GENERAL PROCEDURES

1. This procedure applies to vehicles that experience in-transit damage such as glass damage, tire damage, or no start conditions caused by missing keys or dead battery.

2. When a vehicle with damage is discovered, it must be immediately reported to the facility or terminal operator. The damage will then be reported by the facility or terminal operator to the Hyundai GLOVIS Claims Department.

3. When reporting in-transit damage include the full 17 digit VIN, the location of the vehicle including the bay location, railcar, etc., and the exception type. Other relevant information may include the type of glass, tire type and size, etc.

4. Repair agents will repair the vehicle at the provider's location. Offsite repair, including vehicle towing, must by authorized by Hyundai GLOVIS. If a vehicle is taken offsite for repair, the onsite provider must perform a vehicle inspection and document the condition of the vehicle prior to leaving the facility.

5. Upon completion of repairs, the repair agent will notify the facility operator that the work has been completed.

6. The facility operator is required to complete an inbound inspection upon return to the facility or completion of onsite repairs. This is to document the condition of the vehicle once repaired in the yard or upon return to the facility.

7. The facility operator is then required to notify Hyundai GLOVIS Claims Department and remove the hold code from the vehicle.

8. If a provider causes damage to a vehicle being delivered to a dealer, the dealer should accept the vehicle regardless of condition.

9. In accordance with Hyundai and Kia policy, dealers are instructed to accept damaged vehicles and note the damage on the delivery receipt. However, in the event that a dealer refuses delivery of a vehicle for any reason, immediately contact the Hyundai GLOVIS Vehicle Logistics Department. The driver should not leave the dealership without first obtaining new delivery instructions for the vehicle.

10. It is strictly forbidden for any provider to repair or authorize repairs of any Hyundai GLOVIS vehicle. There are no exceptions to this policy.

11. The following pages contain common in-transit issues and their associated solutions.

Normal Condition Start-Up Procedures	
Mechanical Key Non-Hybrid Non-Electric All Models	▪ Fully engage the parking brake ▪ Ensure the automatic transmission shift lever is in 'P' (Park). ▪ If equipped with manual transmission, fully depress the clutch pedal and position the shift lever to neutral. ▪ Depress the brake pedal fully. ▪ Do not depress the accelerator. ▪ Turn the ignition switch to START and hold it there until the engine starts (a maximum of 10 seconds), then release the key. Hyundai and Kia vehicles do <u>not</u> require the transportation fuse to be engaged to start. If the vehicle starter does not turn-over but the horn will sound (indicating a good battery), perform the following steps: 1. Locate and open the fuse panel located on the lower left side of the steering column. 2. Locate and engage (turn to the 'on' position) the large yellow transportation fuse. 3. Restart the entire procedure. 4. If the engine starts, allow it to run for a short time to charge the battery. Ensure the transportation fuse is returned to the disengaged position. 5. If the engine does not start, see the No-Start Troubleshooting section on page 3.
Smart Key Non-Hybrid Non-Electric All Models	▪ Ensure the smart key is inside the vehicle ▪ Fully engage the parking brake ▪ Ensure the automatic transmission shift lever is in 'P' (Park). ▪ If equipped with manual transmission, fully depress the clutch pedal and position the shift lever to neutral. ▪ Depress the brake pedal fully. ▪ Do not depress the accelerator. ▪ Press the ENGINE START/STOP button. Hyundai and Kia vehicles do <u>not</u> require the transportation fuse to be engaged to start. However, if the transportation fuse is disengaged and the vehicle hasn't been started for a long period, it will go into 'SLEEP MODE". This is a normal condition. If the vehicle starter does not turn-over but the horn will sound (indicating a good battery), perform the following steps: 1. Start the engine by pressing the ENGINE START/STOP button with the smart key. When pressing the ENGINE START/STOP button directly with the smart key, the smart key should contact the button at an angle that allows the button to be pressed but not cause damage. 2. If this procedures fails to start the engine, locate and open the fuse panel located on the lower left side of the steering column. 3. Locate and engage (turn to the 'on' position) the large yellow transportation fuse. 4. Restart the entire procedure. 5. If the engine starts, allow it to run for a short time to charge the battery. Ensure the transportation fuse is returned to the disengaged position. 6. If the engine does not start, see the No-Start Troubleshooting section on page 3.

