

Guaranteed Future Value  
Fair Wear and  
Tear Guide.





# Fair Wear & Tear Guidelines

This guide will provide you with examples of acceptable and unacceptable wear and tear. It is the standard by which your vehicle will be assessed and can be used as a guide to help you keep your vehicle in an acceptable condition, as per your Guaranteed Future Value Consumer or Business Loan Contract.

We may update this guide and it will apply to your contract, including to the inspection, unless we, the authorised representative, or our authorised representative tells you the existing guidelines will apply to the inspection or we don't give you more than 30 days' notice of the change. We can give you notice in the ways we can tell you about changes set out in your Contract.



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## 1. Fair Wear and Tear Explained

Fair wear and tear is the wear and tear that can be reasonably expected in the life of a vehicle that is properly maintained and cared for. Unacceptable wear and tear may occur when faults and damage are unrepaired or poor quality repairs are undertaken. Unacceptable wear and tear may also occur when the manufacturer's recommended maintenance and servicing schedules are not followed and/or ongoing maintenance of the Vehicle does not occur.

If the fair wear and tear requirements are not met in accordance with the acceptable standards set out in this Guideline, an adjustment to your Guaranteed Future Value will apply.

## 2. Maintenance Requirements

### 2.1 Vehicle servicing

Regular maintenance and servicing should be carried out by an Authorised Representative or an approved service agent according to the manufacturer's guidelines. Approved parts and lubricants must be used at all times.

The following examples are conditions usually caused by mechanical neglect or misuse and therefore are not regarded as fair wear and tear.

- (a) Grooved brake discs caused by metal to metal contact
- (b) Engine seized due to running the Vehicle with insufficient coolant, lubricating oil and with broken internal components; and
- (c) Transmission slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh.

Your completed Vehicle service and manufacturer warranty booklets along with any documentation relating to Vehicle equipment must remain in the Vehicle upon return – including any details of radio codes.

### 2.2 Appearance

At the end of your Contract period, the Vehicle should be made available in a suitably clean condition to allow for proper Inspection of the paint, body and interior.

### 2.3 Additional equipment

Accessories such as car telephones that have been installed are to be removed, and any holes or damage should be made good to a professional standard.

All standard equipment, together with non-standard or 'customised' fittings originally supplied, must be returned with the Vehicle at the end of your Contract period. If these fittings are not returned, an adjustment to your GFV will apply.

### 2.4 Badges and labels

Non-standard badges, labels or advertising fitted to the bodywork or glass of the Vehicle should be removed, with any damage caused by their attachment or removal rectified.

If the attachment of advertising results in paintwork fading, an adjustment to your GFV will apply.

Advertising should never be painted directly onto the Vehicle.

### 2.5 Keys and security

A full set of keys should be available and should be functioning. The return of the master key which controls the Vehicle's engine management system is mandatory. If the Vehicle was originally supplied with a security system, this should be intact and fully operational, including any key or key fob necessary for operation. Any additional, non-standard security system should be fitted according to a recognised standard.

Failure to supply the full set of keys and/or damage to any security system will result in an adjustment to your GFV.

## 3. A Guide to Acceptable and Unacceptable Fair Wear and Tear

### 3.1 Vehicle exterior

#### ACCEPTABLE

- Paintwork: Small areas of stone chipping, door edge chipping and light scratches (up to 25mm in length) are acceptable, relative to the Vehicle's age and mileage, as long as they have not penetrated through to the base metal and caused corrosion;
- Minor dents are acceptable as long as the paint surface has not been penetrated through to the metal or corrosion has set in;
- Any damage must be repaired as and when it occurs. All work should be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration;
- Minor paint touch ups or flaking;
- Bumper and rubbing strips. Provided these are not broken, cracked or deformed a limited amount of scuffing and score marks is acceptable; and
- Window glass damage if relatively minor and repaired using resin impregnation to motor registry standards is acceptable. Light scratches and minor chipping around the periphery of the windscreen is accepted as fair wear and tear. The windscreen must be able to pass a roadworthy inspection.

#### UNACCEPTABLE

- Dents greater than 20mm in diameter;
- 2 or more dents occurring on a single panel (no matter how small) is unacceptable, and the panel should be repaired or replaced;
- Abrasions/scratches more than 25mm in length;
- Colour mismatch between panels, or poorly fitting panels, are unacceptable;
- Prominent paint touch ups or major paint flaking;
- Panel rust;
- Poor paint/panel repairs;
- Spoils from bird/tree droppings;
- Exterior damage caused by the attachment/removal of stickers/decals;
- Damage resulting from hail;
- Body buckling, distortions or missing Vehicle badges;
- Window cracks or damage within the driver's sight line is not acceptable;
- Cracked lamp glass/lens is not acceptable. Lamps must be operational;
- Holes caused by the removal of accessories; and
- Unrepaired or poorly repaired aerial holes (or aerial must be left in place).



### 3.2 Vehicle interior

#### ACCEPTABLE

- Interior trim should be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets. Wear and soiling through normal use is acceptable, as are any repairs that are not readily visible;
- A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable providing paintwork has not been damaged down to bare metal and aperture seals are not torn;
- Surface scoring and light blemishes in the luggage area that reflect normal use are acceptable but floor coverings and surrounding trim panels should not be torn or split; and
- For light commercial Vehicles it is recommended that a lining be fitted in the load area to prevent serious damage to the Vehicle's interior, as excessive damage to this area is unacceptable.

