

Vehicle Warranties

Terms, conditions & exclusions.

Australian Consumer Law

Consumers will have rights and remedies in addition to the warranties provided in this document. These warranties should not be read as excluding, restricting or modifying the rights and remedies of consumers under statute, such as the Competition and Consumer Act 2010.

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.

Warranties Against Defects

Hyundai motor vehicles are manufactured using high quality materials and progressive engineering technology in conjunction with advanced quality control techniques.

Hyundai provides certain warranties against defects arising in materials or manufacture for all Hyundai passenger vehicles other than vehicles used at any time during the warranty period for “commercial application,” on the terms, conditions and exclusions described in this policy.

The warranties detailed in this policy apply only to Hyundai passenger vehicles and vans imported and distributed in Australia by Hyundai Motor Company Australia Pty Ltd (**Hyundai**). Hyundai trucks are excluded and are subject to different warranty policies, terms and conditions.

Standard New Car Warranty

5 Year Unlimited Kilometre Warranty

For the period of sixty (60) months following the date of first registration, Hyundai warrants under the Standard New Car Warranty that passenger vehicles originally manufactured will be free from defects arising in workmanship or materials of the mechanical and electrical components of the vehicle, within Australia and subject to the terms, conditions and exclusions outlined in this policy (including under the “Warranty exclusions”), and other than vehicles used at any time during the warranty period for “commercial application”[^].

[^] “Commercial application” includes use as a taxi, hire, ride-share, rental, courier, delivery, security, driving school, tour bus operator or emergency vehicle, or any other use in the course of trade for the purpose of carrying passengers or goods. Passenger vehicles that are or have been used for a commercial application have a 5 year / 130,000km warranty (whichever occurs first). A People Mover Van that is used or has been used for a commercial application has a 5 year / 160,000km warranty (whichever occurs first). A Commercial Van has a 5 year 160,000km warranty (whichever occurs first) regardless of its usage.

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Extended New Car Warranty

Up to 7 Years Unlimited kilometre warranty

Applies only to new Hyundai passenger vehicles first registered from 1 June 2025, and when all scheduled services are completed at an authorised Hyundai dealer.

In addition to the 5 Year Standard New Car Warranty, Hyundai provides an extended warranty for up to a further 2 years, when all servicing is with Hyundai.

For the period of up to eighty four (84) months following the date of first registration, Hyundai warrants under the Extended New Car Warranty that eligible passenger vehicles originally manufactured will be free from defects arising in workmanship or materials of the mechanical and electrical components of the vehicle, within Australia and subject to the terms, conditions and exclusions outlined in this policy (including under the “Warranty exclusions”), and other than vehicles used at any time during the warranty period for “commercial application”[^].

To be and remain an ‘**eligible vehicle**’ for the Extended New Car Warranty, **BOTH** of the below conditions must be complied with for the duration of the Extended New Car Warranty:

- The vehicle must have had ALL scheduled services performed within the authorised Hyundai dealer network (excludes the 1,500 km complimentary service); AND
- The vehicle must be serviced in accordance with the manufacturer’s recommended service schedule (please visit our website at Hyundai.com.au for more details) at the specified servicing intervals for the duration of the Extended New Car Warranty.

If EITHER of the above conditions are NOT complied with, the vehicle will no longer be eligible for the Extended New Car Warranty, from the date the conditions are not complied with.

For example, if you service your vehicle within the authorised Hyundai dealer network in accordance with the manufacturer’s recommended service schedule for the first 3 scheduled services, but the 4th scheduled service is not performed by the required time or distance (whichever occurs first), or is performed outside the authorised Hyundai dealer network, the vehicle will no longer be eligible for the Extended New Car Warranty from the date that the 4th scheduled service should have been performed within the authorised Hyundai dealer network.

