	3 Years 60,000 km	5 Years 100,000 km	8 Years 130,000 km
Defects in Material and Workmanship	■			
Catalytic Converters and Engine Control Module	■	■	■	

ABOUT SUBARU LIMITED WARRANTIES

Except as explained in the warranty entitled, "What is Not Covered," Subaru Canada, Inc. (SCI) warrants that (except tires) each component part of the 2018 model year Subaru vehicle shall be free from defects in material or workmanship for the warranty period of thirty-six (36) months or 60,000 km, whichever occurs first. The warranty coverage begins on the date the vehicle is delivered to the first retail purchaser. If the vehicle was used as a demonstrator before being sold at retail, warranty coverage begins on the date the vehicle was first placed in demonstrator service.

These warranties only apply if the car was imported or distributed by SCI and sold to the first retail purchaser by an Authorized Subaru Dealer in Canada. Any and all warranty repairs must be performed by an Authorized Subaru Dealer. Every owner of the car during the warranty period shall be entitled to the benefits of these warranties.

To ensure continued coverage for subsequent owners, please use the 1-800-894-4212 phone number to register any change in owner or address, or by accessing our e-mail address, customercare@subaru.ca, or by accessing our Web site, www.subaru.ca.

If your Subaru vehicle is not driveable because of a problem covered by this warranty, refer to the Customer Assistance for Roadside Emergencies (C.A.R.E.) program on page 19 of this booklet for towing information.

LIMITED LIABILITY

The liability of Subaru Canada, Inc. under this warranty is limited solely to the repair or replacement of parts defective in material or workmanship by a Subaru Dealer, and specifically does not include any expense of, or related to, transportation to such a Dealer or payment of loss of use of the Subaru vehicle during warranty repair.

HOW TO GET WARRANTY SERVICE

You must take your Subaru vehicle, together with this booklet, to an Authorized Subaru Dealer in Canada during normal business hours.

Although warranty service may be performed by any Authorized Subaru Dealer anywhere in Canada, it is recommended that warranty repairs be performed by the Authorized Subaru Dealer who sold you the car. Warranty repair must be made as soon as possible after a defect is discovered to prevent extensive damage that could compromise your safety. A Subaru Dealer will make the necessary repair, using a new or remanufactured part without charge to you for labour or materials.

ABOUT SUBARU LIMITED WARRANTIES (CONTD.)

NOTE: For Warranty Service in the United States of America, please contact the Customer Experience Team at Subaru Canada, Inc. You can reach the Customer Experience Team by:

Email: customercare@subaru.ca
Online: www.subaru.ca/contactus
Tel: 1-800-894-4212 (toll free)
Twitter: @AskSubaruCanada

Mail:
Subaru Canada, Inc.
560 Suffolk Court,
Mississauga, Ontario, L5R 4J7

Obtaining Repairs: Warranty claims must be made as soon as reasonably possible after a defect is discovered, but before the end of warranty coverage on the particular part. It is recommended that warranty repairs be performed by the Authorized Subaru Dealer who sold you the vehicle, although warranty service will be performed by any Authorized Subaru Dealer anywhere in Canada. When a warranty repair is needed, your vehicle must be brought to an Authorized Subaru Dealer's place of business during normal business hours. A reasonable time must be allowed for the dealership to perform necessary repairs.

RECLAIMED REFRIGERANT

In cooperation with worldwide efforts to control suspected ozone depleting agents, the latest guidelines strongly support the capture, purification and reuse of automotive refrigerant gases. As a result, any repairs to the sealed portion of your air-conditioning system may involve the installation of purified reclaimed refrigerant.

DESIGN CHANGE

Subaru vehicles are constantly evolving and improving. Subaru therefore reserves the right at any time to make changes in design or specification of any Subaru vehicle or part, without notice and without incurring obligation to make or install similar changes on vehicles and/or parts previously purchased.

ADJUSTMENTS

Adjustments not requiring the use of replacement parts, and not limited under "What Is Not Covered" will be performed at no charge to the customer, for a period of 12 months or 20,000 km, whichever occurs first, as measured from the date the vehicle was first put into service (demonstrator or retail sale).

SAFETY

For your personal safety Subaru Canada, Inc. warrants seat belts, Electronic Stability Control units (Vehicle Dynamics Control), SRS (airbag) components, and ABS hydraulic and related electrical components will be free from defect in manufacture or workmanship for a period of 60 months or 100,000 km whichever comes first.

ABOUT SUBARU LIMITED WARRANTIES (CONTD.)

WHAT IS NOT COVERED

NOTE: Costs regarding “vehicle concern” diagnosis by an authorized Subaru dealer are NOT covered under the Subaru Canada Limited Vehicle Warranties unless the diagnosis by the authorized Subaru dealer confirms that a repair is required due to a manufacturing defect in material or workmanship.

