

HYUNDAI ROADSIDE ASSISTANCE PROGRAM QUICK GUIDE

The Hyundai Roadside Assistance Program reflects Hyundai's commitment to your complete satisfaction with the Hyundai ownership experience. It is available to you in all 50 states and Canada, 24 hours a day, 365 days a year.

60 MONTHS/UNLIMITED MILES COVERAGE

Roadside Assistance is provided on all new 2011 model Hyundai vehicles from the date the vehicle is delivered to the first retail buyer or otherwise put into use (in-service date), whichever is earlier, for a period of 60 months/unlimited miles.

*During each consecutive 12-month term of the 60-month coverage period, each Hyundai vehicle is eligible for two (2) free roadside assistance events, either roadside service or tows. Any subsequent service, after the two (2) free annual services, will be paid for by the customer. If the Hyundai Dealer determines that roadside event was caused by a warranty-covered repair, HMA will reimburse the customer for the out-of-pocket towing/roadside service expenses.

TO RECEIVE ASSISTANCE CALL 1-800-243-7766

A toll-free call to the Hyundai Roadside Assistance line will provide you with assistance for various Roadside Events. See "Coverage" section for details on program coverage. To receive Roadside Assistance, call the Hyundai Roadside Assistance Program phone number, and provide a representative with the following:

- Your Name
- Vehicle Identification Number (VIN) located on the driver's side dashboard
- Vehicle Mileage
- Vehicle Location
- Description of your vehicle's problem

COVERAGE

The Hyundai Roadside Assistance Program provides you with the following services:

- National Hyundai Dealer Locator Service provides you with the location or phone number of the Hyundai Dealerships or Authorized Service Facilities in the United States.
- Roadside Events are defined as either:
 1. Towing: Transport for your vehicle to the nearest Hyundai Dealership or Authorized Service Facility, in the unlikely event your vehicle is inoperable, or
 2. Roadside services:
- Dead Battery/Jump Start
- Flat Tire Change
- Lock-out Service (keys locked in car)
- Gas Delivery (up to three gallons, where permissible, at no charge when you run out)
- In all five (5) years of coverage, you will be eligible for two (2) free roadside events per year. After you have had your two (2) free events, you will need to pay the tow service provider for the tow or roadside service prior to such services being provided.
- Once your vehicle has been diagnosed by an authorized Hyundai Dealership and if the reason of the disablement is a warranty-covered issue. Please contact the Consumer Affairs toll-free number at 800.633.5151 for assistance with your reimbursement.
- Examples of non-warranty-related tows would include accidents or any other tow incident that is not the result of a defect in materials or workmanship.



- **Trip Interruption benefit:** In the event a warranty-covered mechanical disablement occurs more than 150 miles away from home, and your vehicle is disabled overnight due to a repair in process, Hyundai Roadside Assistance will reimburse for reasonable expenses for meals, lodging, or alternate transportation. Trip Interruption benefit is limited to \$100 per day, subject to a three-day maximum limit per incident.

EXCLUSIONS

Roadside Assistance is not available for off-road conditions, or conditions manifesting themselves off-road. To receive service, the vehicle must be accessible from a publicly maintained road.

Roadside Assistance is **NOT A WARRANTY**. For a description of the warranty covering your 2011 Hyundai see the Hyundai New Vehicle Limited Warranty section of the Owner's Handbook. Roadside Assistance is a limited service, provided to you to help minimize any unforeseen vehicle operation inconvenience.

The Hyundai Roadside Assistance Program does not include reimbursement for any costs/charges for repairs, parts, labor, property loss or any other expense incurred as a result of accident/collision, vehicle abuse, racing, vandalism, or other items not covered by the Hyundai New Vehicle Limited Warranty. Also excluded are services for snow tires, repairs to studs, mounting or demounting of snow chains, and any fines, fees, or taxes associated with impound towing as a result of any actual or alleged violation of any law or regulation.

Hyundai Motor America reserves the right to limit services or reimbursement to any owner or driver when, in Hyundai Motor America's judgment, the claims are excessive in frequency or type of occurrence.

