



KIA Australia New Vehicle Warranty Terms and Conditions

Important Notice

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits given by the KIA New Vehicle Warranty are in addition to other rights and remedies available to you under a law in relation to our goods. The KIA New Vehicle Warranty should not be read as excluding, restricting or modifying the rights and remedies that are available to consumers under statute, including the Australian Consumer Law. These rights and remedies may be greater than your rights under the KIA New Vehicle Warranty.

Definitions

- **KIA** means Kia Corporation 119-81-02316.
- **KAU** means Kia Australia Pty Ltd (ABN 97 110 483 353).
- **KIA Vehicle** means a Kia-branded motor vehicle originally supplied by a KIA Dealer.
- **KIA Dealer** means a person authorised by KAU to sell and/or service KIA Vehicles or perform repairs under warranty.
- **Commercial Use** means uses including but not limited to rental vehicle, hire car, taxi, rideshare vehicle, courier vehicle, driving school vehicle, security vehicle or bus and tour vehicle.
- **Warranty Start Date** is the date KAU has recorded on its database as the vehicle retail delivery date, date of first registration of the vehicle, or date of first Commercial Use of the vehicle, whichever occurs first. For demonstrator KIA Vehicles sold by KIA Dealers in Western Australia, the warranty period commences on the date of purchase, but kilometres are counted from when the vehicle is first used as a demonstrator.



Terms and Conditions

This KIA New Vehicle Warranty coverage is subject to the conditions outlined under:

1. Warranty Policy Statements
2. What is Not Covered
3. Owner's Responsibilities

This KIA New Vehicle Warranty applies only to KIA Vehicles sold by authorised KIA Dealers that are registered and operated within the territorial limits of the Australian mainland and Tasmania.

Warranty Coverage Period

The KIA New Vehicle Warranty commences from the Warranty Start Date of the vehicle. Different vehicles have different warranty periods, depending on the type of vehicle and the use of the vehicle. The Warranty Period ends at the expiration of the term of base coverage or other coverage, as described herein.

Specific warranty periods apply to certain vehicle components. If a shorter warranty period is specified for a vehicle component, the shorter period will apply. The maximum warranty period for any component of a Commercial Use vehicle is 7 years / 150,000 km (whichever occurs first).

What is Covered

KAU warrants that your new KIA Vehicle is free from defects in material or workmanship, subject to the following terms and conditions. A KIA Dealer will make necessary repairs, using genuine KIA parts, to correct any defects in material or workmanship covered by this warranty without charge to you. Refer to the following pages for specific warranty coverage guidelines and terms and conditions.

Change of Owner

During the warranty period, the KIA New Vehicle Warranty is transferable to subsequent owners of a KIA vehicle.

If you have purchased a used KIA Vehicle, please complete the [Change of Ownership Advice Form](#) advising your change of address, and mail to address.

Production Changes

KAU reserves the right to make changes or have changes made to vehicles built and/or sold by KAU and its KIA Dealers at any time, without incurring any obligation to make the same or similar changes to vehicles previously built and/or sold.



1. Warranty Policy Statements

7 Year Unlimited Kilometre Warranty

KAU provides a SEVEN YEAR UNLIMITED KILOMETRE WARRANTY against defects arising in materials or manufacture for vehicles sold from 1 October 2014.

This 7 Year Unlimited Kilometre Warranty does NOT apply to vehicles used at any time during the warranty period for Commercial Use. Commercial Use vehicles are limited to a 7 year / 150,000 Kilometre Warranty (whichever occurs first).

The owner may be required to provide service records, evidence of usage history for the owner and previous owner/s and other vehicle records to establish the vehicle's warranty status and to establish that the vehicle has not been operated for Commercial Use.

7 Year / 150,000 Kilometre High Voltage Electrical Vehicle Components Warranty - Electric Vehicles (EV), Hybrid Electric Vehicles (HEV) and Plug In Hybrid Vehicles (PHEV)

KAU provides a SEVEN YEAR / 150,000 KILOMETRE WARRANTY (whichever occurs first) against defects arising in materials or manufacture for High Voltage Electrical Vehicle Systems Components including On Board Charger, Traction Motor and Electric Power Control Unit (EPCU & HPCU). Please note that the High Voltage Battery is covered under a separate warranty period, which is detailed in the section titled "Battery Warranties" below.

