



SERVICE PASSPORT



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GENERAL INFORMATION

VEHICLE DELIVERY CERTIFICATE

To familiarize you with your new GENESIS, your Genesis Experience Manager will review the warranty policies, operation of specific items and general maintenance items before delivery of the vehicle.

PRE-DELIVERY SERVICE

Your new GENESIS has been inspected by the selling distributor according to GENESIS' recommended inspection schedule.

PERIODIC INSPECTION AND MAINTENANCE

Regular inspection and maintenance by a Certified Genesis technician is critical to ensure safe and efficient operation of the vehicle. These inspections and maintenance must be carried out in accordance with the recommendations provided in your GENESIS Owner's Manual.

ROUTINE INSPECTION

In addition to periodic scheduled maintenance, the checks listed below should be performed regularly.

- | | |
|---|---|
| 1. Radiator coolant level | 8. All hoses for leaks |
| 2. Engine oil level | 9. Brakes for proper operation |
| 3. Automatic transmission fluid level | 10. Parking brake for proper operation |
| 4. Brake fluid | 11. Steering wheel for proper operation |
| 5. Windshield washer fluid | 12. All switches for proper operation |
| 6. All lamps & horn for proper operation | 13. All instruments for proper operation |
| 7. Tires (and spare tire) for wear, damage and proper tire pressure | 14. Free movement and lubrication of hood latch and all other latches, locks and hinges |

TIRE INFORMATION

Tires originally equipped on GENESIS vehicles are warranted directly by the tire manufacturer.

DISCONTINUATION OF WARRANTY

GENESIS MOTORS CANADA will void the warranty on vehicles currently or previously titled or deemed as follows: dismantled, fire, flood, rebuilt, totalled, reconstructed, write off, salvaged or stolen.

GENESIS AT HOME

All vehicles sold by Genesis Motors Canada come equipped with 5 Years/100,000 km, (whichever occurs first), Complimentary Scheduled Maintenance, Concierge Service and Courtesy Vehicle Service.

The services are provided to customers within 50 km (driving distance) to the closest Genesis distributor.

Services are only offered in Canada. Some limitations apply. See an authorized Genesis distributor for complete details.



COMPLIMENTARY SCHEDULED MAINTENANCE

The Complimentary Scheduled Maintenance covers all regular maintenance as described in this Service Passport, including for example, Fully Synthetic oil, oil filter, engine air filter, cabin air filter, tire rotation and regular inspection. The plan does not include repair or maintenance of parts that experience wear and tear, such as tires, brake pads, rotors, windshield wipers, etc. and other repairs that may be identified in the regular inspection performed as part of the plan.

Plan covers regular maintenance based on normal driving conditions which are based on 12,000 km/10,000 km or 1 Year depending on your model (refer to page 14-15 of this Service Passport). Higher frequency intervals are not required or supported by Genesis Motors Canada.



CONCIERGE SERVICE

Pickup & Delivery service is available for Manufacturers warranty & scheduled maintenance.



COURTESY VEHICLE SERVICE

Genesis Courtesy vehicles will be provided to customers for all regular maintenance and warranty work.



COMPLIMENTARY NAVIGATION MAP UPDATES

Map updates will be provided at No Charge for 5 years/100,000 km, whichever comes first. Customers will have the option of either downloading the updated software directly or having the updates done by your distributor in conjunction with your scheduled maintenance. Includes up to 2 updates per year (maximum of 10 updates).



TRAVEL TO THE U.S.

WARRANTY

If you are touring, working or spending your time in the United States; you can have both warranty and service performed by a Genesis dealership in the United States.

Should you wish to take advantage of the complimentary scheduled maintenance or having warrantable items repaired while you're in the U.S, you can bring your vehicle to a Genesis retailer for the required service. However, please note that since Genesis Motors America is a separate entity from Genesis Motors Canada, they will invoice you for your completed maintenance services. You can in turn submit your invoices to your local Genesis distributor in Canada for reimbursement. It is important to note that only the included services as listed in your vehicle's service passport will be reimbursed.

Please do not hesitate to contact us at **1-866-999-9895** if you have any additional questions.

GENESIS CONNECTED SERVICES

The system consists of a suite of digital applications and remote services that are your direct link to convenience and confidence — features designed to keep you and your vehicle in touch, even when you're not. The Genesis Connected Services feature is available on all models.

