HYUNDAI "COMPREHENSIVE EXTENDED WARRANTY" (Terms & Conditions)

Hyundai Motor India Limited (hereinafter called "**HMIL**") warrants that under the Extended Warranty Scheme, HMIL undertakes to carry out the necessary remedial work necessitated by any mechanical and / or electrical breakdown, under normal use and maintenance, subject to the following terms and conditions.

1. Extended Warranty Registration Form and Extended Warranty Certificate:
The Extended Warranty Registration Form/Certificate is the basis of and forms part of the contract between HMIL and the owner for the Extended Warranty applicable to the vehicle mentioned in the Extended Warranty Certificate.

2. Extended Warranty Period:
The term of the Extended Warranty shall commence from the date of expiry of the original warranty period mentioned in the Owner's Manual of the new vehicle and would be in its continuity as per any one of the following options applicable to the vehicle model selected by the Owner:

Option 1

- **4th year or up to 80,000 km**, those vehicles already have 3 years Basic Warranty, further could avail 4th year or up to 80,000 km Extended Warranty from the date of delivery of new vehicle, whichever occurs first, before the expiry of 3 years basic/Extended Warranty. However, in case the vehicle is driven for more than 80,000 km in the first 3 years itself from the Date of Delivery, this 4th year Extended Warranty will get lapsed.

- Applicable Models:

- **Santro:-**Petrol/CNG (Manual & Automatic), **Prime SD/HB:**- CNG (Manual), **Grand i10/NIOS:**- Diesel/Petrol/CNG (Manual & Automatic), **Exter :**- Petrol/CNG (Manual & Automatic), **Xcent:** Petrol/Diesel (Manual & Automatic), **Aura:**- Petrol/Diesel/CNG (Manual & Automatic), **i20/i20 N Line:-** Petrol/Diesel (Manual & Automatic), **Venue/ Venue N Line :-**Petrol/Diesel (Manual & Automatic), **Bayon :-** Petrol (Manual & Automatic), **Verna :-** Petrol/Diesel (Manual & Automatic), **Creta/Creta N Line:-** Petrol/Diesel/EV (Manual & Automatic), **Alcazar:-** Petrol/Diesel (Manual & Automatic), **Elantra:-** Petrol/Diesel (Manual & Automatic), **Tucson**:- Petrol/Diesel (Manual & Automatic), **Kona:-** EV, **Ioniq:-** EV

Option 2

- **4th & 5th year or up to 1,00,000 km** those vehicles already have 3 years Basic Warranty, further could avail 4th & 5th year or up to 100,000 km Extended Warranty from the date of delivery of new vehicle, whichever occurs first, before the expiry of 3 years Basic/Extended Warranty. However, in case the new vehicle is driven for more than 1,00,000 km in the first 3 years itself from the Date of Delivery, this 4th & 5th year Extended Warranty will get lapsed.

- Applicable Models:

- **Santro:-**Petrol/CNG (Manual & Automatic), **Prime SD/HB:**- CNG (Manual), **Grand i10/NIOS:**- Petrol/Diesel/CNG (Manual & Automatic), **Exter :**- Petrol/CNG (Manual & Automatic), **Xcent:** Petrol/Diesel (Manual & Automatic), **Aura:**- Petrol/Diesel/CNG (Manual & Automatic), **i20/i20 N Line:-** Petrol/Diesel (Manual & Automatic), **Venue/ Venue N Line :-**Petrol/Diesel (Manual & Automatic), **Bayon :-** Petrol (Manual & Automatic), **Verna :-** Petrol/Diesel (Manual & Automatic), **Creta/Creta N Line:-** Petrol/Diesel/EV (Manual & Automatic), **Alcazar:-** Petrol/Diesel (Manual & Automatic), **Elantra:-** Petrol/Diesel (Manual & Automatic), **Tucson**:- Petrol/Diesel (Manual & Automatic), **Kona:-** EV, **Ioniq:-** EV

Option 3

- **4th & 5th year or up to 1,40,000 km** those vehicles already have 3 years Basic Warranty, further could avail 4th & 5th year or up to 140,000 km Extended Warranty from the date of delivery of new vehicle, whichever occurs first, before the expiry of 3 years Basic/Extended Warranty. However, in case the new vehicle is driven for more than 1,40,000 km in the first 3 years itself from the Date of Delivery, this 4th & 5th year Extended Warranty will get lapsed.

