

# Electric Vehicle Premium Roadside Support Plan.

With you on the road.

IONIQ





## Hyundai Roadside Support. 1800 318 448.

**We're with you on your journey for extra peace of mind.**

Your new Hyundai electric vehicle is backed with the most comprehensive driver assistance service ever offered by Hyundai. Now, wherever you drive in Australia, Hyundai's Premium Roadside Support can be right there with you and includes a complete range of services, all designed to give you greater peace of mind\*. The Hyundai Premium Roadside Support Plan also provides roadside support for the Lifetime of your vehicle when you continue to service with Hyundai. These services can assist you wherever and whenever you need roadside assistance, 24 hours a day, 365 days a year.

\*Terms and conditions apply. Please see overleaf for more details.

Benefit	Description	Service*
Flat 12V Battery	A battery charge/boost or replacement 12V battery will be provided.	✓
Out of Charge	A tow to the nearest charging point will be provided.	✓
Flat Tyre	We will repair your flat tyre using the emergency tyre mobility kit (where possible).	✓
Lost Keys or Locked Out	Where possible, we will open a locked car or locate and deliver spare keys.	✓
Home Support	Support for Hyundai vehicles will be provided at the home address in the same way as at roadside.	✓
Caravans & Trailers	Caravans and trailers will be moved to a safe location to avoid a potential traffic hazard.	✓
<b>Mechanical Breakdown – In the event of a breakdown we will dispatch a Service Patrol Vehicle to get you back on the road. This assistance includes:</b>		
Towing	In the event that your vehicle can't be mobilised it will be towed to the nearest Hyundai Dealer or authorised Hyundai Service Centre.	✓
Urgent Message Relay	An operator will help relay urgent messages and provide alternative transport information during a roadside incident.	✓
Taxi	Where your Hyundai must be transported to a service facility, we will provide a one way taxi fare.	Up to the value of \$100
Accommodation	We will provide accommodation for up to 3 nights in the event of mechanical breakdown if you are more than 100km from home.	Up to the value of \$360 <sup>[1]</sup>
Rental Vehicle	We will provide a rental vehicle for your use in the event of mechanical breakdown if you are more than 100km from home.	Up to the value of \$330 <sup>[2]</sup>
Alternative Ground Transportation	Where car rental is not available we will provide alternative ground transportation to your home address or intended destination if you are more than 100km from home.	✓
Vehicle Recovery	Your vehicle will be delivered to your intended destination or home in the event of a mechanical breakdown if you are more than 100km from home.	✓

\*Terms and conditions apply. Please see overleaf for more details.

[1] Refer to (vi) overleaf for full conditions.

[2] Refer to (vii) overleaf for full conditions.



## Hyundai Electric Vehicle Roadside Support Plan.

The Hyundai Electric Vehicle Roadside Support Plan (referred to herein as the Roadside Support Plan) in its "Premium" form is provided by Hyundai Motor Company Australia Pty Limited through its service provider, Assist Australia Pty Ltd. From December 2022, the Premium level of roadside support (formerly an additional cost option) is now a standard level of roadside support available across the range of new and used Hyundai vehicles, subject to the terms and conditions below.

The Terms and Conditions set out below are applicable specifically to Hyundai battery electric vehicles and fuel cell electric vehicles. For roadside support in relation to Hyundai's internal combustion engine vehicles (including hybrid vehicles), please visit [www.hyundai.com/au/en/owning/icare/roadside-support](http://www.hyundai.com/au/en/owning/icare/roadside-support)

**Roadside Support Plan upon purchase of a new Hyundai vehicle:** Hyundai offers 12 months included Premium Roadside Support when you buy a new Hyundai vehicle from a participating Hyundai Dealer or direct from Hyundai. For purchases of new IONIQ 5 V.3, IONIQ 6 and IONIQ models released thereafter, Hyundai offers 24 months Premium Roadside Support. Premium Roadside Support commences from the date of the vehicle's warranty commencement. This offer is available for all new Hyundai vehicles (excluding rental buyers and taxis).

**Roadside Support Plan upon service:** When you have your Hyundai vehicle's scheduled service at a participating Hyundai Dealer, you will receive 12 months of included Premium Roadside Support from the date of service (or 24 months from the date of service for IONIQ 5 V.3, IONIQ 6 and IONIQ models released thereafter). This offer is available for all

Hyundai vehicles (excluding rental buyers and taxis). Please mention the included Roadside Support Plan offer to your participating Hyundai Dealer at the time of your vehicle's service.

## Terms and Conditions.

### 1. Terms and conditions of service.

**(i) Flat 12V battery** - The Hyundai Roadside Support Plan provider will provide a "battery charge/boost" and any other practical support at the roadside to get your Electric Vehicle's 12V battery operational. Where necessary, a new 12V battery will be provided free of charge if your original battery is within the warranty period (which is two years or 40,000 km, whichever occurs first). Change of battery after the warranty period will be available at the driver's expense.