7 Year / 150,000 Kilometre Warranty - Commercial Use Vehicles

KAU provides a SEVEN YEAR / 150,000 KILOMETRE WARRANTY (whichever occurs first) against defects arising in materials or manufacture for Commercial Use vehicles sold from 1 October 2014.

This 7 Year or 150,000 Kilometre Warranty (whichever occurs first) applies to vehicles used at any time during the warranty period for Commercial Use.

The owner may be required to provide service records, evidence of usage history for the owner and previous owner/s and other vehicle records to establish the vehicle's warranty status.

7 Year Body Corrosion Warranty

Any body panel that contains a physical hole (from the inside out) through a body panel due to corrosion, caused as a result of a manufacturing fault, is covered by the KIA New Vehicle Warranty for a period of 7 years.

Please note that for Commercial Use vehicles, this warranty coverage is for 7 years or 150,000 km, whichever occurs first.



7 Year Exterior Paint Durability and Finish

Any body panel that contains a paint durability or finish defect caused as a result of a manufacturing fault is covered by the KIA New Vehicle Warranty for a period of 7 years. Please note that for Commercial Use vehicles, this coverage is for 7 years or 150,000 km, whichever occurs first.

Defects defined as scaling, surface rust, blistering, scab, corrosion and fading that may result from insufficient or improper maintenance or care, are excluded from the KIA New Vehicle Warranty.

1 Year Paint Appearance Warranty

Any Paint application defects, such as overspray, low gloss, mismatch, mottling, cloudiness, runs, fish eye, pin holes, slow drying, thin paint waving, tape mark, touch up, dust or dirt in the paint will be covered by the Kia New Vehicle Warranty for a period of 1 year.

The 1 Year Paint Appearance Warranty does not apply for paint defects arising from stone or similar chipping, tree sap, hail damage, windstorm damage, chemical/industrial fallout, salt spray, bird/animal droppings, or any other environmental condition.

Tyre Warranty

The KIA New Vehicle Warranty does not cover tyres. Tyres are covered by the express warranties provided by their respective manufacturers or suppliers.

Battery Warranties

12V Auxiliary Battery : The original engine electrical system battery is fully covered for the first 2 years of the KIA New Vehicle Warranty period regardless of kilometres.

High Voltage (HV) Battery: The original HV Lithium-Ion Polymer Battery ("EV Battery") is covered under a capacity warranty against battery capacity dropping below 70% of its original capacity for the following periods, whichever occurs first:

- For pre-model year 2027 vehicles, 7 years or 150,000 km (whichever occurs first).
- For model year 2027 and later vehicles, 8 years or 160,000 km (whichever occurs first).
- For EV4 vehicles (any model year), 8 years or 160,000 km (whichever occurs first).

This warranty covers repairs needed to return battery capacity to a minimum 70% of the original battery capacity. 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.



Air Conditioner Refrigerant Warranty

The air conditioner refrigerant charge is covered for the first (1st) Year of the KIA New Vehicle Warranty period regardless of kilometres. Over the balance of the KIA New Vehicle Warranty period the refrigerant charge is covered only when replenished as part of a warranty repair.

Parts and Accessory Warranty

KIA Parts and Accessories installed at the time of a retail sale of a new motor vehicle are covered by the KIA New Vehicle Warranty applicable to your vehicle, depending on the vehicle's use.

If Accessories are installed by a KIA Dealer after the retail sale, they will be covered for the remainder of the KIA New Vehicle Warranty period or for 1 Year, whichever is the greater.

In the case where a replacement part is installed under the KIA New Vehicle Warranty during the vehicle's warranty period, the part is covered for the remainder of the KIA New Vehicle Warranty period only.

KIA replacement parts and accessories that are not installed by a KIA Dealer are covered by the Parts and Accessory Warranty for 1 year or 20,000 kilometres, whichever occurs first.

3 Year AV (Audio) and AVN (Audio + Navigation) Warranty

For vehicles purchased after 1 January 2017, the original audio system (AV - Audio or AVN - Audio + Navigation) head unit is covered by the KIA New Vehicle Warranty against defects arising in materials or manufacture for a period of three (3) Years / Unlimited kilometres.

Software updates such as Maps, Traffic Information Systems, Bluetooth, and/or general system upgrades or other applications are excluded from the KIA New Vehicle Warranty.

Towing

If a component covered by the KIA New Vehicle Warranty fails as a result of poor workmanship or materials, rendering the vehicle immobile or un-driveable, the cost of towing to the nearest KIA Dealer is generally covered under warranty.