- Applicable Models:

- **Santro:-**Petrol/CNG (Manual & Automatic), **Prime SD/HB:**- CNG (Manual), **Grand i10/NIOS:**- Petrol/Diesel/CNG (Manual & Automatic), **Exter :**- Petrol/CNG (Manual & Automatic), **Xcent:** Petrol/Diesel (Manual & Automatic), **Aura:**-

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Petrol/Diesel/CNG (Manual & Automatic), **i20/i20 N Line:-** Petrol/Diesel (Manual & Automatic), **Venue/ Venue N Line :-**Petrol/Diesel (Manual & Automatic), **Bayon :-** Petrol (Manual & Automatic), **Verna :-** Petrol/Diesel (Manual & Automatic), **Creta/Creta N Line:-** Petrol/Diesel/EV (Manual & Automatic), **Alcazar:-** Petrol/Diesel (Manual & Automatic), **Elantra:-** Petrol/Diesel (Manual & Automatic), **Tucson**:- Petrol/Diesel (Manual & Automatic), **Kona:-** EV, **Ioniq:-** EV

Option 4

- **4th & 5th year or up to 1,80,000 km** those vehicles already have 3 years Basic Warranty, further could avail 4th & 5th year or up to 180,000 km Extended Warranty from the date of delivery of new vehicle, whichever occurs first, before the expiry of 3 years Basic/Extended Warranty. However, in case the new vehicle is driven for more than 1,80,000 km in the first 3 years itself from the Date of Delivery, this 4th & 5th year Extended Warranty will get lapsed.

- **Applicable Models:**

- **Prime SD/HB:**- CNG (Manual)

Option 5

- **5th year or up to 1,00,000 km** those vehicles already have 3 years Basic Warranty and have opted 4th year Extended Warranty further could avail 5th year or up to 1,00,000 km Extended Warranty from the date of delivery of new vehicle, whichever occurs first, before the expiry of 3 years Basic/Extended Warranty. However, in case the new vehicle is driven for more than 1,00,000 km in the first 4 years itself from the Date of Delivery, this 5th year Extended Warranty will get lapsed.

- Applicable Models:

- **Santro:-**Petrol/CNG (Manual & Automatic), **Prime SD/HB:**- CNG (Manual), **Grand i10/NIOS:**- Petrol/Diesel/CNG (Manual & Automatic), **Exter :**- Petrol/CNG (Manual & Automatic), **Xcent:** Petrol/Diesel (Manual & Automatic), **Aura:**- Petrol/Diesel/CNG (Manual & Automatic), **i20/i20 N Line:-** Petrol/Diesel (Manual & Automatic), **Venue/ Venue N Line :-**Petrol/Diesel (Manual & Automatic), **Bayon :-** Petrol (Manual & Automatic), **Verna :-** Petrol/Diesel (Manual & Automatic), **Creta/Creta N Line:-** Petrol/Diesel/EV (Manual & Automatic), **Alcazar:-** Petrol/Diesel (Manual & Automatic), **Elantra:-** Petrol/Diesel (Manual & Automatic), **Tucson**:- Petrol/Diesel (Manual & Automatic), **Kona:-** EV, **Ioniq:-** EV

Option 6

- **4th ,5th ,6th & 7th year or up to 1,40,000 km** those vehicles already have 3 years Basic Warranty, further could avail 4th 5th ,6th & 7th year or up to 1,40,000 km Extended Warranty from the date of delivery of new vehicle, whichever occurs first, before the expiry of 3 years Basic/Extended Warranty. However, in case the new vehicle is driven for more than 1,40,000 km in the first 3 years itself from the Date of Delivery, this 4th, 5th ,6th & 7th year Extended Warranty will get lapsed.

- Applicable Models:

- **Santro:-**Petrol/CNG (Manual & Automatic), **Prime SD/HB:**- CNG (Manual), **Grand i10/NIOS:**- Petrol/CNG/Diesel (Manual & Automatic), **Exter :**- Petrol/CNG (Manual & Automatic), **Xcent:** Petrol (Manual & Automatic), **Aura:**- Petrol/CNG/Diesel (Manual & Automatic), **i20/i20 N Line:-** Petrol/Diesel (Manual & Automatic), **Venue/ Venue N Line :-**Petrol/Diesel (Manual & Automatic), **Bayon :-** Petrol (Manual & Automatic), **Verna :-** Petrol/Diesel (Manual & Automatic), **Creta/Creta N Line:-** Petrol/Diesel/EV (Manual & Automatic), **Alcazar:-** Petrol/Diesel (Manual & Automatic),**Elantra:-** Petrol/Diesel (Manual & Automatic), **Tucson**:- Petrol/Diesel (Manual & Automatic), **Kona:-** EV, **Ioniq:-** EV

