



HYUNDAI AUTO CANADA CORP.

CANADA

# Service Passport

Publication No. : CAH-200420  
Printed in Korea

# Carnet D'entretien

Numéro de publication : CAH-200420  
Imprimé aux Corée

HYUNDAI AUTO CANADA CORP.  
CANADA



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## GENERAL INFORMATION

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### VEHICLE DELIVERY CERTIFICATE

To familiarize you with your new HYUNDAI vehicle, your salesperson will review the warranty policies, operation of specific items and general maintenance items before delivery of the vehicle.

The dealer will then ask that the owner sign the Vehicle Delivery Certificate.

### PRE-DELIVERY SERVICE

For your maximum enjoyment and satisfaction, your new HYUNDAI vehicle has been inspected and conditioned by the selling dealer according to HYUNDAI's recommended inspection schedule.

### PERIODIC INSPECTION AND MAINTENANCE

Regular inspection and maintenance by a Certified HYUNDAI technician is the key to more efficient operation of the vehicle. These inspections and maintenance must be carried out in accordance with the recommendations given in your HYUNDAI Owner's Manual.

### ROUTINE INSPECTION

In addition to periodic scheduled maintenance, the checks listed below should be performed regularly in order to ensure the safe and efficient operation of your vehicle.

1. Radiator coolant level
2. Engine oil level
3. Automatic transmission fluid level

4. Brake fluid
5. Windshield washer reservoir fluid
6. All lamps & horn for proper operation
7. Tires (and spare tire) for wear, damage and proper tire pressure.
8. All hoses for leaks
9. Rear view mirrors (adjustment)
10. Brakes for proper operation
11. Parking brake for proper operation
12. Steering wheel for proper operation
13. All switches for proper operation
14. All instruments for proper operation
15. Free movement and lubrication of hood latch and all other latches, locks and hinges

### TIRE INFORMATION

Tires originally equipped on HYUNDAI vehicles are warranted directly by the tire manufacturer.

In the event that you need assistance in locating an authorized tire dealership, please contact your authorized HYUNDAI Dealer or HYUNDAI's Consumer Relations Department. (See Consumer Relations section on next page)

### DISCONTINUATION OF WARRANTY

HYUNDAI AUTO CANADA CORP. will void the warranty on vehicles currently or previously titled or deemed as follows: dismantled, fire, flood, rebuilt, totalled, reconstructed, write off, salvaged or stolen.

## CONSUMER RELATIONS

### TRAVEL TO THE US

#### WARRANTY

If you are touring, working or spending your time in the United states, you can have your warranty performed by a Hyundai dealership in the United states. Please do not hesitate to contact us at 1-888-216-2626 if you have any further questions.

#### HYUNDAI BLUELINK (ONLY AVAILABLE ON SPECIFIC MODELS/TRIMS AND FEATURES MAY VARY)

The system consists of a suite of digital applications and remote services that are your direct link to convenience and confidence — features designed to keep you and your vehicle in touch, even when you're not.

The following features may be offered by BlueLink.

- \* Remote Start your vehicle
- \* Lock and Unlock your doors
- \* Turn on/off the Horn and Lights
- \* Turn on/off the lights
- \* Find my car
- \* Vehicle Status
- \* SOS emergency and Roadside Assistance
- \* Vehicle Diagnostics

#### REMOTE START

Not only can you start your Hyundai remotely with the BlueLink mobile app, you can also set cabin temperature and even turn on the heated steering wheel.

#### FIND MY CAR

Hyundai BlueLink will show you your car's location on a map and give you directions to get there. If you still need help once you get closer, you can flash the lights or honk the horn. Hyundai BlueLink also has a parking timer that lets you set an expiration alarm and reminder.

#### VEHICLE STATUS

Your Hyundai BlueLink app can tell you if:

- \* Your doors are locked, unlocked, or open.
- \* Your trunk or hood are open or closed.
- \* Your engine, climate, rear defroster and heated steering wheel are on or off.
- \* Your car is low on gas.

#### SOS EMERGENCY AND ROADSIDE ASSISTANCE

Your rear-view mirror has buttons to immediately connect you to Roadside Assistance or Emergency Services.

#### VEHICLE DIAGNOSTICS

- \* Simplify maintenance with a vehicle health evaluation of key performance systems and driving statistics delivered to your email, or your Hyundai BlueLink mobile app.
- \* You can track your maintenance and set reminders to make sure your vehicle is taken care of.
- \* Access on-demand diagnostics from your vehicle's touch-screen display and make sure everything is working as intended.

For additional information regarding the features and services, please contact our Hyundai BlueLink support team. Our support team can be reached at 1-844-258-5656, Monday to Friday from 8:00 A.M. to 9:00 P.M. EST. and Saturday from 9:00 A.M. to 5:30 P.M. EST.

## CONSUMER RELATIONS

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As a HYUNDAI vehicle owner, your satisfaction is a prime concern. Your HYUNDAI Dealers and HYUNDAI AUTO CANADA CORP. will try at all times to serve your motoring needs and your automobile service requirements.

