

4 YEAR
Unlimited
Mileage Warranty

HYUNDAI
TRUCK & BUS

Truck & bus service passport.

4-Year / Unlimited km warranty.
3-Year / 200 000 km Roadside assist.



Dear Hyundai Owner

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Hyundai Automotive South Africa (HASA) warrants new Hyundai vehicles against defects, defective materials and workmanship under normal use and service for the warranty period as stipulated Hyundai Guidelines.

The obligation of HASA under this warranty is limited to repairing or replacing the parts, which are defective within the Hyundai Guidelines.

At Hyundai we have invested in the future and have committed to research and development in order to give you, the new Hyundai owner, the finest possible vehicle – today and tomorrow.

So, in order to preserve the value of your fine investment, and to ensure that your Hyundai operates at peak performance, maximum economy, and safety, we advise that you service and maintain your Hyundai at a Hyundai approved aftermarket facility and within the guided service intervals.

By purchasing a new Hyundai, you became a Valued Customer of our organization. This means that the Hyundai Dealer Network will be at your service whenever you require assistance. The Hyundai Dealer Network is committed to service excellence and is pledged to give you, our Valued Customer, the finest driving and aftermarket experience possible – every time.

In the aftermarket department of our dealer network, our aim is to:

1. Explain, in simple terms, what was done to your vehicle,
2. Have your Hyundai ready on time, every time,
3. Fix it right – the first time – every time,
4. Verify repair quality by providing you with replaced parts and quality control documentation,
5. Treat you with respect, honesty, and courtesy at all times.

We know that you will enjoy your Hyundai and trust that you will maintain it as the important asset that it is, by using the Hyundai approved aftermarket facilities.

Yours sincerely,
Hyundai Automotive South Africa.

1. Hyundai Warranty

Hyundai Automotive South Africa (HASA) warrants new Hyundai vehicles against defects, defective materials and workmanship under use and service for the warranty period as stipulated Hyundai Guidelines. The obligation of HASA under this warranty is limited to repairing or replacing the parts, which are defective within the Hyundai Guidelines.

The consumer must ensure that anyone performing any servicing or maintenance on the vehicle updates the service booklet to record the work done. To familiarise yourself with your new Hyundai commercial vehicle, we suggest you also review the maintenance and operational features described in your Owner's Manual.

The remaining warranty of this vehicle is transferable to subsequent owners if sold by an Authorised Hyundai Dealer and the vehicle has a full service history.

Used Commercial vehicles sold by a Dealer that is not an Authorised Hyundai Dealer, must be inspected by a HASA Authorised Hyundai Dealer for the following items:

- Service History
- Negligence
- Misuse
- Abuse
- Wear and tear items
- Valid roadworthy certificate
- Verified odometer reading
- Other relevant information regarding the history of the vehicle
- Only upon inspection will the warranty be reinstated

Basic warranty period

Please refer to your selling dealer for the specific basic warranty period on your Hyundai commercial vehicle.

This basic warranty period is only effective should the vehicle be serviced and maintained within the Hyundai guidelines and the defect is related to a faulty OEM Part.

The warranty shall not apply in any of the following circumstances, or in respect of any of the following:

- Warranty will not cover work, damage or any parts repaired or replaced by anyone other than an authorised Hyundai Dealer as well as any claims related or linked directly to non-OEM approved parts being used.
- Normal wear and tear, accident damage, negligence, and consequential loss.
- Repairs necessitated by low lubricant, coolant, antifreeze, and hydraulic fluid levels.

1. Hyundai Warranty (Continued)

- Repairs necessitated by the fitment or as a consequence of the fitment of non-approved accessories, parts, or modifications.
- Any vehicle subjected to any form of competitive use.
- Normal deterioration of soft trim and appearance items due to exposure and/or wear and tear.
- Tightening of bolts, screws and nuts, and the repair of squeaks and rattles.
- Shattered, scratched, cracked, or chipped windscreen glass.
- Replacement of tyres, which have worn down excessively due to the vehicle having been operated with the wheels misaligned, or incorrectly aligned. Including unforeseen road hazards.
- Replacement of bulbs, sealed units, and fuses, where sealed units will be covered under the Basic Warranty Period for leaks and water entering.
- Accident damage and consequential damage should the approved repair process not be followed as per the manufacturer's specifications.
- Engine tune-ups and all performance related inspection such as Dyno tuning.
- Overload, theft, water flooding or fire.
- The improper or insufficient use of fuel, fluids, or lubricants.
- Use of parts other than Hyundai Genuine Parts.
- Slight irregularities not recognised as effecting the quality or function of the vehicle or parts such as or items considered characteristic of the vehicle.
- Any economic loss including (without limitation) payment for the loss of time or pay, inconvenience, loss of vehicle use, vehicle rental expense, lodging bills, food, other travel cost, storage charges and other incidental or consequential loss or damage, such as fuel, telephone, travel, loading inconvenience, commercial and/or personal loss and loss of the used vehicle.
- Any vehicle where the odometer mileage has been altered.
- Airborne "fallout", industrial fall-out, acid rain, salt, hail and windstorms, or other Acts of God.
- Paint scratches, dents, or similar paint or body damage.
- Action of road elements (sand, gravel, dust, or road debris) which results in stone chipping of paint and glass. Including other damages to parts e.g. Radiators, Aircon condenser, etc.

