

**Service warranty  
passport.**

**IONIQ**

# Hyundai new vehicle warranty policy and period.

## Unlimited kilometre warranty.

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

Hyundai provides a 5 year unlimited kilometre warranty\* against defects arising in materials or manufacture for all passenger vehicles other than vehicles used at any time during the warranty period for commercial application†.

Consumers will have rights and remedies in addition to the warranty provided in this booklet. This warranty 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.

For the period of sixty months, following the date of first registration or delivery of the vehicle to the original retail owner (whichever comes first), Hyundai warrants that the vehicle originally manufactured shall be free from defects arising in workmanship or materials of the mechanical and electrical components of the vehicle subject to the conditions outlined under “Warranty exclusions”.

The warranty periods indicate that a vehicle warranty is valid until expiry of the stated period commencing from the date the vehicle was first registered (or delivery to the original retail owner), or the date upon which the vehicle travels the stated kilometres (whichever occurs first).



## Warranty period.

Model	Warranty							Audio / AVN
	Usage type		Corrosion	Paint		Battery		
	Private / Business	Commercial		Application	Durability	12v Auxiliary	(HV) High-Voltage	
IONIQ - All	5 Years / Unlimited km*	5 Years / 130,000 km <sup>†</sup>	5 Years / Unlimited km	12 Months / Unlimited km	3 Years / Unlimited km	24 Months / 40,000 km <sup>‡</sup>	8 Years / 160,000 km <sup>††</sup>	As per vehicle usage type <sup>†</sup>

\* **5 Year Warranty:** If the vehicle has been used for private and domestic purposes and is not and has not been previously used for a commercial application, including but not limited to taxi, hire, rental, courier, security, driving school, tour, bus operator or emergency vehicle. Vehicles used at any time for “commercial application”, as defined in the vehicle warranty policy, are excluded. Passenger vehicles that are or have been used for a commercial application are provided with a 5 year/130,000km warranty (whichever occurs first). A People Mover Van that is used or has been used for a commercial application is provided with a 5 year/160,000km warranty (whichever occurs first). A Commercial Van is provided with a 5 year/160,000km warranty (whichever occurs first) regardless of its usage. Commercial application does not include Hyundai Genesis vehicles used for hire/limousine purposes. Terms and conditions apply, visit [hyundai.com/au/en/owning/icare/warranty](http://hyundai.com/au/en/owning/icare/warranty) for more information.

† Commercial application means that the vehicle has at any time been used or is currently used for a commercial purpose, and such uses include without limitation; taxi or hire vehicle, rental vehicle, courier vehicle, driving school vehicle, security vehicle, tour or bus operator and emergency services vehicle.

‡ Whichever occurs first.

†† **8 Year Warranty:** Battery warranty covers the High Voltage battery only. All new Hyundai Blue-drive vehicles are backed by a 8-year or 160,000km battery warranty. Terms and conditions apply, visit [hyundai.com/au/en/owning/icare/warranty](http://hyundai.com/au/en/owning/icare/warranty) for more information and to view the full terms and conditions. If your battery requires warranty repair, we will repair or replace it with a new, reconditioned or re-manufactured part (at Hyundai’s discretion). When replacing a battery, Hyundai will ensure the energy capacity of the replacement battery is at least equal to that of the original battery before the failure occurred, taking into account other relevant factors including the age, condition and kilometres of the vehicle.

††† Vehicles used in commercial application will maintain a limited audio / AVN warranty as per vehicle usage type and warranty period.

## Hyundai new vehicle warranty policy and period.

### New vehicle 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's new vehicle warranty but are covered by the express warranties of their respective manufacturers or suppliers.
- Non-genuine parts and accessories are not covered by Hyundai's new vehicle warranty but are covered by the express warranties of their respective manufacturers or suppliers.

### Owner responsibility.

To ensure the validity of this warranty, the owner must:

- Ensure that all services are carried out as per the scheduled maintenance and service recommendations, and the service history coupons stamped by your authorised Hyundai Dealer or a suitably qualified motor vehicle repairer<sup>#</sup>.
- Keep detailed service invoices for review whenever requested.
- Present the vehicle Service Passport to the authorised Hyundai Dealer whenever requesting warranty service.
- Deliver the vehicle to an authorised Hyundai Dealer for all warranty repairs.

