

# OWNERSHIP QUICK REFERENCE FAQS



**SUBARU**

ALL 4 THE DRIVER™

**XV**

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**IMPREZA**

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**LIBERTY**

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**OUTBACK**

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**FORESTER**

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**WRX**

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**STI**

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**BRZ**

A decorative wavy line above the company name.  
**neil buckbymotors**  
[www.neilbuckbymotors.com.au](http://www.neilbuckbymotors.com.au)

## OPENING HOURS

### SALES

Monday to Friday  
8.00am – 5.30pm,

Saturday  
9.00am – 2.00pm

### PARTS/ACCESSORIES

Monday to Friday  
8.00am – 5.30pm,

Saturday  
9.00am – 12.00pm

### SERVICE/AFTER SALES

Monday to Friday  
8.00am – 5.30pm

## SERVICE BOOKING

**PHONE: 6332 2813 (DIRECT) OR 6334 8444 (SWITCHBOARD)**

- Book on-line at [NeilBuckbymotors.com.au](http://NeilBuckbymotors.com.au) or email direct to [service@neilbuckbymotors.com.au](mailto:service@neilbuckbymotors.com.au)
- 48hrs in advance is recommended for service bookings and to make sure loan cars are available.
- Lifts to and from work available on request within the Launceston city boundaries.

## CAPPED PRICE SERVICING

- All new Subaru vehicles purchased from 1 July 2014 enjoy the benefits of the Subaru 3 Year/75,000 Kilometre Capped Price Servicing Program (or in the case of BRZ, 3 Year/60,000 Kilometre Capped Price Servicing Program).
- For pricing on all models go to; [subaru.com.au/service/pricing/capped-price-servicing](http://subaru.com.au/service/pricing/capped-price-servicing).

## CUSTOMER CONVENIENCE

- Early bird and late key drop off / pick up key box provided.
- Customer lounge with coffee, tea, newspapers, magazines, television and free wi-fi.

## EMERGENCY / AFTER HOURS

- A/H Emergency contact Darren Triffitt (Service Manager) 0419 371 779 or [d.triffitt@neilbuckbymotors.com.au](mailto:d.triffitt@neilbuckbymotors.com.au)

## SUBARU ROADSIDE ASSIST

- All new Subaru vehicles come with 12 months roadside assist. Call 131 111.

## NEW SUBARU HEALTH CHECK & CHAT

- The 1-Month Health Check & Chat is a free consultation that will occur within the first month after delivery of your new Subaru. It allows your salesperson and our factory-trained technicians to provide quick vehicle checks as well as answer any of your questions. The 1-Month Health Check & Chat will take approximately 30 minutes. Please contact the service department to arrange an appointment.

## PAYMENT DETAILS

- EFTPOS Master, Visa cards
- EFT Electronic Funds Transfer on request

## SURVEY FROM SUBARU

- Neil Buckby Motors strive for complete customer satisfaction, you will be surveyed by Subaru, if you can't score us 10/10 please let us know on delivery, so we can address your concern.

# WHAT DETAILS TO TAKE AFTER AN ACCIDENT

The other driver or drivers involved in the accident

Name:

.....

Address:

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.....

..... Postcode: .....

Home phone:..... Work phone:.....

Driver's Licence No.: .....

Vehicle make & model: .....

Registration number:.....

Insurance Company: .....

## ACCIDENT DETAILS

Date of Accident: .....

Time of Accident:.....

Other details: .....

.....

**DIAGRAM OF ACCIDENT** (remember to take photos on your phone)

SUBARU SHOWROOM  
PARTS, SERVICE & FINANCE



37 - 41 St. John Street, Launceston.


Phone 6334 8444

Fax 6334 8440

admin@neilbuckbymotors.com.au

PO Box 1881, Launceston 7250

LMCT 3117

 NeilBuckbyMotors