The following features are offered by Genesis Connected Services.

- Remote start your vehicle
- Lock and unlock your doors
- Turn on/off the horn and lights
- Turn on/off the lights
- Find my car
- Vehicle status
- SOS emergency and roadside assistance
- Vehicle diagnostics



REMOTE START

Not only can you start your Genesis remotely with the Genesis Connected Services mobile app, you can also set cabin temperature and even turn on the heated steering wheel.



VEHICLE STATUS

Your Genesis Connected Services app can tell you if:

- Your doors are locked, unlocked, or open.
- Your trunk or hood are open or closed.
- Your engine, climate, rear defroster and heated steering wheel are on or off.
- Your car is low on gas.



FIND MY CAR

Genesis Connected Services will show you your car's location on a map and give you directions to get there. If you still need help once you get closer, you can flash the lights or honk the horn. Genesis Connected Services also has a parking timer that lets you set an expiration alarm and reminder.



SOS EMERGENCY AND ROADSIDE ASSISTANCE

Your rear-view mirror has buttons to immediately connect you to Roadside Assistance or Emergency Services.



VEHICLE DIAGNOSTICS

- Simplify maintenance with a vehicle health evaluation of key performance systems and driving statistics delivered to your email, or your Genesis Connected Services mobile app.
- You can track your maintenance and set reminders to make sure your vehicle is taken care of.
- Access on-demand diagnostics from your vehicle's touch-screen display and make sure everything is working as intended.

For additional information regarding the features and services, please contact our Genesis Connected Services support team. Our support team can be reached at **1-844-405-2525**, Monday to Friday from 8:00 A.M. to 9:00 P.M. EST. and Saturday from 9:00 A.M. to 5:30 P.M. EST.



CUSTOMER RELATIONS

As a GENESIS owner, your satisfaction is our primary focus. Your GENESIS Distributor and GENESIS MOTORS CANADA will try at all times to serve your motoring needs.

If you have a problem and your GENESIS Distributor is unable to provide assistance, please follow the steps outlined below:

1. Discuss the problem with your GENESIS Distributor.
2. If after Step 1, you still require assistance, contact Genesis Motors Canada Customer Experience at **1-866-999-9895** or **experience@genesis.ca**;

Provide them with the following information:

- Your name, address and telephone number
- Vehicle identification number (V.I.N.)
- Date of purchase
- Current odometer reading

In some rare cases, a matter may not be resolved to your satisfaction after having taken the steps noted above. In such a case, you are entitled to request third party Mediation/Arbitration under a no charge Mediation/Arbitration Program.

MEDIATION/ARBITRATION PROGRAM

GENESIS MOTORS CANADA participates in a no-charge Mediation/Arbitration Program administered by the Canadian Motor Vehicle Arbitration Plan (“CAMVAP”), The Program applies to owner disputes involving GENESIS MOTORS CANADA’s warranties for vehicles of the current or previous four model years. An impartial, third-party arbitrator will, in an informal hearing, review all of the facts involved and render a binding decision.

A final decision by GENESIS MOTORS CANADA under the two-step procedure, must be made before entering into an agreement to arbitrate. Our experience has shown that it is rarely necessary to proceed beyond the two-step review process to ensure our customer’s satisfaction.

For additional details concerning the Mediation/Arbitration Program, please contact Genesis Motors Canada Customer Experience at **1-866-999-9895**.

GENESIS MOTORS CANADA WARRANTY

WARRANTY COVERAGE AT A GLANCE

YEARS	1	2	3	4	5	6	7	8
NEW VEHICLE 5 years/100,000 km								
ADJUSTMENTS 1 year/20,000 km								
AIR CONDITIONING REFRIGERANT CHARGE 1 year/20,000 km								
PAINT 3 years/60,000 km								
AUDIO (INCLUDING CD/DVD PLAYER, NAVIGATION SYSTEM, BLUE TOOTH ETC.) 3 years/60,000 km								
BATTERY 2 years/40,000 km								
EV SYSTEM 8 years/160,000 km								
POWERTRAIN 5 years/100,000 km								
ANTI-PERFORATION 5 years/100,000 km								
EMISSION (BASIC) 5 years/100,000 km								
EMISSION (MAJOR) 8 years/130,000 km								
DISTRIBUTOR INSTALLED ACCESSORY 3 years/60,000 km								
REPLACEMENT PARTS (EXCLUDING ENGINE & TRANSMISSION) 1 year/Unlimited km								
REPLACEMENT PARTS (ENGINE & TRANSMISSION) 1 year/20,000 km								
COMPLIMENTARY SCHEDULED MAINTENANCE 5 years/100,000 km								
VALET / COURTESY VEHICLE SERVICE 5 years/100,000 km								
COMPLIMENTARY MAP UPDATES 5 years/100,000 km								

GENERAL WARRANTY PROVISIONS

This Service Passport contains GENESIS MOTORS CANADA's warranty policies and recommendations regarding the regular maintenance necessary to ensure the efficient operation of your GENESIS vehicle.