If you have a problem and your HYUNDAI Dealer's Service or Sales Departments are unable to provide assistance, please follow the steps outlined below:

- STEP 1. Discuss the problem with your HYUNDAI dealership management first.
- STEP 2. If after Step 1, you still require assistance, contact the Consumer Relations Department at HYUNDAI AUTO CANADA CORP. as follows:  
1-888-216-2626 (All Provinces & Territories)

Provide them with the following information:

- \* Your name, address and telephone number
- \* Vehicle identification number (V.I.N. or serial number)
- \* Date of purchase
- \* Current odometer reading
- \* Name of HYUNDAI Dealer(s) involved
- \* Nature of your problem

**In some rare cases, a matter may not be resolved to your satisfaction after having taken the steps noted above. In such a case, you are entitled to request third party Mediation/Arbitration under a no charge Mediation/Arbitration Program.**

### MEDIATION/ARBITRATION PROGRAM

HYUNDAI AUTO CANADA CORP. participates in a no-charge Mediation/ Arbitration Program administered by the Canadian Motor Vehicle Arbitration Plan ("CAMVAP"). The Program applies to owner disputes involving HYUNDAI AUTO CANADA CORP.'s warranties for vehicles of the current or previous four model years. An impartial, third-party arbitrator will, in an informal hearing, review all of the facts involved and render a binding decision.

A final decision by HYUNDAI AUTO CANADA CORP., under the twostep procedure, must be made before entering into an agreement to arbitrate. Our experience has shown that it is rarely necessary to proceed beyond the two-step review process to ensure our customer's satisfaction.

For additional details concerning the Mediation/Arbitration Program, please contact the Consumer Relations Department at the listed telephone numbers.

**NOTE: Please keep in mind the fact that ultimately your questions and concerns will most likely be resolved at your dealership, utilizing its facilities, equipment and technical personnel. HELP US TO SERVE YOU - follow the steps in the order they are listed.**

## HYUNDAI AUTO CANADA CORP. WARRANTY

### WARRANTY COVERAGE AT A GLANCE

	YEARS										
	1	2	3	4	5	6	7	8	9	10	
NEW VEHICLE											
	5 years/100,000 km										
ADJUSTMENTS											
	1 years/20,000 km										
AIR CONDITIONER REFRIGERANT CHARGE											
	1 years/20,000 km										
PAINT											
	3 years/60,000 km										
AUDIO(INCLUDING CD/DVD PLAYER, NAVIGATION SYSTEM, BLUE TOOTH ETC.)											
	3 years/60,000 km										
BATTERY											
	2 years/40,000 km										
HYBRID AND PLUG-IN HYBRID SYSTEM											
	8 years/160,000 km										
EV SYSTEM											
	8 years/160,000 km										
POWERTRAIN											
	5 years/100,000 km										
ANTI-PERFORATION											
	5 years/Unlimited km										
EMISSION (BASIC)											
	5 years/100,000 km										
EMISSION (MAJOR)											
	8 years/130,000 km										
DEALER INSTALLED ACCESSORY											
	3 years/60,000 km										
REPLACEMENT PARTS (EXCL. ENGINE & TRANSMISSION)											
	1 years/Unlimited km										
REPLACEMENT PARTS (ENGINE & TRANSMISSION)											
	1 years/20,000 km										

## HYUNDAI AUTO CANADA CORP. WARRANTY

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### GENERAL WARRANTY PROVISIONS

This Service Passport contains HYUNDAI AUTO CANADA CORP.'s warranty policies and recommendations regarding the regular maintenance necessary to ensure the efficient operation of your new HYUNDAI vehicle.

Please read this Service Passport carefully to familiarize yourself with the services to which you are entitled under the HYUNDAI AUTO CANADA CORP. Warranty and what is considered the owner's responsibility with respect to periodic and preventive maintenance.

### WARRANTOR

For the purpose of warranty in Canada, Warrantor is **HYUNDAI AUTO CANADA CORP.**

### WARRANTY

HYUNDAI AUTO CANADA CORP. warrants that any original parts or components of each new HYUNDAI vehicle found to be defective in material or workmanship within the applicable warranty period will be repaired or replaced by any authorized HYUNDAI Dealer or authorized HYUNDAI Service Centre subject to the conditions described herein. Repairs will be made using Genuine HYUNDAI Parts or HYUNDAI authorized remanufactured parts.

### WARRANTY REGISTRATION DATE

Your warranty begins on the Warranty Registration Date, which is generally the date your new vehicle is delivered to you. If the vehicle was first placed in service as a "demonstrator" or "company" vehicle prior to delivery, the Warranty Registration Date is the date it was first placed into service. The Warranty Registration Date is reported by the selling dealer.

### WHAT IS NOT COVERED

The following is not covered, unless specifically stated in HYUNDAI AUTO CANADA CORP. policy or coverage:

- \* **Normal maintenance service:**  
Including checking, tightening, adjusting, engine tune-ups, fuel system adjustment, wheel toe & balancing, cleaning, lubrication, oil changes, replenishment of fuel, engine oil, transaxle fluid, brake fluid, clutch fluid, power steering fluid, anti-freeze coolant, windshield washer fluid, airconditioner refrigerant, headlight aiming and tire rotation.
- \* **Normal replacement of service items:**  
Including spark plugs, wiper blades, fuses, worn brake and clutch linings, filters, lamp bulbs, belts, tires, hoses, hardware and other similar consumables.
- \* **Any vehicle that has been scrapped and a certificate of salvage has been issued for the vehicle**
- \* **Damage or failure resulting from:**
  - Negligence of proper maintenance as specified in the Owner's Manual and this Service Passport.
  - Misuse, accident, theft or fire.
  - Use of parts other than Genuine HYUNDAI Parts.
  - Modification, alteration, tampering or improper repair.
  - Any device and/or accessories installed by any parties other than HYUNDAI.
  - Deterioration of rubber parts, upholstery and soft trim under normal use and exposure.
  - Slight irregularities not recognized as affecting quality or function of the vehicle such as slight noise or vibration, or items considered characteristic of the vehicle.