It is recommended that you contact your nearest KIA Dealer or call KIA Customer Service on 131 KIA (131 542) for guidance regarding warranty coverage prior to arranging towing.

Transfer of Warranty

This warranty is transferable to the new owner whenever the vehicle is sold. The new owner must complete the 'Change of Owner Advice Form' and forward the completed form to KAU.



The warranty may NOT be transferred to another vehicle under any circumstances. The warranty will be voided in the event of the vehicle being “Written Off” (that is, the vehicle has been damaged to the extent that renders repair of the vehicle impractical or uneconomic) or disposed of by an insurer.

Non Genuine Accessories

KAU does not recommend the fitment of non-genuine, unapproved or unauthorised accessories. KIA Genuine Accessories are designed and engineered to provide correct fitment and durability, as well as ensure compliance with all relevant legislation.

Non genuine, unapproved or unauthorised accessories are NOT covered by the KIA New Vehicle Warranty. In the event of a concern please refer to the express warranties of the respective manufacturers or suppliers.

Refurbished Goods

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

Goods Capable of Storing Data

For goods capable of storing data created by the user of the goods (user-generated data), please be aware that repairing the goods may result in loss of data. User-generated data includes, for example, music, photos, telephone numbers and electronic documents. Please ensure that you have made a copy of any data saved on your goods prior to your repair.

Limited Liability

To the extent allowable by law, the liability of KAU under this warranty is limited solely to the repair or replacement of parts defective in material or workmanship.

Such replacement or repair is to be carried out by a KIA Dealer at its place of business, and specifically does not include any expenses, consequential loss, indirect loss, economic loss, loss of revenue or special loss, which are not reasonably foreseeable that may arise from any defect of a vehicle.

Other Terms and Conditions

This warranty is given in lieu of all other express warranties (except those set forth separately in these terms and conditions on the part of KAU or KIA).

No dealer, or any agent or employee thereof, or any other person, is authorised to extend or enlarge upon the terms of this warranty.



2. What is Not Covered

The items specified below are not covered by the KIA New Vehicle Warranty:

- Replenishment or replacement of oil, fluids, coolant, wiper blades, fan belts, filters, brake and clutch linings, spark plugs, light globes, gaskets and so on, as a result of normal wear and tear.
- Maintenance services described as "Scheduled Maintenance Service", "Owner Maintenance" or "Appearance Care" in your Owner's Manual.
- Various adjustments, such as brake and clutch adjustment, adjustment of head lamps, wheel alignment, tyre balancing and rotation, engine adjustment etc.
- Damage due to factors beyond the manufacturer's control, including but not limited to -
 - Misuse of the KIA Vehicle, such as driving over curbs, overloading, racing etc. (proper usage is described in your Owner's Manual).
 - Accidents, such as collision, fire, theft, riot, etc.
 - Alteration, modifications, tampering, etc.
 - Impact damage, surface corrosion or cosmetic conditions, resulting from or due to, but not limited to, stone chips or scratches in paintwork or damage to glass.
- Damage due to -
 - Lack of proper maintenance as described in your Owner's Manual.
 - Improper maintenance or the use of other than the specified oil or lubricants as recommended in your Owner's Manual.
 - Use of other than the specified fuel (as specified in your Owner's Manual), improper fuel quality or fuel contamination.
- Normal deterioration -
 - Normal wear, tear or deterioration such as discolouration, fading, deformation etc on both internal and external vehicle components.
 - Surface corrosion on any part other than the body sheet-metal panels forming the exterior appearance of a KIA Vehicle (Exhaust, suspension and similar components).
- Wear and tear due to normal operation, including but not limited to brake and clutch components, tyres, suspension, engine and transmission components.
- Defects which are caused by or attributable to modifications not carried out by or at the direction of KIA or KAU.
- Defects which are caused by or attributable to the use of non genuine KIA Parts or Accessories.
- Any damage considered to be part of normal maintenance, such as cleaning and polishing.