Please read this Service Passport carefully to familiarize yourself with the services to which you are entitled under the GENESIS MOTORS CANADA's Warranty and what is considered the owner's responsibility with respect to periodic and preventive maintenance.

WARRANTOR

For the purpose of warranty in Canada, Warrantor is GENESIS MOTORS CANADA.

WARRANTY

GENESIS MOTORS CANADA warrants that any original parts or components of each new GENESIS vehicle found to be defective in material or workmanship within the applicable warranty period will be repaired or replaced by any authorized GENESIS Distributor or authorized GENESIS Service Centre subject to the conditions described herein.

Repairs will be made using Genuine GENESIS Parts or GENESIS authorized remanufactured parts.

WARRANTY REGISTRATION DATE

Your warranty begins on the Warranty Registration Date, which is generally the date your new vehicle is delivered to you. If the vehicle was first placed in service as a “demonstrator” or “company” vehicle prior to delivery, the Warranty Registration Date is the date it was first placed into service. The Warranty Registration Date is reported by the selling Distributor.

WHAT IS NOT COVERED

The following is not covered, unless specifically stated in GENESIS MOTORS CANADA's policy or coverage:

*** Normal replacement of consumable items:**

Including spark plugs, wiper blades, fuses, worn brake and clutch linings, fuel filters, lamp bulbs, belts, tires, hoses, hardware and other similar consumables.

*** Any vehicle that has been scrapped and a certificate of salvage has been issued for the vehicle**

*** Damage or failure resulting from:**

- Negligence of proper maintenance as specified in the Owner's Manual and this Service Passport.
- Misuse, accident, theft or fire.
- Use of parts other than Genuine GENESIS Parts.
- Modification, alteration, tampering or improper repair.
- Any device and/or accessories installed by any parties other than GENESIS.
- Deterioration of rubber parts, upholstery and soft trim under normal use and exposure.
- Slight irregularities not recognized as affecting quality or function of the vehicle such as slight noise or vibration, or items considered characteristic of the vehicle.

*** Tires**

*** Consequential damage:**

Such as fuel, telephone, travel, lodging, inconvenience, commercial and/or personal loss and loss of use of the vehicle are not covered.

OWNER'S RESPONSIBILITIES

- Proper use, maintenance and care of your vehicle in accordance with the instructions contained in this booklet and in your Owner's Manual.
- Aluminum is subject to corrosion due to environmental conditions. (Be sure to give aluminum alloy wheels special attention in winter. If you drive on salted roads, clean the wheels thoroughly afterwards.)
- Retaining maintenance service records. It may be necessary for you to show that the required maintenance has been performed.
- Delivering the vehicle during regular business hours to an authorized GENESIS Distributor or requesting to have the vehicle picked up by an authorized GENESIS Distributor to obtain warranty service.
- Check for trim, paint or other appearance defects at the time the new vehicle is delivered.
- The care and maintenance of a working odometer, so that the total accumulated distance travelled can be readily ascertained.

EXCLUSION OF ALL OTHER WARRANTY

The warranties provided in this Service Passport are the only warranties expressed or implied by GENESIS MOTORS CANADA, including any warranty of merchantability or fitness which extends beyond the expressed description herein. GENESIS MOTORS CANADA does not authorize any person to create or assume for it any other warranty obligation or liability in connection with GENESIS vehicles.

WARRANTY JURISDICTION

The warranties provided in this Service Passport apply only to GENESIS vehicles manufactured to Canadian specifications which are distributed in Canada by GENESIS MOTORS CANADA, and registered and operated in Canada.

YOUR RIGHTS

The GENESIS MOTORS CANADA Warranty gives you specific legal rights. You may have other rights which vary from province to province depending upon applicable provincial laws.