## HYUNDAI AUTO CANADA CORP. WARRANTY

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\* **Tires**

\* **Consequential damage:**

Such as fuel, telephone, travel, lodging, inconvenience, commercial and/or personal loss and loss of use of the vehicle are not covered.

### **OWNER'S RESPONSIBILITIES**

- \* Proper use, maintenance and care of your vehicle in accordance with the instructions contained in this booklet and in your Owner's Manual.
- \* Aluminum is subject to corrosion due to environmental conditions. (Be sure to give aluminum alloy wheels special attention in winter. If you drive on salted roads, clean the wheels thoroughly afterwards.)
- \* Retaining maintenance service records. It may be necessary for you to show that the required maintenance has been performed.
- \* Delivering the vehicle during regular business hours to an authorized HYUNDAI Dealer to obtain warranty service.
- \* Check for trim, paint or other appearance defects at the time the new vehicle is delivered.
- \* The care and maintenance of a working odometer, so that the total accumulated distance travelled can be readily ascertained.

### **EXCLUSION OF ALL OTHER WARRANTY**

The warranties provided in this Service Passport are the only warranties expressed or implied by HYUNDAI AUTO CANADA CORP., including any warranty of merchantability or fitness which extends beyond the expressed description herein. HYUNDAI AUTO CANADA CORP. does not authorize any person to create or assume for it any other warranty obligation or liability in connection with HYUNDAI vehicles.

### **WARRANTY JURISDICTION**

The warranties provided in this Service Passport apply only to HYUNDAI vehicles manufactured to Canadian specifications which are distributed in Canada by HYUNDAI AUTO CANADA CORP., and registered and normally operated in Canada.

### **YOUR RIGHTS**

The HYUNDAI AUTO CANADA CORP. Warranty gives you specific legal rights. You may have other rights which vary from province to province depending upon applicable provincial laws.



## HYUNDAI AUTO CANADA CORP. WARRANTY

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### NEW VEHICLE LIMITED WARRANTY

#### WARRANTY PERIOD

HYUNDAI AUTO CANADA CORP.'s New Vehicle Limited Warranty covers described components for 60 months from the Warranty Registration Date, or 100,000 km., whichever occurs first.

#### WHAT IS COVERED

Any original component that is found to be defective in material or workmanship under normal use and maintenance, except components specifically covered under any other section of the HYUNDAI AUTO CANADA CORP. Warranty.

#### TOWING

Towing assistance will be allowed for delivery of the vehicle to the nearest authorized HYUNDAI Dealer or authorized HYUNDAI Service Centre in the event that the vehicle is rendered inoperable due to the warrantable failure of a covered component.

#### WHAT IS NOT COVERED

“What is not covered” and “Owner’s responsibilities” are as specified under the General Warranty Provisions.

#### BATTERY WARRANTY

The original battery installed in your new HYUNDAI vehicle is warranted to be free from defects in material and workmanship for a period of 24 months from the Warranty Registration Date, or 40,000 km., whichever occurs first.

### AUDIO SYSTEM WARRANTY

#### WARRANTY PERIOD

Radio, CD Player, DVD Player, Bluetooth, Navigation System, speakers and antenna installed by the manufacturer are warranted to be free from defects in material and workmanship for 36 months from the Warranty Registration, or 60,000 km, whichever occurs first.

#### WHAT IS NOT COVERED

“What is not covered” and “Owner’s responsibilities” are as specified under the General Warranty Provisions.

### PAINT AND SURFACE CORROSION WARRANTY

#### WARRANTY PERIOD

HYUNDAI AUTO CANADA CORP.'s Paint and Surface Corrosion Warranty covers corrosion due to defects in material or workmanship, other than perforation, for 36 months from the Warranty Registration Date, or 60,000 km, whichever occurs first.

Cosmetic and minor imperfections in the paint are covered for 12 months from the Warranty Registration Date, or 20,000 km, whichever occurs first.

## HYUNDAI AUTO CANADA CORP. WARRANTY

### WHAT IS NOT COVERED

In addition to what is not covered in the General Warranty Provisions, the following is not covered:

- \* Corrosion or damage resulting from misuse, accident, fire, stone chipping, chemical fall-out, acid rain, tree sap, surface scratch, dents, hail, windstorm or lightning.
- \* Special bodies or equipment not manufactured or installed by HYUNDAI AUTO CANADA CORP..
- \* Any vehicle used for motor sport competition including racing, rallying trials and use as a pace car.

### HYBRID AND PLUG-IN HYBRID SYSTEM WARRANTY

#### WARRANTY PERIOD

HYUNDAI AUTO CANADA CORP.'s HYBRID and Plug-In HYBRID(PHEV) SYSTEM WARRANTY covers the described components up to a total of 96 months from the Warranty Registration Date, or 160,000 km, whichever occurs first.

#### WHAT IS COVERED

The following original components found to be defective in materials or workmanship under normal use and maintenance.

