

Hyundai New Zealand

FOR EMERGENCY ROADSIDE BREAKDOWN ASSISTANCE
CALL THE HYUNDAI HELP LINE

0800 HYUNDAI
0800 4 9 8 6 3 2 4

Professional help is only a toll free phone call away, 24 hours a day, 7 days a week, 365 days a year. Hyundai HELP LINE staff are fully qualified to assist Hyundai Owners by providing either general advice over the phone or in the unlikely event of an emergency breakdown arrange for roadside assistance.

The Hyundai HELP LINE is a complimentary service that is provided with all new Hyundai Passenger and Light Commercial vehicles and is valid for a period of 36 months and/or 100,000 km from the date of first registration, whichever occurs first. The services provided by **the Hyundai HELP LINE are in addition to Hyundai's comprehensive manufacturer's 36 months and/or 100,000 km warranty policy.**

In the event of a roadside breakdown and the problem causing immobility is a minor mechanical or electrical breakdown, a Technician will be dispatched to your vehicle to effect an emergency repair at the roadside to rectify the problem and mobilise the vehicle. Once roadside assistance has been arranged and a Technician has been dispatched to your vehicle, you **MUST** stay with your vehicle until assistance arrives.

FLAT BATTERY - Our approved Technician will jump-start a flat battery or co-ordinate a battery replacement.

KEYS LOST OR LOCKED IN THE VEHICLE - Our approved Technician will provide access to the vehicle. Where possible our approved Technician will re-open the vehicle, or arrange to locate and deliver the spare set of keys, or supply replacement keys. If the vehicle cannot be re-opened or started the vehicle will be transported to the nearest Hyundai Dealer or Authorised Parts & Service Agent.

PUNCTURED OR FLAT TYRE - Our approved Technician will fit the spare wheel and provide a referral to a reliable tyre repairer or supplier (it is a requirement that the vehicle has a serviceable spare wheel).

RUN OUT OF FUEL - Our approved Technician will deliver 5 litres of Petrol or Diesel fuel free of charge.

MECHANICAL OR ELECTRICAL BREAKDOWN - As a first option, a trained operator will provide over-the-phone advice to assist in getting the vehicle mobile. If this is not successful an approved mobile Technician will be dispatched to carry out temporary or minor repairs to get the vehicle going. If it is not possible to get the vehicle mobile at the roadside the Technician will arrange to have the vehicle transported to the nearest Hyundai Dealer or Authorised Parts & Service Agent.

Please Note: If a Technician has been dispatched to your vehicle it is MOST IMPORTANT that you stay with the vehicle.

EMERGENCY TRANSPORT - TAXI / RENTAL VEHICLE / ACCOMMODATION - When the vehicle is immobilised due to a warrantable defect and where it will be immobilised for more than 24 **hours and 100 kms from the Owner's/Driver's home, Hyundai HELP LINE** staff will arrange for alternative transport home:

TAXI - If the vehicle cannot be mobilised, due to a mechanical or electrical defect and must be transported to the nearest Hyundai Dealer or Authorised Parts & Service Agent, a Taxi can be arranged to the value of \$50.00 (incl GST) to enable the Owner/Driver and passengers to continue their journey. Any amount in excess of this amount will be the responsibility of the Owner/Driver.

RENTAL VEHICLE - When the vehicle will be immobilised for more **than 24 hours and more than 100 kms from the Owner's/Driver's home** a Rental Vehicle can be arranged to a maximum of \$120 (ex GST) a day, up to a total maximum of three days.

ACCOMMODATION - In lieu of the Rental Vehicle option, accommodation can be arranged to a maximum of \$120 (ex GST) a night, excluding meals and personal expenses, up to a total maximum of three nights.

Please Note: Vehicles being used for hire or reward ie Rental vehicles, Taxis etc are excluded and do not qualify for either of the Rental Vehicle or Accommodation benefits.

TOWING - If the vehicle, for any reason, is unable to be accessed, repaired or safely driven, the vehicle will be transported to the nearest Hyundai Dealer or Authorised Parts & Service Agent.

TOWED VEHICLES - Transportation will be provided for towed vehicles such as trailers, boats and caravans to the nearest secure facility deemed acceptable by the Owner/Driver. All storage and repatriation fees for the towed vehicles are the responsibility of the Owner/Driver.

VEHICLE REPATRIATION - Where a vehicle is immobilised more **than 100 kms from the Owner's/Driver's home and the repairs will take longer than 24 hours**, the owner may choose to continue their journey by alternative means and if necessary it can be arranged for the vehicle to be transported to the nearest Hyundai Dealer or Authorised **Parts & Service Agent, Owner's/Driver's home or ultimate destination**, whichever is the shorter.

