Hyundai Warranty Terms and Conditions

5 YEAR Unlimited Mileage Warranty

8 YEAR 100,000 Mile Battery Warranty

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Hyundai warrants that it will rectify, free of charge, defects in manufacture and workmanship for unlimited mileage for five years from the date of first registration. This warranty is in addition to your statutory rights and applies to Hyundai vehicles that were originally sold and supplied by Hyundai UK, or by a member of Hyundai's authorised retailer network in Europe.

* If you use the vehicle as a taxi, for private hire or as a driving school vehicle, whether full or part-time, the warranty period is five years or 100,000 miles, whichever comes first.
The warranty is subject to the following terms and conditions.

What your warranty covers

The Hyundai 5-year warranty begins on the date of first registration of the vehicle.

Hyundai warrants that your vehicle will be free from defects in manufacture and workmanship. Your warranty covers:

- The repair or replacement of any parts (not including tyres and accessories). The decision whether to repair or replace a particular component is at the sole discretion of the Authorised Hyundai Retailer or Repairer
- The repair of any damage to standard components resulting from a manufacturing defect
- The time costs incurred by any Authorised Hyundai Retailer or Repairer in removing and installing parts for warranty repairs. The Authorised Hyundai Retailer or Repairer may, in its sole discretion, charge you for any extra work caused by modifications to your vehicle
- Faults relating to the installation of software and/or map updates to your vehicle's infotainment or audio system

Any defect must be reported to an Authorised Hyundai Retailer or Repairer as soon as it is discovered. This must of course be within the warranty period. Components replaced under the terms of the warranty shall continue to have the benefit of the unexpired portion of the warranty only.

High Voltage Battery Warranty

The high voltage (lithium-ion polymer) 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 vehicles used as a taxi, for private hire or as a driving school vehicle, whether full or part-time, the battery warranty is five years or 100,000 miles, whichever comes first. In either case, the battery warranty covers repairs needed to return the battery capacity to at least 70% of the original capacity.

From time to time, we may release software updates that offer new features and improvements for your vehicle. This includes updates that protect and improve battery longevity. Any noticeable changes to the performance of the battery due to these software updates are not covered under this warranty.

Where possible, the high voltage battery components will be repaired and returned to the vehicle, but if the components are unrepairable, the EV battery will be replaced. Any part which is replaced becomes the property of Hyundai UK. Any replaced high voltage batteries are covered for the unexpired period of the battery warranty.

What your warranty doesn't cover

The Hyundai 5 year warranty only covers defects in manufacture. Your warranty does not cover damage or defects caused by factors outside Hyundai's control or which are the result of normal wear and tear. Examples of this include, but are not limited to:

1) Defects judged by Hyundai UK to be 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
3) Incorrectly completed repairs or routine maintenance services
4) Damage occurring as a result of any act or omission which is wilfully unlawful or negligent
5) Defects arising from the use of:
   - Non-genuine Hyundai parts or accessories not approved by Hyundai
   - Incorrect specification lubricants or fluids not approved for use in the vehicle by Hyundai UK
6) Any modifications or installations performed outside the scope of normal routine maintenance or running repairs without the express approval of Hyundai UK. This includes installations of 3rd party apps or interrogation devices that can also compromise personal data
7) Deterioration, staining or corrosion, which will occur due to normal exposure and usage on:
   - Plated parts
   - Paint coatings
   - Rubber or plastic components
   - Soft trim

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8) 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 effect 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 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
9) Cosmetic defects of paint and trim are warranted for the first 12 months from date of registration. Examples 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
10) 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
11) Failure or damage occurring during the period of the warranty, or faults developing during that period, unless rectified immediately
12) The replacement of lubricants, fluids or refrigerant other than as a direct consequence of a warrantable repair
13) 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 of a manufacturing nature is evident
14) The limited warranty parts, as detailed in the below table are considered 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 UK has expired

Limited Warranty Part	Warranty Coverage		
	For Vehicles Pre- 2022 Model Year	For Vehicles 2022 Model Year Onwards	* For vehicles used as Taxi, Private Hire or Driving School
Air con re-gas (no defect evident)	6 months / 10,000 miles	6 months / 10,000 miles	6 months / 10,000 miles
Adjustments	6 months / 10,000 miles	6 months / 10,000 miles	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
12v Battery	24 months / unlimited mileage	24 months / unlimited mileage	24 months / 100,000 miles
Oil filter (service item)	24 months /1st service scheduled change (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		

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15) Increases in repair costs due to a warranty defect not being rectified at first signs of issue
16) Breakage or scratching of glass occurring after delivery of the vehicle to the first retail owner
17) Vehicles that have been used for:
    - Racing
    - Rallying
    - Competition
    - Speed /endurance trials of any kind