Normal Condition Start-Up Procedures	
KIA Optima HEV Hybrid Hyundai Sonata Hybrid	▪ Ensure the smart key is inside the vehicle ▪ Fully engage the parking brake ▪ Ensure the automatic transmission shift lever is in 'P' (Park). ▪ Depress the brake pedal fully. ▪ Do not depress the accelerator. ▪ Press the ENGINE START/STOP button. ▪ If the READY indicator in the gauge cluster is illuminated when the vehicle is started, the vehicle can be driven even if the gasoline engine is off.
KIA Soul EV Electric	▪ Ensure the smart key is inside the vehicle ▪ Fully engage the parking brake ▪ Ensure the automatic transmission shift lever is in 'P' (Park). ▪ Depress the brake pedal fully. ▪ Do not depress the accelerator. ▪ Press the ENGINE START/STOP button until the READY lamp in the gauge cluster illuminates.
Hyundai Tucson Fuel Cell	✓ This procedure is specific to the 2015 Hyundai Tucson Fuel Cell model ▪ Locate and open the fuse panel located on the lower left side of the steering column. ▪ Locate and engage (turn to the 'on' position) the large yellow transportation fuse. ▪ Fully engage the parking brake ▪ Ensure the automatic transmission shift lever is in 'P' (Park). ▪ Depress the brake pedal fully. ▪ Do not depress the accelerator. ▪ Press the Power Switch for 1 second. ▪ The vehicle can be driven when the READY indicator in the instrument cluster turns on.

Troubleshooting No-Start Conditions	
Check Fuel Gauge	✓ If the vehicle starter turns but the vehicle will not crank, note the position of the fuel gauge. ✓ If the fuel gauge indicates empty, the vehicle is likely out of gas. ❑ Add 2 gallons of 87 octane fuel ❑ Restart the normal start procedures
Check Automatic Transmission Position	✓ If the horn sounds (indicating battery power) but the starter will not turn, check the automatic transmission shifter position and ensure it is in 'Park'. ✓ The drivetrain transmission range switch can be adversely affected by load forces during transportation. Without a positive engagement from the range switch, the transmission control module will not see a "Park" signal thereby preventing the vehicle from starting. ❑ To resolve this issue, cycle the transmission shifter from 'Park' to 'Drive' 2 times. Ensure the shifter is returned to the 'Park' position and restart the normal condition start procedures
Check Stop Lamp Fuse Blown (Smart Key Only)	✓ If the stop lamp fuse is blown, the vehicle will not start normally. ❑ Start the engine by pressing the Engine Start/Stop button for 10 seconds while it is in the ACC position. The engine can start without depressing the brake pedal. For your safety, always depress the brake pedal before starting the engine.

Troubleshooting No-Start Conditions	
Check Battery	✓ If the horn does not sound and the starter does not turn, turn on the interior light. If the light is dim or goes out when you operate the starter, this indicates a weak or dead battery. ➢ Jump starting vehicles is authorized but can be dangerous if done incorrectly. GLOVIS recommends jump starting by trained personnel only. Push starting a vehicle is strictly prohibited. ➢ Jump starting can be accomplished by either using a battery of another yard vehicle or using a portable booster battery (jump box). Only use jumper cables with fully insulated clamp handles. ➢ Use only 12-volt jumper systems. You can damage a 12-volt starter, ignition system, and other electrical parts beyond repair by using any system other than a 12-volt system. ❑ **Portable battery booster (jump box) procedure** ▪ Ensure portable battery booster is a 12-volt system ▪ Connect positive cable to positive battery terminal ▪ Connect negative cable to a solid, stationary, metallic point (ie engine lift bracket) away from the battery. ▪ Start the engine using normal start-up procedures ▪ If the first starting attempt is not successful, wait a few minutes before making another attempt in order to allow the battery to recharge. ▪ Remove the cable connections in the reverse order that they were attached. ❑ **Yard or utility vehicle jump starting procedure** ▪ Never use another new Hyundai or KIA vehicle for jump starting ▪ Ensure electrical system is a 12-volt system ▪ Turn off the engine of the yard or utility vehicle ▪ Connect one end of first cable to positive terminal of dead battery. Connect other end of first cable to positive terminal of yard or utility vehicle battery. ▪ Connect one end of second cable to negative terminal of yard or utility vehicle battery. Connect other end of second cable to a solid, stationary, metallic point (ie engine lift bracket) away from the discharged battery ▪ Ensure there is no contact between the two vehicles ▪ Start the yard or utility vehicle ▪ Start the vehicle with the discharged battery using normal start-up procedures ▪ If the first starting attempt is not successful, wait a few minutes before making another attempt in order to allow the battery to recharge. ▪ Remove the cable connections in the reverse order that they were attached. Ensure the ends of the cables do not touch each other or other metal parts.