- \* **HYBRID SYSTEM** (as listed)

Hybrid Battery Pack Assy, Hybrid Starter & Generator, Hybrid Power Control Unit, Auto Transmission including Traction Motor, EGR (Exhaust Gas Recirculation) Cooler.

- \* **Plug-in(PHEV) HYBRID SYSTEM** (as listed)

(PHEV) Main Hybrid Battery Pack Assembly, (PHEV) Sub Hybrid Battery Pack Assembly, (PHEV) On Board Charger (OBC), (PHEV) Radiator (PHEV) Insulated Fuel Tank, Hybrid Starter Generator (HSG), Hybrid Power Control Unit, Automatic Transmission including Traction Motor EGR (Exhaust Gas Recirculation) Cooler

### EV SYSTEM WARRANTY

#### WARRANTY PERIOD

HYUNDAI AUTO CANADA CORP. EV System Warranty covers the described components up to a total of 96 months from the warranty registration date, or 160,000 km, whichever occurs first.

#### WHAT IS COVERED

The following original EV system components which are found to be defective in material and/or workmanship under normal use and maintenance will be covered during the "Warranty Period" described above,

- \* **EV SYSTEM** (as listed)

Motor, Inverter unit, VCM, Reduction gear, DC/DC converter, Onboard charger, Onboard charger connector, Trickle charge cable, In Cable Control Box, High Voltage Battery

## HYUNDAI AUTO CANADA CORP. WARRANTY

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### HIGH VOLTAGE BATTERY CAPACITY COVERAGE

The Lithium-Ion Polymer Battery ("EV Battery") Capacity warranty coverage period is 8 years or 160,000 kilometers from the Date of First Service, whichever comes first, for capacity loss below 70% of the original battery capacity. This warranty covers repairs needed to return battery capacity to 70% of original battery capacity. If possible, the EV battery components will be repaired or replaced, and the original EV Battery will be returned to the vehicle. If necessary, the EV Battery will be replaced with either a new or remanufactured Lithium-Ion Polymer Battery. Any repair or replacement made under this Lithium-Ion Polymer Battery Capacity Coverage may not return your Lithium-Ion Battery to an "as new" condition with the original 100% battery capacity. However, it will provide the vehicle with an EV Battery capacity of at least 70% of the original battery capacity.

### POWER TRAIN WARRANTY

#### WARRANTY PERIOD

HYUNDAI AUTO CANADA CORP.'s Power Train Warranty covers the described components up to a total of 60 months from the Warranty Registration Date, or 100,000 km., whichever occurs first.

#### WHAT IS COVERED

The following original components found to be defective in material or workmanship under normal use and maintenance.

\* **Engine:** (as listed)

Cylinder block/head and all internal parts; intake and exhaust manifold; timing cover; timing gears and chain, tensioners and guides; oil pump; water pump; flywheel; oil pan; valve cover; engine mounts; core plugs; gaskets and seals.

\* **Transaxle (Manual or Automatic):** (as listed)

Transaxle housing and all internal parts; torque converter and converter housing; oil pan; transaxle mounts; gaskets and seals; drive axles and constant velocity joints.

\* Refer to HYBRID SYSTEM WARRANTY for HEV Auto Transmission coverage.

## HYUNDAI AUTO CANADA CORP. WARRANTY

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### EMISSION SYSTEM WARRANTY

#### WARRANTY PERIOD

BASIC EMISSION COMPONENTS - HYUNDAI AUTO CANADA CORP.'s Emission System Warranty covers the basic emission components listed below under "Warranty Parts List (Basic Emission Components)", unless otherwise specifically provided, for 60 months from the Warranty Registration Date, or 100,000 km, whichever occurs first.

MAJOR EMISSION COMPONENTS - HYUNDAI AUTO CANADA CORP.'s Emission System Warranty covers the major emission components listed below under "Warranty Parts List (Major Emission Components)", unless otherwise specifically provided, for 96 months from the Warranty Registration Date, or 130,000 km, whichever occurs first.

#### WHAT IS COVERED

HYUNDAI AUTO CANADA CORP. warrants that each new vehicle: (1) was designed, built and equipped to conform at the time of sale to applicable federal emissions regulations; and, (2) is free from defects in material and workmanship at the time of sale which would cause the vehicle to fail to conform with such regulations within the Emission System Warranty period.

HYUNDAI AUTO CANADA CORP. warrants that any authorized HYUNDAI Dealer will repair and/or replace, to HYUNDAI AUTO CANADA CORP.'s specifications at no charge, any of the basic emission components, or parts thereof, listed below under "Warranty Parts List (Basic Emission Components)", except those components requiring scheduled replacement (refer to Scheduled Maintenance section of your Owner's Manual), which may be necessary to cause your vehicle to conform to the applicable federal emission standards, provided the vehicle has been maintained and operated in accordance with the scheduled maintenance instructions described in the Owner's Manual provided with your vehicle.

HYUNDAI AUTO CANADA CORP. warrants that any authorized HYUNDAI Dealer will repair and/or replace, to HYUNDAI AUTO CANADA CORP.'s specifications at no charge, any of the major emission components, or parts thereof, listed below under "Warranty Parts List (Major Emission Components)", provided the vehicle has been maintained and operated in accordance with the scheduled maintenance instructions described in the Owner's Manual provided with your vehicle.

