

Serviceable Spare – A wheel and tyre that is able to be fitted to mobilise your vehicle.

Vehicle – The vehicle registered on the Kia Roadside Assistance system and eligible under the program.

We, Us or Our – Kia Roadside Assistance, provided by Assist Australia Pty Ltd ABN 59 072 530 217.

You or Your – The person registered on the Kia Roadside Assistance system or the nominated driver of the vehicle.

Terms & Conditions

Kia Roadside Assistance is provide for 12 months from the date of the vehicles warranty commencement, or 12 months from the date you return to a participating Kia dealer for a scheduled service under the Kia Connect capped price service program. Your vehicle must be in a well maintained and sound mechanical and roadworthy condition.

The provision of benefits and services under Kia Roadside Assistance is subject to:

- Resources available in the area
- Any circumstances beyond our control (including but not limited to extraordinary delays caused by extreme weather conditions such as snow fall and flooding)
- Circumstances reasonably considered to be a force majeure event
- Location being trafficable by a two-wheel-drive recovery vehicle
- Severe traffic congestion
- Restricted Access Area requirements

We are not responsible for any costs arising from work carried out by a referral to a Kia dealer, and all repairs and costs for repairs undertaken by the repairer are your responsibility.

We have no obligation to pay for costs incurred in service calls where your vehicle is immobile in a workshop undergoing service or repairs, or undergoing mechanical or electrical service or repairs at your premises.

Exclusions and Limitations

The provision of benefits and services under Kia Roadside Assistance is subject to the following exclusions:

- Vehicles over five years of age
- Your vehicle being left unattended
- Your vehicle being unregistered
- Your vehicle is involved or connected to any form of motor sports
- Any caravan or trailer that is towed by your vehicle
- Your vehicle operating as taxi, rental vehicle, limousine, or hire vehicle
- Service calls for your vehicle due to vehicle abuse or neglect (as reasonably determined by us)
- Service calls for your vehicle due to failure to use reasonable care with your vehicle or failure to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to your vehicle

- Repeated service calls for your vehicle due to owner/driver faults, or failure by you to comply with our instructions
- Service calls for your vehicle due to accident damage
- Service calls due to break-in (or attempted break-in) of your vehicle
- Service calls due to fitment of non-genuine accessories or inappropriate or incorrect fitment of parts or accessories
- Your vehicle being located in a remote location (this is deemed as being a location not trafficable by a two-wheel drive recovery vehicle) or your vehicle is located in a Restricted Access Area or not within a Service Area
- Your vehicle being immobilised due to inappropriate maintenance, repair or use, caused intentionally or by negligence on the part of the owner, the driver or any other third party
- Bugged vehicles. Except where access is available and is trafficable by a two-wheel drive recovery vehicle and no other specialist equipment is necessary. Should specialist equipment become necessary, additional costs are the driver's responsibility. Drivers will be advised of this condition prior to attendance by our Service Provider and service is at our discretion.

Change of Ownership

If you sell your Kia whilst you are member of Kia Roadside Assistance, your membership can be transferred to the new owner. This service is transferable but not refundable.

Consequential Loss

Kia Motors Australia, Assist Australia Pty Ltd and each of their contractors or agents will not be liable for any indirect or consequential loss or damage whatsoever arising out of the provision or failure to provide any benefits and services under Kia Roadside Assistance whether as a result of any negligent or willful act or omission or howsoever arising.

Important Information

To the extent permitted by the law, neither Kia Motors Corporation nor Kia Motors Australia shall be liable to any person as result of reliance on the content of this brochure. NOTE: Information is current as at 01/08/12 but is subject to change at any time and without notice.

Kia Roadside Assistance is provided by Assist Australia Pty Ltd ABN 59 072 530 217



The Power to Surprise

Kia Motors Australia
350 Parramatta Rd, Homebush, NSW, 2140

www.kia.com.au

Roadside Assist



Connect



The Power to Surprise

Kia Roadside Assist.

Every new Kia is supported by 12 months of complimentary Kia Roadside Assist. But because your Kia has been built to just keep on going, we've also made it easy for you to extend that complimentary assistance for more than 12 months. In fact, play your cards right and you could get it extended for up to five years. Here's how...

Simply return your vehicle to an authorised Kia service centre for each of its scheduled services (there are only five), and each time you do so, your Kia Roadside Assist membership will be renewed until the next scheduled service is due. In addition to knowing that your vehicle has been serviced by a Kia trained technician, you also have the peace of mind that when the unexpected happens – such as losing your keys, running out of fuel or leaving your lights on or requiring a jump start – Kia Roadside Assist is only a phone call away.

Kia Roadside Assistance

Telephone Operator Assistance

Once a call for help has been received on the toll-free telephone number (1800 080 655), our team of qualified customer service assistants will provide general advice in relation to the operation of your vehicle. Should your vehicle be immobilised, over the phone diagnosis will be provided to enable vehicle mobilisation, where possible.

Roadside Assistance

In the event that your vehicle is unable to be mobilised over the phone, the customer service assistants will dispatch a service provider. Our service provider will, where possible, carry out emergency mechanical repairs or rectify problems associated with the five most common elements of roadside difficulties but not being limited to:

1) Flat or Faulty Batteries

We will provide a 'battery boost' and any other practical assistance to start the vehicle. Where the vehicle cannot be made mobile at roadside and where a new battery is required, the mobile delivery of a replacement battery will be arranged, via our national battery service. We will not be responsible for the cost of the replacement battery unless the battery is within the applicable 12 month battery warranty period. Where the vehicle cannot be mobilised at the roadside, we will arrange transport for your vehicle to a Kia dealer.