MAINTENANCE COSTS

Performance of any normal maintenance service and replacement of any normal maintenance item includes spark plugs, drive belts, wiper blades, hoses, lubrication and replacement of filters, coolant, fuses, worn brake and clutch disc friction material or scored brake rotors or drums, engine performance adjustments, headlight aiming, wiper arm tension and sweep, worn blades or refills, wheel alignment, and other items subject to normal wear and tear are not covered under warranty and are considered the owner’s responsibility.

NOTE: Light bulbs and lamps will be covered for 1 year/20,000 km; HID xenon bulbs and LED lights are covered for 3 years/60,000 km.

ACCESSORIES

Installation in, or attachment to, of parts and accessories or equipment not approved or recommended by Subaru Canada, Inc. Subaru Canada, Inc. approved accessories such as floor mats, roof racks, wind deflectors and other accessory parts are warranted separately by the Parts and Accessories Limited Warranty on page 15 of this booklet.

DAMAGE OR CORROSION DUE TO ACCIDENTS, MISUSE OR ALTERATION

Repairs required as a result of misuse, e.g. racing, rally or any competitive event; neglect; alteration; modification, improper adjustment or repairs; accident; the use of fuel, oil, or lubricants not recommended in the Subaru Owner’s Manual.

Cosmetic flaws or surface corrosion and resulting perforation attributed to stone chips or other painted surface damage; damage or surface corrosion from airborne fall-out (acid rain, bird droppings, chemicals, tree sap), salt (e.g. on brake rotors and drums), road hazards, hail, windstorm, lightning, floods or other factors due to lack of maintenance as described in the Owner’s Service and Warranty Booklet. Any damage resulting from off-road use will not be covered by this warranty.

DAMAGE CAUSED BY OR MALFUNCTION DUE TO IMPROPER REPAIR OR INSTALLATION OF UNAUTHORIZED PARTS

This warranty does not cover any part which malfunctions, fails or is damaged due to lack of required maintenance as per the 2018 model year Subaru Maintenance Guide, or due to any unauthorized alteration or modification made to the vehicle, such as the removal of original equipment parts, or the installation of non-approved parts, or parts not recommended by Subaru Canada, Inc.

TIRES

Original equipment tires are covered by the tire manufacturer’s warranty for defects in material and workmanship. Should you experience a tire problem, please contact the tire manufacturer’s agent, or contact an Authorized Subaru Dealer for assistance.

ABOUT SUBARU LIMITED WARRANTIES (CONTD.)

WHAT IS NOT COVERED

TOTAL LOSS, SALVAGE VEHICLES

Any vehicle that is declared to be a total loss by any insurance company and is rebuilt after being declared a total loss, or is otherwise designated as “salvage”, “scrap”, “rebuilt” or words of similar impact, will no longer have any warranty coverage.

EXTRA EXPENSES AND DAMAGES

Any economic loss including, but not limited to, payment for loss of use of the Subaru vehicle, lodging, alternate transportation, food, telephone expenses, loss of pay and any other expenses or damages.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, therefore, the above exclusion or limitation may not apply to you.

ALTERED ODOMETER READING

Any repair of a Subaru vehicle on which the odometer reading has been altered, or on which the actual kilometres driven cannot be readily determined.

IMPORTANT

When replacing the speedometer/odometer, the “Speedometer Replacement Record”, found on the inside cover of this booklet, must be filled in by an Authorized Subaru Dealer.

THE DEALER WILL ALSO INSTALL AN ODOMETER REPLACEMENT NOTICE ON THE DRIVER'S DOOR PILLAR.

MAJOR COMPONENT 60 MONTH/100,000 KM WARRANTY

Free to the original owner and transferable to subsequent owners upon registration with Subaru Canada, Inc. That upon expiry of the New Vehicle Limited Warranty, and under normal use and maintenance, the following major components will continue to be free from defects in material and workmanship up to a total of sixty (60) months from the date of first registration or 100,000 km, whichever occurs first. If any defect would be found in these components within the periods stated herein, necessary repairs and replacements will be made at no cost to you for parts and/or labour when Subaru Canada, Inc. acknowledges that such defects are caused by faulty material or workmanship at the time of manufacture. Any replacement of a major component due to normal wear and tear, abuse, negligence or failure caused by resultant damage by a non-covered component will not be covered under this warranty.