Each scheduled service must be performed within +/- 2,000 km or +/- 2 months of the scheduled distance or time (whichever occurs first). The Extended New Car Warranty is separate and additional to the Standard New Car Warranty, however a claim for the same alleged defect under either warranty can only be made once. The ineligibility for the Extended New Car Warranty will not affect the operation of the Standard New Car Warranty, provided the conditions for the Standard New Car Warranty remain met.

[^]”Commercial application” includes use as a taxi, hire, ride-share, rental, courier, delivery, security, driving school, tour bus operator or emergency vehicle, or any other use in the course of trade for the purpose of carrying passengers or goods. Passenger vehicles that are or have been used for a commercial application have a 5 year | 130,000km warranty (whichever occurs first). A People Mover Van that is used or has been used for a commercial application has a 5 year | 160,000km warranty (whichever occurs first). A Commercial Van has a 5 year 160,000km warranty (whichever occurs first) regardless of its usage.

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Standard New Car Warranty & Extended New Car Warranty scope

To the extent allowable by law, subject to various period limitations any component forming part of the original vehicle specification manufactured or supplied by Hyundai (except tyres and non-genuine accessories) which is found to be defective as a result of poor workmanship or materials during normal usage of the vehicle will, at the discretion of Hyundai, be repaired or replaced, at no cost to the vehicle owner when repaired by an authorised Hyundai dealer.

Tyres are not covered by Hyundai new vehicle warranties but are covered by the express warranties of their respective manufacturers or suppliers. Non genuine parts and accessories are not covered by Hyundai new vehicle warranties but are covered by the express warranties of their respective manufacturers or suppliers.

Owner responsibility

To ensure the validity of these warranties, the owner must:

- i. Ensure that all services are carried out as per the scheduled maintenance and service recommendations, and the service history stamped by your authorised Hyundai dealer or a suitably qualified motor vehicle repairer#.
- ii. In the case of the Extended New Car Warranty, ensure the 'eligible vehicle' has all scheduled services performed within the authorised Hyundai dealer network (from the first service onwards).
- iii. In the case of the Extended New Car Warranty, ensure the 'eligible vehicle' is serviced in accordance with the manufacturer's recommended service schedule at the specified servicing intervals for the duration of the Extended New Car Warranty.
- iv. Present the Hyundai vehicle to an authorised Hyundai dealer as soon as practical following identifying or suspecting a manufacturing defect, to diagnose and, if confirmed, rectify such fault or defect.
- v. Keep detailed service & repair invoices for Hyundai to review whenever requested.
- vi. Present the vehicle Service Passport to the authorised Hyundai dealer whenever requesting warranty repair or service.
- vii. Deliver the vehicle to an authorised Hyundai dealer for all warranty repairs or service in a reasonable time once an issue has been identified.

Invoices from any independent repairers should detail the vehicle being serviced, the maintenance service being performed, the parts & part number of all components replaced, and the specification of any fluids used in stated maintenance. Any lack of detail in independent repairer invoices may affect Hyundai's ability to verify that the vehicle has been serviced in accordance with the manufacturer's recommendations.

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Vehicle recovery

If a component warranted by Hyundai fails as a result of poor workmanship or materials, rendering the vehicle immobile or undriveable, the cost of recovery to the nearest authorised Hyundai dealer is generally covered under warranty. Vehicle recovery can be arranged by contacting your nearest Hyundai dealer, or Hyundai Premium Roadside Support if you are covered under the Hyundai Premium Roadside Support Plan (please refer to the Hyundai Premium Roadside Support Plan book for details).

Paint, Battery and AVN warranties

Anti-perforation / corrosion.

- Standard New Vehicle Warranty = 5 years / Unlimited km
- Extended New Vehicle Warranty = up to 7 years / Unlimited km[‡]

Perforation is identified as corrosion through the body panel (from inside to outside) of the original Hyundai body sheet metal due to defects in material or factory workmanship.

This excludes surface corrosion that may result from insufficient or improper maintenance or care, or the result of impact by foreign objects.

Exterior paint durability and finish.