2) Emergency Fuel – Petrol/Diesel

In the event that you have run out of fuel, we will provide sufficient "free" petrol or diesel fuel for you to travel to the nearest available refuelling facility (minimum 5 litres). Where it is not possible or practical to provide fuel we will transport your vehicle to the nearest re-fuelling facility. The delivery and cost of fuel is free where an emergency re-fuel occurs within a capital city or major regional town. However, all costs incurred outside

these areas are your responsibility. We will not provide a re-fuel where the incorrect type of fuel or where contaminated fuel has been added to the petrol tank, leading to the breakdown. We can co-ordinate assistance in these circumstances; however this cost will be your responsibility.

3) Flat Tyres

We will change a flat tyre with your vehicle's serviceable spare wheel, if necessary, or if there are multiple flat tyres we will transport your vehicle to an approved tyre outlet or Kia dealer, whichever is the nearest. Should additional services be required beyond this due to multiple flat tyres caused by accident damage, the spare tyre being unserviceable, replacement wheel studs/nuts not being available or locking wheel nut key not available, these services would be at your cost.

4) General Roadside Assistance

Emergency repairs will be carried out by us to ensure a speedy and efficient mobilisation of your vehicle to get you back on your journey. In any event, we will not be responsible for the cost of any parts or components for the roadside repair of your vehicle, other than minor breakdown repairs to facilitate the immediate mobilisation of your vehicle. For example, we will pay the cost of hose clamps, light bulbs, coolant top ups, screws, nuts, bolts and the like, but only for the first \$20.00 (inc. GST).

5) Emergency Vehicle Access

If your vehicle's keys have been lost or locked in your vehicle, we will provide all reasonable assistance (subject to proof of ownership or owner authority which confirms that the driver is authorised to drive the eligible vehicle) to:

- (a) Locate and deliver a spare key;
- (b) Arrange for you to retrieve the spare key if this is more practical.
- (c) Arrange for the attendance of a locksmith at your expense.

If an emergency situation arises and it is necessary to gain access to your vehicle, we will attempt to gain access only after we have obtained your written consent. We will not be responsible for any damage incurred, or for any repair costs, resulting from gaining access to your vehicle or moving your vehicle whilst it is locked.

In all other situations where the key is not available, we will arrange to transport your vehicle to a Kia dealer, where the appropriate entry methods may be used or a replacement key provided at your expense

A limit of \$150.00 (inc GST) will apply for this benefit. All additional costs are your responsibility.

Home Assistance

Assistance for your vehicle will be provided at the home address in the same way as at roadside. However, during times of peak demand 'at roadside' calls will be given priority over that of 'at home' calls for assistance.

Towing/Transportation

If your vehicle cannot be mobilised at the breakdown location and/or requires electronic diagnosis beyond the limitations of the service provider, we will arrange to have your vehicle transported to the nearest Kia dealer to the breakdown site or other repairer as approved by us if there is no Kia dealer in that area.

Towing is provided free of charge to the closest authorised Kia dealer, if you elect to have the vehicle transported to an alternative location, the

following services will be provided

- a) Metropolitan – not exceeding 50 kilometres from the breakdown site: or
- b) Country – within the town area of the local service facility of the service provider.

All additional towing costs are your responsibility.

If the breakdown has occurred after business hours, we will arrange for your vehicle to be stored at a secure facility and delivered to a Kia dealer on the morning of the next working day.

In the event that your vehicle needs to be transported from the breakdown site, and your vehicle has a trailer or caravan we will coordinate towing for the trailer or caravan to a safe location at your cost.

Taxi

If your vehicle cannot be mobilised due to a mechanical breakdown, and needs to be transported to the nearest Kia dealer, we will provide one taxi ride to a maximum value of \$55.00 (including GST) per breakdown to enable the vehicle occupants to continue their journey to the nearest town or city or within the same town or city where the breakdown occurred. In provincial and/or regional city centres, provision of taxi services will be subject to availability.

Bogged Vehicle

If your vehicle is bogged, we will arrange for it be recovered, provided access is available to a conventional two-wheel drive recovery vehicle and no other specialist equipment is necessary. Any additional costs will be your responsibility.

Emergency Message Relay

As a result of a breakdown or accident, we will relay urgent messages to your family, friends or business associates likely to be affected or concerned by the disruption or delay.

Words with special meanings

Accident – A vehicle damaged by impact or collision of any nature, or by attempted or successful theft or break-in to the vehicle.

Kia Dealer – A Kia dealer or any other repair facility whether branded Kia or not, recommended by us to undertake workshop repairs to your vehicle. We are not responsible for any costs incurred for work carried out by an Authorised Servicing Dealer and all repairs and costs are your responsibility.

Breakdown – Mechanical or electrical fault which has caused your vehicle to be immobilised or become unsafe to drive (whether in transit or otherwise). Breakdown can also include a flat tyre, flat or faulty battery, a vehicle which has run out of fuel or keys which have been locked in your vehicle or lost.

Home – Your home or business address as registered on the Kia Roadside Assistance system.

Restricted Access Area – An area that is protected by security and/or other systems designed to prevent access by unauthorised people, and includes any area that we do not have permission to enter (including but not limited to airports, sporting venues, protests, airports, and concerts).

Service Area – An area in mainland Australia, Tasmania, Phillip Island and other areas that are trafficable by a two-wheel drive recovery vehicle or islands that are accessible by a two-wheel drive vehicle (excludes ferries).