

SUBARU-AUTO PROTECTION PROGRAMME

Vehicle Ownership Peace of Mind

Enjoy Maximum Protection At Minimum Cost!



What is Subaru-Auto Protection Programme?

It is an After-Sales Service Support Programme to protect car owners against any excessive financial expenses in the event of major component defects or unforeseen breakdown.

Protection Against Expensive Repairs

Motor Image Enterprises Pte Ltd workshops shall repair or replace any parts found defective within the framework of coverage, subject to Terms & Conditions as stated in **Subaru-Auto Protection Programme Agreement & Handbook**.

Comprehensive 119-Point Inspection for Quality Assurance

All vehicles must undergo our comprehensive 119-point inspection to ensure it is in its best operation condition, prior to acceptance into **Subaru-Auto Protection Programme**. Thus, all Subaru owners who enrol their Subaru in the programme will enjoy quality assurance.

Competitive Pricing

Subaru-Auto Protection Programme is competitively priced to ensure that owners will benefit from maximum coverage at considerable low cost. We will help to cushion expensive repairs in the event of major component defects.

Transferability & Non-Refund Policy

The programme is transferable to subsequent owner of the same vehicle subject to Terms & Conditions as stated in **Subaru-Auto Protection Programme Agreement & Handbook**. It is strictly non-refundable.

The programme will **automatically cease once it is sold to any motor trader or dealer**.

Perks & Benefits

The following perks & benefits await all **Subaru-Auto Protection Programme** owners:

- Attractive discounts for repairs not covered by **Subaru-Auto Protection Programme**
- Attractive discounts for body & paint job, grooming services & other products
- Special discount for rental cars
- Free technical & diagnostic consultation at any of our authorised workshops

Effective from April 2020

For more information, please refer to back page for details of component coverage, exclusions & limitations and what is not covered.

Price Menu [GST inclusive]

Coverage period - mileage or age of vehicle, whichever comes first	Price
12 months or 10,000km [for Subaru \leq 6 years old or mileage \leq 120,000km]	\$450
24 months or 40,000km [for Subaru \leq 5 years old or mileage \leq 100,000km]	\$650

Details of Individual Component Coverage

Engine

Includes cylinder head, cam & valve mechanism, timing gear & chain, water pump, lubrication system, oil pump, pistons, crankshaft, cylinder bores, intake & exhaust manifold, flywheel, throttle valve, airflow meters.

Exclude engine timing belt, tensioner, engine mounting, catalyst converter, oil leakages and any aggravated damages on engine parts caused by burst timing belt.

Manual & Auto Transmission, Differential, & CVT

Torque converter, internal shaft, gears, synchronesh devices, shafts, bearings, planetary system, brake bands, oil pump, transfer gear, clutches, variable pulleys, & control valve body.

Excludes clutch disc, cover, bearing, transmission fluid, oil leakage and mountings.

Axle & Differential, Drive Shaft, Propeller Shaft, U Joint & Coupling

Crown gears, pinion & support bearings, planetary gears, half shaft, bushes & washers. CV Joint, coupling & drive shaft.

Excludes drive shaft dust cover, rubber boot & seal leakage and wheel bearings (wheel hub side).

Suspension Components, Damper Stay for Bonnet, Rear Boot

Coil spring, drag link, stabiliser bar & joint.

Excludes ball joint, rubber bump & bushing, dust cover, strut, shock absorber, air pump, damper & stay for bonnet and rear door / boot.

Cooling System

Radiator, water pump, fan motor, thermostat, viscous fan coupling.

Excludes radiator hoses, heater core, plug, pipes, belting & coolant.

Fuel & Exhaust System

Fuel pump, mechanical & electrical, muffler (Against corrosion).

Excludes Injectors, fuel filter, in tank sender float and fuel gauge, exhaust catalyst converter & particulate filter.

Air Conditioner Parts

Compressor, condenser, evaporator, blower motor, sensor & module.

Excludes air-con hoses, receiver dryer & filter. Noisy compressor is characteristic of wear & tear, thus not included in coverage. Air-con gas [chargeable].

Electrical Components

Starter motor, alternator, wiper motor, fan motor, ignition coil, power window motor, all switches, central lock system, (Exclude Alarm System & immobiliser unit) horn, engine control module, auto transmission module, ABS Module, electrical power steering motor, air bag module & wiper sprayer tank motor.

Excludes light bulb, fuse, relay, battery, harness, meter light, audio system accessories, GPS navigation system, air bag activation, plastic washer tank and modification or parts not originally installed by manufacturer. Damages on modules caused by improper jump start are excluded from coverage, gauges, speedometer, odometer, dashboard & instruments indicators, Auto Tailgate stays & damper.

Brake System

Master pump, ABS actuator, module, & booster.

Excludes brake pads, shoes, brake rotor disc, calipers, wheel cylinder, pipe, hoses & ABS wheel sensor.

Steering Unit

Rack & pinion, steering box, power steering pump & electrical motor

Excludes steering hose, tie rod, dust cover and steering coupling.