Option 7

- **5th ,6th & 7th year or up to 1,40,000 km** those vehicles already have 3 years Basic Warranty and have opted 4th year Extended Warranty, further could avail 5th ,6th & 7th year or up to 1,40,000 km Extended Warranty from the date of delivery of new vehicle, whichever occurs first, before the expiry of 3 years Basic/Extended Warranty. However, in case the new vehicle is driven for more than 1,40,000 km in the first 4 years itself from the Date of Delivery, this 5th, 6th & 7th year Extended Warranty will get lapsed.

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- Applicable Models:

- **EON :-** Petrol (Manual)**, Santro:-**Petrol/CNG (Manual & Automatic), **Prime SD/HB:**- CNG (Manual), **Grand i10/NIOS:**- Petrol/CNG/Diesel (Manual & Automatic), **Exter :**- Petrol/CNG (Manual & Automatic), **Xcent:** Petrol (Manual & Automatic), **Aura:**- Petrol/CNG/Diesel (Manual & Automatic), **i20/i20 N Line:-** Petrol/Diesel (Manual & Automatic), **Venue/ Venue N Line :-**Petrol/Diesel (Manual & Automatic), **Bayon :-** Petrol (Manual & Automatic), **Verna :-** Petrol/Diesel (Manual & Automatic), **Creta/Creta N Line:-** Petrol/Diesel/EV (Manual & Automatic), **Alcazar:-** Petrol/Diesel (Manual & Automatic),**Elantra:-** Petrol/Diesel (Manual & Automatic), **Tucson**:- Petrol/Diesel (Manual & Automatic), **Kona:-** EV, **Ioniq:-** EV

Option 8

- **6th & 7th year or up to 1,40,000 km** those vehicles already have 3 years Basic Warranty and have opted 4th & 5th Yr Extended Warranty, further could avail 6th & 7th year or up to 1,40,000 km Extended Warranty from the date of delivery of new vehicle, whichever occurs first, before the expiry of 3 years Basic/Extended Warranty. However, in case the new vehicle is driven for more than 1,40,000 km in the first 5 years itself from the Date of Delivery, this 6th & 7th year Extended Warranty will get lapsed.

- Applicable Models:

- **EON :-** Petrol (Manual)**, Santro:-**Petrol/CNG (Manual & Automatic), **Prime SD/HB:**- CNG (Manual), **Grand i10/NIOS:**- Petrol/CNG/Diesel (Manual & Automatic), **Exter :**- Petrol/CNG (Manual & Automatic), **Xcent:** Petrol (Manual & Automatic), **Aura:**- Petrol/CNG/Diesel (Manual & Automatic), **i20/i20 N Line:-** Petrol/Diesel (Manual & Automatic), **Venue/ Venue N Line :-**Petrol/Diesel (Manual & Automatic), **Bayon :-** Petrol (Manual & Automatic), **Verna :-** Petrol/Diesel (Manual & Automatic), **Creta/Creta N Line:-** Petrol/Diesel/EV (Manual & Automatic), **Alcazar:-** Petrol/Diesel (Manual & Automatic),**Elantra:-** Petrol/Diesel (Manual & Automatic), **Tucson**:- Petrol/Diesel (Manual & Automatic), **Kona:-** EV, **Ioniq:-** EV

Note: Customer can choose aforesaid options ONLY before expiry of existing Warranty

3. What is covered? Except as provided in paragraph 4 below, if any defect confirmed by HMIL as Mechanical and or Electrical breakdown as defined in this warranty, is found in the vehicle within the stipulated terms and conditions, HMIL dealer shall repair or if required, replace any part found to be defective with a new part or an equivalent at no cost to the owner for parts or labour. Such defective parts, which have been replaced, will become the property of HMIL.