### Vehicle recovery.

If a component warranted by Hyundai fails as a result of poor workmanship or materials, rendering the vehicle immobile or undrivable, 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 (visit [hyundai.com/au/en/owning/icare/roadside-support](http://hyundai.com/au/en/owning/icare/roadside-support) for more information and terms and conditions).

## Limited warranties.

### Anti-perforation / corrosion. 60 months / 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. 36 months / 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 will be 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. 60 months / Unlimited km<sup>†</sup>.

Covering defects in material and workmanship.

### Vehicle battery.

Covering defects in material and workmanship for the original vehicle battery.

### 12v Auxiliary battery. 24 months/ 40,000 km<sup>†</sup>.

### High-Voltage (HV) battery. 96 months/ 160,000 km<sup>†</sup>.

### Keyless entry remote battery. 6 months.

### Limitation of liability.

Subject to that allowable by law, the customer will bear the expense of claiming the warranty.

Hyundai shall not be liable 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.

<sup>#</sup> Invoices from an independent repairer 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.

<sup>†</sup> Vehicles used in commercial application will maintain a limited audio / AVN warranty as per vehicle usage type and warranty period as follows: IONIQ vehicles - 5 Years/ 130,000 km.

<sup>†</sup> Whichever occurs first.

<sup>†</sup> 8 Year Warranty: Battery warranty covers the High Voltage battery only. All new Hyundai Blue-drive vehicles are backed by a 8-year or 160,000km battery warranty. Terms and conditions apply, visit [hyundai.com/au/en/owning/icare/warranty](http://hyundai.com/au/en/owning/icare/warranty) for more information and to view the full terms and conditions. If your battery requires warranty repair, we will repair or replace it with a new, reconditioned or re-manufactured part (at Hyundai's discretion). When replacing a battery, Hyundai will ensure the energy capacity of the replacement battery is at least equal to that of the original battery before the failure occurred, taking into account other relevant factors including the age, condition and kilometres of the vehicle.

## Warranty exclusions.

### The warranty shall 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 this 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.
3. Defects which are caused by or attributable to the use of non-genuine Hyundai parts or accessories or the use of lubricants or fluids 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 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, drive belts, gaskets and oil seals, batteries, clutch and brake friction linings, brake disc rotors - including machining, 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 or the use of charging equipment which is not approved by Hyundai [and/or not suitable] for use in the vehicle.
15. Alleged defects which are considered by Hyundai or their representative 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 manufacturer's 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 affect upon the general appearance or quality of the vehicle or, which are representative of the standard of finish accepted by the manufacturer.
  - e. Corrosion 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. Corrosion due to incorrect maintenance of the cooling system, or brake hydraulic system.
  - g. Wheel rims as a result of impact damage.
  - h. Drive motors and satellite navigation systems which have a limited service life expectancy.

## Maintenance and service requirements.

To ensure the continued reliability and safety of the vehicle, certain routine maintenance service operations are required at specific kilometre or time intervals as follows:

### Electric.

- Routine Scheduled Service
  - Every 30,000km or 24 months, (whichever occurs first).
- Intermediate Service (optional unless driven under severe usage conditions).
  - Every 15,000km or 12 months, (whichever occurs first).

It is the responsibility of the vehicle owner to ensure the maintenance schedules shown in the Owner's Manual are adhered to. Lubrication and fluid specification guides can be found in the Owner's Manual.

The new vehicle warranty may not apply to an alleged defect if the defect is caused or contributed to by a failure to comply with the vehicle's scheduled maintenance requirements.

The routine scheduled maintenance may be carried out by any suitably qualified High Voltage battery motor vehicle repairer, and not just Hyundai Dealers. However, for the warranty to remain valid a motor vehicle repairer must comply with the requirements of the warranty and issue detailed auditable invoice documentation to substantiate that the scheduled service maintenance was carried out as per manufacturer's recommendation.

All warranty claims must be made through an authorised Hyundai Dealer and all warranty work must be carried out by an authorised Hyundai Dealer.

Please check our website at [hyundai.com/au/en/find-a-dealer](http://hyundai.com/au/en/find-a-dealer) to locate your nearest authorised Hyundai Dealer.

