

Hyundai NEXO Warranty Terms and Conditions



Warranty Terms and Conditions

Definition of Warranty

For new, hydrogen fuelled vehicles supplied by Hyundai Motor UK Ltd, and originally purchased by an end Customer* from the authorised Hyundai network in 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 for a period of three years limited to 60,000 miles for Commercially used vehicles. The warranty also comprises our Hyundai Roadside Assistance Programme.

*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 European Economic Area 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.

Warranty terms and conditions

The 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 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, 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 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.

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, even from any source giving rise to a claim under warranty.

18) Damage to casings caused by impact, frost, and lack of anti-freeze or lubricants.

Hyundai NEXO Warranty

Terms and Conditions (continued)



19) Consequential loss of any kind what so ever arising directly or indirectly from the claim, or even from any source giving rise to a claim under warranty.

20) 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.

21) 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 has been categorised as written off.

25) Deterioration or damage, of any kind, cause by the transportation or carrying of corrosive or acidic substances.

26) Battery damage caused by insufficient regular charging (i.e. low mileage users) will not be covered.

27) Adjustments of any kind 6 months after delivery to the vehicle owner.

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, 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. If the vehicle is originally registered for commercial use and sold on, subsequent owners will only benefit from any remaining portion of the commercial warranty.

If the vehicle is registered for private use then sold on and used commercially, subsequent owners will have the remainder of the commercial warranty, and not without mileage limitation.

For assistance please contact Hyundai on **0800 981 981**.

Change of ownership or address

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

Warranty Period	Standard	Commercial use
Adjustments	6 months / 10,000 miles	6 months / 10,000 miles
Air con re-gas	6 months / 10,000 miles	6 months / 10,000 miles
Wiper blades	12 months / 10,000 miles	12 months / 6,000 miles
Bulbs and fuses	12 months / 10,000 miles	12 months / 6,000 miles
Brake friction linings	24 months / 20,000 miles	24 months / 20,000 miles
Service parts	Up to 1st scheduled service change	
Suspension components	24 months / 60,000 miles	24 months / 25,000 miles
High voltage battery	96 months / 125,000 miles	36 months / 60,000 miles
Auxiliary battery (12V)	24 months / Unlimited	24 months / 25,000 miles
AVN / radio	36 months / Unlimited	36 months / 60,000 miles
Paint	60 months / Unlimited	36 months / Unlimited
Anti-perforation	144 months / Unlimited	144 months / Unlimited
Tyres	Warranty is managed by the tyre manufacture	

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* 8 years or 125,000 miles high voltage battery warranty.