4. What is not covered?

This warranty shall not apply to:

- Normal maintenance services including without limitation, cleaning & polishing, injector cleaning, engine decarburizing, engine tuning, oil/fluid changes, filters replenishment, fastener retightening, adjustments of doors, brake and clutch, wheel balancing, wheel alignment, Tire rotation, head lamp alignment.
- Replacement of parts as a result of normal wear and tear, such as spark plugs, belts, brake pads and brake shoes, brake discs, clutch disc/pressure plate, filters, wiper blades, bulbs, fuses, brushes, hoses, Tire / tube, battery, audio system, audio video navigation (AVN), catalytic converter, silencer / exhaust pipe.

- Tie Rod ends, Steering Ball Joints, Rear Shockers, Front Struts, Tail Door lifters, Front & Rear Wheel Bearings/wheel hubs are not covered beyond 60,000 Kms of operation.
- Rubber parts like Wheel Cylinder kit, all doors weather-strips/beadings & A/C "O" rings, Clutch cable, Accelerator cable, Speedometer cable & Tail Door Opener cable.
- Leakage of A/C refrigerant.
- Normal aging, deterioration or rusting of plated parts, paint coat, rubber parts, upholstery and soft trim, etc.
- Body, paint, glass, interior / exterior trim, exhaust systems and normal wear and tear of any other component.
- CNG components are not covered in Extended warranty period
- Wireless charger, air purifier, auxiliary Batteries, Tyres & tubes, AC wall box charger, Portable charger (ICCB) or any external accessory/fitment etc.

Damage or failure resulting from:

- Negligence in getting the vehicle serviced within the stipulated kilometres and time period as mentioned in Owner's Manual and Service Booklet.
- Misuse, abuse (such as racing, overloading, riding over the clutch), accident or collision, theft, flooding or fire.

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- Use of improper, adulterated or insufficient fuel, fluids or lubricants.
- Use of parts other than Hyundai Genuine Parts.
- Any device and/or accessories not supplied or not approved by HMIL.
- Modifications, alterations, tampering or improper repair.
- Parts used in applications for which they were not designed or not approved by HMIL
- Any repair carried out other than by Hyundai Authorized Dealer / Service Centre.
- Slight irregularities not recognized as affecting quality or function of the vehicle or parts, such as slight noise or vibrations, or items considered characteristic of the vehicle.
- Airborne fallout, Industrial fallout, acid rain, hail and wind storms, or other Acts of God.
- Paint scratches, dents or similar paint or body damage.
- Revolution or Mutiny, any intentional or mollified act of owner or a driver, abuse of the vehicle, negligence.
- Action of road elements (sand, gravel, dust or road debris) which results in stone chipping of paint / glass or damage to any other part.
- The vehicle which has been used for any sort of competition, sport and rally, transport for hire of persons or goods or short or long term self-drive hire or driving school use.
- The vehicle in which the odometer has been tampered with, changed or been disconnected.
- Incidental or consequential damages, including without limitation, loss of time, inconvenience, loss of use of vehicle or commercial loss.
- No liability will be accepted for any losses covered under an accidental damage or road risk policy or for any road hazard/fire or accident damage, no liability of any kind exists in respect of third party.
- No liability will be accepted for damage caused by neglect, intrusion of foreign or harmful or injurious matter, lack of servicing, overheating, freezing or abuse to the continued use of the vehicle after a fault has become evident or for consequential loss on the failure of parts not covered by this Extended Warranty.
- If model equipped with Hyundai Genuine LPG Kit, following parts Rubber pad, Hose adaptor (Inlet & Outlet), Gasket, Tube, Band cable, Holder tube, Vaporizer to mixer hose(fuel), Vaporizer Cover hose(air), Strap, Water Hose Assembly (In & Out), First diaphragm Assembly, relief diaphragm, first valve Assembly, O-rings set will not be covered.
- Vehicles fitted with non-genuine LPG/CNG kits are not applicable for Extended Warranty
- No dealer or its or his agent or employee is authorized to extend or enlarge this warranty and no dealer or its or his agent or employee is authorized to make any oral warranty on HMIL's behalf. HMIL reserves the right to make any change in design or make any improvement on the vehicle at any time without any obligation to make the same change on vehicles previously sold. Warranty service shall be provided only by HMIL's authorized dealers and Dealer Service Branch. HMIL's decision is final and binding on the Owner of the vehicle in all warranty matters. HMIL reserves the right for the final decision on all warranty matters.