EMERGENCY WINDSCREEN GLASS REPAIR AND/OR REPLACEMENT - If a windscreen or side window glass is broken the Owner/Driver will be directed to the nearest Hyundai Dealer or Authorised Parts & Service Agent for repair. The cost of the repair and/or replacement glass will have to be paid for at the time of the repair, however, these costs are usually covered by the vehicles comprehensive motor vehicle insurance policy.

BOOKING IN FOR SCHEDULED SERVICES OR OTHER

REPAIRS - When necessary the Owner/Driver can arrange to book their vehicle into their preferred, or the nearest Hyundai Dealer or Authorised Parts & Service Agent for either a Scheduled Service or other repairs and services. The Owner/Driver will be contacted to confirm that the appointment has been made.

ACCIDENT, THEFT OR COLLISION - CO-ORDINATION -

Generally these costs are covered by the vehicle's comprehensive motor vehicle insurance, however, if the Owner's/Driver's vehicle has been immobilised due to an accident, collision, vandalism or theft, and on the instruction and cost of the Owner/Driver, the following can be arranged:

- Arrange salvage of the vehicle from the scene to a place the Owner/Driver requests
- Arrange for temporary accommodation
- Arrange alternative transport such as a Taxi or Rental vehicle
- Place the Owner/Driver in contact with a booking agent to make suitable arrangements for transport and/or accommodation.

MEDICAL ADVICE OR REFERRAL - Where necessary appropriate medical advice and directions to the nearest medical centre for treatment are available. All consultation and treatment fees will be the responsibility of the Owner/Driver.

LEGAL ADVICE - Telephone legal advice is available for the **vehicle's Owner/Driver** 24 hours a day on matters arising from the use or ownership of the vehicle. All telephone legal advice is confidential and there are no consultation fees. Legal advice does not extend to written advice, the preparation of briefs or personal interviews.

EMERGENCY MESSAGES - At the time of a breakdown or accident messages can be passed on to friends, relatives or work associates of the Owner/Driver to assist with personal or business arrangements.

EMERGENCY TRAVEL DIRECTIONS AND ADVICE - Hyundai HELP LINE staff can provide assistance and instructions with **travel directions on how to reach the Owner's/Driver's planned destination.**

EMERGENCY PERSONAL ASSISTANCE - If required, advice is available on the cancellation of lost or stolen credit cards and assistance given to the Owner/Driver to seek the supply of replacement clothing from their home by transferring messages and/or instructions.

GENERAL ENQUIRIES - Where possible all general enquiries **relating to the Owner's/ Driver's vehicle, the Hyundai Dealer Network** or Hyundai in general will be answered or passed on to either the nearest Hyundai Dealer or Hyundai Motors New Zealand Limited for comment, follow up and action during normal hours of business.

EXCLUSIONS - Vehicles being used for hire or reward i.e. Rental Vehicles, Taxi etc are excluded and do not qualify for either the Rental Vehicle or Accommodation benefits.

As long as the terms and conditions of the Hyundai manufacturer's comprehensive 36 months and/or 100,000 km warranty policy are met,

the Hyundai HELP LINE benefits cover most circumstances except for the following:

- **The vehicle is left unattended at the time of dispatch of the Technician for an emergency roadside callout.**
- **The vehicle requires repair beyond reasonable emergency assistance.**
- **The vehicle requires specialised salvage equipment or is not within easy access of a public road which is negotiable by a 2WD vehicle or cannot be accessed due to extreme conditions such as snow, ice, flooding, road slips, etc.**
- **The vehicle was being used for racing, speed testing, pace making, reliability trials, competitions or off-road activity at the time of the breakdown, accident or injury**
- **The vehicle was being used for hire or reward at the time of the breakdown, accident or injury**
- **The vehicle is immobilised as a result of an accident or collision and emergency services have not released the vehicle**
- **When it could be considered dangerous or illegal for Hyundai HELP LINE staff or contractors to load or transport the vehicle**
- **When it could be considered dangerous or illegal for Hyundai HELP LINE staff or contractors to load or transport the vehicle**
- **The vehicle is already under repair at a repairer's premises**
- **The vehicle breakdown is a result of misuse of the vehicle at the time of the breakdown, accident or injury**
- **The vehicle is no longer covered by the Hyundai comprehensive manufacturer's 36 months and/or 100,000 km warranty policy**
- **Hyundai HELP LINE will not cover the costs of attending to or recovery of a vehicle that has broken down as a result of Owner/Driver negligence whereby Hyundai HELP LINE has provided a service on previous occasions and the Owner/Driver has not affected the necessary repairs as required to ensure the safe and proper operation of the vehicle.**