NEW VEHICLE LIMITED WARRANTY

WARRANTY PERIOD

GENESIS MOTORS CANADA's New Vehicle Limited Warranty covers described components for 60 months from the Warranty Registration Date, or 100,000 km, whichever occurs first.

WHAT IS COVERED

Any original component that is found to be defective in material or workmanship under normal use and maintenance, except components specifically covered under any other section of the GENESIS MOTORS CANADA Warranty.

TOWING

Towing assistance will be allowed for delivery of the vehicle to the nearest authorized GENESIS Distributor or authorized GENESIS Service Centre in the event that the vehicle is rendered inoperable due to the warrantable failure of a covered component.

WHAT IS NOT COVERED

“What is not covered” and “Owner's responsibilities” are as specified under the General Warranty Provisions.

BATTERY WARRANTY

The original battery installed in your new GENESIS vehicle is warranted to be free from defects in material and workmanship for a period of 24 months from the Warranty Registration Date, or 40,000km, whichever occurs first.

AUDIO SYSTEM WARRANTY

WARRANTY PERIOD

Radio, CD Player, DVD Player, Bluetooth, Navigation System, speakers and antenna installed by the manufacturer are warranted to be free from defects in material and workmanship for 36 months from the Warranty Registration, or 60,000 km, whichever occurs first. All GENESIS vehicles will be provided with 5 years complimentary map updates.

WHAT IS NOT COVERED

“What is not covered” and “Owner's responsibilities” are as specified under the General Warranty Provisions.

PAINT AND SURFACE CORROSION WARRANTY

WARRANTY PERIOD

GENESIS MOTORS CANADA's Paint and Surface Corrosion Warranty covers corrosion due to defects in material or workmanship, other than perforation, for 36 months from the Warranty Registration Date, or 60,000 km, whichever occurs first.

Cosmetic and minor imperfections in the paint are covered for 12 months from the Warranty Registration Date, or 20,000 km, whichever occurs first.

WHAT IS NOT COVERED

In addition to what is not covered in the General Warranty Provisions, the following is not covered:

- Corrosion or damage resulting from misuse, accident, fire, stone chipping, chemical fall-out, acid rain, tree sap, surface scratch, dents, hail, windstorm or lightning.
- Special bodies or equipment not manufactured or installed by GENESIS MOTORS CANADA.
- Any vehicle used for motor sport competition including racing, rallying trials and use as a pace car.

EV SYSTEM WARRANTY

WARRANTY PERIOD

GENESIS MOTORS CANADA. EV System Warranty covers the described components up to a total of 96 months from the warranty registration date, or 160,000 km, whichever occurs first.

WHAT IS COVERED

The following original EV system components which are found to be defective in material and/or workmanship under normal use and maintenance will be covered during the “Warranty Period” described above,

- **EV System** (as listed):
Motor, Inverter unit, VCM, Reduction gear, DC/DC converter, Onboard charger, Onboard charger connector, Trickle charge cable, In Cable Control Box, High Voltage Battery

HIGH VOLTAGE BATTERY CAPACITY COVERAGE

The Lithium-Ion Polymer Battery (“EV Battery”) Capacity warranty coverage period is 8 years or 160,000 kilometers from the Date of First Service, whichever comes first, for capacity loss below 70% of the original battery capacity. This warranty covers repairs needed to return battery capacity to 70% of original battery capacity. If possible, the EV battery components will be repaired or replaced, and the original EV Battery will be returned to the vehicle. If necessary, the EV Battery will be replaced with either a new or remanufactured Lithium-Ion Polymer Battery. Any repair or replacement made under this Lithium-Ion Polymer Battery Capacity Coverage may not return your Lithium-Ion Battery to an “as new” condition with the original 100% battery capacity. However, it will provide the vehicle with an EV Battery capacity of at least 70% of the original battery capacity.

POWERTRAIN WARRANTY

WARRANTY PERIOD

GENESIS MOTORS CANADA's Powertrain Warranty covers the described components up to a total of 60 months from the Warranty Registration Date, or 100,000 km, whichever occurs first.

WHAT IS COVERED

The following original components found to be defective in material or workmanship under normal use and maintenance.

