



EXTENDED
PROTECTION



Claims Procedures
Extended Protection & H-Promise

Steps to Success:

1. Ensure that the customer's name and vehicle match the owner's Extended Protection or H-Promise policy.
2. Determine cause and extent of failure:
 - Obtain customer authorization to inspect the vehicle.
 - Ensure failure is not a result of wear and tear, neglect or misuse. Ask for proof of maintenance (receipts and invoices), if applicable.
3. Identify the "Causal Part" and verify that it is covered in the "Covered Component" list in Section 8-b Extended Protection found in the Hyundai internal portal ePower.
4. Prepare repair order.
5. Prepare the following information and submit to GWMS for approval:
 - Extended Protection or H-Promise policy number
 - Repair order number
 - Vehicle's year, make, model, V.I.N. and current odometer reading
 - Parts
 - Labour time (found in the Hyundai Labour Time Standard (LTS))
 - Other expenses: sublet, car rental, trip interruption, road hazard benefit including any overage towing costs charged to customer (above 100km limit)
6. If the value of labour, parts and other expenses total \$400 (excluding taxes) or more, a PWA request must be issued through GWMS and it will be reviewed by a Field Warranty Specialist or Adjuster. Once the PWA is approved, the claim can be submitted with that PWA number. Any claim totaling less than \$400 (excluding taxes) may be self-authorized by the dealer without a PWA number.
7. Perform authorized repairs to the customer's vehicle.
8. Collect the deductible and all unauthorized amounts from the customer.

Roadside Assistance

If the customer requires Roadside Assistance call **1-800-268-9958**, and provide the CAA representative their VIN number, and their Extended Protection or H-Promise policy number.

One Free Oil Change for H-Promise Customers

The dealer does not have to submit a PWA request as the cost is handled internally by the dealership that is performing the oil change.

Changes to PWA

No repair should be done without approval. If the dealer discovers a covered item has been missed in the detailed estimate given to the Field Warranty Specialist or to the Adjuster, another call must be placed in order to revise the estimate and the PWA request must be adjusted in GWMS. No adjustments will be made once the repair order has been received by the Hyundai Warranty Department.

Updating the Customer's Address

If the address has changed, complete a Movers Card supplied in the Service Passport. If the customer has already done so, all that is required is for the customer to update the information is by writing the updated address directly on the contract. A replacement contract will not be issued.

Contact Us

For warranty coverage and contract concerns, call **1-800-461-0058** for assistance. **This line is strictly for dealer use only, and is not to be provided to customers.**

For any claims concerns or inquiries, contact your Field Warranty Specialist (FWS).