**(ii) Flat tyre** - A tyre repair using the emergency tyre mobility kit will only occur where your vehicle has a serviceable tyre mobility kit (compressor and sealant compound) available, and where the damage to the tyre is capable of temporary repair by the emergency tyre mobility kit. The mobility kit cannot be used where the damage to the tyre is extensive rendering it unserviceable. Where your vehicle does not have a serviceable tyre mobility kit, or where use of the tyre mobility kit is insufficient to temporarily repair the tyre, a tow to the nearest facility able to supply and repair the tyre, and tyre mobility kit will be provided at the driver's expense. Where more than one tyre has become damaged, your vehicle will be towed to the nearest facility able to supply and/or repair the tyre/wheel at the driver's expense.

**(iii) Lost keys or locked out** - Where your vehicle is unable to be accessed due to lost or locked in keys, the Hyundai Roadside Support Plan provider will attempt to open the vehicle. This action will be subject to satisfactory proof of ownership by the driver or

owner authority to drive the vehicle. The driver may be required to sign an indemnity, releasing the Hyundai Roadside Support Plan Provider from any liability should damage be caused by such forced entry. If the Hyundai Roadside Support Plan provider is unable to open the vehicle, they will where practicable arrange the pickup and delivery of the spare key (if available). Where access to the vehicle cannot be effected by the Hyundai Roadside Support Plan Provider, the attendance of a locksmith will be arranged up to a value of \$150 (incl GST) or the vehicle may be towed free of charge. If the vehicle is towed as a result of a lockout the driver will be required to sign an indemnity releasing the Hyundai Roadside Support Plan provider and Assist Australia Pty Ltd from any liability should damage be caused by towing the vehicle while P or Park is engaged in the gearbox.

**(iv) Out of charge** - The Hyundai Roadside Support Plan Provider will provide a tow to the nearest charging point. In some instances, a trickle charge may be provided to the vehicle whilst in transit to allow for easy maneuvering and alignment once it reaches a charging point.

**(v) Home support** - During times of peak demand, "at roadside" calls will be given priority over that of "at home" calls for support.

**(vi) Accommodation** - This is only provided for electric vehicles when the repair time is estimated to take more than 24 hours (but can be locally repaired within less than 3 days) and the vehicle is more than 100km from the driver's home. Accommodation will be provided for up to 3 nights to a maximum value of \$120 (incl GST) per night. This is not available for Hybrid electric vehicles.

**(vii) Rental vehicle** - This is only provided for vehicles when the repair time is estimated to take more than 24 hours and the vehicle is more than 100km from the driver's home. The number of days the rental vehicle



will be available depends on whether or not the driver chooses to take up the accommodation option. If the driver chooses to use the rental vehicle option in conjunction with the accommodation option, the driver will be able to obtain a rental vehicle for up to 3 days to a maximum of \$110 (incl GST) per day (subject to your vehicle being able to be locally repaired within less than 3 days). If the driver decides to continue the journey without accommodation support, the rental vehicle will be available for up to 5 days to a maximum value of \$110 (incl GST) per day. Vehicle rental arrangements are subject to any terms and conditions imposed by the vehicle rental company and exclude all fuel costs, insurance, tax, stamp duty charges or any (rental vehicle) relocation fees or excess kilometre charges, which will be at the driver's expense.

**(viii) Alternative ground transport** - Where vehicle rental is not available or where the rental car company refuses to provide a rental vehicle to any driver due to the driver's age or driving licence limitations or restrictions, or for any other reason beyond Assist Australia Pty Ltd's control, alternative ground transportation will be provided to the registered owner's home address or intended destination where it is expected that the vehicle cannot be repaired locally or repaired within less than 24 hours and the vehicle is more than 100km from the driver's home. Alternative ground transport will be provided up to a limit of \$200 (incl GST) per incident. Where required, return transportation will be provided for one driver to retrieve the vehicle.

**(ix) Vehicle recovery** - If you decide to continue on with your journey and the repair time on your Hyundai vehicle is estimated to be more than 24 hours and the vehicle is more than 100km from the driver's home, we will deliver your vehicle to your home or another destination acceptable to us.

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

**(xi) Towing** - Towing will only be provided for Hyundai vehicles weighing less than 2,500kg at the time of breakdown. Where the vehicles exceed this limitation and/or where specialist towing equipment is required, towing will be arranged at the driver's expense. The decision regarding whether a vehicle requires towing is at the Hyundai Roadside Support Plan provider's discretion. Where it is specified in these terms and conditions that towing will be provided, towing will be provided to the preferred authorised Hyundai Dealer of the driver's choice (or to the local service facility of the Hyundai Roadside Support Plan provider) within the metropolitan area of the breakdown (if the breakdown occurred in the metropolitan area) or to the closest authorised Hyundai Dealer (if the breakdown occurred in the country) and an authorised Hyundai Dealer is present in the area. Where a disabled vehicle has been towed to the local service facility of the Hyundai Roadside Support Plan Service provider in the country area and the vehicle is still unable to be mobilised using "at roadside" repair methods, the Hyundai Roadside Support Plan Provider may commence Emergency Repair services or the vehicle will be recovered, by means determined by the Hyundai Roadside Support Plan Provider (e.g. by car transporter) to the closest authorised Hyundai Dealer. Delays may be experienced with vehicle recovery.