COVERED MAJOR COMPONENTS ARE:

ENGINE	
✓	Engine block & all internal parts
✓	Cylinder heads & valve train
✓	Oil pump
✓	Oil pan
✓	Timing belts/chain or gears & covers & hydraulic tensioner
✓	Water pump
✓	Flywheel
✓	Intake & exhaust manifold
✓	Engine mounts
✓	Seals & gaskets
✓	Turbocharger
✓	Intercooler

TRANSMISSION & DIFFERENTIAL	
✓	Transaxle case & internal parts
✓	Differential case & internal parts
✓	Torque converter
✓	Electronic transmission control units
✓	Seals and gaskets
SUSPENSION & AXLE	
✓	Front & rear control arms & bushings
✓	Hubs, bearings & spindles
✓	Ball joints
✓	Stabilizer & torsion bars, including bushings and links
✓	Axle shafts & CV joints (boots included)
✓	Propeller shaft

BRAKES	
✓	ABS components; specifically; wheel speed sensors, magnetic encoders, hydraulic control unit, g-sensor, electronic control unit
✓	VDC components
RESTRAINT SYSTEMS	
✓	Seatbelts
✓	Supplemental Restraint System components
FUEL SYSTEM	
✓	Fuel pump
STEERING	
✓	Rack & pinion housing & internal parts
✓	Power steering pump
✓	Steering column assembly
✓	Electric Power Steering

SURFACE CORROSION 36 MONTH/60,000 KM LIMITED WARRANTY

Subaru Canada, Inc. warrants against surface corrosion to the owner of any 2018 model year Subaru vehicle sold and operated in Canada for the initial thirty-six (36) months from the original date the vehicle is put into service, or 60,000 km, whichever occurs first. If the vehicle was used as a dealer demonstrator before being sold at retail, warranty coverage begins on the date the vehicle was put into demonstrator service.

1. WHAT IS SURFACE CORROSION

Surface corrosion is defined as corrosion affecting the external, readily visible painted body panels. It **does not include** the vehicle's underbody, external damage to paint or plated surfaces, i.e. mouldings, road wheels, bumpers, etc., or corrosion caused by stone chips, scratches, environmental fall-out, other impact, or physical damage.

2. WHAT IS COVERED

This warranty guarantees that the external readily visible body panels of your new Subaru vehicle's body will be free from any corrosion for a period of thirty-six months (36) or 60,000 km from the original date of vehicle being placed into service. If any defect(s) should be found as a result of perforation or surface corrosion during the coverage period, Subaru Canada, Inc. will repair or replace such defect to any original body panel(s), provided that you demonstrate adherence to performance of proper care and maintenance of the automobile as recommended in this booklet and the Owner's Manual. (Please note that in order to retain full warranty coverage, body panel(s) replaced due to an accident or damage must be Genuine Subaru Parts, or Subaru approved parts.)

3. MAINTAINING YOUR VEHICLE'S FINISH

The best way to preserve your vehicle's finish and aid in avoiding rust is to keep the vehicle clean by washing frequently. Wash the vehicle with luke warm or cold water only. Do not wash the vehicle in the direct rays of the sun, or use strong soap or chemical cleaners. Any cleaning agents used should be washed off promptly and not allowed to dry on the finish.

Calcium chloride and other salts, ice melting agents, road oil and tar, tree sap, bird droppings, chemicals from industrial chimneys and other foreign matter may damage the finish if left on the painted surfaces. Prompt washing may not completely remove all these deposits. Additional cleaners may be needed. When using chemical cleaners developed for this purpose, be sure they are safe for use on painted surfaces.

Any stone chips, fractures or deep scratches in the finish should be repaired promptly. Bare metal will corrode quickly and can develop into major repair expenses. Minor chips and scratches can be repaired with touch-up materials available from your selling Dealer.

If your vehicle is damaged and requires sheet metal repair or replacement, be sure the body shop uses Genuine Subaru Replacement Parts.

ANTI-PERFORATION 60 MONTH/NO KM LIMIT WARRANTY

Subaru Canada, Inc. warrants against perforation (rust-through) to the owner of each 2018 model year Subaru vehicle sold and operated in Canada for the initial sixty (60) months from the original date the vehicle is put into service, **no kilometre limitation**. If the vehicle was used as a demonstrator before being sold at retail, warranty coverage begins on the date the vehicle was put into demonstrator service, **no kilometre limitation**. Any outer body sheet metal panel found under normal use to have become perforated (rust-through) due to corrosion, will be repaired or replaced, at the option of the manufacturer, without charge to the owner for parts or labour.