Exclusions & Limitations

Subaru-Auto Protection Programme is an After-Sales Support Programme that covers repairs needed to remedy defects in materials or workmanship that may arise during the coverage period, subject to the following Exclusions & Limitations, and Terms & Conditions 'governs this programme'.

Limitation on Claims by Owner

The maximum liability of Motor Image Enterprises Pte Ltd for any and all claim or suit brought whether under contract, tort, statutory liability or any other causes of action shall be limited to the cost of repairs or replacement of the defective parts.

Maximum Amount Per Claim

The maximum amount [Labour & Parts] for any single claim to repair or replace any parts covered shall not exceed S\$20,000. The owner shall bear the different in charges for any amount exceeding the maximum limit.

No Incidental or Consequential Damages

Notwithstanding any provision herein, Motor Image Enterprises Pte Ltd or any of its workshop shall not under any circumstances, be liable for any incidental or consequential damages howsoever arising in connection with:

- a) Any vehicle defects that are not detected or repaired by our Motor Image Enterprises Pte Ltd workshops.
- b) The indirect consequences of any fault, including but not limited to any claims for loss of use, loss of time, inconveniences, loss of business & any other loss relating to usage of vehicle or components that may arise in the course of vehicle usage.

What is Not Covered

The following items are excluded from Subaru- Auto Protection Programme coverage and non-claimable items:

Parts Classified Under Normal Usage, Wear & Deterioration

Rims & tyres, windscreen & all glasses, interior upholstery, seats material, all plastic and rubber parts of vehicle, door weather-strip, door trims, finisher, dashboard material, speakers, audio & video system, GPS Screen & Navigation System, radio antenna, DVR & reverse & turning sensor, carpet & mats, discolouring & fading on exterior & interior paint work, instrument panel, meters and gauges.

Noise & Vibration

Noise & vibration originated from normal operation of the vehicle as a result of vehicle characteristic, aerodynamic design, cross wind, road condition, tyre contact noise, suspension & steering contact noise, squeaks from brake & interior parts contact.

Water & Oil Leakage

Any damages or malfunction caused by water seepage or leakage into interior of vehicle. In addition, oil or coolant leakage in engine as a result of worn seal, hoses, gasket and rubber parts are excluded from coverage.

Normal Wear & Periodical Maintenance Service Items

Oil filter, fuel filter, air filter, air-con filter, rubber hoses, vacuum pipes, beltings & pulley bearing, timing belt, tensioner, wiper blades, bulbs, fuse, spark plugs, clutch disc, cover & bearing, brake pads, calipers, shoes, wheel cylinder, brake disc, shock absorbers, engine mountings, transmission mountings, suspension rubber bump & stopper, drive shaft dust covers, steering dust cover, air con gas, receiver dryer, coolants, all lubricant & fluid. Any other items that would have been incurred as part of Manufacturer's recommended Standard Preventive Maintenance (As stated in Manufacturer Handbook) or our Standard Preventive Maintenance Programme as stated in this booklet.

Any Defects, Failure or Expenses resulting from the following situation:

- a) Owner's negligence, misuse, acts of vandalism, accident, collision or theft.
- b) Fire, regardless of its cause (Classified under Motor Vehicle Insurance Coverage).
- c) Use of improper or dirty fuel, fluid and lubricants.
- d) Improper maintenance of vehicle as per Standard Preventive Maintenance Programme.
- e) Use of non-genuine spare parts or unsuitable parts.
- f) Alteration, modification or repairs undertaken by unauthorised persons or workshops.
- g) Use of vehicle for racing, pace making, reliability trial, speed testing, trailer drawing, over rev of engine beyond recommended limit and tampering of odometer.
- h) Damages caused by foreign object, stone chipping, paint chipping, chemical fallout, tree sap, bird droppings, acidic rain and other environmental conditions.
- i) Normal wear & tear including deterioration or fading of paint, trim & rubber parts.
- j) Towing expenses or any other cost incurred in repairing or recovery of breakdown vehicle in Malaysia.

- c) Any occurrence that could result in claim for possible incidental or consequential damage.

- d) Any incidental, consequential loss or damages incurred by owner outside Singapore howsoever arising, whether incurred in connection with the vehicle, the owner, the user or any third party.

Liability Exclusion

Motor Image Enterprises Pte Ltd shall not be held liable under Subaru-Auto Protection Programme, in respect of the following.

- a) Losses or damages categorised under the coverage of respective Motor Insurance be its own damage or any Third - Party liability.
- b) Damages caused by fire, theft or any third-party claims Under Motor Insurance Coverage.
- c) Any damages for death, bodily injury caused or suffered by the owner, and/or passengers, destruction of property including vehicle, whatsoever or howsoever caused and arising out of the use of vehicle.
- d) Any legalliability of the owner and vehicle for claims in respect of death or liability for injury to any persons or damage to any property.
- e) Damages caused by flood, act of god or other convulsion of nature.
- f) Any part of vehicle affected by vehicle manufacturer's recall to rectify defect of malfunction.