

Service warranty
passport.

IONIQ



iCare





iCare.

Affix VIN label here

RDA Categories

- ☐ P=Private
- ☐ B=Business (non-fleet)
- ☐ F=National / general fleet
- ☐ G=Government fleet
- ☐ A=Assisted fleet
- ☐ R=Rental
- ☐ D=Demonstrator

VIN:	
Vehicle / model:	DSN:
Selling dealer's name:	
Dealer code:	
Vehicle registration:	Date first registered:

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Privacy and personal information.

At Hyundai Motor Company Australia Pty Limited ABN 58 008 995 588, we recognise the importance of your privacy and appreciate that your personal information is very important to you. We are committed to complying with our obligations under the Privacy Act 1988 (Cth), and in particular the Australian Privacy Principles (APPs). Hyundai collects personal information about individuals for a range of purposes to enable us to carry out business functions. The latest version of our Privacy Policy, and our Privacy Collection Statement, is available on our website at www.hyundai.com.au.

If you have any concerns or questions about the way your personal information is managed and used by us, or are concerned that an APP or the Privacy laws have been breached, please feel free to contact our Privacy Officer.

Hyundai takes seriously its compliance with privacy obligations. We will ensure that your complaint is registered with us, and may request that you provide the complaint to us in writing. The Privacy Officer will ensure that the complaint is referred to the right people within the organisation to investigate and respond to the complaint. Any response or action will be notified to you as soon as practicable.

The contact details of the Privacy Officer are as follows:

The Privacy Officer
Hyundai Motor Company Australia Pty Ltd
Locked Bag 2018
North Ryde BC
NSW 1670

Phone: 02 8873 6000
Website: www.hyundai.com.au
Email: privacy@hyundai.com.au

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 “General Exemptions”.

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 under commercial vehicle conditions will be limited to a 60 months / 130,000 km warranty, whichever occurs first.

Hyundai new vehicle warranty policy and period.

Warranty period.

Model	Warranty							Audio / AVN
	Usage type		Corrosion	Paint		Battery		
	Private / Business	Commercial		Application	Durability	12v Auxiliary	(HV) High-Voltage	
IONIQ • Hybrid Electric • Plug-in Hybrid Electric • Electric	5 Years / Unlimited	5 Years / 130,000km	5 Years / Unlimited	12 Months / Unlimited	3 Years / 100,000km	24 Months / 40,000km	8 Years / 160,000km	5 Years / Unlimited

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 Warranty Passport to the authorised Hyundai Dealer whenever requesting warranty repairs.
- 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 un-driveable, 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 book for details).

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 / 100,000 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.

Audio / Audio Video Navigation (AVN) Head Unit. 60 months / unlimited km.

Covering defects in material and workmanship.

Vehicle batteries.

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

12v Auxiliary battery 24 months / 40,000 km*

High-Voltage (HV) battery 120 months / unlimited km.

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.

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.

* Whichever occurs first.

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.

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.

Transfer of ownership.

Warranty transfer – change of ownership details.

The new vehicle warranty may be transferred with the vehicle to a new owner.

In the event of a change of ownership or a change to owner details, updates can be made on-line via 'myHyundai' on our website www.hyundai.com.au.

Under no circumstances can this policy be transferred to another vehicle. This warranty is cancelled if the vehicle is written off or disposed of by an insurer.

Vehicle usage history.

The entitlement to the unlimited kilometre warranty* offered by Hyundai depends on vehicle usage history. It will be the purchaser's responsibility to obtain and provide Hyundai with information and records such as details on how the 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 repairs. (Refer to Owner Responsibility on Page 8).

Note

* Vehicles used or previously used in commercial application will not be eligible for unlimited kilometre warranty.

Customer support.

It is the responsibility of the owner to bring to the attention of the 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 owner believes has not been attended to in a professional manner, the following suggestions are made to assist with resolving the matter.

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, written contact should be established with:

Hyundai Motor Company Australia
Customer Care Centre
Locked Bag 2018
North Ryde BC
NSW 1670

Email: customercare@hyundai.com.au

Phone: 1800 186 306

Maintenance and service requirements.

To ensure the continued reliability and safety of the vehicle, certain Routine Maintenance Service operations are required at the specific kilometre or time intervals as follows:

Electric, Hybrid Electric & Plug-in Hybrid Electric.

- Routine Scheduled Service
 - Every 15,000km or 12 months*
- Intermediate Service (optional unless driven under severe usage conditions as referenced on page 15)
 - Every 7,500km or 6 months*

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 be invalidated if the routine maintenance schedule operations are not performed in line with the requirements outlined.

The routine scheduled maintenance may be carried out by any suitably qualified 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 www.hyundai.com.au to locate your nearest authorised Hyundai Dealer.

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

Note

The inspection and testing of certain electronic fuel injection/engine management, high voltage control systems 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.

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) and ESP (Electronic Stability Program) systems.

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.

* Whichever occurs first.