5 Owner's Responsibilities:

- Proper use, maintenance and care of vehicle in accordance with the instructions contained in the Owner's Manual and Service Booklet. If the vehicle is subject to severe usage conditions, such as operation in extremely dusty, rough, more repeated short distance driving or heavy city traffic during hot weather, maintenance of vehicle should be done more frequently as mentioned in Owner's Manual and Service Booklet.
- In order to maintain the validity of this Extended Warranty, the vehicle must be serviced by Hyundai Authorized Dealer or Service Centre in accordance to the Owner's Manual and Service Booklet.
- Retention of maintenance service records. It may be necessary for the customer to show that the required maintenance has been performed, as specified in Owner's Manual and Service Booklet.
- Delivery of the vehicle along with Owner's Manual and Service Booklet and Extended Warranty Certificate during regular service business hours to any authorized Hyundai Dealer to obtain warranty service.

Important Note:

1) This Extended Warranty is transferable to subsequent owner for the remaining Warranty Period.
2) This Extended Warranty scheme has no surrender value; no refund of warranty premium is available and it cannot be transferred to another vehicle.
3) **Extended Warranty not applicable on Test Drive Vehicles and H Promise Used Car.**
4) Extended Warranty Prices are subject to change without any prior notice.
5) All above Extended Warranty options are subject to change/obsolete without any prior notice.
6) **All disputes arising out of this Extended Warranty will be subject to the jurisdiction of Courts in Delhi only.**

HYUNDAI ROAD SIDE ASSISTANCE ("RSA") Terms & Conditions

These Roadside Assistance terms & conditions provides complete details of all the services and benefits available to you for Roadside Assistance. We recommend you to read it carefully to understand the services fully and always keep

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it with yourself especially when you travel. The Hyundai Road Side Assistance is provided with the extended warranty of Hyundai.

1. SCOPE OF RSA

The following shall be the scope of the RSA

i. Roadside Assistance is provided for the vehicle which has become disabled due to unexpected breakdown based on the terms as stated herein.

ii. Roadside Assistance is applicable only for those vehicles which are validly registered with the concerned RTO, validly insured, being used for private purpose only and driven on public roads without any restriction.

iii. The Roadside Assistance is provided for the period equalling to the basic warranty with the new vehicle or extended warranty separately purchased by the customer or validity of certification of pre-owned vehicles or for the period as mentioned on the certification at the time of purchase of pre-owned vehicle from H-promise starting from date of applicability of RSA as the case may be. The coverage of RSA shall be same as per the subscription of Extended Warranty (1/2/3/4 Years) opted at the time of purchase of extended warranty policy.

iv. RSA is provided for the broken-down vehicle and available on the motorable (gazette, bitumen & concrete) road.

v. The RSA will not be applicable in Lakshwadeep, Andaman & Nicobar Islands or area wherein restrictions on movement is imposed by the concerned government or authority by order or notification

vi. The RSA will be activated post 48 hours of certificate generation

vii. This manual must remain with the vehicle if the vehicle is resold

2. HOW TO REQUEST & ASSISTANCE COVERED UNDER RSA

i. In the event of breakdown or accident, call on the Toll Free Number 1800 1024645 or in case of difficulty in reaching on this number, you can try to dial at chargeable number 01242564645.

ii. Request you to keep the following information handy with you while calling for assistance:

a) Your name and phone number

b) Vehicle registration number

c) Vehicle identification number (VIN / Chassis No.)

d) Vehicle model

e) Date of purchase of vehicle

f) Name of the dealer from where vehicle was purchased

g) Description of the problem / vehicle issue

h) Exact location of the vehicle

i) Or any other document or information as informed from time to time

iii. The following services are covered under RSA

a) **Tyre Problems**: RSA Team will change a wheel with a flat tyre provided the vehicle has a roadworthy spare available. If a spare is not available RSA team will tow the vehicle to the nearest Hyundai authorized workshop.

b) **Key Problem**: RSA Team will try to retrieve the spare keys in case the original keys are lost, broken or locked in the vehicle (if you are in the same city of your residence) or else RSA team will try to open the vehicle. In case if RSA team cannot open the vehicle, the vehicle will be towed to the nearest Hyundai authorized workshop.

c) **Fuel Problem**: If a vehicle runs out of fuel, RSA Team will supply enough fuel to drive your vehicle to the nearest fuel filling station. In case of incorrect fuel or contaminated fuel RSA team will tow your vehicle to the nearest Hyundai authorized workshop at free of charge basis.