1. WHAT IS NOT COVERED

- Any perforation (rust-through) due to corrosion which is caused by industrial fall-out, accident, damage, abuse, neglect or body modification.
- Any surface corrosion which does not result in perforation and is a result of sand, salt, hail or rock damage.
- Any perforation, due to corrosion which results not from a defect in material or workmanship, but from failure to maintain the vehicle in accordance with the procedures specified in item 2 below (Owner Responsibilities).
- Any perforation due to corrosion to any other part of the vehicle except outer body sheet metal panel(s) or from alteration of any body panel.
- All parts which are components of the exhaust system and brake system, i.e. rotor and brake drums.
- All non-genuine Subaru parts and body panel(s), or used parts and body panel(s) replaced as a result of accident, damage, abuse or neglect.

2. OWNER RESPONSIBILITIES

- Inspect the body sheet metal panel(s) of your vehicle frequently and if you detect any stone chips or scratches in the paint, touch them up immediately. Under certain conditions, special care should be taken to protect your Subaru vehicle against corrosion.
- If you drive on salted or dust controlled roads, or if you drive near the ocean, flush the undercarriage at least once a month with fresh water.
- If insects, tar, or other similar deposits have accumulated on your vehicle, wash it as soon as possible.
- It is important that the drain holes in the lower edges of the doors and rocker panels be kept clear.
- If you drive on gravel roads, consider installing mud or stone guards behind each wheel.
- If you carry special cargo, such as chemicals, fertilizers, de-icer, salt, etc., be sure that such materials are well packaged and sealed.
- Moisture can become trapped under trunk and floor mats. Remove loose mats and allow them to dry as well as the area under them.

EMISSION CONTROL SYSTEM WARRANTY

Subaru Canada, Inc. warrants to the owner of a 2018 model year Subaru that the vehicle was designed, built and equipped to conform, at the time of sale, with the applicable Canadian emission control regulations. The emission control parts listed on this page are covered for thirty-six (36) months, or 60,000 km, whichever occurs first, from the original date the vehicle is placed into service. A covered defect is one which caused your vehicle to fail to meet applicable emission control regulations.

To keep your vehicle operating properly, and to conform with emission regulations, refer to the maintenance schedule outlined in this booklet. Only genuine Subaru, or recommended Subaru parts, should be used for maintenance and repair of your vehicle's emission control system. Warranty service must be done by an Authorized Subaru Dealer.

You should keep any receipts for maintenance service and have the Record of Inspection and Maintenance Services (page 25) of this Warranty/Maintenance booklet signed by an Authorized Subaru Dealer to show that the maintenance services have been performed at the required intervals. Subaru has the right to deny warranty coverage if your vehicle has not been properly maintained, or if repairs are needed because parts other than Genuine Subaru Parts were used. Warranty coverage will be based on component failure, and not just maintenance records alone.

The emission control parts and systems have a thirty-six (36) month or 60,000 km coverage if so equipped.

PARTS COVERED UNDER THE FEDERAL EMISSIONS DEFECT WARRANTY – 36 MONTHS/60,000 KM

Air flow sensor	Engine coolant temperature sensor	Ignition coil	Radiator fan relays
Air suction valves	Evaporative canister	Ignition ignitor	Throttle body assembly
Camshaft position sensor	Evaporative purge control valve	Ignition relay	Throttle position sensor
Crankshaft position sensors	Fuel cap	Knock sensor	
EGR back pressure transducer	Fuel pressure regulator	Malfunction indicator light system	
EGR solenoid valve	Fuel tank	Oxygen sensors (front and rear)	
EGR temperature sensor	Fuel tank filler pipe	PCV valve	
EGR valve	Idle speed control valve	Pressure sensor	
Evaporative Leak Check Module (ELCM)			

The emission control related hoses, clamps, pipes, gaskets, seals, sensors, solenoid valves, switches and connectors, which are used in conjunction with the components listed above, are also covered.

EMISSION CONTROL SYSTEM WARRANTY (CONTD.)

EMISSIONS PERFORMANCE WARRANTY

Subaru Canada, Inc. warrants that at the date of manufacture of the vehicle, and for the period of 36 months or 60,000 km, whichever occurs first, from the date of first use of the vehicle (as a dealer demonstrator or retail sale), the vehicle complies with all federal and provincial legislation in force during the above stated period. If this vehicle fails a legislated emissions performance test during the above stated period, Subaru Canada, Inc. will repair the vehicle to bring it within the legislated specifications at no cost to the owner, provided the following conditions are met: 1) The vehicle has been maintained in accordance with the service schedule published in this booklet. 2) The emissions test was performed at an approved/licensed test facility. 3) The failure of the emissions test results in a penalty to the owner or loss of use of the vehicle. This warranty is limited to the parts listed on page 13 of this booklet and for the period stated above.

