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Hyundai Lifetime Service Plan. Terms and conditions.

1. General

These terms and conditions (which incorporate the Frequently Asked Questions) are for the Hyundai Lifetime Service Plan, available at Participating Hyundai Dealers from 1 September 2014. Hyundai may amend these terms and conditions (including but not limited to adding or removing eligible vehicles, varying or withdrawing the Plan) from time to time without notice. Amended terms and conditions will be published at www.hyundai.com.au and will take effect immediately on their publication, unless otherwise stated.

2. Definitions

In these Terms and Conditions:

Maximum Price means the maximum price for a specified Scheduled Maintenance Service as published at www.hyundai.com.au and as amended from time to time, for the stated effective period.

Hyundai means Hyundai Motor Company Australia Pty Ltd ACN 008 995 588.

Plan means the Hyundai Lifetime Service Plan contemplated in these terms & conditions.

Participating Hyundai Dealer means a dealer Hyundai appoints to sell new and/or demonstrator Hyundai vehicles of the kind Hyundai markets from time to time and/or to perform warranty repairs and/or servicing of such vehicles, and who chooses to participate in the Plan.

Scheduled Maintenance Service means the standard scheduled maintenance vehicle services recommended by the manufacturer or specified in the Service Passport. For further details refer to Question 4 in the FAQ's below.

Service Passport means the official Hyundai service and warranty passport booklet or logbook supplied with the Hyundai vehicle at the time of new purchase, which includes warranty, maintenance and service records.

3. Hyundai Lifetime Service Plan

Under the Plan:

The Plan offers owners of eligible vehicles the benefit of online quotes which specify the Maximum Price applicable for an eligible vehicle's next Scheduled Maintenance Service at a Participating Hyundai Dealer and using genuine Hyundai parts (where required). This benefit applies for the lifetime of the vehicle. Customers have peace of mind knowing that for every quote obtained from the Hyundai website, there is an effective period during which Participating Hyundai Dealers will charge no more than the relevant Maximum Price for the relevant Scheduled Maintenance Service.

Commencement Date:

The Plan commences on 1 September 2014.

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Eligible Vehicles:

Subject to the exclusion noted below, the Plan is available for all Hyundai passenger, SUV and light commercial vehicles from the 1985 model year onwards.

Hyundai vehicles not imported into Australia by Hyundai Motor Company Australia Pty Ltd ABN 58 008 995 588 (previously called Hyundai Automotive Distributors Australia Pty Ltd), such as “grey import” and privately imported vehicles, are not eligible for the Plan.

4. Frequently Asked Questions

Q1: What is the Lifetime Service Plan?

A: The Plan offers owners of eligible vehicles the benefit of online quotes which specify the Maximum Price applicable for an eligible vehicle’s next Scheduled Maintenance Service at a Participating Hyundai Dealer and using genuine Hyundai parts (where required). Online quotes are available at www.hyundai.com.au, apply for a stated effective period only and may change after that effective period without notice. Scheduled Maintenance Services are of limited scope. The benefit of online quotes is available for all Hyundai’s, for their lifetime.

Q2: What is the “lifetime” of an eligible Hyundai vehicle?

A: The full lifespan of the vehicle (ie, until the vehicle is either written off, not registrable or is otherwise permanently not roadworthy as Hyundai may determine).

Q3. What is the Maximum Price for each Scheduled Maintenance Service?

A: Hyundai publishes the maximum price that customers will pay for Scheduled Maintenance Services on eligible vehicles at Participating Hyundai Dealers. These are published at www.hyundai.com.au and are available via online quotes. The published maximum price is valid for an applicable effective period. New maximum prices may apply at the expiry of that effective period.

Q4: What is a “Scheduled Maintenance Service”?

A: Scheduled Maintenance Services are the standard scheduled maintenance vehicle services recommended by the manufacturer or specified in the Service Passport. The Service Passport of each vehicle specifies a service schedule up to a certain age or distance travelled. Once the vehicle passes (either in age or distance travelled) all the scheduled services specified in the Service Passport, Hyundai recommends scheduled maintenance services thereafter every 12 months / 10,000km, whichever occurs first.

Standard scheduled maintenance services are of limited scope. See FAQ’s 6 and 7 below for details of what is and is not covered.

Q5: What date is the Plan effective from, and when does it end?

A: The Plan is effective from 1 September 2014.

The Plan does not have any end date. However Hyundai may amend the Plan (including but not limited to adding or removing eligible vehicles, varying or withdrawing the Plan) from time to time without notice.

Q6: What is covered under the Plan?

A: The applicable published and quoted Maximum Price will cover the standard items in the applicable Scheduled Maintenance Service. The standard items in each Scheduled Maintenance Service are:

- (a) labour;
- (b) parts;
- (c) lubricants; and

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(d) sundries such as oil and waste recycling and/or removal, workshop supplies etc.

Q7: What is not covered?

