



Hyundai Truck Roadside Support. 1800 388 782.

Congratulations on your purchase of one of the finest electric commercial vehicles in the world.

Hyundai Truck Roadside Support offers a range of complimentary support services for 5 years to keep you and your vehicle on the road.

Hyundai Truck Roadside Support travels with you, 24 hours a day, 365 days a year.

Hyundai Truck Roadside Support is a complimentary service that supports you and your Hyundai EV truck for 5 years and is effective from the date of the vehicle's first registration. It is provided to all Hyundai EV truck owners and is delivered throughout Australia by a highly trained team of technicians and recovery operators who have extensive experience in supporting the Australian Heavy Vehicle Industry.



Overseas model shown.

Imagine that

Hyundai Truck Roadside Support.

We're with you on the road.



Vehicle shown fitted with additional cost accessories.

Hyundai Motor Company Australia Pty Ltd
394 Lane Cove Road
Macquarie Park NSW 2113

Note: Information in this brochure is current as at 08/2023.
Part No. QTCEVRSB2023





Vehicle shown fitted with additional cost accessories.

Hyundai Truck Roadside Support.

As a valued Hyundai Truck owner, you are entitled to unlimited calls for roadside assistance covering:

1. Minor Mechanical Breakdown

If a minor mechanical breakdown occurs, our Hyundai Truck Roadside Support operator will dispatch an emergency roadside service provider whose aim is to get you back on the road with minimal fuss.

2. Tyre / Wheel Changing

We will help the driver replace a damaged tyre/ wheel using the vehicle's original jack and wheel nut wrench and spare tyre/wheel combination. Where the spare tyre/wheel combination is not serviceable, roadworthy or compatible, a tyre service specialist may be dispatched to assist. Where this is not possible, a tow to the nearest facility that is able to supply and/or repair the tyre/wheel combination will be provided.

All materials and any additional labour charges must be paid for at the time of the service.

3. Flat or Discharged Batteries

If you are unable to start your vehicle due to flat Low Voltage (LV) batteries (24v system), we will attempt a battery boost to start your vehicle. If the original LV battery/batteries are found to be faulty and are still inside the 12-month/20,000km battery warranty period, a replacement battery may be arranged through Hyundai Truck Roadside Support. If the faulty battery/ batteries are outside the term of the warranty period, a replacement battery may be supplied and installed. However, all materials/parts and any additional labour charges must be paid for at the time of service.

In the event of a High Voltage (HV) electrical shutdown and the standard reset procedure has failed to correct the issue, we will tow your vehicle to the nearest authorised Hyundai EV Truck dealer or alternatively return the vehicle to the depot or charging station for

charging, whichever is more practical. Refer to Table 1 in the Terms and Conditions.

4. Lockout or Lost Keys

If you lose your keys or lock them in your vehicle, we will provide all reasonable assistance (subject to proof of ownership shown) to:

- locate and deliver a spare key or
- arrange for the driver to retrieve the spare key if this is more practical; or
- gain access to your vehicle (once a consent and indemnity form has been signed by you).

In all other situations where the key is not available, we will arrange to transport the vehicle to an authorised repairer, where the appropriate entry methods may be used.

We will not be responsible for any damage incurred, or for any repair costs that result from gaining access to the vehicle or moving the vehicle while it is locked. All additional costs are your responsibility.

5. Glass Repair Services

We will provide the driver with an emergency glass service and/or replacement part as per the vehicle's warranty programme. Any parts or additional labour charges not covered under the vehicle's warranty programme must be paid for at the time of service.

6. Hydraulic Hose Repair Services

We will provide the driver with a hose service and/or replacement part/s as per the vehicle's warranty programme. Any parts or additional labour charges not covered under the vehicle's warranty programme must be paid for at the time of service.

7. Message Relay

Hyundai Truck Roadside Support will relay any messages from the driver in the event of a breakdown.

8. Interpreter Service

Interpreter assistance is available should the driver need assistance in communicating their details to Hyundai Truck Roadside Support.

9. Towing and Recovery

In the event we are unable to get you mobile, we will arrange towing. Please refer to Terms and Conditions: Towing and Recovery.

1. In a metropolitan area, your vehicle will be towed to the nearest authorised Hyundai EV Truck dealer. Should the breakdown occur out of normal business hours, your vehicle will be stored and delivered to the nearest authorised Hyundai EV Truck dealer as soon as is practicable.

2. Caravans and/or any form of registered trailers that are in tow at the time of the service callout, will be transported at the owner's/driver's expense to the same destination as the towed vehicle.