- **Engine** (as listed):
Cylinder block/head and all internal parts; intake and exhaust manifold; timing cover; timing gears and chain, tensioners and guides; oil pump; water pump; flywheel; oil pan; valve cover; engine mounts; core plugs; gaskets and seals.
- **Transaxle (Manual or Automatic)** (as listed):
Transaxle housing and all internal parts; torque converter and converter housing; oil pan; transaxle mounts; gaskets and seals; drive axles and constant velocity joints.

EMISSION SYSTEM WARRANTY

WARRANTY PERIOD

BASIC EMISSION COMPONENTS - GENESIS MOTORS CANADA Emission System Warranty covers the basic emission components listed below under “Warranty Parts List (Basic Emission Components)”, unless otherwise specifically provided, for 60 months from the Warranty Registration Date, or 100,000 km, whichever occurs first.

MAJOR EMISSION COMPONENTS - GENESIS MOTORS CANADA Emission System Warranty covers the major emission components listed below under “Warranty Parts List (Major Emission Components)”, unless otherwise specifically provided, for 96 months from the Warranty Registration Date, or 130,000 km, whichever occurs first.

WHAT IS COVERED

GENESIS MOTORS CANADA warrants that each new vehicle: (1) was designed, built and equipped to conform at the time of sale to applicable federal emissions regulations; and, (2) is free from defects in material and workmanship at the time of sale which would cause the vehicle to fail to conform with such regulations within the Emission System Warranty period.

GENESIS MOTORS CANADA warrants that any authorized GENESIS Distributor will repair and/or replace, to GENESIS MOTORS CANADA's specifications at no charge, any of the basic emission components, or parts thereof, listed below under “Warranty Parts List (Basic Emission Components)”, except those components requiring scheduled replacement (refer to Scheduled Maintenance section of your Owner’s Manual), which may be necessary to cause your vehicle to conform to the applicable federal emission standards, provided the vehicle has been maintained and operated in accordance with the scheduled maintenance instructions described in the Owner’s Manual provided with your vehicle.

GENESIS MOTORS CANADA warrants that any authorized GENESIS Distributor will repair and/or replace, to GENESIS MOTORS CANADA's specifications at no charge, any of the major emission components, or parts thereof, listed below under “Warranty Parts List (Major Emission Components)”, provided the vehicle has been maintained and operated in accordance with the scheduled maintenance instructions described in the Owner’s Manual provided with your vehicle.

GENESIS MOTORS CANADA warrants that any component listed below under “Warranty Parts List (Basic Emission Components)” requiring scheduled replacement (refer to Scheduled Maintenance section of your Owner’s Manual), will be replaced and installed at no charge, to cause your vehicle to conform to the applicable federal emissions standards, up to the first replacement interval or up to the limit of the basic emission components warranty period, whichever occurs first.

EMISSION WARRANTY PARTS (BASIC EMISSION COMPONENTS):

AIR INDUCTION SYSTEM

- Air Cleaner Assembly
- Intake Manifold
- Surge Tank
- Turbocharger Assembly
- Intercooler Assembly
- Exhaust Gas Recirculation
- EGR Cooler

EVAPORATIVE CONTROL SYSTEM

- Vapor Storage Canister
- Canister Close Valve
- Canister Purge Control Valve
- Fuel Tank
- Fuel Tank Pressure Sensor
- Fuel Filler Cap
- Vapor Liquid Separator
- ORVR (Vent) Valve
- Rollover (Cut) Valve

VALVE TIMING SYSTEM

- Oil Control Valve Assy
- Oil Temperature Sensor

FUEL METERING SYSTEM

- Coolant Temperature Sensor
- Air Flow Sensor
- Manifold Absolute Pressure Sensor
- Wheel Speed Sensor
- Fuel Injectors
- Fuel Delivery Line
- Fuel Pump
- High Pressure Pump (GDI)
- Pressure Sensor
- Throttle Body
- Throttle Position Sensor
- Idle Speed Control System
- Oxygen Sensor
- Engine Control Module *8/130
- Knock Sensor

IGNITION SYSTEM

- Spark Plugs and Ignition Wires
- Ignition Coil
- Camshaft Position Sensor
- Crankshaft Position Sensor