96 MONTH/130,000 KM EXTENDED EMISSIONS DEFECT WARRANTY

For a period of ninety-six (96) months/130,000 km, whichever occurs first, specific major emissions control components, as follows, are covered:

- Catalytic converter(s)
- Electronic emissions control unit/electronic control module (ECM)
- On-board emissions diagnostic device

PARTS AND ACCESSORIES LIMITED WARRANTY

Subaru Canada, Inc., warrants to the vehicle owner that all Subaru parts and accessories are free from defects in material and workmanship. This warranty covers repairs needed to correct any defect which occurs under normal use of a Genuine Subaru Part or Accessory installed in the vehicle prior to retail sale and are covered under the Subaru Limited Warranty (page 6 of this booklet). The part or accessory will be repaired or replaced without charge for either parts or labour. Parts or accessories installed by a Subaru Dealer after Retail sale are not covered by the New Vehicle Limited Warranty. If the part or accessory was installed by someone other than an Authorized Subaru Dealer, it will be repaired or replaced without charge for the part(s), for a period of 180 days from date of sale. All labour charges will be the responsibility of the owner. It is also the owner's responsibility to retain documents which show the date of purchase and, if applicable, installation date, and by whom, of the part or accessory and to present those documents to the dealer when requesting warranty coverage. Failure to present proof-of-purchase documents upon request may result in the denial of warranty.

1. WARRANTY PERIOD

- **ACCESSORIES** – Genuine Subaru accessories installed by a Subaru Dealer prior to retail delivery of a new Subaru vehicle are covered for the duration of the New Vehicle 36 month/60,000 km Limited Warranty. Genuine Subaru accessories installed by a Subaru Dealer after retail delivery are covered for a period of twelve (12) months or 20,000 km from the installation date, whichever occurs first.
- **PARTS** – Genuine Subaru Parts installed and paid for through an Authorized Subaru Dealer are covered for 12 months or 20,000 km, whichever occurs first. Parts replaced under the terms of the original vehicle warranties receive the remaining balance of the applicable warranty (minimum coverage of 12 months or 20,000 km). During the warranty period, this warranty is transferable to subsequent owners. Using the Internet, access the subaru.ca Web site. Click on, "About Subaru", then click on "Subaru Canada, Inc.", then click on "Change of Information", or visit an Authorized Subaru Dealer for assistance.

2. WHAT IS NOT COVERED

- Damage or corrosion due to accidents, misuse or alterations.
- Damage or surface corrosion from environment such as acid rain, airborne fall-out (chemicals, tree sap), stones, salt, road hazards, hail, windstorm, lightning and floods.
- Normal wear, tear or deterioration such as discolouration, fading.
- Air conditioner refrigerant charge, unless done as part of warranty repair.
- Labour, unless the part or accessory was originally installed by an Authorized Subaru Dealer.
- Non-Subaru parts and accessories which a Subaru Dealer may have installed in your Subaru vehicle.

3. LIMITED LIABILITY

The liability of Subaru Canada, Inc. under this warranty is limited solely to the repair or replacement of parts and/or accessories defective in material or workmanship by a Subaru Dealer at their place of business, and specifically does not include any expense of, or related to, transportation to such a dealer, or payment for loss of use of the Subaru vehicle during warranty repair.

4. OTHER TERMS

Other Terms stated on page 4 in the New Vehicle 36 month/60,000 km Warranty also apply to this warranty.

CUSTOMER ASSISTANCE

In the event that you have any questions or concerns regarding the performance or servicing of your Subaru, it is recommended that you first contact your Subaru Dealer. If your concern cannot be adequately addressed by normal dealership procedures, we recommend you take the following steps:

STEP ONE

Discuss the matter with a member of dealership management. If the Service, Parts or Sales Managers have already reviewed your concerns, contact the General Manager or the Dealer Principal.

STEP TWO

If you require further assistance, contact the Dealer Service Manager and request that your concerns are reviewed and discussed with the Subaru District After-Sales Manager responsible for your area.

STEP THREE

If your concerns are still not addressed to your satisfaction, contact our **Customer Experience Team** with the following information:

- a. Your name, address and telephone number
- b. Year and model of vehicle
- c. Vehicle Identification Number (VIN). Refer to your vehicle registration for this number. You may also refer to your Subaru Owner's Manual for the location of the VIN on your vehicle.
- d. Purchase date of the vehicle
- e. Present odometer reading
- f. Your Dealer's name and location
- g. The nature of your concern and/or cause of dissatisfaction

You can reach the Customer Experience Team by:

Email: customercare@subaru.ca
Online: www.subaru.ca/contactus
Twitter: @AskSubaruCanada
Tel: 1-800-894-4212 (toll free)

Mail:
Subaru Canada, Inc.
560 Suffolk Court,
Mississauga, Ontario, L5R 4J7

The Customer Experience Team, in cooperation with the Subaru District Manager responsible for your area will review the case and determine if everything possible has been attempted to ensure your satisfaction.