d) **Battery Problem**: In case of a dead or discharged battery, jumpstart services will be provided to mobilize your vehicle at the breakdown location.

e) **Vehicle Recovery following mechanical, electrical breakdown or an accident**: In the case of a mechanical or electrical failure or a road accident if your vehicle is immobilized and needs towing you can choose to have your vehicle towed at free of charge basis to Hyundai authorized workshop for your vehicle to be repaired. Your vehicle will be towed to the nearest Hyundai authorized dealership.

f) **Urgent Message Relay**: You will be provided with urgent message relay service to contact with your family, friends, and/or work colleagues in the event of a vehicle breakdown or accident.

g) **Taxi Support**: Taxi assistance up to 100 KM only from the breakdown location in case of Breakdown & Accident

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Towing only. (Not applicable on Taxi / Prime Variants)

3. CUSTOMER OBLIGATIONS:

i. **Un-located or Unattended Vehicle**: In case of a breakdown, you must be able to provide us with the correct location of your vehicle. Incorrect or incomplete information may cause a delay in provision of our services. You or an authorized representative must be present with the vehicle at the provided Location when the RSA Technician or Towing services arrive.

ii. **Vehicle is off road:** In case the vehicle is not on bitumen road and if there is a need to arrange special equipment (any equipment other than standard Towing equipments), the charges of such equipment are not part of the roadside assistance program. The charges for arrangements of special equipment's are to be borne by the customer directly.

iii. **Repair and Labour charges**: The roadside assistance does not include the Labour charges, parts replacement costs associated with repair of the vehicle done at the Hyundai authorized workshop.

iv. **Excessive Usage**: If RSA Team consider in our reasonable opinion that you have received (and continue to request) roadside assistance benefits on an excessive number of occasions in a subscription year, RSA Team may refuse to provide further roadside assistance free of charge. RSA team will offer an alternative service at your own expense such battery jumpstart or towing services for roadside assistance payable at the time service is requested.

v. **Entitlements are available after 48 hours**: All the benefits under the roadside assistance becomes available 48 hours after you have purchased the subscription.

vi. **Contacting the call centre is mandatory**: The Hyundai Roadside Assistance is available only if the above mentioned numbers are contacted. In case you opt for your own vehicle assistance or towing services without informing the Hyundai Roadside Assistance Call Centre, then the cost for the same shall be borne by you.

vii. The assistance service will cease either on the completion of roadside repair by RSA or in case of towing upon arrival of the covered vehicle at the Hyundai Authorized Dealer.

4. NON-COVERED EVENTS

i. Vehicle which are used for any commercial activity, overloading or driven in violation of Motor Vehicle Act & rules made thereunder or prohibited / illegal activities

ii. Roadside Assistance is established to help in event that leads to stoppage / immobilization of your vehicle. As a result, RSA will not cover any of the following events that you may encounter while driving your vehicle.

- Faulty fuel gauge
- Speedometer not working
- Air conditioning is not working
- When the passenger door(s) cannot be opened and there are no passengers in the vehicle Boot cannot be opened
- The front and/or rear demisters are not functioning
- Horn is not functioning. If the horn is sounding continuously, the Assistance Services will be provided
- Damaged door mirrors
- When the rear view mirror is damaged but it does not obstruct the driver's vision.
- Damaged or faulty fuel cap but vehicle has not run out of petrol and there is enough fuel in the tank to enable the vehicle to reach the nearest authorized Hyundai dealer
- When the sun roof cannot be opened
- When the sunroof cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- When windows cannot be opened
- When windows cannot be closed but weather conditions are fair and the vehicle is not exposed to any security risk
- Seat adjustor is faulty but the vehicle can be safely driven
- When passenger seat belts are faulty but there are no passengers in the vehicle
- Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously Transmission stuck in sports/winter mode
- When the ABS lights are illuminated
- Air bag warning lights are illuminated

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- Traction control lights are illuminated
- Other non-safety related lights/service warnings are illuminated
- When your Vehicle runs out of windscreen wiper fluid
- Front windscreen wipers faulty but weather conditions are fair
- Rear windscreen wiper faulty
- Vehicle pickup and drop for routine maintenance is not included
- When vehicle is stuck in ditch

iii. The following scenarios are special exclusions under RSA and therefore RSA Team will not be responsible for any assistance costs as a result of any of the following:

a. Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs or operated outside official roads
b. Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, and use for military purposes or acts of terrorism, earthquake damage, and freak.
c. Weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles.
d. Breakdown is caused by deliberate damage, vandalism or participation in a criminal act or offence
e. The immobilization is resulting from damage caused by intervention of the police or other authorities
f. Any damage resulting from the use of the vehicle against the recommendations of the owner manual
g. Any consequential costs and/or damage to property as a result of a breakdown

