



GENESIS

A. GENESIS CARE PLAN

Our Genesis Care Plan is a quality promise that offers you a package of services as described in further detail in the following terms and conditions and in the supplementary service conditions, referred to below.

The Genesis Care Plan applies only to Genesis vehicles originally purchased by an end-user customer through the official Genesis distribution network in Europe*. Please also refer to the Supplemental Service Conditions referenced below.

* Currently only in Germany, United Kingdom of Great Britain and Northern Ireland, Switzerland.

(A) SCHEDULED SERVICE

Regular maintenance and inspection services are required to ensure the safety of your vehicle. Our Genesis Care Plan promises you a no-cost entitlement to standard maintenance and inspection services for a period of five years or 50,000 miles (75,000 km) from the date of the first registration, whichever comes first.

The scope of services contains: (Model dependent)

- Engine oil and oil filter change
- Air filter change
- Fuel filter change
- Cabin filter change
- Brake fluid change
- E-call battery change
- Wiper blades change (2 sets max.)
- General inspection

A Genesis Service Partner will be assigned to carry out the maintenance and inspection services in accordance with the times and intervals scheduled for your Genesis vehicle (“**Service Intervals**”). Please note that Service Intervals may vary from model to model and are specified in detail in the owner’s manual for your Genesis vehicle (accessible [here](#)).

We may contact you once the time for maintenance and inspection services becomes due. It is, however, your responsibility to observe and adhere to the Service Intervals, in particular if the Service Intervals become due earlier, due to the mileage. To this end, each maintenance and inspection service can only be obtained for free within 1,000 miles (1,000 km) or 1 month of the designated Service Interval and may otherwise be charged by Genesis in the case of a delay. Genesis is entitled to charge you for the cost of maintenance and inspection services, in the event of late use.

(B) ROADSIDE ASSISTANCE

In the unlikely event that your Genesis encounters a mechanical breakdown, you can benefit from our complimentary Genesis Roadside Assistance Program. With Genesis Roadside Assistance, you enjoy a free mobility guarantee 24/7, every day, for a period of 5 years from the date of first registration, while you are on the road in Europe, with no



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mileage restrictions. The detailed requirements and scope of services as well as potential exclusions and restrictions of the Genesis Roadside Assistance are specified in the [terms of the Genesis Roadside Assistance](#).

In the event of a vehicle defect, Genesis Roadside Assistance may offer a roadside repair service or tow your car to the nearest service partner. It also provides for a monetary contribution to the cost of a rental car, an overnight stay or an onward journey or return journey to your place of residence, taxi drives, return transport of the vehicle from abroad and the delivery costs to transport spare parts abroad.

(C) PICK-UP AND DELIVERY SERVICES

Under the Genesis Care Plan, we offer free pick-up and delivery services for a period of five years or 50,000 miles (75,000 km) mileage from the date of first registration, whichever comes first. Services include the pick-up of your vehicle for standard maintenance and inspection and any repair work covered by the Genesis manufacturer's warranty, plus return delivery of your vehicle upon the completion of the work.

Genesis will provide you with the pick-up and delivery service as part of the service appointment arrangement, including providing you with detailed information about the pick-up and delivery service procedure (e.g., the drop-off location and time). How the services are performed (e.g. driver or truck delivery) is at the discretion of Genesis. We will arrange the pick-up and return delivery location with you as part of the scheduling process. You also have the option of using our paid pick-up and delivery services for service or repairs that do not fall under standard maintenance and inspection services or warranty repair services, as well as for any service work that occurs after the expiration of the aforementioned period or mileage. In these circumstances, we will inform you in advance about the content of the services and the costs involved. The pick-up location and time will also be agreed between you and Genesis in advance. If you do not wish to use our paid pick-up and delivery services, you may of course, be able to deliver your Genesis vehicle yourself. Genesis will select the delivery location and notify you in advance.

(D) COURTESY CAR SERVICE

Another element of your Genesis Care Plan is our Courtesy Car programme. The Genesis Courtesy Car programme allows you to use a courtesy car while your Genesis vehicle is at a service partner undergoing standard maintenance and inspection services or warranty repair. Courtesy Car services are also valid for a period of five years or 50,000 miles (75,000 km) from the date of the first registration, whichever comes first.

Genesis will offer you the Courtesy Car service when you schedule your service appointment and will also provide you with important details (e.g., vehicle model, transfer process, location and time). Please note that we cannot guarantee to offer you an equivalent model as a replacement vehicle. In the unlikely event that we do not have a replacement vehicle available at the time requested, Genesis reserves the right to offer an alternative and appropriate mobility solution.