**(xii) Service limitations** - Roadside support will be refused where the Hyundai Roadside Support Plan Provider attends a call and under initial inspection reasonably determines that:

- The vehicle has been participating in any form of motor sport; or
- The driver has engaged in unlawful activity or driving under the influence of alcohol or drugs; or

- There is a perceived safety risk; or
- The vehicle has undergone major body modifications.

**(xiii) Vehicle rescue** - Where your vehicle becomes disabled off a legally trafficable road such as beaches, fields or creek beds, vehicle rescue may be arranged at our discretion and at the driver's expense.

**(xiv) Trafficable roads** - Service will only be provided to vehicles disabled on constructed roads/driveways that are legally trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle (where required) as determined by the Hyundai Roadside Support Plan Provider.

**(xv) Bugged vehicle recovery** - Service will be provided to vehicles stranded on a trafficable road (constructed roads/driveways that are legally trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle, where required) and where no special equipment (including without limitation power winches or extended cables) are required.

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

**(xvii) Natural disasters/industrial disputes** - We may alter and/or offer alternative support 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 vehicle cannot be reached, for example due to a natural disaster or an industrial dispute, the Hyundai Roadside Support Plan Provider will attempt to provide whatever alternative support is practicable under the circumstances, but such support will be at the discretion of the Hyundai Roadside Support Plan provider.

**(xviii) Collision/accident** - Where your vehicle is 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. However, towing assistance can be arranged at the driver's expense.

**(ixx) Unattended vehicles** - Vehicles which are found to be unattended will not receive service under any circumstances. The owner or the driver must wait with the vehicle while the Hyundai Roadside Support Plan 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 needs to be moved. Where the vehicle is found to be unattended, the roadside support job will be aborted and any subsequent calls for support will be at the driver's expense.

**(xx) Attempted repairs** - Where the Hyundai Roadside Support Plan Provider attends a roadside support incident and under initial inspection reasonably considers a third party attempt to repair the vehicle has occurred and caused damage and where the vehicle cannot be started or driven without further potential risk of damage, service may be refused. Towing under these circumstances will be at the driver's expense.

**(xxi) Caravan and trailer** - Roadside Support Plan will not be provided for caravans or any other form of trailer body being towed by the vehicle. However, should the vehicle, whilst encumbered by a caravan or any other form of trailer body, experience a roadside breakdown and require towing, the caravan or any other form of trailer body will be moved to a safe location (to avoid a potential traffic hazard only) as determined by the Hyundai Roadside Support Plan Provider.

**(xxii) Cargo** - We 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 support, towing or other reasons.

**(xxiii) Modified vehicle** - If your vehicle has body modifications, it may not be possible to get it onto a standard recovery vehicle. Any evidence of this may affect the warranty and the ability to provide roadside support.

**(xxiv) Neglect and/or abuse** - We will not be responsible for additional or increased costs and expenses as a result of the following:

- Where additional costs are incurred resulting from product abuse or neglect by the owner/driver. These costs 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 we will be able to suspend the roadside support service of that owner/driver.

**(xxv) Repair costs** - Hyundai Roadside Support Plan does not cover costs in relation to parts or any other associated costs for the repair of the vehicle, other than minor breakdown repairs to facilitate the immediate mobilisation of the vehicle.

**(xxvi) Taxi** - A one way taxi journey (up to the value of \$100 incl GST) from the incident site will be offered to the driver and passengers of a vehicle which cannot be made mobile at roadside and where the vehicle has been cleared for towing by the Hyundai Roadside Support Plan Provider. Any additional fares and subsequent taxi trips will be at the expense of the driver.

**(xxvii) Vehicles which are used as rental cars and taxis** - Vehicles used as rental cars and taxis are excluded from Hyundai Roadside Support Plan services. Services may be offered to a vehicle used as a rental car and taxi at the driver's expense.

## 2. Consequential loss

To the extent permitted by law, Hyundai Motor Company Australia Pty Limited, Assist Australia Pty Ltd and each of their employees, officers, directors, contractors and agents will not be liable for any indirect or consequential loss or damage whatsoever arising out of the provision, delay or failure to provide any benefits and services under the Hyundai Roadside Support Plan, whether as a result of any negligence, act or omission, and howsoever arising.

## 3. Important information

Hyundai does not provide any warranty as to the completeness or accuracy of the information in this brochure and to the extent permitted by the law, neither Hyundai Motor Company nor Hyundai Motor Company Australia Pty Limited will be liable to any person as result of reliance on the content of this brochure. Information is current as at February 2024. Hyundai may change any of the terms and conditions at any time without notice.



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