EVAPORATIVE CONTROL SYSTEM <ul style="list-style-type: none">Vapor Storage Canister	ONBOARD EMISSIONS DIAGNOSTIC DEVICE <ul style="list-style-type: none">Malfunction Indicator Light and BulbData Link Connector
CATALYST AND EXHAUST SYSTEM <ul style="list-style-type: none">Exhaust Manifold Catalytic Assembly *8/130Exhaust ManifoldExhaust Pipe (from manifold to catalyst)Catalytic Converter Assembly *8/130	CHARGING SYSTEM <ul style="list-style-type: none">AlternatorBattery SensorOverrunning Alternator Decoupler
MISCELLANEOUS ITEMS USED IN ABOVE SYSTEMS <ul style="list-style-type: none">Hoses, clamps, gasket or sealsWires, harnesses, connectorsAll sensors (switches, solenoids, valves) associated with the ECM	POSITIVE CRANKCASE VENTILATION SYSTEM <ul style="list-style-type: none">PCV Valve and Hose

Spark plugs shall be warranted for the emissions warranty period, or the first scheduled replacement time or mileage, whichever occurs first.

NOTE 1: Spark plugs are warranted only when the nonconformity of the emission system is caused by their failure.

Spark plugs must be replaced in accordance with the maintenance schedule outlined in the Owner’s Manual provided with your vehicle.

NOTE 2: Parts designated by “8/130” are warranted for 8 years or 130,000 kilometers, whichever occurs first.

NOTE 3: Parts designated by “8/160” are warranted for 8 years or 160,000 kilometers, whichever occurs first.

WARRANTY PARTS LIST (MAJOR EMISSION COMPONENTS):

- Catalytic Converter
- Engine Control Module
- Onboard Emission Diagnostic Device

WHAT IS NOT COVERED

The Emission System Warranty shall not apply to:

- Malfunctions in any part caused by misuse, modification, improper adjustments, alterations, tampering, disconnections, improper or inadequate maintenance or use of leaded gasoline or contaminated fuel
- Other items listed in “What is not covered” and “Owner’s responsibilities” under the General Warranty provisions.

ANTI-PERFORATION WARRANTY

WARRANTY PERIOD

GENESIS MOTORS CANADA's Anti-Perforation Warranty covers the described components for 60 months from the Warranty Registration Date.

WHAT IS COVERED

Perforation due to corrosion for any GENESIS vehicle body component only.

- Perforation means the corrosion of any components of the automobile body through from the inner surface to the outer surface.
- Components of the automobile body mean any moving or non-moving metal components of the automobile from the lower window line down but not including those components which form part of the automobile powertrain, steering, braking or exhaust system.

WHAT IS NOT COVERED

- Any damage to the exhaust system, fuel tank or bright metal parts of the vehicle.
- Corrosion other than perforation, such as cosmetic or surface corrosion.
- Corrosion or damage resulting from misuse, accident, fire, stone chipping, chemical fall-out, tree sap, acid rain, surface scratch, dents, hail, windstorm or lightning.
- Special bodies or equipment not manufactured or installed by GENESIS.
- Any vehicle used for motor sport competition including racing, rallying trials and use as a pace car.

DISTRIBUTOR-INSTALLED ACCESSORY LIMITED WARRANTY

WARRANTY PERIOD

Unless otherwise stated, the GENESIS Distributor-Installed Accessory Limited Warranty coverage is 36 months or 60,000 km from the Warranty Registration Date, whichever occurs first. If installation occurs after the Warranty Registration Date, warranty coverage is 12 months from the installation date, regardless of distance traveled, or the balance of the 36 months or 60,000 km coverage, whichever is greater.

WHAT IS COVERED

Any GENESIS Accessory installed in a GENESIS vehicle for which it is designed, which is found to be defective in material or workmanship under normal use and maintenance.

WHAT IS NOT COVERED

“What is not covered” and “Owner's responsibilities” are as specified under the General Warranty Provisions.

AIR-CONDITIONER REFRIGERANT

The air-conditioner refrigerant charge, unless replaced as part of a warranty repair, is covered for 12 months from the warranty registration date, or 20,000 km, whichever occurs first.

SERVICE REPLACEMENT PARTS WARRANTY

WARRANTY PERIOD

Genuine GENESIS replacement parts purchased from and installed by an authorized GENESIS Distributor will be warranted for 12 months from the installation date, regardless of distance travelled. Automatic transaxles and engines are warranted for 12 months or 20,000 km, whichever occurs first, from the installation date. Proof of purchase must be provided with the claim.

Genuine GENESIS replacement parts replaced under the terms of the GENESIS MOTORS CANADA New Vehicle Warranty, including Powertrain, Emission, etc., will be warranted for the remainder of the applicable warranty under which the part was replaced.