- Standard New Vehicle Warranty = 5 years / Unlimited km
- Extended New Vehicle Warranty = up to 7 years / Unlimited km[‡]

Excludes defects defined as scaling, blistering, scab, and fading that may result from insufficient or improper maintenance or care.

Exterior paint application defects.

- 12 months / Unlimited km.

Paint application defects are considered to be overspray, low gloss, mismatch, mottling, cloudy, runs, fish eye, pin holes, slow drying, thin paint, waving, tape mark, touch mark, polishing/sanding mark, touch up, dust or dirt in the paint.

Warranty does not apply for paint defects arising from stone or similar chipping, tree sap, hail damage, windstorm damage, chemical/ industrial fallout, salt spray, bird/animal droppings, or any other environmental condition.

Audio / Audio Video Navigation (AVN) Head Unit.

- Standard New Car Warranty = 5 years / Unlimited km
- Extended New Car Warranty = up to 7 years / Unlimited km[‡]

Vehicle battery.

- 6 months from date of first registration on Keyless Entry Remote Battery.
- 24 months from date of first registration / 40,000 km (whichever occurs first)

12v Auxiliary battery.

- 24 months from date of first registration / 40,000 km (whichever occurs first).

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High-Voltage (HV) battery.

- 8yrs from date of first registration / 160,000 kms (whichever occurs first)

Hyundai will repair or replace the HV Battery if the State of Health (SOH) falls below 70% of the original EV Battery capacity. Regular SOH checks in the maintenance program must be performed and the operation, charging and maintenance must comply with Hyundai's EV Operating Instructions contained within the vehicle Owner's Manual.

NB: Natural degradation of the battery does not indicate a failure of the HV battery.

The HV battery warranty replacement may not restore the battery to "as new" condition, however when replacing a HV battery, we will ensure that the SOH of the replacement HV battery is at least equal to that of the original HV battery before the failure occurred while taking into consideration other factors, including how long the vehicle has been in service (age and mileage).

Hyundai Motor Company Australia and authorised Hyundai dealers will determine whether to repair, replace or provide reconditioned or re-manufactured parts.

^{*} When serviced with Hyundai. Applies to eligible vehicles only – see Terms & conditions above.

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Limitation of liability.

To the extent permitted by law, the vehicle owner bears the expense of claiming the warranty and Hyundai will not be liable under these warranty policies for any consequential loss, indirect loss, economic loss, loss of revenue or special loss which are not reasonably foreseeable that may arise from any defect of a vehicle or component part.

Warranty exclusions

These warranties do not apply to the following:

1. Defects judged by Hyundai or its representative as being attributable to the failure to adhere to the requirement regarding the frequency of periodic maintenance service as outlined in the Owner's Manual, or the Service Warranty Passport, or failure to have such periodic maintenance performed by a suitably qualified motor vehicle repairer.
2. Defects which are caused by or attributed to negligent or careless driving, accident, or improper use of the vehicle. EG: Engaging AWD / 4WD on sealed roads.
3. Defects which are caused by or attributable to the use of non-genuine Hyundai parts or accessories or the use of lubricants, fluids or fuels which are not approved for use in the vehicle by Hyundai.
4. Defects which are caused by or attributable to modifications not carried out by or at the direction or approval of Hyundai.
5. Deterioration, staining or corrosion of plated parts, paint coatings, rubber or plastic components or soft trim which occur due to normal exposure, general wear and tear and usage.
6. Defects caused from improper workmanship or not carrying out maintenance or repairs in the correct manner recommended by the manufacturer.
7. The replacement of consumable components normally replaced or repaired in the process of routine maintenance servicing, which include but are not limited to: lubricants, fluids, coolant inhibitor/ anti-freeze, refrigerant, filters and filter elements, fuel injectors, drive belts, spark plugs, gaskets and oil seals, shim/packing, batteries, clutch and brake friction linings, brake disc rotors - including machining, exhaust systems, light bulbs, fuses, wiper blades and arms, all hoses and attaching devices.
8. The breakage or scratching of glass occurring after delivery of the vehicle to the owner.
9. Defects arising from the fitting of any part other than in accordance with the manufacturer's recommendation or specification by other than an authorised Hyundai dealer.
10. Defects arising from the testing, maintenance or repair of parts (other than by an authorised Hyundai dealer).
11. Defects arising where the vehicle has been used for racing, rallying, competition or speed/endurance trials of any kind.
12. Defects resulting from improper repair or maintenance.
13. Defects resulting from incorrect decommissioning of the high- voltage battery system.
14. Defects resulting from incorrect battery charging. This applies to both 12v and high voltage batteries in EV, HEV & PHEV models.
15. Defects arising from the use of incorrect fuels or lubricants.