A: Additional service / repair items which are not itemised within the relevant “maintenance schedule” specified for the relevant service interval are not covered for the published Maximum Price or in Scheduled Maintenance Services. These include:

(a) any item identified as requiring additional maintenance due to particular, demanding or severe driving conditions (as described in the vehicle’s Service Passport), vehicle misuse or abuse or driver negligence;

(b) any item requiring maintenance that has been modified from the original manufacturer;

(c) any item requiring service or replacement as a result of wear and tear and consumable items requiring periodic maintenance or replacement such as:

i) brake fluid;

ii) tyres;

iii) brake pads and rotors, clutch components;

iv) wheel alignments, rotation and balances;

v) batteries;

vi) wiper blades / rubbers;

vii) pollen (A/C) filters; and

viii) fuses, light bulbs and the like;

(d) any fluids not specified within the normal scheduled maintenance, use of non-recommended, inappropriate or dirty fuel, oils, fluids, lubricants, coolants, refrigerants or water;

(e) additional maintenance due to the fitment or use of non-genuine parts or non-genuine accessories;

(f) repair of accident damage to any component of the vehicle necessitating additional maintenance;

(g) adjustments not specified within the normal scheduled maintenance;

(h) multi (catch-up) servicing.

Q8: What if a vehicle requires or a Participating Hyundai Dealer wishes to recommend additional work to the vehicle, at the time of performing a Scheduled Maintenance Service under the Plan?

A: When a Scheduled Maintenance Service is being undertaken under the Plan, Participating Hyundai Dealers must advise customers if any additional service or maintenance work is required, inform customers of any additional charges for that work (ie, in addition to the Maximum Price) and obtain the customer’s consent before undertaking the additional service or maintenance work.

Q9: Which Hyundai vehicles are eligible?

A: Subject to the exclusion noted below, all Hyundai passenger, SUV and commercial vehicles from the 1985 model year onwards are eligible as at the date of these terms and conditions. Hyundai may add or remove eligible vehicles from the Plan from time to time without notice.

Hyundai vehicles not imported into Australia by Hyundai Motor Company Australia Pty Ltd ABN 58 008 995 588 (previously called Hyundai Automotive Distributors Australia Pty Ltd), such as “grey import” and privately imported vehicles, are not eligible for the Plan.

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Q10: When do I return to a Participating Hyundai Dealer for a Scheduled Maintenance Service under the Plan?

A: Each eligible vehicle is entitled to a Scheduled Maintenance Service within a service “window” for the relevant service interval. Eligible vehicles presented for a Scheduled Maintenance Service outside the window applicable for that service interval are *not* eligible for that Scheduled Maintenance Service under the Plan.

Windows - Passenger, SUV and light commercial vehicles (excluding Veloster SR Turbo and Sonata Turbo)

Scheduled Maintenance Services for passenger, SUV and light commercial vehicles (excluding Veloster SR Turbo and Sonata Turbo) under the Plan can be carried out at either:

i) +/- **6 months** of the scheduled date/timeframe for the service; or

ii) +/- **7,500km** of the scheduled distance travelled for the service,

whichever occurs first. Refer to the Service Passport and Q4 above for the intervals applicable to your Hyundai vehicle.

Windows - Veloster SR Turbo and Sonata Turbo

Scheduled Maintenance Services for Veloster SR Turbo and Sonata Turbo under the Plan can be carried out at either:

i) +/- **3 months** of the scheduled date/timeframe for the service; or

ii) +/- **3,750km** of the scheduled distance travelled for the service,

whichever occurs first. Refer to the Service Passport and Q4 above for the intervals applicable to your Hyundai vehicle.

Q11: How will Hyundai owners obtain details of the published maximum price for a Scheduled Maintenance Service on their eligible vehicle?

A: Owners can either:

a) Obtain a quote directly from their preferred Participating Hyundai Dealer; or

b) Go to www.hyundai.com.au, select “Owning” and follow the prompts to service quotes and bookings.

Q12: How often will the Maximum Price change?

A: Hyundai updates the Hyundai website (www.hyundai.com.au) with any Maximum Price price changes when it is appropriate to do so. The published maximum price is valid for an applicable effective period – at the date of these terms and conditions this effective period is 30 days from the date of the quote. Customers have peace of mind knowing that for every quote obtained from the Hyundai website, there is an effective period during which Participating Hyundai Dealers will charge no more than the relevant Maximum Price for the relevant Scheduled Maintenance Service. New maximum prices may apply at the expiry of that effective period.

Q13: Where can a Scheduled Maintenance Service under the Plan be carried out?

A: Scheduled Maintenance Services under the Plan can be carried out at any Participating Hyundai Dealer. A list of Participating Hyundai Dealers is available at www.hyundai.com.au.

Q14: What if I miss a Scheduled Maintenance Service?

A: To take advantage of the Plan, customers are responsible for presenting the eligible vehicle to a Participating Hyundai Dealer to have the Scheduled Maintenance Service performed within the applicable service windows. The Plan is not available for servicing of an eligible vehicle at both a vehicle’s specified kilometres *and* the corresponding time interval separately.

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Q15: Selling your Hyundai or buying a used Hyundai?

A: The benefits under the Plan remain with the eligible vehicle if the original owner on-sells the vehicle provided. Any subsequent owner of the eligible vehicle is entitled to take advantage of the Plan.