

Kia Roadside Assistance



COVERAGE

- Vehicle Assistance
- Personal Assistance
- INFO 24/7 Service

Step 1

Call Hotline:

(02) 5318-8464

Step 2

Kindly provide the following information
(Paki-bigay ang mga sumusunod na impormasyon)

VIN/Chassis #:

Plate # / CS #:

VEHICLE / ROADSIDE ASSISTANCE

- Towing of covered vehicle (Php 5,000.00)
- Removal and Recovery of Vehicle using Crane (Php 10,000.00)

Minor Onsite Repair (Php 5,000 per event)

- Delivery of Fuel (fuel cost by customer)
- Battery Boosting
- Change of Flat Tire with Spare Tire
- Transporting EV's to the nearest charging station in such event that the vehicle runs out of battery charge. ₱5,000 per event. *Included in Emergency Towing's three events per year
- Zero "0" km. (residence) Towing is allowed one (1) event per year.

PERSONAL ASSISTANCE

- a. Continuation of Journey- ₱2,000.00 per year
- b. Hotel Accommodation- ₱2,000.00 per year
- c. Return of the driver - ₱1,000.00 per year
- d. Hospital Admission Assistance
- e. Ambulance Assistance in key cities nationwide
- f. Assistance in the repatriation of Mortal Remains
- g. Emergency Message Relay Assistance
- h. Carjacking Assistance
- i. Program/Benefits Inquiry
- j. Referral to Service Center
- k. Legal Assistance

OTHERS / INFO 24 SERVICE

- a. Program Benefit and Dealer Details
- b. Emergency Contact Numbers (Police, Fire, Ambulance, MMDA, LTO)
Traffic Information and Road Condition Assistance (Metro Manila only)
- c. Directory Assistance
- d. Rapid Responder - On-site Technical Specialist (in a motorcycle) for a Quicker Response (for Metro Manila only)
- e. Cashless in all Tollways
- f. Accredited inside all tollways for convenient cashless towing assistance.
- g. Nationwide Footprint (except listed outside coverage areas)
- h. Fault Decision Tree Tool

DATA PRIVACY NOTICE

By signing this form, you acknowledge and agree that your use of Kia Philippines' websites/mobile applications, services or products constitutes your acceptance of our Data Privacy Policy and the Terms of Use.

KP Motors Corporation

932 28th Street cor. 9th Ave., City Center, Bonifacio Global City, Fort Bonifacio, Taguig 1634, Philippines

SERVICE PROCEDURE

1. Client calls 24/7 Kia WoW hotline to request service (towing, ROS , etc.)
2. Service Officer (CSO) gets the necessary information such as:
 - Caller's Name and Contact Number
 - Vehicle Data (Plate Number/Conduction Sticker No., Make/Model)
 - Place of Breakdown or Accident
 - Cause of Breakdown or Accident
3. CSO verifies given data.
 - If client information is enrolled in the program, CSO shall proceed with the service subject to program Terms & Conditions
 - If client information is not listed in the program, CSO shall arrange the service and actual cost shall be for the account of the client subject to verification and enrollment in the program. Once verified to have coverage, reimbursement shall apply (reimbursement T&C applies).
 - If client information is not listed in the program, but is covered with Terms & Conditions, CSO shall verify it to Distributor (KPMC)
4. CSO shall then dispatch available SERVICE PROVIDER nearest to the place of breakdown or accident and CAPABLE of doing the service.
5. SERVICE PROVIDER dispatches the tow truck and informs the CSO on driver's name, tow truck plate number and estimated time of arrival (ETA) onsite.
6. CSO shall relay the same to the client onsite.
7. If the SERVICE PROVIDER cannot locate the vehicle, the tow truck driver shall immediately call the ALARM CENTER and inform the CSO which will then call the client and makes a conference call with the SERVICE PROVIDER so that the client may give additional instructions in locating the vehicle.
8. Upon arrival onsite, the SERVICE PROVIDER shall prepare a checklist for the vehicle's proper endorsement.
9. Client shall sign the checklist as an acknowledgement on the vehicle condition and endorsement.
10. Upon arrival at the nearest dealership, the SERVICE PROVIDER shall endorse to the dealer the same checklist signed by the client as acknowledgement in acceptance of the vehicle.
11. SERVICE PROVIDER or dispatcher will call the ALARM CENTER to inform that the service is done.
12. After a few days, a CSO will call the client for Quality Control Survey and check on the service provided.

REIMBURSEMENTS

ALL REIMBURSEMENT CLAIM SHOULD HAVE PRIOR APPROVAL FROM THE 24/7 HOTLINE AND MUST BE REPORTED WITHIN 24 HOURS FROM THE TIME OF INCIDENT. NON-COMPLIANCE MAY RESULT TO DENIAL OF CLAIM.

1. Contact 24/7 Kia WoW hotline to report the incident w/in 24 hours from the time of vehicle breakdown or accident.
2. CSO shall prepare a file and sends CLAIM FORM by email to the client.
3. Once the Claim Form is accomplished, client sends it to their dealership together with the following required documents:
 - Original Official Receipt of Payment Made
 - Copy of Drivers License
 - Copy of Police Report (if due to accident)
 - Authorization Letter (if claimant other than registered owner)
 - Copy of Valid ID of vehicle registered owner
4. Once CLAIMS DEPARTMENT receives all required documents, reimbursement shall be processed accordingly.
5. After 15 days, claims department shall contact the client informing on the approved claim and cheque availability.
6. Once the cheque payment is received by client, the latter shall sign on the quit claim form and return by email to claims department. Non-compliance may result on suspension of succeeding claims.

*Terms and conditions applies