CUSTOMER ASSISTANCE (CONTD.)

MEDIATION/ARBITRATION PROGRAM

Occasionally, a customer concern may not be resolved through Subaru Canada, Inc.'s Consumer Experience Team. If after exhausting the procedure outlined in this manual your concerns are not resolved to your satisfaction, you have another option.

Subaru Canada, Inc. participates in the Canadian Motor Vehicle Arbitration Program (CAMVAP). CAMVAP will advise you about how your concern(s) may be reviewed and resolved by an independent third party through binding arbitration.

Your complete satisfaction is a high priority with Subaru Canada, Inc. and our dealers. Subaru's participation in CAMVAP is one more step in trying to achieve this goal. There is no charge for using CAMVAP and results are fast, fair and final as the award is binding on both you and Subaru Canada, Inc.

CANADIAN MOTOR VEHICLE ARBITRATION PLAN (CAMVAP)

The Canadian Motor Vehicle Arbitration Plan is a program where disputes between consumers and vehicle manufacturers about alleged manufacturing defects or implementation of the manufacturer's warranty can be put before a neutral third party (arbitrator) for resolution. CAMVAP is implemented in all provinces and territories. Consumers wishing to obtain further information about the program can do so in the following ways:

Web site: www.camvap.ca

Tel: 1-800-207-0685

SUBARU OFFICES

Subaru Canada, Inc.

CORPORATE HEAD OFFICE

560 Suffolk Court

Mississauga, ON

L5R 4J7

Tel: (905) 568-4959

Fax: (905) 568-8087

Subaru Canada, Inc.

Quebec and Atlantic Region

9710 Trans Canada Highway

St. Laurent, QC

H4S 1V9

Tel: (514) 336-0600

Subaru Canada, Inc.

Western Region

10551 Shellbridge Way, Suite 30

Richmond, BC

V6X 2W9

Tel: (778) 373-9296

SUBARU 360 C.A.R.E. PROGRAM - 36 months, unlimited kilometres

CUSTOMER ASSISTANCE FOR ROADSIDE EMERGENCIES™

EMERGENCY SERVICES OFFERED

- Battery Boost
- Lock-out Service
- Towing to Nearest Subaru Dealer (within 360 km maximum)
- Out-of-Fuel Delivery (Cost of fuel not covered)
- Change of Flat Tire
- Winching and Extrication

TRAVEL ENHANCEMENT FEATURES

- Personalized Trip Planning and Routing
- Trip Accident & Mechanical Breakdown Assistance Service
- Access to other special CAA® programs and services through your local CAA® club
- Arrest Bond Certificate
- Theft and Hit-and-Run Reward

TO RECEIVE SUBARU 360 C.A.R.E. SERVICES, SIMPLY CALL ONE OF THESE TOLL FREE NUMBERS:

In Canada **1-800-263-8802**

In the U.S.A. **1-800-647-1608**

PROVIDE THE OPERATOR WITH YOUR NAME, SUBARU MODEL AND YEAR, YOUR VEHICLE IDENTIFICATION NUMBER (VIN) (listed on the inside cover of this booklet).

For complete details on any of the above services, please refer to your C.A.R.E. brochure.

© Trademarks owned by and use granted by the Canadian Automobile Association.

SUBARU PROTECTION PLANS

SUBARU PROTECTION PLANS (EXTENDED SERVICE CONTRACT)

Subaru Canada, Inc. offers all new vehicle purchasers a Protection Plan to cover repair costs beyond your vehicle's warranty. Protection is available for almost every operating part of your vehicle, and at a reasonable cost. Protection Plans are available at any time during the initial warranty period (3 years/60,000 km). Be sure that the contract you buy is a genuine Subaru Canada, Inc. Protection Plan. We are not responsible for other companies' contracts.

If you plan to drive your new Subaru a higher number of kilometres, or for a period of time longer than covered by the Subaru warranties already mentioned, a Subaru Protection Plan® will be of interest to you. Subaru Canada, Inc. has a service contract specifically designed for most new vehicles to cover repair costs beyond your vehicle's warranty. Protection is available for almost every operating part of your vehicle, and at a reasonable cost. Regardless of which plan you choose, you will find the coverage to be both extensive and of the premium quality that is synonymous with the Subaru name. Plans are transferable under certain conditions, to a next owner, making your vehicle investment that much more appealing.

Ask your Subaru Dealer for the Subaru Protection Plan® package that best suits your needs, secure in the knowledge that Subaru Protection Plans® are designed, and backed by Subaru Canada, Inc.