In addition, defects which are caused by incorrect lubricants, or attributed to the use of non-genuine parts or accessories may affect the warranty cover.

### Tyre and wheel replacement.

Your vehicle is equipped with tyres and wheels designed to provide for optimal ride and handling capabilities.

When replacing the tyres and wheels, be sure to equip all four with the tyre and wheel of the same size, type, tread, brand and load-carrying capacity. Do not use a size and type of tyre and wheel that is different from the one originally installed on your vehicle.

Using tyres and wheels of a different size can cause irregular operation of the ABS (Anti-lock Brake System), ESP (Electronic Stability Program) and overheating of the AWD (All Wheel Drive) mechanism resulting in premature failure of the drivetrain components.

It is therefore best to replace all four tyres at the same time however, if that is not possible or necessary, then replace the two front or the two rear tyres as a matching pair without disregarding the above recommendations.

### Intermediate service.

#### - Optional unless vehicle driven under severe usage conditions.

Not all Hyundai vehicles are operated in the same way. Some driving conditions place more stress and strain on your vehicle than other conditions.

Certain maintenance procedures must be performed more frequently on vehicles normally used under high usage or demanding driving conditions. This will ensure your Hyundai vehicle maintains peak operating performance.

Your authorised Hyundai Dealer can advise you on the benefits of an intermediate service for your vehicle's operating conditions. You are responsible for properly maintaining your Hyundai vehicle in accordance with the vehicle maintenance requirements described in your Owner's Manual.

### Note.

The inspection and testing of the High Voltage system, certain electronic fuel injection/engine management and transmission control systems requires specialised electronic equipment specifically designed for Hyundai vehicles. The use of general purpose electrical test equipment may result in damage to the electronic control unit microprocessors.

## Maintenance and service requirements.

The following conditions should be construed as severe usage conditions:

- Repeated driving short distances of less than 8 km in normal temperatures or less than 16 km in freezing temperatures.
- Driving on rough, dusty, muddy, unpaved, gravel or salt spread roads.
- Driving in areas using salt or other corrosive materials or in very cold weather.
- Driving in heavy dust conditions.
- Driving in heavy traffic area with the ambient temperature higher than 32 °C (90 °F) whilst consuming more than 50% of electric energy.
- Towing a trailer.
- Driving as a patrol car, taxi, courier or other commercial use.
- Frequently driving under high speed or rapid acceleration/ deceleration.
- Frequently driving in stop-and-go conditions.

If your vehicle is operated under the above conditions, you should inspect, replace or refill more frequently than the normal maintenance schedule as indicated in the Owner's Manual.

## General checks.

Further to routine scheduled maintenance, you should carry out regular checks of your vehicle's coolant (together with other fluids listed in your Owner's Manual). This is preventative maintenance, and allows you to get to know your Hyundai vehicle.

When you stop to recharge	Monthly	Twice a year: (Spring and Autumn)	Once a year
<ul style="list-style-type: none"><li>• Check the coolant level in the engine coolant reservoir.</li><li>• Check the windscreen washer fluid.</li><li>• Check for low or under-inflated tyres.</li></ul>	<ul style="list-style-type: none"><li>• Check coolant level in the coolant reservoir.</li><li>• Check the operation of all exterior lights, including the driving lights, turn signals and hazard warning flashers.</li><li>• Check the inflation pressures of all tyres including the spare.</li><li>• Check the condition of the tyres for tread wear, uneven wear or damage.</li><li>• Check for loose wheel nuts.</li></ul>	<ul style="list-style-type: none"><li>• Check the radiator, heater and air conditioning hoses for leaks or damage.</li><li>• Check windscreen washer spray and wiper operation, clean wiper blades with a clean cloth dampened with soapy water.</li><li>• Check headlamps operation and alignment.</li><li>• Check the seat belts for wear and operation.</li></ul>	<ul style="list-style-type: none"><li>• Clean body and door drain holes.</li><li>• Lubricate door hinges and bonnet hinges.</li><li>• Lubricate door and bonnet locks and latches.</li><li>• Lubricate door rubber weather strips.</li><li>• Check the air conditioning system operation.</li><li>• Clean the battery and terminals.</li><li>• Check the brake fluid level.</li></ul>



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