- Noises or vibrations of low amplitude or frequency which are considered to be representative of the characteristics of the vehicle.
- Slight oozing of oil or fluids from seals and/or gaskets which cause no material decrease in the level of such fluids.
- Panel gaps which are considered to be representative of manufacturer's design intent.
- Appearance defects which are not apparent unless magnified or which are considered to be of minor cosmetic nature and having no affect upon the general appearance or quality of the vehicle or, which are representative of the standard of finish accepted by the manufacturer.
- Wheel rims and tyres damaged or defective as a result of impact.
- Deterioration, staining or corrosion of plated parts, paint coatings, rubber or plastic components or soft trim which occur due to normal exposure, general wear and tear and usage.
- Paint and corrosion defects arising from Accident, Misuse, Stone chips or similar damage, Tree sap, Hail damage, Storm damage, Chemical or industrial fallout, Salt spray, Bird or animal droppings, Any other environmental condition.
- Any damage due to flood damage, storm damage, water damage, natural disasters or damage due to similar environmental circumstances/conditions.
- Exhaust System corrosion (excluding manifold/s).
- Corrosion due to incorrect service or maintenance of the radiator, brake and clutch hydraulic system components.
- Oxygen Sensor (O2) and/or Catalytic Converters and/or Particulate Filters which have a limited service life expectancy.
- The breakage or scratching of glass occurring after delivery of the vehicle to the customer.
- Any repair of a KIA vehicle on which the odometer has been altered or on which the actual distance travelled cannot be readily determined.
- Defects deemed by KIA, KAU or their representatives as being attributable to the failure to adhere to requirements regarding periodic maintenance services.
- Any economic loss. This may include, without limitation, consequential loss, incidental loss, indirect loss, economic loss, loss of revenue, special loss and other expenses or damage.
- Any defects caused by repairs or replacement by anyone other than a KIA Dealer.



3. Owner's Responsibilities Service and Maintenance

You are responsible for properly operating and maintaining your KIA Vehicle in accordance with the instructions described in your Owner's Manual.

In order to have repairs made under the KIA New Vehicle Warranty, you must retain maintenance inspection records to show that the required maintenance inspections have been performed.

For your convenience, a service and maintenance log is included in your KIA Vehicle's Warranty and Service Manual. The "Scheduled Maintenance Record" must be completed whenever scheduled maintenance is performed.

It is the owner's responsibility to ensure that all services are carried out as required in the Owner's Manual and that detailed service and maintenance records are completed at the time of service and are kept by the owner to be provided to KAU when requested.

These records must include:

- Date of service and odometer reading at the time of service;
- A detailed description of the service / maintenance performed, including a detailed description of:
 - Inspections performed.
 - Adjustments, corrections and replacements that were made.
 - Kia genuine replacement parts used, including part number.
 - Brand, grade and quantity of oil or fluid used.
 - A copy of the workshop job card for the service performed.
 - Sufficient details to satisfy KAU that the service or maintenance performed has been carried out in accordance with requirements specified in your Owner's Manual.

Damage or failures caused by lack of proper maintenance are not covered under warranty.

In some cases, you may be asked to provide proof of servicing and vehicle maintenance to verify whether warranty coverage is available for some types of repairs.

KIA Dealership Locations

KAU has authorised KIA Dealers across all states and territories of Australia.

It is the owner's responsibility to present their vehicle to an authorised KIA Dealer for repairs to be made under this warranty.

For a full listing of authorised KIA Dealers, visit our website - www.kia.com.au or call KIA Customer Service on 131 KIA (131 542).



Change of Address, Contact Details and Ownership

Should you change address whilst owning this vehicle, please complete the [Change of Address Advice Form](#).

If you have purchased a used KIA Vehicle, please complete the [Change of Ownership Advice Form](#). Alternatively, contact KIA Customer Service on 131 KIA (131 542) to have your details updated.

Warranty and Service

To make a claim under the KIA New Vehicle Warranty, contact a KIA Dealer. In order to receive warranty service under this warranty you must take your KIA Vehicle, along with the Service and Warranty Manual, to a KIA Dealer in Australia during the normal service hours of that dealer

While any KIA Dealer will perform warranty service which is covered by the warranty on your KIA vehicle, KIA recommends that you return to the dealership where you purchased your KIA vehicle because of their continued personal interest in you.

Subject to these terms and conditions, you will not be charged expenses when making a claim covered under the warranty. Parts and labour used in carrying out repairs covered by the KIA New Vehicle Warranty and conducted at a KIA Dealer are provided free of charge.

If you require further assistance and your KIA Dealer is unable to help, please contact us.

Our Details

The KIA New Vehicle Warranty is provided by KAU. Our details are set out below.

Name:

KIA Australia Pty Ltd (ABN 97 110 483 353)

Address:

67 Epping Road

Macquarie Park NSW 2113

Phone:

131 542

Email:

customer_service@kia.com.au

Mail:

KIA Australia

Locked Bag 2207

North Ryde BC NSW 1670