5. POSSIBLE CONSTRAINTS FOR RSA SERVICES

i. On occasion of adverse weather conditions such as floods, heavy rain, thunder / lightening or other external factors may affect our ability to provide assistance and it may become physically impossible to assist you until the weather improves. During such times, our main priority will be to ensure that you and your passengers are taken to a place of safety; the recovery of your vehicle may not be possible until weather conditions permit and resume back to normal conditions.

ii. Roadside Assistance Services will take every effort to reach you once you make the call however the response time may vary depending on, among other things, the breakdown location of the vehicle, general demand for roadside assistance, peak traffic hours, remote areas, weather conditions, at the time of your request is received.

iii. Whilst you will always be provided assistance by the most efficient method, modern security systems sometimes make it extremely difficult for RSA team to gain entry to your vehicle at the roadside should the spare keys not be available. If a forced emergency entry is required, Customer will be asked to sign a declaration stating that customer have granted permission to RSA team for this to take place and confirming that all costs relating to any resulting damages to the vehicle will be Customer's sole responsibility only.

iv. RSA Team shall have the right to refuse any or all benefits under the program, if it is found that customer has violated and terms and conditions as mentioned herein or in case of purchasing RSA alone or with extended warranty has furnished false information, relating to vehicle eligibility or entitlements to the benefits provided under RSA or misbehaves with RSA's officials while calling or getting RSA.

6. DISPUTES RESOLUTION

The dispute, if any between HMIL & You regarding these terms and conditions, shall be submitted to a sole arbitrator to be appointed by the mutual consent of the parties. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act, 1996 or any amendment thereof and shall be conducted in English. The venue & seat of Arbitration shall be at Delhi.

Subject to this Arbitration clause, the Courts of Delhi alone shall have the exclusive jurisdiction to decide all disputes that may arise under these terms and conditions.

7. LIABILITY

i. RSA is provided by M/s AWP Assistance (India) Pvt Ltd (AWP / RSA TEAM) having its registered office at DLF Square, Jacaranda Marg, DLF Phase II, Gurugram, Haryana, 122002 on principle to principle basis without any liability of HMIL.

ii. This RSA is being provided to you at no additional cost. Best endeavours shall be made to extend all possible

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support to customer under this RSA as customer's sole risk and consequences. HMIL shall be under no liability whatsoever in respect of any loss or damages arising directly or indirectly due to any delay or nondelivered of the services or for any other reasons under the RSA Program.

iii. In case the vehicle cannot be mobilized onsite, Customers are advised to use the towing facility as may be arranged by RSA team for taking the vehicle to the nearest authorized workshop.

iv. In no condition, shall the vehicle be towed to any unauthorized workshop.

v. You agree, that it shall be a condition precedent that you shall remove your all belongings and other such valuable items before allowing the RSA personnel to tow the vehicle and also take an inventory list of other belongings inside the vehicle including, the current physical conditions of the vehicle like dents, scratches, tools and stepony tyre and to verify the list before taking possession of the vehicle from the authorized workshop.

vi. RSA Team at its discretion may refuse to render these services to you on reasonable doubt of misrepresenting the facts, in relation to the vehicle or any other details sought by the RSA call centre or the personnel and/or in the event of unruly, rude, use of abusive and foul languages, physical abuse and such other similar behaviour to the RSA personal by you or the occupant of the vehicle.

vii. HMIL reserves the right to change or modify the terms herein and services for RSA without any notice.

viii. You shall not raise any claim against HMIL in case of any deficiency in services of AWP or any issue related to the RSA. All disputes arising out of the RSA shall be between AWP and you without any liability of HMIL.

ix. Since 6 July 2023 onwards, Road Side Assistance (RSA) is also available with the Extended Warranty (EW) policy subject to the terms herein. Customers are requested to check the start & end dates of the Extended Warranty policy (if any) of the particular VIN and accordingly book / purchase the standalone RSA policy on that VIN. Customers can purchase the standalone RSA policy through Hyundai authorized dealerships OR through myHyundai App also.

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