SCHEDULE OF INSPECTION AND MAINTENANCE SERVICES

REQUIRED MAINTENANCE

Vehicle maintenance as outlined on page 25 is an important factor for proper vehicle operation. Vehicles not maintained to Subaru Canada Inc. maintenance requirements may be ineligible for warranty consideration. The vehicle's operator must also ensure that fluid levels (engine, oil, coolant, etc.) are checked frequently and topped up if required, i.e. each time fuel is added, in accordance with the instructions in the owner's manual. Certified factory-trained Subaru technicians and the use of Genuine Subaru Parts available only at your Subaru Dealer are the best way to have repairs/service performed on your Subaru.

Without invalidating the warranty, the owner may elect to have maintenance repairs performed by any automotive repair establishment, or individual, and may elect to use parts other than genuine Subaru replacement parts for such maintenance. However, the cost of such service, or parts, and any subsequent failures related to the use of those parts will not be covered under the Subaru warranties.

Use of replacement parts which are not of equivalent quality to genuine Subaru replacement parts may impair the function of components, or the effectiveness of emission control systems. Subaru assumes no liability under any of its warranty coverages for parts other than genuine Subaru replacement parts. The use of replacement parts that are not authorized by Subaru does not invalidate the warranty on other components unless the non-authorized parts cause; damage to warranted parts, or related component malfunction.

RECOMMENDED SAFETY INSPECTION

Your Subaru vehicle has been produced with great attention to detail on all items affecting safety. Your Subaru meets all applicable requirements of Canadian Motor Vehicle Safety Standards in effect at the time the vehicle was produced.

In furthering our continued interest in highway safety, Subaru Canada, Inc. urges each Subaru owner to have an annual safety inspection made on his/her vehicle. The safety inspection is to be made in addition to the recommended periodic maintenance service. Some provinces make a safety inspection mandatory and require it to be done more frequently than once a year.

The safety inspection is a maintenance service and is not covered under the Subaru Limited Warranty.

SCHEDULE OF INSPECTION AND MAINTENANCE SERVICES (CONTD.)

RECOMMENDED SAFETY INSPECTION

1. Brake System

- a. adjustment and pedal travel
- b. fluid level
- c. condition of linings, rotors, calipers, drums and slides

2. Steering System

- a. wheel alignment
- b. excessive looseness in steering wheel
- c. loose tie rods
- d. condition of ball joints

3. Tires and Wheels

- a. tread depth
- b. uneven wear
- c. cuts, breakage and abrasions
- d. tire pressure
- e. bent wheel rims

4. Exhaust System

- a. tightness
- b. leaks
- c. damages or missing parts
- d. operation of emission control system

5. Glass and Mirrors

- a. discoloration
- b. cracked, broken or missing

6. Doors

- a. operation of door locks

7. Seat Belts

- a. proper operation

8. Horn

- a. proper operation

9. Lights and Switches

- a. headlight adjustment
- b. dimmer switch operation
- c. operation of dash warning lights and indicator lights
- d. broken or cracked lens
- e. burned out bulbs

10. Turn Signal

- a. operation of external lamps
- b. operation of flasher
- c. operation of hazard warning

11. Windshield Wiper and Washer

- a. condition of blades
- b. proper operation of wipers
- c. proper operation of washer
- d. quantity of washer fluid

SCHEDULE OF INSPECTION AND MAINTENANCE SERVICES (CONTD.)

VEHICLE CHECKS FOR OPERATION

Your new Subaru represents the latest engineering techniques in the modern automotive field. Your investment can be made to last, with simple care, for years to come.

The following items are recommended to be performed as a weekly check. Simple instructions can be found in the Owner's Manual by referring to the index.

- Check tire pressure – tires cold
- Check engine oil level – engine off
- Check radiator coolant – engine cold
- Turn lights on – walk around vehicle for a visual check
- Keep glass clean inside and out
- Check brake fluid level and power steering fluid level
- Check operation of wipers and windshield washers
- Check automatic transmission fluid level
- Check battery visually
- Check horn operation

Of course, normal periodic maintenance must be carried out at the prescribed intervals as indicated in the maintenance section of this booklet.

Your naturally aspirated Subaru is designed to use unleaded gasoline only with an octane rating of 87 or higher (except for BRZ). Turbocharged Subaru vehicles and the naturally aspirated BRZ are designed to use unleaded gasoline only with an octane rating of 91 or higher. (Refer to Owner's Manual for precise grade of fuel for your vehicle.) Ethanol or other fuel blends are discussed in the Owner's Manual for your vehicle. Use of **leaded** fuels will contaminate the catalytic converter in the exhaust system and render it non-operational, which could be detrimental to the atmosphere and the operation of your vehicle. Not using the appropriate fuel may void the warranty.

