

# Hyundai 5 Year Warranty Terms and Conditions



For private vehicles only.

## Warranty Terms and Conditions

### Definition of Warranty

For new, conventionally fuelled, Hybrid and Plug-in Hybrid powered vehicles supplied by Hyundai Motor UK Ltd, and originally purchased by an end Customer ('Customer') from the authorised Hyundai network in Europe ('Europe'), Hyundai Motor Company warrants the vehicle from the date of first registration, against manufacturing defects, subject to the conditions of Limited Coverage, for a period of five years with unlimited mileage on passenger cars or limited to 100,000 miles for vehicles used for taxi, daily rental, hire or Light Commercial Vehicles.

### Definition of Words or Phrases

'Customer' - means an individual, company or any other entity purchasing (i) a new Hyundai vehicle from the authorised Hyundai network in Europe not for the purpose of reselling or, (ii) a Hyundai vehicle that has been originally purchased from the authorised Hyundai network in Europe by an individual, company or any other entity not for the purpose of reselling.

'Europe' - means the European Economic Area, the United Kingdom of Great Britain and Northern Ireland, and Switzerland.

## Scope of Warranty

Any component forming part of the original vehicle specification manufactured by Hyundai Motor Company or supplied by Hyundai Motor UK Ltd (except tyres and accessories), which are found to have a manufacturing defect during normal usage of the vehicle will, at the discretion of Hyundai Motor UK Ltd, be repaired or replaced, at no cost to the vehicle owner. Components replaced under the terms of the warranty shall continue to have the benefit of the unexpired portion of the warranty only.

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The five year, unlimited mileage warranty shall not apply to the following:

### General exceptions

#### Item Description

- 1) Defects judged by Hyundai as being caused by the failure to follow the frequency and requirements of routine maintenance services or the failure to have such routine maintenance services performed.
- 2) Defects, which are attributable to:
  - Careless handling.
  - Accident.
  - Damage.
  - Improper use of the vehicle.
  - Incorrectly completed repairs or routine maintenance services.
- 3) Damage occurring as a result of any act or omission which is wilfully unlawful or negligent
- 4) Defects arising from the use of:
  - Non-genuine Hyundai parts or accessories not approved by Hyundai.
  - The use of incorrect specification lubricants, fluids not approved for use in the vehicle by Hyundai Motor UK Ltd.
- 5) Any modifications or installations performed outside the scope of normal routine maintenance or running repairs without the express approval of Hyundai Motor UK Ltd.
- 6) Deterioration, staining or corrosion, which will occur due to normal exposure and usage on:
  - Plated parts.
  - Paint coatings.
  - Rubber or plastic components.
  - Soft trim.
- 7) Alleged defects, which are not as a direct result of manufacturing or material defects, or are not recognised as affecting the quality or function of the vehicle. Examples of these include, but are not limited to:
  - Noises, rattles or vibrations of low amplitude or frequency, which are considered to be representative of the characteristics of the vehicle.
  - Slight oozing /misting of oils or fluids from seals or gaskets, which causes no appreciable decrease in the level of these fluids.
  - Panel gaps, or any other defects, which are considered to be representative of the permitted manufacturing tolerances, accepted by Hyundai.
  - External appearance defects which are not apparent unless magnified by special means, which are considered 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 standards of finish expected by Hyundai.
  - Corrosion or other external damage resulting from stone chipping, gravel or any other form of impact.
  - Discolouration, fading, contamination or deterioration resulting from exposure to or contact with: road salt, tree sap, bird droppings, insects, tar, industrial pollution/fallout, lubricants or other fluids. Defects resulting from poor repair to, or failure to have repaired body damage caused by the above.
- 8) Damage which is 'secondary' and is as a direct result of any primary damage or defect upon which no action or rectification has taken place.
- 9) Failure or damage occurring during the period of the warranty, or faults developing during that period, unless rectified immediately.
- 10) The replacement of lubricants, fluids or refrigerant other than as a direct consequence of a warrantable repair.
- 11) Defects occurring as a result of 'fair wear and tear'. 'Fair wear and tear' is defined as deterioration occurring through usage and no defect of material or a manufacturing nature is evident.
- 12) The Limited Warranty parts, as detailed in the table on next page, indicates consumable/ service and wear and tear items normally replaced or repaired in the process of routine maintenance servicing or where the normal useful life of such components as judged by Hyundai has expired.
- 13) Cosmetic defects of paint and trim are warranted for the first twelve months from date of registration.  
Examples of these are:
  - Orange peel.
  - Low gloss.
  - Runs /sags etc.After this time, only defects attributable to the actual paint materials or metal panel work will be warrantable.
- 14) Increased repair costs due to a warranty defect not being rectified at first signs of issue.
- 15) Breakage or scratching of glass occurring after delivery of the vehicle to the first retail owner.
- 16) Vehicles that have been used for:
  - Racing.
  - Rallying.
  - Competition.
  - Speed/endurance trials of any kind.(i30N models will be covered for manufacturing defect if used on Track Days, this does not include competition racing events.)
- 17) Loss directly or indirectly contributed to, by or arising from:
  - Ionising radiation or contamination by radioactivity from any nuclear fuel, or from any nuclear waste arising from the combustion of nuclear fuel.
  - The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly, or nuclear component thereof.
  - Any other fallout or environmental conditions.
  - Acts of war, tension or civil unrest.
- 18) Damage to casings caused by impact, frost, and lack of anti-freeze or lubricants.
- 19) Consequential loss of any kind whatsoever arising directly or indirectly from the claim, or even from any source giving rise to a claim under warranty.
- 20) Damage to the catalytic converter (where applicable) due to use of incorrect fuel, effects of water immersion, running the engine with a misfire or shock/blows to the fragile catalytic element.

