

Certified Pre-Owned Vehicle Warranty

Terms, conditions & exclusions.

Purpose of this document

This Hyundai Promise Certified Pre-Owned Vehicle Warranty policy has been prepared to assist you in understanding the Hyundai Promise Certified Pre-Owned Vehicle Warranty. Please read this policy carefully to gain an understanding of what is covered and not covered, and ensure that it is read in conjunction with the Standard New Car Warranty policy which can be accessed here: <https://www.hyundai.com/au/en/owning/myhyundaicare/warranty>. Please keep this policy in a safe place for future reference.

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.

Overview & Scope of the Hyundai Promise Certified Pre-Owned Vehicle

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

The Hyundai Promise Certified Pre-Owned Vehicles Warranty only applies to Eligible Vehicles (as defined in this policy) that have been certified as a “Hyundai Promise Certified Pre-Owned Vehicle” by Hyundai Motor Company Australia Pty Ltd (**Hyundai**) and does not apply to Excluded Vehicles (as defined in this policy).

When you purchase a Hyundai Promise Certified Pre-Owned Vehicle, Hyundai extends the period of cover of your Hyundai Promise Certified Pre-Owned Vehicle’s existing Hyundai Standard New Car Warranty, which is 5 years / unlimited kilometres (whichever occurs first) (**Original Warranty**), by 1 year (**Hyundai Promise Certified Pre-Owned Vehicle Warranty**), subject to the terms, conditions and exclusions described in this policy and the Original Warranty policy.

The Hyundai Promise Certified Pre-Owned Vehicle Warranty starts immediately on expiry of your vehicle’s Original Warranty and ends 1 year later.

Eligibility

To be an ‘**eligible vehicle**’ for the Hyundai Promise Certified Pre-Owned Vehicle Warranty, **ALL** of the below conditions must be complied with:

- the vehicle must be purchased as a Hyundai Certified Pre-Owned vehicle from 1 December 2022; AND

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- the vehicle must not be an Excluded Vehicle; AND
- the scheduled maintenance service due in the 5th year of the Original Warranty period must be completed at an authorised Hyundai dealer,

(“Eligible Vehicles”).

If ANY of the above conditions are NOT complied with, the vehicle will not be eligible for the Hyundai Promise Certified Pre-Owned Vehicle Warranty.

The following vehicles are **excluded** from the Hyundai Promise Certified Pre-Owned Vehicle Warranty :

- vehicles used at any time during the period of the Original Warranty for “commercial application”#;
- the Hyundai iLoad and Staria Load;
- Genesis vehicles;

(“Excluded Vehicles”).

“Commercial application” includes as a taxi, hire, ride-share, rental, courier, delivery, security, driving school, tour bus operator or emergency services vehicle, or any other use in the course of trade for the purpose of carrying passengers or goods.

Warranty Exclusions

The Hyundai Promise Certified Pre-Owned Vehicle Warranty does not extend the period of cover provided under the Original Warranty in relation to:

- anti-perforation / corrosion;
- exterior paint durability and finish;
- exterior paint application defects;
- audio /satellite navigation head unit; and
- vehicle battery.

All terms, conditions and exclusions under the Original Warranty apply to the Hyundai Promise Certified Pre-Owned Vehicle Extended Warranty.

Vehicle Usage History.

The entitlement to the Original Warranty and the Hyundai Promise Certified Pre-Owned Vehicle 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.

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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 October 2025.