1. Hyundai Warranty (Continued)

Terms and conditions

In order to ensure that you, the Customer, obtain maximum utilisation of your Hyundai during the Basic Warranty Period there are certain items which are subject to wear and tear, which is the responsibility of you, the Customer, to replace and have checked regularly. The cost of the repair, replacement and adjustment of these items is for your account.

Warranty judgement

HASA reserves the right to amend the warranty, service schedules and related conditions in accordance with the Hyundai Warranty Policy when deemed necessary, without prior notification to the Customer. HASA will make the final judgement in the event of any dispute between the Customer and HASA, where HASA's decision in this regard shall be final and binding to the Customer.

2. What is Covered by Warranty?

Engine

All internal OEM parts, engine block, cylinder head(s), gaskets, oil seals, water pump, intake and exhaust manifolds, fuel pumps, flywheel and ring gear, are covered for the Basic Warranty Period.

Transmission & gearbox

All internal OEM parts, gears, housings, gaskets, oil seals, bearings, shafts, counter shafts, selector forks and shafts are covered for the Basic Warranty Period.

Drive lines and final drives

All internal OEM gears, shafts and bearings, axle shafts, universal joints, drive and prop shafts are covered for the Basic Warranty Period. The Basic Warranty Period does not cover Boots, gators or any protective rubber covers for tears and cuts.

Diesel pump and diesel injection components

Diesel pumps and diesel injection components are covered for the basic warranty period for mechanical failure not related to wear and tear and fuel quality. Pump calibration is only covered for a period of 3 months or 5 000 km whichever occurs first. The Basic Warranty Period does not cover regular maintenance and parts replacements on diesel pumps, injectors, and diesel fuel delivery components due to wear and tear.

Drive couplings

Clutch and Pressure Plates: The entire clutch plate is covered for a period of 3 months or 5 000 km only.

Steering

Manual linkages, joints, rack and pinion, power steering pump, power steering and pinion, are covered for the Basic Warranty Period.

Front and rear suspensions

Upper and lower control arms, control arm shafts and bushings, upper and lower ball joints, kingpins and bushings, spindles and stabiliser bars and bushes, shocks and struts are covered for the Basic Warranty Period for any mechanical failure. Normal wear is not covered by the warranty.

Brakes

All major components excluding pads and linings are covered for any mechanical defect for the Basic Warranty Period.

Exhaust

The complete exhaust system is covered for the Basic Warranty Period. For any mechanical defect.

Electrical

Alternator, regulator, starter motor, solenoid and windscreen wiper motor are covered against mechanical defect for the Basic Warranty Period.

Air conditioning systems

Air Conditioning systems supplied by HMC Korea are covered for 6 months 5 000 km from date of vehicle registration. The servicing of the aircon system is not covered by the Basic Warranty. After the above period refrigerant charge is only covered as part of a warranty covered repair to the air conditioning system.

Radio and antenna

The radio is covered for a period of 1 year or 20 000 km, whichever occurs first. The Warranty is covered by relevant supplier. Antennas are also covered by the relevant supplier. HASA does not provide any Warranty coverage on speakers fitted as a standard or otherwise to any Hyundai vehicles.

Batteries

Covered for a period of 1 year or 20 000 km, whichever occurs first.

Accessories

The supplier of accessories gives warranties in respect of those accessories for the period specified by the relevant supplier.

Your Hyundai Dealer will deal with Warranty claims around approved accessories on your behalf. HASA does not take any responsibility whatsoever for warranty claims of non-approved accessories, and consequential damages that may arise as a result of non-approved accessory fitments.

3. Parts Warranty

Over the counter parts: All Hyundai genuine parts purchased over the counter will be warranted for a period of 1 year or 20 000 km, whichever expires first. This excludes parts replaced under the Basic Warranty period, which is covered under those conditions. OEM parts installed by a non-authorized Hyundai Dealer will be warranted for a period of 1 year or 20 000 km whichever expires first, provided that the VIN and current mileage are recorded on the parts sales invoice. For this Warranty to be applicable, the entire vehicle must be presented to an authorized Hyundai Dealer for evaluation. Parts fitted by a non-authorized supplier / repairer does not carry a workmanship Warranty and only the part will be covered under the 1 year 20 000 km parameter.