SUBARU MAINTENANCE SCHEDULE AND RECORD

The following maintenance schedule reflects the minimum standards of services required under normal driving conditions.

In cases where vehicles are operated under severe operating conditions, such as high humidity, corrosion, low temperatures or dusty conditions, your vehicle will require additional services, such as, but not limited to, air filter, brake service and battery service.

Please discuss your driving conditions with your Subaru Dealer as they will be in the best position to recommend the required services on your Subaru.

The manufacturer's required service intervals are every 10,000km or 6 months, whichever comes first.

0W20 Synthetic oil is required for 2018 model year 4 cylinder non-turbo engines (Legacy, Outback, Forester, Impreza, Crosstrek and BRZ).

5W30 Synthetic oil is required for all 2018 model year turbo engines.

5W30 Synthetic oil is recommended for 2018 model year six cylinder engines (Legacy and Outback).

NOTE: Under normal driving conditions, engines will normally consume small amounts of oil while operating. It is the owner's responsibility to check, or have the engine oil level checked between oil changes and add oil when the level is below the full mark. If Synthetic oil is not available, Non-Synthetic oil may be used for top-up, but should be replaced with Synthetic oil at the first available opportunity.

NOTE: Subaru engines may consume up to 1L per 5,000 km. If your vehicle exceeds this consumption rate, please consult with your local Subaru dealer.

RECORD OF INSPECTION AND MAINTENANCE SERVICES

Inspection and Maintenance Service (see Maintenance Guide on page 26)	Date of Service	Services Performed	Name of Service Facility	Authorized Signature	Actual Kilometres
6 months/10,000 km		A			
12 months/20,000 km		B			
18 months/30,000 km		A			
24 months/40,000 km		B			
30 months/50,000 km		A			
36 months/60,000 km		C			
42 months/70,000 km		A			
48 months/80,000 km		B			
54 months/90,000 km		A			
60 months/100,000 km		D			

NOTE: For service intervals beyond 60 months/100,000 km, refer to the Maintenance Guide located under the "Owner Resources" section then "Vehicle Maintenance" drop down menu at www.subaru.ca.

SUBARU MAINTENANCE SCHEDULE

A

- Replace engine oil and filter
- Inspect tire condition and adjust all tire pressures including spare
- Inspect and adjust all fluid levels including both differentials
- Inspect operation of all lights, wipers and washers
- Inspect and adjust drive belt tension if necessary
- Service battery
- Inspect axle boot condition
- Lubricate all latches, hinges and locks
- Inspect all steering and suspension components
- Inspect under body for damage
- Road test

B

- Replace engine oil & filter
- Rotate tires
- Inspect tire condition and adjust all tire pressures including spare
- Remove, inspect and service front, rear and parking brakes
- Inspect and adjust all fluid levels including both differentials
- Inspect operation of all lights, wipers and washers
- Inspect and adjust drive belt tension if necessary
- Service battery
- Inspect axle boot condition
- Lubricate all latches, hinges and locks
- Inspect all steering and suspension components
- Inspect under body for damage
- Test coolant, inspect hoses and clamps
- Inspect engine and cabin air filters – replace if necessary
- Inspect clutch operation (if applicable)
- Road test vehicle

SUBARU MAINTENANCE SCHEDULE

C

- Replace engine oil and filter
- Rotate tires
- Inspect tire condition and adjust all tire pressures including spare
- Remove, inspect and service front and rear brakes
- Inspect operation of all lights, wipers and washers
- Inspect and adjust drive belt tension if necessary
- Service battery
- Inspect axle boot condition
- Lubricate all latches, hinges and locks
- Inspect all steering and suspension components
- Inspect under body for damage
- Test coolant, inspect hoses and clamps
- Inspect engine and cabin air filters – replace if necessary
- Replace brake fluid
- Service fuel injectors
- Inspect all emission-related hoses
- Inspect PCV valve – replace if necessary
- Road test

D

- Replace engine oil and filter
- Rotate tires
- Inspect tire condition and adjust all tire pressures including spare
- Remove, inspect and service front and rear brakes
- Inspect and adjust all fluid levels including both differentials
- Inspect operation of all lights, wipers and washers
- Inspect and adjust drive belt tension if necessary
- Service battery
- Inspect axle boot condition
- Lubricate all latches, hinges and locks
- Inspect all steering and suspension components
- Inspect under body for damage
- Test coolant, inspect hoses and clamps
- Inspect engine and cabin air filters – replace if necessary
- Replace spark plugs
- Replace transmission and differential fluids
- Road test