WHAT IS COVERED

Genuine GENESIS replacement parts purchased from and installed by an authorized GENESIS Distributor which have been found to be defective by means of a manufacturing fault or defect.

WHAT IS NOT COVERED

“What is not covered” and “Owner’s responsibilities” are as specified under the General Warranty Provisions.



GENESIS 24 HOUR ROADSIDE ASSISTANCE

1-844-436-4333

We are pleased to offer the “GENESIS 24 HOUR ROADSIDE ASSISTANCE”, in co-operation with Xperigo, an affiliate of the Canadian Automobile Association (C.A.A.) Canada’s foremost auto club. Coverage is for 60 months from the Warranty Registration Date. Should you become stranded anywhere in Canada or the continental United States, our 1-844-436-4333 operators will provide counselling and dispatch in both English and French languages, 24 hours a day, 365 days a year, to ensure you are attended to in a safe and timely manner. Please have the following information readily available when you contact our operator:

- Your name, address and telephone number;
 - Vehicle identification number (VIN);
 - Original date of purchase;
- Licence plate number;
 - Current odometer reading;
 - Name of selling GENESIS distributor;

IMPORTANT NOTICE:

In order to receive service under the Genesis 24 Hour Roadside Assistance, you must call the designated number. No claims will be accepted or reimbursed for occurrences where the vehicle driver did not call Xperigo to obtain services. On rare occasions, severe weather conditions, including extremely cold temperatures and snow storms, may cause telephone and service delays. On these extremely difficult days your distributor may have been authorized to serve you directly.

WHAT IS COVERED BY THE GENESIS 24 HOUR ROADSIDE ASSISTANCE

Roadside Assistance Calls:

The following roadside services will be provided at no expense.

- Fuel delivery service
- Flat Tire changing service
- Lockout service
- Battery boosting service
- Mechanical first aid
- Towing service
- Winching/Extrication service
- Trip Interruption assistance service

*GENESIS 24 Hour Roadside Assistance is not a warranty, but a service provided to you in conjunction with our warranty, as part of the GENESIS brand experience.

FUEL DELIVERY SERVICE (GASOLINE)

The GENESIS 24 Hour Roadside Assistance operator will arrange to have an emergency supply of gasoline, up to 10 L (Free of charge), delivered to your location.

FLAT TIRE CHANGING SERVICE

The GENESIS 24 Hour Roadside Assistance operator will arrange for a service person to change a flat tire provided there is a serviceable inflated and mounted spare tire. If we can not change your tire, your towing benefits apply (See Towing Service - Vehicle Inoperable). Tire repairs are not covered.

LOCKOUT SERVICE

The GENESIS 24 Hour Roadside Assistance operator will arrange to have a service person attempt to open your vehicle should your keys be locked inside the passenger compartment. You will be required to sign a release of liability form prior to service being rendered.

BATTERY BOOSTING SERVICE

The GENESIS 24 Hour Roadside Assistance operator will arrange to have a service person boost the battery in an attempt to enable a disabled vehicle to proceed under its own power. EV vehicles out of power will be towed to the closest charging station in the Roadside Assistance system.

MECHANICAL FIRST AID SERVICE

The GENESIS 24 Hour Roadside Assistance operator will dispatch a service person to perform minor adjustments, not requiring parts or supplies, in an effort to enable the vehicle to operate under its own power.

TOWING SERVICE - VEHICLE INOPERABLE

The GENESIS 24 Hour Roadside Assistance operator will arrange to have your vehicle towed from the breakdown location to the nearest authorized Genesis Distributor or authorized Genesis Service Centre. Should a Xperigo service person fail to make your vehicle safely operable. Destination shall be determined in the following priority:

WINCHING AND EXTRICATION SERVICE

The GENESIS 24 Hour Roadside Assistance operator will arrange for one service vehicle to winch or extricate your vehicle when it can be safely reached from a normally travelled road or thoroughfare.

TRIP INTERRUPTION ASSISTANCE SERVICE

Trip Interruption benefit will pay a maximum of \$1,000 Cdn. to a vehicle operator, whose vehicle, while being driven by the vehicle operator, is disabled as a result of a mechanical breakdown, or an unforeseen accident 100 km (62.5 miles) or more from home and where the vehicle is immobile for a period of 24 hours or more.