* Parameters may change without prior notification.

To claim for defective part: The vehicle must be taken to an approved Hyundai Dealer. They will perform a full diagnostic evaluation on the noted defect / failure. At such time, the original invoice must be presented to the approved Hyundai Dealer to validate the parts claim.

Owner's Responsibility: Under this Part Warranty, the owner is responsible for the proper use, maintenance, and care of the vehicle in accordance with the instructions contained in the Owner's Manual and the retention of all maintenance and service records. It might be required from the Customer to prove that the required maintenance has been performed as per the OEM specifications.

4. Paint, Finish and Embellishment

The regular cleaning and inspection of the paintwork on your Hyundai will ensure the durability and finish of your paintwork, chrome and embellishment.

The following failures are covered for the first year or 20 000 km, whichever occurs first: (Cab only, there is no paint, Finish and Embellishment warranty on any other component of the Truck whatsoever).

Over Spray	Mottling	Touch up	Paint Peeling
Mismatch	Thin Paint	Dust and Dirt specs	Paint Blistering
Paint Runs	Body Panel Waving	Panel Interference	Poor Welding
Pin Holes in the Paint	Type and Touch Marks	Cracking	Rust
Orange Peel	Water Spotting	Low Gloss	Polishing and Sanding Marks

The following are excluded from the above warranty:

- Damage to any paint surface caused by chemicals, water stains, bird droppings, industrial fall out, acid rain, salt, hail, and wind storms or other acts of God.
- User damage, including scratches, stone chips etc.
- The dome (roof) of the vehicle.
- The load body of commercial vehicles.

It is the owner's responsibility to ensure annual checks are carried out by an authorised Hyundai dealer at no cost to the owner.

5. Accident Damage Repair

The Hyundai Approved Repairer Programme, simply known as HARP is aimed at guaranteeing that should your vehicle need accident repairs, Hyundai approved motor-body repairers are available to provide quality, professional repairs to your vehicle.

So, what does HARP do for you, our valued Hyundai owner?

- Hyundai approved motor-body repairers uses the latest technological equipment as well as professional technicians, to ensure your vehicle is back on the road in no time at all.
- All service and maintenance plans remain intact by using Hyundai approved motor-body repairers as only genuine Hyundai parts are used to ensure the quality and safety is maintained while preserving the resale value of your vehicle at all times.
- Hyundai will always strive to drive down the cost of your accident repairs by working closely with insurance companies, Hyundai approved motor-body repairers and assessors – enabling lowered insurance premiums for Hyundai owners.
- HARP agents monitor the progress of your repairs, giving you peace of mind and constant feedback on your vehicle repair status.

Should you have any queries regarding your repair work or are unhappy with the quality of the repairs please call our dedicated hotline on 0860 CARFIX (0860-227-349). We are here to help!

6. Maintenance and Service

Your Hyundai requires regular maintenance and service, including but not limited to the items below which needs to be attended to. The replacement schedule is contained in the “**8. Parts Replacement Schedule**”. A detailed inspection sheet can be obtained from your Hyundai Dealer. It is also important to note that it is your responsibility to ensure compliance to the correct Parts Replacement and Maintenance Schedule for the relevant vehicle. Non-compliance with specified service intervals could jeopardise warranty, service, and maintenance plans.

Lubricants

The lubricants of your vehicle must be replaced as stipulated in the replacement schedules under the “Hyundai Parts Replacement Schedule” at the intervals prescribed therein. However, should the vehicle be subjected to operating conditions perceived by HASA to be abnormal, (for example: heat, cold, dust and excessive moisture) more frequent servicing and replacement of the stipulated items will be required. Please consult with your Hyundai Dealer for clarification and assistance for these conditions. The replacement of these lubricants will prolong the life and durability of your Hyundai. It is also important to note that it is your responsibility to ensure compliance to the correct Parts Replacement and Maintenance Schedule for the relevant vehicle. Non-compliance with specified service intervals could jeopardise warranty and service plans.

Oil, air and fuel filters

These filters ensure the proper purification of the oil, air and fuel in the engine and entering the engine. Your Hyundai Dealer will be able to advise you should your Hyundai be exposed to conditions perceived by HASA to be abnormal (for example: heat, cold, dust and excessive moisture).

Timing gears

Timing chains do not need replacement, unless Hyundai’s diagnosis indicates that it is faulty. Timing Gears are covered for the Basic Warranty Period. Replacement of tensioners and guides may also be necessary when replacing or tensioning the Gears.