10. Calling for Assistance

At the time of call, you will need to provide:

1. Your truck registration number and VIN number
2. The model, colour and year of your truck
3. The nature of the problem
4. Your exact location, the state, city and town, suburb or area, street or road and the nearest corner or crossroad
5. If your vehicle is laden and approximate weight and dimensions

11. Accident Co-ordination

Hyundai Truck Roadside Support, with the assistance of the driver will proceed in the management of the incident. This could include advising the driver of their obligations at the scene of the accident, connecting the driver to an appropriate service provider, 000

Emergency services, or a vehicle recovery operator. Hyundai Truck Roadside Support will remain on the line to ensure appropriate services are being provided.

12. Alternative Transport

In the event your vehicle has been towed to an authorised service provider, a Taxi/Uber can be arranged up to \$75.00 per event.

13. Sale Of Vehicle

If you sell your vehicle, the new owner and any subsequent owners, are entitled to Hyundai Truck Roadside Support for the balance of the coverage period. Please advise Hyundai Truck Roadside Support immediately of any change of ownership.

Terms and Conditions.

Hyundai Truck Roadside Support is provided by Hyundai Motor Company Australia Pty Ltd through its service provider, National Transport Insurance Limited (NTI Limited).

The Terms and Conditions set out below are applicable specifically to Hyundai battery electric trucks.

Eligible Vehicles

Hyundai Truck Roadside Support is provided for all Hyundai EV Truck vehicles that are roadworthy and registered within the first six (6) months of the purchase date for the specified warranty period.

Service Costs

For parts and additional labour charges and special equipment not covered under the Hyundai EV Truck warranty programme, the driver will be responsible for these costs at the time of supply.

Towing and Recovery

Towing and recovery for an accident is not covered under the Hyundai Truck Roadside Support breakdown

service. The definition of an accident is: "Where a vehicle is disabled as a result of a collision or impact with any Object."

Towing is provided as outlined in Table 1 throughout the coverage period.

In all cases, the decision regarding whether a vehicle requires towing rests solely with the Hyundai Truck Roadside Support service provider.

Table 1

Towing and Mechanical LIMITS	Incl. GST
Discharged Traction HV Batteries	Tow the vehicle to nearest authorised Hyundai EV Truck dealer or return to depot/charging station, whichever is closer or more convenient OR alternatively, a top up onsite charge (if available in the region). \$2,500
Breakdown Towing	Return to closest authorised Hyundai EV Truck dealer or authorised service provider.
Mechanical Breakdown Callout	Cover the call-out fee and travel cost to the authorised Hyundai EV Truck dealer. \$1,000

Trafficable Roads

Service can only be provided to eligible vehicles on a constructed road/driveway that is legally trafficable by a conventional two-wheel drive vehicle and/or towing vehicle.

If your vehicle becomes bogged on a road, which is considered to be legally trafficable and where no special

equipment is required, Hyundai Truck Roadside Support will be provided.

If your vehicle has become disabled off a 'legally' trafficable road in a situation such as a beach, field or creek bed, Hyundai Truck Roadside Support will attempt rescue, but this will be at the driver's expense.

Remote Areas

In remote or sparsely populated areas, you may experience delays in obtaining assistance due to your location, the availability of the service provider and accessibility. Remote areas are defined as areas within Australia that are sparsely populated and where normal dealer services are not readily available.

Attempted Repairs

If you request Hyundai Truck Roadside Support, the service provider will on arrival examine the vehicle. If it is found that a third party has attempted repairs causing further problems and the service provider considers in his/her opinion that the truck cannot be started or driven without risk of further damage, service may be refused. In these circumstances, the owner/driver will be responsible for any towing costs incurred.

Unattended Vehicles

The driver, or an elected representative must wait with the vehicle until the service provider arrives, unless previous arrangements have been made and agreed to by the attending service provider. Unattended vehicles will not be serviced under any circumstances. Any elected representative must hold a current and appropriate truck driver's licence.

If the vehicle is unattended, any subsequent calls for assistance may be at the driver's expense.

Natural Disasters

If a natural disaster places extraordinary demands on service resources, Hyundai Truck Roadside Support

may alter and/or offer alternative service or whatever assistance is practicable under the circumstances.

Cargo

Hyundai Motor Company Australia Pty Ltd, National Transport Insurance Limited and their service providers will accept no responsibility under any circumstances, for the security, loss or any damage of cargo carried by a disabled vehicle.

Excessive Use

Where Hyundai Truck Roadside Support believes a customer has repeatedly requested the breakdown service, on an excessive basis, during the coverage period, we may refuse to provide further assistance. However, we will continue to offer assistance at the owners/drivers expense, to be paid for at the time of service.

General

Hyundai Truck Roadside Support reserves the right to change the service provider's conditions and supply conditions outlined here without notice.