HYUNDAI AUTO CANADA CORP. warrants that any component listed below under "Warranty Parts List (Basic Emission Components)" requiring scheduled replacement (refer to Scheduled Maintenance section of your Owner's Manual), will be replaced and installed at no charge, to cause your vehicle to conform to the applicable federal emissions standards, up to the first replacement interval or up to the limit of the basic emission components warranty period, whichever occurs first.

## EMISSION WARRANTY PARTS (Basic Emission Components)

### Air Induction System

- Air Cleaner Assembly
- Intake Manifold
- Surge Tank
- Turbocharger Assembly
- Intercooler Assembly
- Exhaust Gas Recirculation
- EGR Cooler

### Fuel Metering System

- Coolant Temperature Sensor
- Air Flow Sensor
- Manifold Absolute Pressure Sensor
- Wheel Speed Sensor
- Fuel Injectors
- Fuel Delivery Line
- Fuel Pump
- High Pressure Pump (GDI)
- Pressure Sensor
- Throttle Body
- Throttle Position Sensor
- Idle Speed Control System
- Oxygen Sensor
- Engine Control Module \*8/130
- Knock Sensor

### Ignition System

- Spark Plugs and Ignition Wires
- Ignition Coil
- Camshaft Position Sensor
- Crankshaft Position Sensor

### Valve Timing System

- Oil Control Valve Assy
- Oil Temperature Sensor

### Evaporative Control System

- Vapor Storage Canister
- Canister Close Valve
- Canister Purge Control Valve
- Fuel Tank
- Fuel Tank Pressure Sensor
- Fuel Filler Cap
- Vapor Liquid Separator
- ORVR (Vent) Valve
- Rollover (Cut) Valve

### Positive Crankcase Ventilation System

- PCV Valve and Hose

### Catalyst and Exhaust System

- Exhaust Manifold Catalytic Assembly \*8/130
- Exhaust Manifold
- Exhaust Pipe (from manifold to catalyst)
- Catalytic Converter Assembly \*8/130

### Charging System

- Alternator
- Battery Sensor
- OAD

### Hybrid System

- Hybrid Battery \*8/160
- Battery Management system \*8/160
- Hybrid Power Control Unit \*8/160

### Miscellaneous Items Used In Above Systems

- Hoses, clamps, gasket or seals
- Wires, harnesses, connectors
- All sensors (switches, solenoids, valves) associated with the ECM

### Onboard Emissions Diagnostic Device

- Malfunction Indicator Light and Bulb
- Data Link Connector

*Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first.*

**NOTE 1 :** Spark plugs are warranted only when the nonconformity of the emission system is caused by their failure.

Spark plugs must be replaced in accordance with the maintenance schedule outlined in the Owner's Manual provided with your vehicle.

**NOTE 2 :** Parts designated by "8/130" are warranted for 8 years or 130,000 kilometers, whichever occurs first.

**NOTE 3 :** Parts designated by "8/160" are warranted for 8 years or 160,000 kilometers, whichever occurs first.

## HYUNDAI AUTO CANADA CORP. WARRANTY

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### WARRANTY PARTS LIST (MAJOR EMISSION COMPONENTS)

- \* Catalytic Converter
- \* Engine Control Module
- \* Onboard Emission Diagnostic Device.

### WHAT IS NOT COVERED

The Emission System Warranty shall not apply to:

- \* Malfunctions in any part caused by misuse, modification, improper adjustments, alterations, tampering, disconnections, improper or inadequate maintenance or use of leaded gasoline or contaminated fuel
- \* Other items listed in "What is not covered" and "Owner's responsibilities" under the General Warranty provisions.

### ANTI-PERFORATION WARRANTY

#### WARRANTY PERIOD

HYUNDAI AUTO CANADA CORP.'s Anti-Perforation Warranty covers the described components for 60 months from the Warranty Registration Date.

#### WHAT IS COVERED

Perforation due to corrosion for any HYUNDAI vehicle body component only.

- \* Perforation means the corrosion of any components of the automobile body through from the inner surface to the outer surface.
- \* Components of the automobile body mean any moving or non-moving metal components of the automobile from the lower window line down but not including those components which form part of the automobile powertrain, steering, braking or exhaust system.

#### WHAT IS NOT COVERED

- \* Any damage to the exhaust system, fuel tank or bright metal parts of the vehicle.
- \* Corrosion other than perforation, such as cosmetic or surface corrosion.
- \* Corrosion or damage resulting from misuse, accident, fire, stone chipping, chemical fall-out, tree sap, acid rain, surface scratch, dents, hail, windstorm or lightning.
- \* Special bodies or equipment not manufactured or installed by HYUNDAI. \* Any vehicle used for motor sport competition including racing, rallying trials and use as a pace car.

#### OBTAINING WARRANTY SERVICE

In the event of a claim, you must deliver your vehicle to an authorized HYUNDAI Dealer for examination and approval by HYUNDAI AUTO CANADA CORP. prior to any repair or replacement.

## HYUNDAI AUTO CANADA CORP. WARRANTY

### DEALER-INSTALLED ACCESSORY LIMITED WARRANTY

#### WARRANTY PERIOD

Unless otherwise stated, the HYUNDAI Dealer-Installed Accessory Limited Warranty coverage is 36 months or 60,000 kms from the Warranty Registration Date, whichever occurs first. If installation occurs after the Warranty Registration Date, warranty coverage is 12 months from the installation date, regardless of distance traveled, or the balance of the 36 months or 60,000 kms coverage, whichever is greater.

