



Hyundai Roadside Assist





Welcome to Hyundai Roadside Assist

Your new Hyundai is supported with the most comprehensive driver assistance service Hyundai has ever offered. Wherever you drive in Australia, Hyundai Roadside Assist means you can drive with peace of mind.

Hyundai Roadside Assist provides a complete range of services designed to provide roadside support during your ownership of your Hyundai vehicle. These services are tailored to promptly assist you in the event of unforeseen circumstances. Wherever and whenever you need roadside assistance, it will be there 24 hours a day, 365 days a year, on our national toll-free line:

1800 186 306



Hyundai Standard Assistance

Please confirm with your Hyundai dealer which Roadside Assist plan your vehicle may be eligible for.

A Hyundai **Standard Assistance** plan includes the following services:

Flat Battery

Hyundai Standard Assist will jump-start a flat battery or arrange a battery replacement. A battery-boost will be provided free of charge. A battery replacement is only available if the battery is within the battery warranty period, which is two years or 40,000km (whichever comes first). Change of battery after the warranty period will be available, but at the driver's cost.

Out of Fuel

Hyundai Standard Assist will provide enough liquid fuel (not LPG), where available, to enable you to travel to the nearest re-fuelling facility or, alternatively, arrange a tow.

Flat Tyre

Hyundai Standard Assist will change a flat tyre (where vehicle has a serviceable spare). If more than one flat tyre has occurred, Hyundai Standard Assist will tow your vehicle to a tyre outlet, or a Hyundai Dealer free of charge. Please note that if you do not have a serviceable, compatible spare, or in an event that the vehicle remains immobile (e.g. due to impact) the towing will be at the driver's expense.

Lost Keys or Locked Out

Hyundai Standard Assist, where possible, will open a locked car or locate and deliver a customer's spare keys or supply replacement keys, provided adequate proof-of-ownership is presented.

Home Assistance

Assistance for Hyundai vehicles will be provided at the home address in the same way as at roadside. However, during times of peak demand 'at roadside' calls will be given priority over that of 'at home' calls for assistance.

Caravans and Trailers

Hyundai Standard Assist will tow caravans and trailers to a safe location, and this service is free of charge in circumstances where the vehicle is eligible to be towed free of charge.

Mechanical Breakdown

Where required a Service Patrol Vehicle will be dispatched in order to mobilise your Hyundai at roadside.

Towing

In the event that your vehicle cannot be mobilised at the roadside, it will be towed to the nearest Hyundai Dealer or authorised Hyundai Service outlet.

Urgent Message Relay

The operator will help with relaying urgent messages to affected family, friends or business associates if required during a roadside incident. We will also provide you with advice on local transport options and alternatives.

Taxi

Where your Hyundai vehicle cannot be mobilised and must be transported to a service facility, Hyundai Standard Assist will provide a one way taxi fare up to the value of \$55 (including GST) to enable you to continue your journey if your vehicle cannot be mobilised and must be transported to a service facility. Any additional fares and/or subsequent taxi trips will be at the expense of the driver.

Hyundai Premium Assist

Please confirm with your Hyundai dealer which Roadside Assist plan your vehicle may be eligible for.

*A Hyundai **Premium Assist** plan includes all services outlined in the Standard Assist plan, plus:*

Taxi

Where your Hyundai vehicle cannot be mobilised and must be transported to a service facility, Hyundai Premium Assist will provide a one way taxi fare up to the value of \$100 (including GST) to enable you to continue your journey if your vehicle cannot be mobilised and must be transported to a service facility. Any additional fares and/or subsequent taxi trips will be at the expense of the driver.

Lost Keys or Locked Out

Hyundai Premium Assist, where possible, will open a locked car or locate and deliver a customer's spare keys or supply replacement keys, provided adequate proof-of-ownership is presented. Hyundai Premium Assist can even arrange for spare keys to be picked up from your home and brought to you. Alternatively, Hyundai Premium Assist will arrange a towing service. The roadside service will cover the cost up to a maximum of \$150 (including GST) per incident.

Accommodation

Hyundai Premium Assist will provide accommodation for 3 nights to a maximum value of \$120 (including GST) per night in the event of mechanical breakdown when the repair time is estimated to take more than 24 hours, and the vehicle is more than 100km from home base.

Rental Vehicle

Hyundai Premium Assist will provide a rental vehicle for your use in the event of vehicle breakdown when the repair time is estimated to take more than 24 hours, and the vehicle is more than 100km from home base. The number of days the rental vehicle will be available to you depends on whether or not you choose to take up the accommodation option:

- If used in conjunction with accommodation, you will be able to take advantage of the rental vehicle for up to three (3) days: or
- If you decide to continue your journey without accommodation assistance, the rental vehicle will be available to you for up to five (5) days.
- Car Rental Conditions - Car rental arrangements are subject to any conditions imposed by the car rental company and exclude all fuel costs, insurance, tax and/or stamp duty charges or any (rental vehicle) relocation fees. These charges will be at the expense of the driver. In some cases there may be a charge for excess kilometers.

Alternative Ground Transportation

Where car rental is not available or where the rental car company refuses to provide a rental car to you due to your age, driving license limitations or restrictions, or for any other reason beyond our control, alternative ground transportation will be provided to your home address or intended destination. This is provided if your Hyundai cannot be repaired locally or repaired in an acceptable time frame (less than 3 days).