#### UNACCEPTABLE

- Stitching that has come apart is unacceptable and needs to be repaired;
- Burns, tears or permanent staining to the seats, headlining or carpets;
- Tears and splits to the trim panels, floor covering and linings;
- Damage to the seat structure;
- Unauthorised odometer changes;
- Missing controls/accessories;
- Holes caused by the removal of accessories; and
- Damage to Vehicle rubber seals as a result of neglect or misuse.

### 3.3 Vehicle underside

#### ACCEPTABLE

- Minor dents and deformation, such as stone damage, is acceptable as long as it has not caused major corrosion;
- The exhaust system should be properly suspended and in efficient working order, with no gas leaks or evidence of blowing from the exhaust system joints and in undamaged condition; and
- Some minor oil misting or dampness around seals or gaskets is acceptable, providing oil drips are not present.

### 3.4 Wheels, wheel trims and tyres

#### ACCEPTABLE

- All four wheel trims must be intact, with no more than minor scuffing due to everyday use; and
- Minor scuffing.

#### UNACCEPTABLE

- Significant damage or distortion to chassis components is not acceptable;
- Oil leaks;
- Damaged exhaust system;
- Poor repairs; and
- Significant impact damage.

#### UNACCEPTABLE

- Dents or damage to the rim or main body of the wheels are not acceptable;
- Un-roadworthy tyres that do not meet motor registry requirements;
- Damage to sidewalls or tread caused by 'kerbing' or other heavy misuse;
- Missing or damaged mudflaps;
- Missing or damaged spare wheel;
- Missing or damaged Vehicle jack; and
- Mismatched tyres and wheel trims.





## 4. Fair Wear and Tear Guideline Summary

These descriptions relate to passenger vehicles having travelled less than 180,000 kilometres.  
 Wear and tear commensurate with higher kilometres, commercial and heavy duty usage will generally apply.

Fair Wear & Tear?

### General

- Missing Service Manual, Owner’s Manual No
- Missing keys or security system remote (if applicable) No

### Equipment

- e.g., Missing/damaged cigarette lighter, knobs, trims, aerials No
- e.g., Missing/damaged tools, jack No

Information stored in GPS/Satellite Navigation systems should be deleted

### Glass

- 1 or 2 minor chips, bullseyes and stars (not in field of vision) Yes
- Major chips, bullseyes and stars (and minor chips in field of vision) No
- Non-operational or cracked/broken headlights or lenses No



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**Fair Wear & Tear?**

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**Tyres**

- Unroadworthy No
- Missing spare tyre No

**Wheel trims (including hubcaps)**

- Missing, split, badly disfigured, heavy scuffing No
- Minor scuffing Yes

**Interior – trim/upholstery/carpets/controls**

- Screw holes from car phone removal No
- Seats/trim - burnt, cut, holed, ripped, visible repairs No
- Soiling to seats and carpets - caused by normal use Yes
- Permanent soiling to seats and carpets - caused by abuse, spills, grease, etc No
- Rips, cuts, marks, splits to trim and controls No
- Normal odours, tobacco smells Yes
- Missing or inferior quality replacement controls No
- Torn or split luggage area trim panels and floor coverings No



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**Fair Wear & Tear?**

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**Paint and Body**

- |  |     |
|--|-----|
| • Minor scratching - less than 25mm in length and shallow, 2 per panel                       | Yes |
| • Major scratching - more than 25mm in length and deep, more than 2 per panel                | No  |
| • Minor touch ups or minor flaking   | Yes |
| • Prominent touch ups, spoils from bird/tree droppings, major flaking                        | No  |
| • Evidence of poor repairs, colour mismatch, misalignment between panels                     | No  |
| • Major abrasions - more than 25mm, signs of constant use of automatic car wash              | No  |
| • Dents - greater than 20mm diameter or paint surface penetration                            | No  |
| • Dents - less than 20mm diameter, no paint surface penetration and no more than 2 per panel | Yes |
| • Hail damage, buckling, distortion, missing badges  | No  |
| • Minor stone chipping on bonnet, lower doors, wheel guards                                  | Yes |
| • Prominent areas of major stone chipping  | No  |
| • Un-repaired or poorly repaired aerial holes (or aerial must be left in place)              | No  |
| • Damage caused to the Vehicle due to the attachment or removal of decals/stickers           | No  |
| • Damage to paintwork from bird and bat droppings  | No  |



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**Fair Wear & Tear?**

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**Mouldings/Grille/Bumpers/Mudflaps**

- Minor parking damage - scuffing, light scratches Yes
- Medium damage - divots, gouging, minor dents, cracks No
- Major damage - rips, major dents, distortions, holes No
- Missing moulds, grilles, bumpers or mudflaps originally fitted to the Vehicles No

**Underbody**

- Minor dents and deformities Yes
- Major impact damage No
- Exhaust leaks which are the result of visible damage to the exhaust system No

**Mechanical Conditions**

- Failure to service and maintain the Vehicle as per the manufacturer's recommendations, resulting in premature component or assembly failure (e.g., engine seizure, metal to metal brakes, transmission failure) No

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