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- 21) Warranty repairs can only be carried out by a Hyundai Authorised Dealer/Repairer and any warranty based repairs carried out by non-Hyundai Authorised Dealers /Repairers will not be reimbursed.
- 22) Betterment of any kind:
  - Where a part, panel or assembly etc has been damaged not by manufacturing defect and then becomes defective, only the area that has a manufacturing defect will be repaired under the vehicle warranty.
  - Increased repair costs due to a warranty defect not being rectified at first signs of issue will not be covered.
  - If full repair is requested including the damage a contribution will be required from the vehicle owner.
- 23) Vehicles where the mileage has been altered from the mileage covered and no odometer change has taken place.
- 24) The Hyundai vehicle warranty will be invalidated on any vehicles that have been categorised as written off.
- 25) Deterioration or damage, of any kind, cause by the transportation or carrying of corrosive of acidic substances.
- 26) Damage to the 12v battery caused by insufficient regular charging (i.e. low mileage users) will not be covered. If a battery is left at low charge for long periods this will cause damage to the plates within, which is not a manufacturing defect.
- 27) Adjustments of any kind 6 months after delivery to the vehicle owner.

Where possible the high voltage battery components will be repaired and returned to the vehicle; if unreparable the EV battery will be replaced.

## Supplementary Information

To protect your warranty we recommend that you:

- Ensure that the vehicle is serviced in accordance with the manufacturer's specified service schedule ensuring genuine Hyundai supplied parts are fitted. We recommend that the servicing be carried out by a Hyundai Authorised Repairer who has all the skills, information and specialist equipment to do this.
- Avoid abusing or misusing your vehicle. Drive it appropriately; carry out all normal daily and weekly checks and top-ups of oils, fluids and coolant as stated.
- Report any faults to your nearest Hyundai Authorised Repairer as soon as they occur and have the faults rectified by the Authorised Dealer/ Repairer as soon as possible and within the warranty period.
- Use genuine Hyundai parts, oils, fluids and accessories (where applicable).
- Avoid modifications to, or poor installation of, accessories on your vehicle.

## Transfer of Warranty

This warranty can be transferred to a new owner, however it cannot be transferred to another vehicle. For assistance please contact Hyundai on **0800 981 981**. If the vehicle is originally registered for commercial use, subsequent owners of the vehicle, even if using the vehicle privately, will only benefit from the remainder of the commercial warranty. A vehicle registered for private use, when sold on for commercial use, will benefit from the remainder of the commercial warranty with its associated mileage limitation

## Change of Ownership or Address

If you transfer ownership of the vehicle or change your personal details please contact Hyundai on **0800 981 981**.

Component	Warranty coverage for vehicles pre-MY2022	Warranty coverage for vehicles MY2022 onwards	Commercial use
Air con re-gas (no defect evident)	Up to maximum 6 months / 10,000 miles	Up to maximum 6 months / 10,000 miles	Up to maximum 6 months / 10,000 miles
Adjustments	Up to maximum 6 months / 10,000 miles	Up to maximum 6 months / 10,000 miles	Up to maximum 6 months / 10,000 miles
Wiper blades	12 months / 10,000 miles	24 months / 10,000 miles	24 months / 10,000 miles
Fuses	12 months / 10,000 miles	24 months / 10,000 miles	24 months / 10,000 miles
Bulbs	12 months / 10,000 miles	24 months / 10,000 miles	24 months / 10,000 miles
Bi-Xenon bulbs	24 months / unlimited mileage	24 months / 10,000 miles	24 months / 10,000 miles
Clutch disc	24 months / 60,000 miles	24 months / 10,000 miles	24 months / 10,000 miles
Brake friction linings	24 months / 20,000 miles	24 months / 10,000 miles	24 months / 10,000 miles
V belts	24 months / unlimited mileage	24 months / 10,000 miles	24 months / 10,000 miles
Batteries	24 months / unlimited mileage	24 months / unlimited mileage	24 months / 20,000 miles
Oil filter (service item)	Up to 1st service scheduled change or 24 months whichever comes sooner	24 months / 10,000 miles	24 months / 10,000 miles
Air/ fuel filter (service item)		24 months / 10,000 miles	24 months / 10,000 miles
Spark plugs (service item)		24 months / 10,000 miles	24 months / 10,000 miles
Wheel bearings (front/rear)	60 months / 60,000 miles	60 months / 60,000 miles	60 months / 60,000 miles
Ball joints	60 months / 60,000 miles	60 months / 60,000 miles	60 months / 60,000 miles
All bushes	60 months / 60,000 miles	60 months / 60,000 miles	60 months / 60,000 miles
Track rod end	60 months / 60,000 miles	60 months / 60,000 miles	60 months / 60,000 miles
Dampers, struts (front/rear)	60 months / 60,000 miles	60 months / 60,000 miles	60 months / 60,000 miles
All rubber components	60 months / 60,000 miles	60 months / 60,000 miles	60 months / 60,000 miles
Tyres	Warranty is handled by the tyre manufacturer	Warranty is handled by the tyre manufacturer	Warranty is handled by the tyre manufacturer

## High Voltage (lithium-ion Polymer) Battery

The high voltage battery warranty covers a minimum capacity for a period of 8 years or 125,000 miles (for existing production models first produced prior to 2020) and a period of 8 years or 100,000 miles (for Kona EV 20MY and all new production models first produced after 2020) from the date of first registration, whichever is sooner; for repairs needed to return the battery capacity to at least 70% of the original capacity.