

THINGS YOU SHOULD KNOW

- If your car has body modifications, it may not be possible to get it onto a standard recovery vehicle. Any evidence of this may affect your warranty and the ability to provide roadside assistance.
- There are limitations on the service. If there's good reason for Hyundai to believe that you've been involved in any of the following, we will not be able to provide you with assistance. Those situations include:
 - participation in motor sports;
 - where the driver has been involved in some unlawful activity, or driving under the influence of drugs or alcohol and
 - there's any perceived risk to the roadside assistance professional.
- Roadside assistance is only available for mechanical incidents. We cannot provide roadside assistance in any insurance event. This includes collisions or impact events of any kind, in the case of an accident, Hyundai Premium Assist, if required can arrange a towing service at the driver's cost.
- Caravans and trailers will be towed to a safe location, free of charge.
- Should you sell your car, Hyundai Premium Assist is fully transferable to the new owner at any time during the period of your cover.
- If your car becomes disabled while off a legally trafficable road, such as a beach, a field or a creek bed, we will still arrange for it to be rescued, but it will be at the driver's expense.
- We can't accept responsibility for the security of the car or the loss of any cargo.
- Should special equipment be needed to provide assistance, then the driver will pay any additional cost.
- Understandably, in case of a natural disaster – such as flood, storm or fire – there will be unusually high demands on all assistance services. A similar problem can occur if there are substantial disputes. If either of these unlikely situations arises Hyundai Premium Assist will send whatever assistance is practical.
- Hyundai Premium Assist allows you to maintain your existing state roadside club membership benefits (NIMA, RACV, RACQ, RACT, RAA, RAMA, RAAN), including years of service, travel, mapping and magazines, during the membership of your Hyundai Premium Assist Breakdown Option. If you're not currently a member of a roadside club you may also join this program. To activate the Hyundai Premium Assist Breakdown Option for a small fee, call 1800 186 306.

Full terms and conditions can be found at www.hyundai.com.au/hyundaipremiumassist



HYUNDAI PREMIUM ASSIST YOUR EXCLUSIVE ROADSIDE SERVICE



Hyundai Motor Company Australia Pty Ltd
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Telephone 1800 186 306

To the extent permitted by the law, neither HMC nor HMCA shall be liable to any person as a result of reliance on the content of this brochure. NOTE: Information in this launch pack is current as at 09/02/06. #HYUNDAI#



INTRODUCING HYUNDAI PREMIUM ASSIST

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

PROBLEMS AND SOLUTIONS

Flat battery	Lost keys or locked out
Out of Fuel	What to do after you've called
Flat tyre	Unattended vehicles
Mechanical breakdown	Book ahead

SERVICE THAT GOES THE DISTANCE

Towing	Rental car
Urgent message relay	Vehicle recovery
Taxi	Home assistance
Accommodation	Hyundai Premium Assist extension

PROBLEMS AND SOLUTIONS

Hyundai Premium Assist is provided for 130,000km or 5 years (whichever comes first) from the date of the car's warranty commencement.

FLAT BATTERY

We'll provide a battery-boost 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). After the battery warranty period has expired, battery replacement will be at the driver's expense.

OUT OF FUEL

Provision for enough petrol for you to travel to the nearest available re-fuelling facility or transport your car to the nearest re-fuelling facility. The car will be towed free of charge.

FLAT TYRE

We'll change a flat tyre if necessary, in the event of multiple flat tyres. Transport the car to an approved tyre outlet free of charge, in an event that the vehicle is unable to be repaired, towing will be at the driver's expense.

MECHANICAL BREAKDOWN

A qualified person will, where possible, mobilise the car at the roadside. If the car cannot be mobilised at the roadside, it'll be towed free to the nearest Hyundai Dealer or Hyundai Authorised Service Facility.

LOST KEYS OR LOCKED OUT

Provided adequate proof-of-ownership can be shown, we'll assist where possible to open a locked car or locate and deliver a customer's spare keys or supply replacement keys. We can even arrange for spare keys to be picked up from your home and brought to you. Hyundai Premium Assist will cover the cost up to a maximum of \$150 per incident. If there's a person locked in the car, please tell the telephone consultant at the beginning of the call.

WHAT TO DO AFTER YOU'VE CALLED

You must stay with your car once you have organised roadside assistance. Patrols cannot service unattended cars. Don't try to repair the car yourself or have any unauthorised person do so, as it could affect your warranty.

UNATTENDED VEHICLES

Except in very special circumstances where it's not possible to stay with your vehicle due to safety or other emergencies, a licensed driver must be with the vehicle when the roadside service patrol arrives. If you do delegate someone to stay with the vehicle on your behalf, please make sure that you have a set of keys or if you were locked out in the first place, some sort of identification that proves they have a right to get away.

BOOK AHEAD

If you cannot stay with the vehicle or if it's not convenient to have the roadside service patrol arrive immediately, you 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.

SERVICE THAT GOES THE DISTANCE

Unlike some roadside assistance plans, Hyundai Premium Assist doesn't put a limit on the number of times we'll come to assist you. And you're free to call us for any of the following needs:

TOWING

In the event that your car cannot be mobilised at the roadside, the car will be towed to the nearest Hyundai Dealer or Hyundai Authorised Service Facility.

URGENT MESSAGE RELAY

In the event of a breakdown, the telephone consultant will relay urgent messages to family, friends or business associates who may be concerned by your delay. We'll also provide you with advice on local transport alternatives.

TAXI

Where your car cannot be mobilised and must be transported to a service facility, we'll pay for a taxi up to the value of \$100. In most cases, this will let you and any of your passengers continue to journey to the nearest town or to a more convenient part of the city you're in.

ACCOMMODATION

If your car breaks down due to mechanical defect and it's expected to take more than 24 hours to repair, and you are more than 100km from your home base, accommodation will be provided for three nights to a maximum value of \$20 per night should you decide to remain with your car whilst it's being repaired locally or when the breakdown has occurred outside the hours when alternatively transport could be arranged.

RENTAL CAR

If your car breaks down more than 100km from home with a mechanical defect that will take more than 24 hours to repair, we will provide a rental car. You can have the rental car for up to three days if you take accommodation nearby or for five days to continue your journey. You'll need to pay for any insurance and stamp duty. In some cases, there may be a charge for excess kilometres.

VEHICLE RECOVERY

Hyundai will recover your vehicle to home base, or to your intended destination, in circumstances where you have chosen to take advantage of a rental car to continue your journey.

HOME ASSISTANCE

If you experience a problem with your car at home, you can still call for help. We hope you'll understand that in peak times, priority will be given to cars with roadside problems.

HYUNDAI PREMIUM ASSIST EXTENSION

Hyundai Premium Assist provides you with the ability to renew your roadside assistance beyond the warranty period. We'll be in touch with you a couple of months before the end of warranty to invite you to extend. Alternatively, please call your dealer to arrange renewal. For further information please call 1800 186 306.



Photo by Peter Cook