#### WHAT IS COVERED

Any HYUNDAI Accessory installed in a HYUNDAI vehicle for which it is designed, which is found to be defective in material or workmanship under normal use and maintenance.

#### WHAT IS NOT COVERED

"What is not covered" and "Owner's responsibilities" are as specified under the General Warranty Provisions.

### AIR-CONDITIONER REFRIGERANT

For factory-installed air conditioning units, the air-conditioner refrigerant charge, unless replaced as part of a warranty repair, is covered for 12 months from the warranty registration date, or 20,000 km, whichever occurs first.

For dealer-installed air conditioning units, the air-conditioner refrigerant charge, unless replaced as part of a warranty repair, is covered for 12 months or 20,000 km from the installation date, whichever occurs first.

### DEALER-INSTALLED AIR CONDITIONING UNIT WARRANTY

The dealer-installed air conditioning unit is covered for 12 months from the installation date, regardless of distance travelled, or the balance of the basic warranty of the vehicle, whichever is greater.

### SERVICE REPLACEMENT PARTS WARRANTY

#### WARRANTY PERIOD

Genuine HYUNDAI replacement parts purchased from and installed by an authorized HYUNDAI Dealer will be warranted for 12 months from the installation date, regardless of distance travelled. Automatic transaxles and engines are warranted for 12 months or 20,000 kms, whichever occurs first, from the installation date. Proof of purchase must be provided with the claim.

Genuine HYUNDAI replacement parts replaced under the terms of the HYUNDAI AUTO CANADA CORP.. New Vehicle Warranty, including Power Train, Emission, etc., will be warranted for the remainder of the applicable warranty under which the part was replaced.

#### WHAT IS COVERED

Genuine HYUNDAI replacement parts purchased from and installed by an authorized HYUNDAI Dealer which have been found to be defective by means of a manufacturing fault or defect.

#### WHAT IS NOT COVERED

"What is not covered" and "Owner's responsibilities" are as specified under the General Warranty Provisions.

## REPAIRS AWAY FROM HOME

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### EMERGENCY REPAIRS AWAY FROM HOME

HYUNDAI recognizes that your vehicle could develop a serious problem requiring immediate repair while away from home and that it may be necessary that the repair be performed by a non-HYUNDAI facility.

HYUNDAI will reimburse you for the fees incurred for such repairs if:

- The repair would normally be covered by the warranties outlined in this Service Passport and
- All HYUNDAI dealerships within 100 km of the breakdown location were closed at the time, or there were no HYUNDAI dealerships within 100 km and
- The vehicle was rendered inoperable, or if attempting to drive the vehicle would cause further damage or be unsafe and
- The repair was necessary to permit you to continue your trip to your destination or your home.

For reimbursement of repair costs, please visit your local HYUNDAI dealership with a copy of the paid invoice, and the replaced part(s). The dealership will reimburse the cost of parts and the labour will be reimbursed based on a geographically-appropriate labour rate for HYUNDAI'S recommended time allowance.

### WARRANTY COVERAGE IN THE U.S.A.

The Warranty coverage on your HYUNDAI vehicle is provided by HYUNDAI Canada through authorized Canadian HYUNDAI Dealers. Canadians who are visiting the US or who are temporarily located in the U.S. for business reasons (for a period less than six months) may obtain warranty coverage from a local U.S. HYUNDAI dealer. As Canadian warranty coverage may differ from U.S. warranty, please keep documentation to confirm the original date of purchase of the vehicle, entitlement to warranty coverage, as well as a copy of this Service Passport to indicate the applicable warranty coverage to the U.S. dealer.

Should you have any additional questions regarding the above, please contact us at 1-888-216-2626.

### RELOCATING OR EXPORTING YOUR VEHICLE OUTSIDE CANADA

HYUNDAI vehicles sold in Canada are designed to comply with Canadian Motor Vehicle Safety Standards and emissions standards applicable at the time of manufacture. If you plan to export and register your HYUNDAI vehicle in another country, we recommend contacting the HYUNDAI distributor or a Registered Vehicle Import agency in that country to determine the requirements as HYUNDAI Canada does not have this information.

Please be advised that any modifications or alterations to your HYUNDAI deemed required to meet another country's standards may be expensive, and obtaining service for your HYUNDAI vehicle in another country may be difficult.



## HYUNDAI 24 HOUR ROADSIDE ASSISTANCE PROGRAM... 1-800-268-9958

As a valued HYUNDAI owner, your satisfaction is our prime concern. Our personal commitment goes beyond our New Vehicle Warranty. We are pleased to offer the “**HYUNDAI 24 HOUR ROADSIDE ASSISTANCE PROGRAM**”, in co-operation with Club Auto, an affiliate of the Canadian Automobile Association (C.A.A.) Canada’s foremost auto club. Coverage is for 60 months from the Warranty Registration Date. Should you become stranded anywhere in Canada or the continental United States, our **1-800-268-9958** operators will provide counselling and dispatch in both English and French languages, 24 hours a day, 365 days a year, to ensure you are attended to in a safe and timely manner. Please have the following information readily available when you contact our operator:

- \* Your name, address and telephone number;
- \* Vehicle identification number (VIN);
- \* Original date of purchase;
- \* The problem with the vehicle;
- \* A precise location where the service person can locate your vehicle;
- \* Licence plate number;
- \* Current odometer reading;
- \* Name of selling HYUNDAI dealer;