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16. Alleged defects which are considered by Hyundai or their representative as not to be the result of manufacturing or workmanship defects and/or are recognised as not affecting the quality or function of the vehicle and/or alleged defects which occur under unusual operating conditions and/or normal wear and tear of the components of the vehicle. Such alleged defects include but are not limited to:
- a. Noises or vibrations of low amplitude or frequency which are considered to be representative of the characteristics of the vehicle.
 - b. Slight oozing of oil or fluids from seals and / or gaskets which cause no material decrease in the level of such fluids.
 - c. Panel gaps which are considered by Hyundai to be representative of manufacturers design intent.
 - d. Appearance defects which are not apparent unless magnified by special means or, which are considered by Hyundai to be of a minor cosmetic nature and having no effect upon the general appearance or quality of the vehicle or, which are representative of the standard of finish accepted by the manufacturer.
 - e. Corrosion, peeling paintwork or other damage including paint coat damage resulting from accident, misuse, stone chipping, gravel or other form of impact, discoloration, fading or deterioration resulting from exposure to or contact with tree sap, bird droppings, insects, tar, industrial fallout/pollution, contamination by lubricants or other fluids or extraneous cause or defects resulting from poor repair to, or failure to have repaired, body damage caused by the above or by any other cause.
 - f. Exhaust system corrosion (excluding inlet & exhaust manifolds).
 - g. Corrosion due to incorrect maintenance of the cooling system, clutch or brake hydraulic system.
 - h. Wheel rims as a result of impact damage.

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Vehicle usage history.

The entitlement to the Standard New Car Warranty and Extended New Car Warranty offered by Hyundai depends on vehicle usage history. It is the owner's responsibility to obtain and provide Hyundai with information and records such as details on how any previous owner/s used the vehicle, details on how the vehicle is currently used, the vehicle's service history and other vehicle records. This information or those records may be required by Hyundai to validate warranty status when requesting warranty service or repairs.

It is the responsibility of the owner to bring to the attention of the authorised Hyundai dealer any matters which give cause for complaint except for repair or service work carried out by other than a Hyundai dealer and to give the Hyundai dealer the opportunity to rectify such matters.

In the unlikely event of a situation arising which the vehicle owner believes has not been attended to in a professional manner, the following suggestions are made to assist with resolving the matter.

1. We recommend that matters directly involving your preferred Hyundai dealer to be raised with the Hyundai dealer Service Manager.
2. If satisfaction cannot be obtained from the Hyundai dealer Service Manager, contact with the Hyundai Dealer Principal should be established, in writing if necessary.
3. In the unlikely event that a satisfactory response is not obtained from the Hyundai dealer Principal, refer to our Customer Charter & Complaints handling process, available at <https://www.hyundai.com/au/en/customer-care/customer-charter>, or contact:

Hyundai Motor Company Australia
Customer Care Centre
Locked Bag 2018
North Ryde BC NSW 1670
<https://www.hyundai.com/au/en/customer-care/contact-us>
Email: customercare@hyundai.com.au
Phone: 1800 186 306

Hyundai may amend these terms and conditions from time to time without notice. Amended terms and conditions will be published at www.hyundai.com.au and will take effect immediately on their publication, unless otherwise stated.

Current as of September 2025.