

## 2 Year / 20,000 km (petrol turbo) or 30,000 km (petrol non turbo or diesel)

### Free Scheduled Servicing Plan

#### Terms and Conditions

##### 1. General

These terms and conditions (which incorporate the Frequently Asked Questions) are for the 2 Year / 20,000 km (petrol turbo) or 30,000 km (petrol non turbo or diesel) Free Scheduled Servicing Plan for Eligible Vehicles. Hyundai may amend these terms and conditions from time to time without notice.

##### 2. Definitions

###### In these Terms and Conditions:

**Eligible Vehicle** means a new or onsold demonstrator Venue, Kona, Tucson, Santa Fe and Palisade Hyundai vehicles excluding NX4 Tucson and Kona electric vehicles, financed by Hyundai between 1st September 2021 and 30th September 2021 and settled by 31st October 2021. Hyundai Finance is a registered trademark of Hyundai Motor Company and is operated under licence offered by St. George Bank - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian Credit Licence 233714

**Hyundai** means Hyundai Motor Company Australia Pty Ltd ACN 008 995 588.

**Owner's Manual** means the official Hyundai vehicle owner's manual and accompanying service and warranty passport booklet or logbook supplied with the Hyundai Eligible Vehicle at the time of new purchase.

**Participating Hyundai Dealer** means a dealer Hyundai appointed or approved to sell new and/or demonstrator Hyundai vehicles and/or to perform warranty repairs and/or servicing of Hyundai vehicles, and who chooses to participate in the 2 Year / 20,000 km (petrol turbo) or 30,000 km (petrol non turbo or diesel) Free Scheduled Servicing Plan for Eligible Vehicles.

**Plan** means the Hyundai the 2 Year / 20,000 km (petrol turbo) or 30,000 km (petrol non turbo or diesel) Free Scheduled Servicing Plan for Eligible Vehicles contemplated in these terms & conditions.

**Scheduled Maintenance Service** means the standard scheduled maintenance vehicle services recommended by the manufacturer or specified in the Owner's Manual performed periodically by either time or KMs travelled. For further details refer to Question 1 in the FAQ's below.

##### 3. Hyundai 2 Year / 20,000 (petrol turbo) or 30,000 km (petrol non turbo or diesel) Free Scheduled Servicing Plan for Eligible Vehicles

###### Under the Plan:

Eligible Vehicles are entitled to receive Scheduled Maintenance Services at Participating Hyundai Dealers free of charge. This entitlement to receive free Scheduled Maintenance Services ceases when the Eligible Vehicle reaches 24 months from the date of first registration or 20,000 km (petrol turbo) or 30,000 km (non turbo or diesel), whichever occurs first.

##### 4. Frequently Asked Questions

###### Q1: What is a "Scheduled Maintenance Service"?

A: Scheduled Maintenance Services are the standard scheduled maintenance vehicle services recommended by the manufacturer or specified in the Owner's Manual of each Hyundai vehicle. Standard scheduled maintenance services are of limited scope. See FAQ's 2 and 3 below for details of what is and is not covered.

###### Q2: What is covered under the Plan?

A: The standard items in the applicable Scheduled Maintenance Service will be provided free of charge. The standard items in each Scheduled Maintenance Service are:

- (a) labour;
- (b) parts;
- (c) lubricants; and
- (d) sundries such as oil and waste recycling and/or removal, workshop supplies etc.

###### Q3: What is not covered under the Plan?

A: Additional service / repair items which are not itemised within the relevant "maintenance schedule" specified for the relevant service interval are not provided free of charge or in Scheduled Maintenance Services. These include:

- (a) any item identified as requiring additional maintenance due to particular, demanding or severe driving conditions (as described in the vehicle's Owner's Manual), vehicle misuse or abuse or driver negligence;

- (b) any item requiring maintenance that has been modified from the original manufacturer;
- (c) any item requiring service or replacement as a result of wear & tear and consumable items requiring periodic maintenance or replacement such as:
  - i. tyres;
  - ii. brake pads & rotors, clutch facing material ;
  - iii. wheel alignments, rotation & balances;
  - iv. batteries; including those used in remote key components
  - v. wiper blades / rubbers;
  - vi. fuses, light bulbs and the like
- (d) any fluids not specified within the normal scheduled maintenance, use of non-recommended, inappropriate or dirty fuel, oils, fluids, lubricants, coolants, refrigerants or water;
- (e) additional maintenance due to the fitment or use of non genuine parts or non genuine accessories;
- (f) repair of accident damage to any component of the vehicle necessitating additional maintenance;
- (g) adjustments not specified within the normal scheduled maintenance;
- (h) multi (catch up) servicing.

###### Q4: What if an Eligible Vehicle requires or a Participating Hyundai Dealer wishes to recommend additional work to the vehicle, at the time of performing a free Scheduled Maintenance Service under the Plan?

A: When a Scheduled Maintenance Service is being undertaken under the Plan, Participating Hyundai Dealers must advise customers if any additional service or maintenance work is required, inform customers of any charges for that work and obtain the customer's consent before undertaking the additional repairs to the vehicle.

###### Q5: When do I return to a Participating Hyundai Dealer for a Scheduled Maintenance Service under the Plan?

A: Each Eligible Vehicle is entitled to a free Scheduled Maintenance Service within a service "window" for the relevant service interval. Eligible Vehicles presented for a free Scheduled Maintenance Service outside the window applicable for that service interval are *not* eligible for that Scheduled Maintenance Service under the Plan.

###### Windows

Scheduled Maintenance Services under the Plan can be carried out at either:

*12 months / 15,000KM intervals for non-turbo or diesel Eligible Vehicles*

(a) +/- 6 months of the scheduled date/timeframe for the service; or

(b) +/- 7,500km of the scheduled distance travelled for the service,

*12 months / 10,000 KM intervals for turbo petrol Eligible Vehicles*

(c) +/- 6 months of the scheduled date/timeframe for the service; or

(d) +/- 5,000km of the scheduled distance travelled for the service,

whichever occurs first, up to the maximum allowable under the Plan. Refer to the Owner's Manual for the intervals applicable to your vehicle.

###### Q7: Where can a Scheduled Maintenance Service under the Plan be carried out?

A: Scheduled Maintenance Services under the Plan can be carried out at any Participating Hyundai Dealer. Details of Participating Hyundai Dealers are available at [www.hyundai.com.au](http://www.hyundai.com.au).

###### Q8: What if I miss a free Scheduled Maintenance Service?

A: To take advantage of the Plan, customers are responsible for presenting their Eligible Vehicle to a Participating Hyundai Dealer to have the free Scheduled Maintenance Service performed within the applicable service windows. The Plan is not available for servicing of an Eligible Vehicle at both a vehicle's specified kilometres *and* the corresponding time interval separately.

###### Q9: Selling your Eligible Vehicle or buying a used Eligible Vehicle?

A: The entitlements under the Plan remain with the Eligible Vehicle if the original owner on-sells the Eligible Vehicle. Any subsequent owner of the Eligible Vehicle is entitled to take advantage of the Plan. Entitlements cannot be transferred to any other vehicle.