Should you need information or have a problem and your HYUNDAI Dealer’s Service or Sales Department is unable to provide assistance, call the HYUNDAI AUTO CANADA CORP. Customer Relations Department at 1-888-216-2626 (Service in both French and in English) (Only valid in Canada)

### IMPORTANT NOTICE:

**In order to receive service under the Hyundai 24 Hour Roadside Assistance Program, you must call the designated 1-800 number. No claims will be accepted or reimbursed for occurrences where the vehicle driver did not call Club Auto to obtain services. On rare occasions, severe weather conditions, including extremely cold temperatures and snow storms, may cause telephone and service delays. On these extremely difficult days your dealer may have been authorized to serve you directly.**

### WHAT IS COVERED BY THE HYUNDAI 24 HOUR ROADSIDE ASSISTANCE PROGRAM

#### Roadside Assistance Calls:

The following roadside services will be provided at no expense.

- Fuel delivery service • Flat Tire changing service • Lockout service
- Battery boosting service • Mechanical first aid • Towing service
- Winching/Extrication service • Trip Interruption assistance service

**\*HYUNDAI 24 Hour Roadside Assistance is not a warranty, but a service provided to you in conjunction with our warranty, as part of the HYUNDAI satisfaction commitment to trouble free vehicle operation.**

### FUEL DELIVERY SERVICE (GASOLINE)

The HYUNDAI 24 Hour Roadside Assistance operator will arrange to have an emergency supply of gasoline, up to 10 L (when available), delivered to your location. The expense of the gasoline will be paid for by the customer at current pump prices (Specific qualities, brands or octane cannot be promised.)

## HYUNDAI 24 HOUR ROADSIDE ASSISTANCE PROGRAM... 1-800-268-9958

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### **FLAT TIRE CHANGING SERVICE**

The HYUNDAI 24 Hour Roadside Assistance operator will arrange for a service person to change a flat tire provided there is a serviceable inflated and mounted spare tire. If we can not change your tire, your towing benefits apply (See Towing Service - Vehicle Inoperable). Tire repairs are not covered.

### **LOCKOUT SERVICE**

The HYUNDAI 24 Hour Roadside Assistance operator will arrange to have a service person attempt to open your vehicle should your keys be locked inside the passenger compartment. You will be required to sign a release of liability form prior to service being rendered.

### **BATTERY BOOSTING SERVICE**

The HYUNDAI 24 Hour Roadside Assistance operator will arrange to have a service person boost the battery in an attempt to enable a disabled vehicle to proceed under its own power.

### **MECHANICAL FIRST AID SERVICE**

The HYUNDAI 24 Hour Roadside Assistance operator will dispatch a service person to perform minor adjustments, not requiring parts or supplies, in an effort to enable the vehicle to operate under its own power.

### **TOWING SERVICE - VEHICLE INOPERABLE**

The HYUNDAI 24 Hour Roadside Assistance operator will arrange to have your vehicle towed from the breakdown location to the priority destination should a Club Auto service person fail to make your vehicle safely operable. Destination shall be determined in the following priority:

1. The nearest authorized HYUNDAI Dealer or authorized HYUNDAI Service Centre within 100 km radius.
2. The nearest Club Auto contract station or approved auto repair facility.  
(NOTE: Club Auto contract station or approved repair facilities are NOT authorized to perform warranty repairs.)

### **Exclusion of Service**

Towing is not covered if the vehicle is damaged as a result of a collision or accident to the extent that it cannot be safely driven.

### **WINCHING AND EXTRICATION SERVICE**

The HYUNDAI 24 Hour Roadside Assistance operator will arrange for one service vehicle to winch or extricate your vehicle when it can be safely reached from a normally travelled road or thoroughfare.

## HYUNDAI 24 HOUR ROADSIDE ASSISTANCE PROGRAM... 1-800-268-9958

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### TRIP INTERRUPTION ASSISTANCE SERVICE

Trip Interruption benefit will pay a maximum of \$300.00 Cdn. to a vehicle operator, whose vehicle, while being driven by the vehicle operator, is disabled as a result of a mechanical breakdown, or an unforeseen accident 100 km (62.5 miles) or more from home and where the vehicle is immobile for a period of 24 hours or more.

Payment covers the following expenses:

- \* Rental car AND/OR
  - \* Local lodging and meals AND/OR
  - \* Commercial transportation to destination or home
- \* **Benefits apply anywhere in Canada or the continental United States and are subject to the strict provisions and conditions of service set out below.**

### Conditions of Service

- \* The mechanical breakdown or accident must occur 100 km (62.5 miles) or more from the vehicle operator's residence.
- \* The vehicle must be disabled to the extent that it cannot be safely driven.
- \* An accident must be reported to the nearest Police Agency and a copy of the police accident report submitted with all claims. If no police report was made or is unavailable for any reason, coverage will be denied.
- \* Benefits are provided for a period of up to 72 hours from the time of the incident.
- \* Rental vehicles must be obtained from a local bona fide vehicle rental agency.
- \* Local meals and lodging must be obtained in the general vicinity of the location at which the vehicle is being repaired.
- \* Commercial transportation must be obtained from a common carrier (airline, bus, train, taxi, etc.) licensed to carry passengers for hire.
- \* Itemized and receipted bills covering any expense claimed must be submitted with a claim.
- \* Only one payment per incident will be made and payment will be made directly to the vehicle operator making the claim.
- \* All claims for Trip Interruption Assistance benefits must be submitted to Club Auto within 60 days of the date of the incident.

