

**Service warranty  
passport.**



**iCare.**

 **HYUNDAI**

## 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.

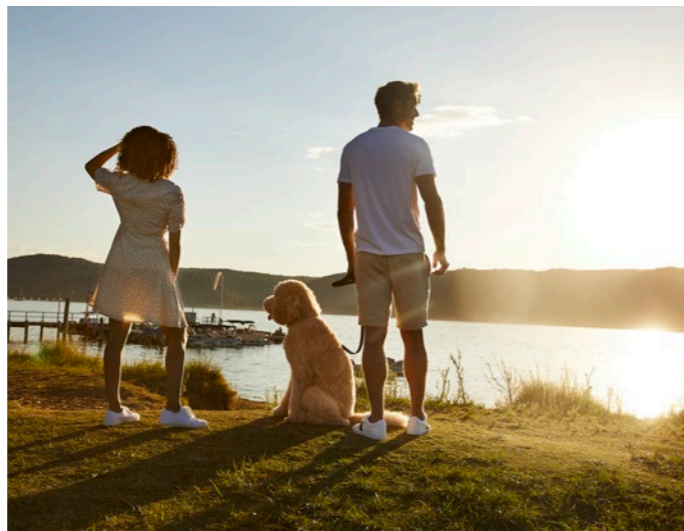
Hyundai provides a 5 year unlimited kilometre warranty against defects arising in materials or manufacture for all vehicles\* other than vehicles used at any time during the warranty period for commercial application^.

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.



\* Subject to the terms and conditions set out in this Service Warranty Passport.

^ 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. 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. All N Performance Vehicles used for a commercial application are provided with a 5 year/130,000km warranty (whichever occurs first). Commercial application does not include Hyundai Genesis vehicles used for hire/limousine purposes. Terms and conditions apply. For more information visit [hyundai.com/au/en/owning/icare/warranty](http://hyundai.com/au/en/owning/icare/warranty).

## Hyundai new vehicle warranty policy and period.

### Warranty period.

Model (MY20 onwards)	Warranty					Audio / AVN
	Usage type		Corrosion	Paint		
	Private/ Business	Commercial		Application	Durability	
Vehicle - Passenger & SUV	5 Years / Unlimited km	5 Years / 130,000km	As per vehicle usage type	12 Months / Unlimited km	3 Years / Unlimited km	As per vehicle usage type
Van - People Mover		5 Years / 160,000km				
Van - Commercial	5 Years / 160,000km					
N Performance - All	5 Years / Unlimited km	5 Years / 130,000km	5 Years / Unlimited km	12 Months / Unlimited km	3 Years / Unlimited km	As per vehicle usage type

Note  
The warranty periods noted above 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.

# 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 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 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 a suitably qualified motor vehicle repairer or your authorised Hyundai Dealer.
- 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 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 Roadside Support if you are covered under the Hyundai Roadside Support Plan (please refer to the Hyundai Roadside Support Plan for details).

# 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.

# Limited warranties.

**Anti-perforation / corrosion.**  
**60 months / Unlimited km<sup>†</sup>.**

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.

<sup>†</sup> Vehicles used in commercial application will maintain a limited warranty in line with the vehicle's warranty period.  
\*Whichever occurs first.

**Audio / Audio Video Navigation (AVN) Head Unit.**  
**60 months / Unlimited km<sup>†</sup>.**  
**(60 months / 160,000km\* for commercial van)**

Covering defects in material and workmanship.

**Vehicle battery.**  
**24 months / 40,000 km\***  
**(6 months on Keyless Entry Remote Battery).**

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

## 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.

**Note**  
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.

## 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, 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 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 or Fuel Cell system.
14. Defects resulting from incorrect battery charging.
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 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 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. 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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Hyundai Motor Company (HMC) and Hyundai Motor Company Australia Pty Ltd (HMCA) each reserve the right to alter features of the Hyundai iCare program without notice. Some benefits featured in this brochure may only be available at participating Hyundai Dealers. To the extent permitted by the law, neither HMC nor HMCA shall be liable to any person as a result of reliance on the content of this Service Warranty Passport. Please consult your participating Hyundai Dealer for the latest information, features and benefits of the Hyundai iCare program. Hyundai Roadside Support Plan is provided by HMCA through its service provider, Assist Australia Pty Ltd. Note: Information in this Service Warranty Passport is current as at 07/2021.