Our Courtesy Car Service will be provided at no additional cost to you for the period of your Genesis Care, provided that the appropriate maintenance and inspection services are performed as set forth in (a) above and the repair work is warranted or covered by the



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Genesis manufacturer's warranty. In all other cases, Genesis reserves the right to charge for the services as appropriate and applicable.

The provision of a replacement vehicle is subject to a maximum mileage of 200 miles (200 km) per day. Any mileage in excess of this, will be charged per km/miles at the rate indicated on the courtesy car documentation. In addition, the vehicle may not be driven outside of the mainland (UK). You are responsible for all fuel costs and any other costs associated with the provision of a replacement vehicle, such as parking fees, tolls and vignettes. The replacement vehicle will be provided with a full tank of fuel and must be returned with a full tank of fuel. The courtesy vehicle must be returned in the same condition as it was supplied. In the event of a fault accident or where other damage has occurred, an excess charge will be applied, as detailed on the courtesy car documentation.

Please also note our [terms and conditions for test drives](#) apply to the provision of replacement vehicles unless contradictory.

(E) OTA (OVER-THE-AIR) SOFTWARE UPDATE

Driving with an outdated navigation map can affect your driving. Routes change frequently and Points of Interest ("PoI") are added regularly. During the term of the Genesis Care Plan, you are entitled to periodic map updates to your navigation system. Genesis will perform map updates at its sole discretion and will notify you when a map update is available for your Genesis Navigation System and how to perform the update (e.g., through a Genesis Service Partner or manually Over the Air). You can access the navigation map updates free of charge for a period of 5 years from the date of first registration (without mileage limit).

(F) GENESIS CONNECTED SERVICES SUBSCRIPTION

Before, during, and after driving your Genesis, our Genesis Connected Services ("GCS") keep you connected to your Genesis vehicle. A whole suite of services has been designed to make driving safer, easier, and more fun. For the duration of the Genesis Care Plan, you will be able to enjoy the GCS free of charge. They are available through the GCS smartphone app ("GCS App") and on your Genesis' touchscreen infotainment system, once you have created a Genesis Account, subscribed for GCS and accepted the relevant terms of use/services and the privacy notice ("GCS Terms"). GCS offers you a wide range of remote and live services such as:

Remote Services (accessible through the GCS App)

- Push notifications function to provide you with comprehensive information about vehicle alarm, open doors and windows, high voltage battery discharge alarm, engine idling alarm, rear seat alert, last mile guidance alarm (model specific).
- Remote lock and unlock function that allow you to lock your Genesis vehicle once the GCS App informs you about your unlocked vehicle.
- "Find my car" function to track your Genesis in case you forgot where you parked.
- "Send to car" allows you to search for destinations while you are on your sofa and sync these with your navigation system to load the route and be ready to go when you are.
- "My car POI" synchronises the stored Points of Interest ("POIs") like 'Home' or 'Work address' between the Infotainment System and your GCS App.
- "Last mile guidance" comes into effect if you have to park your car up to 2000m away from your actual destination and allows you to switch the navigation from your car to



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the GCS App. With augmented reality or Google Maps, your smartphone will then guide you to your final destination.

- Valet parking mode: the valet parking mode protects your private information stored in your Infotainment System when you give your car keys to another person.
- Status update
The status update informs you about the vehicle status. Depending on your vehicle you can get status information relating to the fuel level, engine activation, doors, air condition, tailgate, windows etc.

Live Services (accessible through the Infotainment System)

- “Live Traffic” provides you with the best routes according to current conditions and allows for faster routes and more precise arrival times.
- “Live Parking” for efficient and stress-free parking helps you to find a parking spot (region-specific).
- “Live filling stations” helps you to find the closest and cheapest petrol station nearby and provides up-to-date fuel price information and an indication of the price level by colour-coding from red to greens (fuel price information region-specific).
- Weather information for the next five days
- “Live POI & Live Free Text Search” offers a powerful online live POI and address search for various POI categories. Simply enter a word like “burger” and the navigation system will show burger restaurants in your surrounding area.
- Speed Limit Information
- Vehicle Diagnostics: vehicle diagnostics provides information about active diagnostic trouble codes (vehicle error messages) of certain control units of the vehicle (model-specific).
- Connected Routing: a powerful server inside the GCS cloud environment that allows for more accurate traffic forecasting, more precise times of arrival, and more reliable route recalculations.
- Notification Centre: through the notification centre, we can send you important information concerning your vehicle that will appear as a pop-up on your Infotainment System.
- Calendar: GCS allows you to synchronise your Google or Apple calendar with the integrated calendar function in your Infotainment System and GCS App.

For further details, please read our GCS Terms

State: 03. May. 2022