Brake pads; brake shoes; brake linings

Brake friction materials are subject to wear and tear, requiring periodic replacement. Inspections and adjustment at regular intervals forms part of the inspection schedule (Obtainable from your Hyundai Dealer). Maintenance of these items will ensure optimum safety of your Hyundai. Brakes may need more frequent inspection and adjustment if the vehicle is subject to continuous weight carrying and also depending on your driving style and driving conditions.

Clutch and pressure plates

Clutch friction materials and surfaces are subject to wear and tear, requiring periodic replacement and adjustment. Adjustment at regular intervals forms part of the inspection schedule (Obtainable from your Hyundai Dealer). Maintenance of these items will ensure optimum operation of your Hyundai.

Wiper blades

Wiper Blades are subject to wear and tear requiring periodic replacement. Inspection and replacement will ensure maximum vision in all weather conditions, improving the safety of your Hyundai.

Wheel alignment and tyres

Wheel alignment is a vital aspect in the maintenance of your Hyundai. Regular inspection and adjustment is required in order to provide you with maximum tyre life, especially if the vehicle is exposed to conditions perceived by HASA to be abnormal (for example: excessive dirt road and poor road driving conditions etc.). It is your responsibility to ensure regular inspection of your wheel alignment and to conduct regular tyre inspections. Tyre inspections should include inspections for damage, tyre pressures and irregular wear patterns. HASA is not liable for any claims of whatsoever nature for premature tyre wear or any other wear patterns, caused by incorrect wheel alignment or tyre pressures.

Defective tyres are claimable from the Tyre Manufacturer. For details of the Manufacturer for the various tyre brands, as well as the claim procedure contact your Hyundai Dealer. Regular Wheel Alignments, every 5 000 km or less depending on the road conditions and payload your Hyundai is exposed to, is recommended. For more information on the regularity of Wheel Alignment, it is recommended that you contact your local Tyre Agent.

HASA is not liable for the cost of wheel alignment and wheel balancing.

Inspection of wheel studs, bolts and nuts

It is recommended that you inspect the wheel studs, bolts, and nuts regularly.

7. Hyundai Genuine Parts

Guide to Hyundai genuine parts

1. What are Hyundai genuine parts?

Hyundai Genuine Parts are the same parts used by Hyundai Motor Company to manufacture vehicles. They are designed and tested for the optimum safety, performance, and reliability to our Customers.

2. Why should you use genuine parts?

Hyundai Genuine Parts are engineered and built to meet rigid manufacturing requirements. Using imitation, counterfeit or used salvage parts are not covered under the Hyundai New Vehicle Limited Warranty or any other Hyundai Warranty. In addition, any damage to, or failure of Hyundai Genuine Parts caused by installation or failure of an imitation, counterfeit or used salvage part is not covered by any Hyundai Parts Warranty.

3. How can you tell if you are purchasing Hyundai genuine parts?

Look for the Hyundai Genuine Parts Logo on the package. Hyundai Genuine Parts exported to dealers are packaged with labels written in English only. Hyundai Genuine Parts are only sold through authorised Hyundai Dealerships.

8. Parts Replacement Schedule

Should you require the parts replacement schedule, please contact your local dealer for the detailed parts replacement schedule specific to your vehicle.

More frequent servicing may be required when your truck is perceived by HASA to be exposed to abnormal use.

For example, excessive dirt roads or use on poor road conditions. For more information on service requirements please contact your nearest Hyundai authorised dealer.

9. Hyundai Roadside Assistance

Contact Number: 0861 111 256

The following is offered for the term of roadside assistance:

- Out of fuel - Limited to 2 events per year, cost of fuel is for the Customer's account.
- Jump-start service - Limited to 2 events in a 12-month period, on the 3rd request the vehicle will be towed to a dealer for inspection.
- Home start service - Limited to 2 events in a 12-month period, on the 3rd request the vehicle will be towed to a dealer for inspection.
- Change of flat tyre - Provided the spare wheel is in a roadworthy condition.
- Key lockout service - Limited to call out fee and 1 hour's labour.
- Breakdown towing (Tow for warranty related failure to the closest Hyundai dealer - no charge to the customer.
Tow for non-warranty related failure - cost for Customer's account.
- Message Relay Service.

Please note that once the roadside assistance coverage term has expired the client will still be covered for the remainder of the vehicles factory warranty for towing to the nearest Hyundai Dealer provided that the cause of the breakdown is warranty related.

Terms and conditions apply.

Assistance

Hyundai Automotive South Africa www.hyundai.co.za

Hyundai Roadside Assist: 086-111-256

Hyundai Customer Care: 0861-427-222

Hyundai Approved Repairer Programme 0860-227-349 (CARFIX)