    N models will be covered for manufacturing defects if used on Track Days. This does not include competition racing events
18) 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
19) Damage to casings caused by impact, frost or lack of anti-freeze or lubricants
20) 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
21) 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
22) Damage caused by the use of equipment not authorised for use on Hyundai vehicles where necessary. The inspection and testing of certain electronic fuel injection / engine management and transmission control systems require specialised electronic equipment specifically designed for Hyundai vehicles. The use of general-purpose electrical test equipment may result in damage to the control unit microprocessors, which is not covered by the warranty
23) Warranty repairs carried out by a non-authorised repairer
24) 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
25) Vehicles where the mileage has been altered from the mileage covered and no odometer change has taken place
26) The Hyundai vehicle warranty will be invalidated on any vehicles that have been categorised as written off
27) Deterioration or damage, of any kind, caused by the transportation or carrying of corrosive of acidic substances
28) 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
29) Adjustments of any kind six months after delivery to the first retail owner

Your obligations

To ensure that you continue to benefit from your Hyundai Warranty you must:

1) Have your car serviced in accordance with Hyundai's recommendations. Every service must be completed within 30 days or 1,000 miles of the specified service interval. The countdown to the next scheduled service is reset at the time of servicing, regardless of date and mileage.
2) You may choose an independent service provider to carry out routine maintenance and to fit alternative parts. However, any parts used that may affect a vehicle's warranty must be of an equivalent quality to the genuine Hyundai parts, and the Hyundai UK recommended maintenance schedule must be followed in full. If a service has been carried out by a non-authorised repairer, an original, itemised invoice is required for all works performed. This must include the name of the service centre, date of servicing, mileage at the time of service, vehicle VIN number, individual part numbers for all parts replaced, grade and quality of all fluids replaced and their respective quantities. Amended invoices, pro forma invoices, quotations, and supplementary documentation on company letterhead are not sufficient to provide the required proof of servicing. Completed services must be validated in the Vehicle Service Book by the servicing retailer or independent repair centre. A completed vehicle service checklist must also be provided. We reserve the right to reject any claim where the cause of the defect is due to inadequate servicing or the use of non-original specification parts
3) Report any defect and make the car available to an Authorised Hyundai Retailer or Repairer without undue delay after a defect becomes apparent, and within the warranty period. Any consequential damage arising from the continued use of a vehicle with a defect may not be covered under warranty
4) Follow any instructions in the owner's manual or given by an Authorised Hyundai Retailer or Repairer

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5) Properly use, maintain, clean and care for your car as outlined in the owner's manual. Corrosion and appearance defects attributed to a lack of cleaning and maintenance are not covered by the warranty
6) Respond correctly to any warning lights that appear on the vehicle's information systems
7) Comply correctly with any product safety recalls notified to you by Hyundai UK or an Authorised Hyundai Retailer or Repairer. Failure to comply will invalidate the warranty for any incident or claim relating to the product safety recall

Making a claim

We hope you will have many years of safe and reliable motoring in your new Hyundai. If a defect in manufacture should arise, any Authorised Hyundai Retailer or Repairer in the UK or in Europe can put it right even if you did not buy the vehicle from that Retailer. A claim for a repair under your warranty can only be made at an Authorised Hyundai Retailer or Repairer, and any claim must be made as soon as the defect arises.

If you do not agree with the decision of an Authorised Hyundai Retailer or Repairer decision on your warranty claim, we may advise you to obtain an opinion from another Authorised Hyundai Retailer or Repairer. Your warranty claim may be referred to Hyundai UK which reserves the right, in its sole discretion, to determine whether the defect is warrantable or to appoint its own engineer to inspect the vehicle and/or the defect that has arisen.

Minor accident damage will not automatically invalidate the warranty. Any damage must be repaired by a competent repairer to Hyundai's standards and you must be able to furnish the Authorised Hyundai Retailer or Repairer with any records requested to demonstrate this. Warranty claims will not be accepted if the defect may be attributable to accident damage or subsequent repair work.

Hyundai UK is committed to the Motor Ombudsman approved code of practice for new cars. The Motor Ombudsman provide a Chartered Trading Standards Institute approved CTSI certified Alternative Dispute Resolution (ADR) service if a customer remains dissatisfied with the outcome of a dispute covered by one of their Codes of Practice. Any dispute arising out of or in connection with the Hyundai 5 Year Warranty that cannot be settled may, if you agree, be referred to the Motor Ombudsman. Details can be found at www.TheMotorOmbudsman.org, alternatively you can contact their Advice Line on 0345 241 3008

Transfer of warranty

Provided that it is still valid, this warranty can be transferred to a new owner. However, an invalidated warranty cannot be revalidated by transfer of the vehicle. A valid warranty cannot be transferred to another vehicle. For assistance, please contact Hyundai UK on 0800 981 981.

If the vehicle is originally registered for use as a taxi, for private hire or as a driving school vehicle, whether full or part-time use, subsequent owners of the vehicle, even if using the vehicle privately, will only benefit from the remainder of the limited mileage warranty.

A vehicle registered for private use, when sold on for use as a taxi, for private hire or as a driving school vehicle, will benefit from the remainder of the limited mileage warranty.

Change of ownership or address

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

Definition of words and phrases

In this warranty, Hyundai means Hyundai Motor Company. Hyundai UK means Hyundai Motor UK Limited. Europe means the European Economic Area plus the United Kingdom of Great Britain and Northern Ireland, and Switzerland.

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