### Exclusions to Service

- \* Any cost for overnight lodging will be limited to the cost of one room per night for a maximum of three nights.
- \* Any cost for commercial transportation (airline, bus, train, taxi) will be limited to the cost of one adult ticket. Taxi fare from the airport, bus or train depot will be paid in addition to the cost of one adult ticket.

## HYUNDAI 24 HOUR ROADSIDE ASSISTANCE PROGRAM... 1-800-268-9958

### Claim Procedure

- \* Claim forms are available on request from Club Auto.
- \* Vehicle operators should complete the claim form providing the required information and return the form with all supporting documentation to Club Auto.
- \* The decision of Club Auto in relation to any claims for Trip Interruption Assistance benefits is final and binding.

### LIMITATION OF LIABILITY AND SERVICE

**For greater certainty, the Services being provided under this Program do not include or extend to:**

- \* Transporting disabled vehicle operators and their passengers to or from their disabled vehicle or transporting such persons after the service has been rendered.
- \* Accepting appointments for service calls.
- \* Costs of parts, labour or incidental expenses (telephone calls, etc.) related to repair of the vehicle under any circumstances.
- \* A vehicle which is abandoned, unlicensed, unplatd or to be towed to a salvage yard.
- \* Any charges relating to impounding and storage.
- \* Service to a vehicle driven into an area not regularly travelled or which is impassable (e.g. private recreational roads, mud driveways, laneways or beaches).
- \* Service to a vehicle located in snowbound areas. (We will not shovel snow to access the vehicle or provide service to vehicles located in unplowed driveways.)
- \* Delays are sometimes unavoidable due to heavy demands for service. Under the circumstance, Club Auto reserves the right to limit towing to the nearest repair facility. If the vehicle is already in a safe place, such as a private or public garage, driveway etc., Club Auto reserves the right to service the vehicle only after the heavy demand is over.

- \* In rendering service, the service outlet acts as an independent contractor rather than an agent of Club Auto. Club Auto/HYUNDAI AUTO CANADA CORP. assumes no responsibility for any loss or damage from the provision of such services.
- \* Any damages resulting from the acts of the independent service facility personnel are the sole responsibility of the facility and should be reported to the proprietor within 24 hours and PRIOR to any repairs.
- \* Charges for services, repairs or labour which exceed those specified are at the vehicle operator's expense, at prevailing retail rates.
- \* Club Auto contract stations or approved repair facilities are NOT authorized to perform warranty repairs.

**HYUNDAI AUTO CANADA CORP. reserves the right to limit or discontinue services; if in the opinion of Hyundai there is abuse of the services such as claims becoming excessive in frequency or type of occurrence (e.g. 7 lockouts or more than 3 requests for fuel delivery, is considered to be excessive.)**

The Hyundai 24 Hour Roadside Assistance Program is a complimentary service provided by HYUNDAI AUTO CANADA CORP.. The program may be amended or cancelled at any time without refund.

**All information is current at the time of publication. However, Club Auto/HYUNDAI AUTO CANADA CORP. reserves the right to make changes to the program at any time so that our policy of continual program improvements may be carried out. All decisions of Club Auto/HYUNDAI AUTO CANADA CORP. are final and binding.**

HYUNDAI 24 Hour Roadside Assistance is administered by Club Auto Roadside Services Ltd., 60 Commerce Valley Dr. East, Thornhill, Ontario, L3T 7P9

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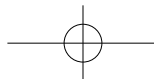
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**IMPORTANT**

- \* Present this booklet to your HYUNDAI Dealer whenever your vehicle requires service.

**OWNER INFORMATION CHANGES:**

- \* If you change your address or if you are the second owner of your HYUNDAI. Please update your information upon your next dealer visit or by emailing it to us at cr@hyundaicanada.com
- \* HYUNDAI AUTO CANADA CORP. respects the confidentiality of your personal information. For details of HYUNDAI AUTO CANADA CORP.'s privacy policy contact us at 1-888-216-2626 or visit our website at www.hyundaicanada.com.

**IMPORTANT NOTICE:**

**OPTIONAL SERVICE AGREEMENT**

HYUNDAI AUTO CANADA CORP. has a Service Agreement specially designed for your new vehicle. (HYUNDAI Protection Plan).

The HYUNDAI Protection Plan provides protection against rising service and parts costs for specified repairs after the applicable warranties expire.

HYUNDAI Protection Plan is fully backed by HYUNDAI AUTO CANADA CORP., but because other brands are available, you should be sure that the one you buy is a genuine HYUNDAI Service Agreement (H.P.P.). We are not responsible for other companies' contracts.

**FOR YOUR CONVENIENCE:**

your Sales Person is :

Tel. \_\_\_\_\_

your Service Manager is :

Tel. \_\_\_\_\_

your Parts Manager is :

Tel. \_\_\_\_\_

Speedometer replace on \_\_\_\_\_ with \_\_\_\_\_ km  
on the odometer. (date)

Dealer code \_\_\_\_\_

HYUNDAI Dealer Signature: \_\_\_\_\_

- \* Trademarks and tradenames owned in Canada by HYUNDAI AUTO CANADA CORP. which carries on business as HYUNDAI AUTO CANADA CORP..