Vehicle Recovery

Hyundai Premium Assist will deliver your vehicle to its destination or home base if vehicle repair time is estimated at more than 24 hours and it is more than 100km from home base and you have decided to continue your journey.

Things You Should Know

Hyundai Roadside Assist is provided for 12 months from the date of the car's warranty commencement or 12 months from the date you return to a participating Hyundai iCare dealer for a scheduled service. Hyundai Roadside Assist is provided by Hyundai Motor Company Australia Pty Ltd through its service provider, Assist Australia Pty Ltd.

Remote Areas - If your Hyundai vehicle requires assistance in a remote (sparsely populated) area Hyundai Roadside Assist will be provided, however service delivery may be subject to lengthy delays brought about by breakdown location, availability and accessibility.

Towing Limitations - Towing will only be provided for Hyundai vehicles weighing less than 2,500kg at the time of breakdown. Vehicles exceeding this limitation will be offered towing at the driver's expense.

Service Limitations - Hyundai Roadside Assist services will be refused where the Hyundai Roadside Assist Provider attends a call and under initial inspection, our patrol technician reasonably determines that:

- The vehicle has been participating in any form of motor sport; or
- The driver has been engaged in unlawful activity or driving under the influence of alcohol or drugs; or
- The vehicle has undergone major body modifications; or
- There is a perceived safety risk in the opinion of the Hyundai Premium Assist Provider.

Vehicle Rescue - Where the Hyundai vehicle becomes disabled off a legally trafficable road such as beaches, fields or creek beds, vehicle rescue may be arranged at the driver's expense.

Bogged Vehicle Recovery - If your vehicle is a two-wheel drive model and becomes disabled while off a two-wheel drive legally trafficable road (such as a beach, a field or a creek bed), Hyundai Premium Assist can still arrange for it to be rescued, but this will be at the driver's expense. If your vehicle is an all-wheel drive model and has been bogged or disabled on legally trafficable roads, (including all gazetted road classified as either a primary, secondary, or minor road as defined by the map symbology produced by Geoscience Australia), Hyundai Roadside Assist will recover your vehicle free of charge. Symbology produced by Geoscience Australia is used by most reputable mapping companies.

For further information, visit <http://www.ga.gov.au/nmd/products/maps/raster250k/help/legend250k.jsp>. Service may not be available, or may only be available at a cost to the driver if the vehicle becomes disabled in any other circumstance and/or in cases where special equipment is required to recover your vehicle.

Special Equipment - Should special equipment be necessary to effectively deliver service and/or where the Hyundai Roadside Assist Provider has to return to their service facility to obtain this special equipment, the additional cost involved will be charged to the driver.

Natural Disasters/ Industrial Disputes - Hyundai Roadside Assist reserves the right to alter and/or offer alternative assistance where a natural disaster (such as a flood, storm or fire) or an industrial dispute places extraordinary demands on the provision of service. Where a disabled Hyundai vehicle cannot be reached, for example due to a natural disaster or an industrial dispute, the Hyundai Roadside Assist Provider will attempt to provide whatever alternative assistance is practicable under the circumstances.

Collision/ Accident - Where Hyundai vehicles are damaged as a result of a collision or impact with any object, whether caused by mechanical failure or for any other reason including fire, or for any other incident generally covered by motor vehicle insurance, towing will not be provided under Hyundai Roadside Assist. However, towing assistance can be arranged at the driver's expense.

Unattended Vehicles - Hyundai vehicles which are found to be unattended will not receive service under any circumstance. The owner or the driver must wait with the vehicle while the Hyundai Roadside Service Provider examines the car. Where the owner has elected an authorised representative, this representative must hold a current motor vehicle driver's license in case the vehicle is required to be moved. Where the vehicle is found to be unattended, the subsequent call for assistance will be at the driver's expense.

Book Ahead - If the owner cannot stay with the vehicle or if it's not convenient to have the Hyundai Roadside Service Provider arrive immediately, the owner may choose to book the patrol for a specific time when it's convenient. This is particularly useful if the vehicle is at work or at home when the need for service arises.

Attempted Repairs - Where a third party attempt to repair the vehicle has been found and possible risks of damage to the vehicle are diagnosed, a tow will be arranged at the driver's expense.

Cargo - Hyundai Roadside Assist will accept no responsibility under any circumstances for the security and/or any loss associated with a disabled vehicle's cargo which may result from delays in providing Roadside Assist and/or towing.

Modified Vehicle - If the Hyundai vehicle has body modifications, it may not be possible to get it onto a standard recover vehicle. Any evidence of this may affect the warranty and the ability to provide roadside assistance.

Neglect and/ or Abuse - Hyundai Roadside Assist will not be responsible for additional or increased costs and expenses as a result of the following:

- Where additional costs are incurred by Hyundai Roadside Assist resulting from product abuse or neglect by the owner/driver. This will be the responsibility of the driver;
- Repeated incidents of a similar nature in which it can be reasonably determined that the frequency and/or type of incident is as a result of the owner/driver negligence, whereupon Hyundai Roadside Assist will be able to suspend the roadside service of that owner/driver.

HMCA reserves the right to amend or modify the eligibility criteria of certain Hyundai models without prior notice.





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To the extent permitted by the law, neither HMC nor HMCA shall be liable to any person as result of reliance on the content of this brochure. NOTE: Information is current as at 22/12/10. HMCA2465. **Part No. ICARE-ASSIST**