Payment covers the following expenses:

- Rental car AND/OR
- Local lodging and meals AND/OR
- Commercial transportation to destination or home

*** Benefits apply anywhere in Canada or the continental United States and are subject to the strict provisions and conditions of service set out below.**

CONDITIONS OF SERVICE

- The mechanical breakdown or accident must occur 100 km (62.5 miles) or more from the vehicle operator’s residence.
- The vehicle must be disabled to the extent that it cannot be safely driven.
- An accident must be reported to the nearest Police Agency and a copy of the police accident report submitted with all claims. If no police report was made or is unavailable for any reason, coverage will be denied.
- Benefits are provided for a period of up to 72 hours from the time of the incident.
- Rental vehicles must be obtained from a local bona fide vehicle rental agency.
- Local meals and lodging must be obtained in the general vicinity of the location at which the vehicle is being repaired.
- Commercial transportation must be obtained from a common carrier (airline, bus, train, taxi, etc.) licensed to carry passengers for hire.
- Itemized and receipted bills covering any expense claimed must be submitted with a claim.
- Only one payment per incident will be made and payment will be made directly to the vehicle operator making the claim.
- All claims for Trip Interruption Assistance benefits must be submitted to Xperigo within 60 days of the date of the incident.

EXCLUSIONS TO SERVICE

- Any cost for overnight lodging will be limited to the cost of one room per night for a maximum of three nights.
- Any cost for commercial transportation (airline, bus, train, taxi) will be limited to the cost of one adult ticket. Taxi fare from the airport, bus or train depot will be paid in addition to the cost of one adult ticket.

CLAIM PROCEDURE

- Claim forms are available on request from Xperigo.
- Vehicle operators should complete the claim form providing the required information and return the form with all supporting documentation to Xperigo.
- The decision of Xperigo in relation to any claims for Trip Interruption Assistance benefits is final and binding.

LIMITATION OF LIABILITY AND SERVICE

For greater certainty, the Services being provided under this Program do not include or extend to:

- Transporting disabled vehicle operators and their passengers to or from their disabled vehicle or transporting such persons after the service has been rendered.
- Accepting appointments for service calls.
- Costs of parts, labour or incidental expenses (telephone calls, etc.) related to repair of the vehicle under any circumstances.
- A vehicle which is abandoned, unlicensed, unplatd or to be towed to a salvage yard.
- Any charges relating to impounding and storage.
- Service to a vehicle driven into an area not regularly travelled or which is impassable (e.g. private recreational roads, mud driveways, laneways or beaches).
- Service to a vehicle located in snowbound areas. (We will not shovel snow to access the vehicle or provide service to vehicles located in unplowed driveways.)
- Xperigo contract stations or approved repair facilities are NOT authorized to perform warranty repairs.
- Delays are sometimes unavoidable due to heavy demands for service. Under the circumstance, Xperigo reserves the right to limit towing to the nearest repair facility. If the vehicle is already in a safe place, such as a private or public garage, driveway etc., Xperigo reserves the right to service the vehicle only after the heavy demand is over.
- In rendering service, the service outlet acts as an independent contractor rather than an agent of Xperigo. Xperigo/GENESIS MOTORS CANADA assumes no responsibility for any loss or damage from the provision of such services.
- Any damages resulting from the acts of the independent service facility personnel are the sole responsibility of the facility and should be reported to the proprietor within 24 hours and PRIOR to any repairs.
- Charges for services, repairs or labour which exceed those specified are at the vehicle operator's expense, at prevailing retail rates.

GENESIS MOTORS CANADA reserves the right to limit or discontinue services; if in the opinion of Genesis there is abuse of the services such as claims becoming excessive in frequency or type of occurrence (e.g. 7 lockouts or more than 3 requests for fuel delivery, is considered to be excessive.)

The Genesis 24 Hour Roadside Assistance Program is a complimentary service provided by GENESIS MOTORS CANADA. The program may be amended or cancelled at any time without refund.

All information is current at the time of publication. However, Xperigo/GENESIS MOTORS CANADA reserves the right to make changes to the program at any time so that our policy of continual program improvements may be carried out. All decisions of Xperigo/GENESIS MOTORS CANADA are final and binding.

GENESIS Roadside Assistance is administered by Xperigo Roadside Services Ltd., PO Box 190, Richmond Hill, Ontario, L4B4R5.