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.
- Extensive engine idling or low speed driving for long distances.
- 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.
- Driving on uphill, downhill, or mountain roads repeatedly.
- Towing a trailer.
- Driving as a patrol car, taxi, courier or other commercial use.
- Driving at high speeds over 170 km/h.
- 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 engine oil and 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 refuel or recharge	Monthly	Twice a year: (Spring and Autumn)	Once a year
• Check the engine oil level and condition (Hybrid & Plug-in Hybrid). • Check the coolant level in the engine coolant reservoir (Hybrid & Plug-in Hybrid) or the coolant reservoir (Electric). • Check the windscreen washer fluid. • Check for low or under-inflated tyres.	• Check coolant level in the engine coolant reservoir. • Check the operation of all exterior lights, including the driving lights, turn signals and hazard warning flashers. • Check the inflation pressures of all tyres including the spare. • Check the condition of the tyres for tread wear, uneven wear or damage. • Check for loose wheel nuts.	• Check the radiator, heater and air conditioning hoses for leaks or damage. • Check windscreen washer spray and wiper operation, clean wiper blades with a clean cloth dampened with soapy water. • Check headlamps operation and alignment. • Check muffler, exhaust pipes, shields and clamps. • Check the seat belts for wear and operation.	• Clean body and door drain holes. • Lubricate door hinges and bonnet hinges. • Lubricate door and bonnet locks and latches. • Lubricate door rubber weather strips. • Check the air conditioning system operation. • Clean the battery and terminals. • Check the brake fluid level.

Pre delivery inspection.

This is to certify that the specified pre delivery inspection has been completed.

Date:

Repair order no:

Hyundai Dealer's signature:

Print name:

Tick box to confirm.

☐ Checked for outstanding campaigns

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Scheduled maintenance service history.

Initial maintenance service.	Scheduled maintenance service.	Scheduled maintenance service.
1,500km / 1 Month (whichever occurs first)	15,000km/12 Months (whichever occurs first)	30,000km/24 Months (whichever occurs first)
Date:	Date:	Date:
R/O No:	R/O No:	R/O No:
km:	km:	km:
Tick box to confirm:	Tick box to confirm:	Tick box to confirm:
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The initial 1,500km service is complimentary	☐ Perform Hyundai Global Diagnostic System (GDS) check	☐ Perform Hyundai Global Diagnostic System (GDS) check
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Comments:	Comments:	Comments:

Scheduled maintenance service history.

Scheduled maintenance service.	Scheduled maintenance service.	Scheduled maintenance service.
45,000km/36 Months (whichever occurs first)	60,000km/48 Months (whichever occurs first)	75,000km/60 Months (whichever occurs first)
Date:	Date:	Date:
R/O No:	R/O No:	R/O No:
km:	km:	km:
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☐ Perform Hyundai Global Diagnostic System (GDS) check	☐ Perform Hyundai Global Diagnostic System (GDS) check	☐ Perform Hyundai Global Diagnostic System (GDS) check
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Scheduled maintenance service.	Scheduled maintenance service.	Scheduled maintenance service.
90,000km/72 Months (whichever occurs first)	105,000km/84 Months (whichever occurs first)	120,000km/96 Months (whichever occurs first)
Date:	Date:	Date:
R/O No:	R/O No:	R/O No:
km:	km:	km:
Tick box to confirm:	Tick box to confirm:	Tick box to confirm:
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☐ Perform Hyundai Global Diagnostic System (GDS) check	☐ Perform Hyundai Global Diagnostic System (GDS) check	☐ Perform Hyundai Global Diagnostic System (GDS) check
Servicing validation stamp	Servicing validation stamp	Servicing validation stamp
Comments:	Comments:	Comments:

Scheduled maintenance service history.

Scheduled maintenance service.	Scheduled maintenance service.	Scheduled maintenance service.
135,000km/108 Months (whichever occurs first)	150,000km/120 Months (whichever occurs first)	165,000km/132 Months (whichever occurs first)
Date:	Date:	Date:
R/O No:	R/O No:	R/O No:
km:	km:	km:
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Comments:	Comments:	Comments:

Scheduled maintenance service.	Scheduled maintenance service.	Scheduled maintenance service.
180,000km/144 Months (whichever occurs first)	195,000km/156 Months (whichever occurs first)	210,000km/168 Months (whichever occurs first)
Date:	Date:	Date:
R/O No:	R/O No:	R/O No:
km:	km:	km:
Tick box to confirm:	Tick box to confirm:	Tick box to confirm:
☐ Checked for outstanding campaigns	☐ Checked for outstanding campaigns	☐ Checked for outstanding campaigns
☐ Perform Hyundai Global Diagnostic System (GDS) check	☐ Perform Hyundai Global Diagnostic System (GDS) check	☐ Perform Hyundai Global Diagnostic System (GDS) check
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Intermediate maintenance service history - optional.

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Intermediate maintenance service history - optional.

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394 Lane Cove Road, Macquarie Park, NSW Australia 2113.
T: 1800 186 306 www.hyundai.com.au

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 03/18. Part No. IONIQSWP.