Other Vehicle Conditions	
Electronic Parking Brake	✓ If the vehicle is equipped with an electronic parking brake and the brake warning light is illuminated, release the brake as follows: ▪ The ignition switch or Engine Start/Stop button in the ON position ▪ Depress the brake pedal ▪ Press the electronic parking brake (EPB) switch ▪ Ensure the brake warning light is no longer illuminated
Missing Keys	▪ Under no circumstances should a vehicle be moved by any means or should the provider attempt to deliver the vehicle to a final destination without keys. ▪ Should a vehicle be found without keys, provider should contact Hyundai GLOVIS Claims for further instructions.
Locked Doors	▪ At no time should a 'slim-jim' or any type of tool be used to access a locked vehicle. ▪ Should a vehicle be found with locked doors and the keys inside, provider should contact Hyundai GLOVIS Claims for further instructions.
Warning Lights	✓ Do not attempt to drive the vehicle if any of the following warning lights are illuminated after the vehicle is started for approximately 6 seconds : Parking Brake, Power Steering, Engine warning light, Charging System (battery), Engine Coolant warning light, and Engine Oil Pressure. ▪ If any of these warning lights remain illuminated after the engine is started and remain illuminated after approximately 6 seconds, shut off the vehicle and contact Hyundai GLOVIS Claims for further instructions.
Loose Plastic Protective Film (PPF) or Wrap Guard	▪ PPF or wrap guard is used by OEMs to protect the exterior panels of a vehicle from damage and should remain in place. ▪ Carriers should remove vehicle PPF or wrap guard if it is loose or not adhering properly to the vehicle. This applies to pre-load inspection and anytime during transport. Loose PPF or wrap guard can cause damage to the vehicle paint finish. ▪ If the PPF or wrap guard is damaged, torn, heavily soiled, or discolored, it should be removed and the vehicle inspected for damage prior to loading.
Damaged Glass	▪ Damaged, cracked or broken glass is treated like any other vehicle body damage and reported in the same manner. Any repairs or replacements will be completed by an authorized glass repair service. Contact the Hyundai GLOVIS Claims Department for disposition instructions. ▪ When damaged glass is discovered, immediate damage mitigation is required. Place the affected vehicle under a protective awning or inside a building if available. Cover the damage with a heavy duty material such as a plastic sheet and seal with tape (preferably blue painters tape). ▪ In-transit vehicles may require additional damage mitigation to prevent residual or collateral glass damage to other vehicles.

Other Vehicle Conditions	
Flat Tires	▪ Contractors will not attempt to repair or change a flat tire when not in-transit. ▪ Vehicles are NOT to be driven on flat tires. Flat tires are treated like any other vehicle body damage and reported in the same manner. Any repairs or replacements will be completed by an authorized tire repair service. Contact the Hyundai GLOVIS Claims Department for disposition instructions. ▪ Flat or damaged tires may never be patched, plugged or repaired. Damaged tires must be replaced with the same OEM tire. If the spare tire is used to move the vehicle, the spare tire must be replaced as well. ▪ Never use the vehicles Tire Mobility Kit (TMK) to inflate a damaged or flat tire. ▪ If a vehicle is in-transit waiting to be unloaded and has a flat tire, the unloader will use an air compressor to fill the tire with air in order to unload it. If the tire is punctured or cut so that it cannot be filled with air, the unloader will use the facilities spare tire and jack, not the vehicle's spare tire and jack. This is the only instance when a contractor is authorized to change a tire. Report the damage as an exception. ▪ Any vehicle that has been resting on its undercarriage must be reported. Tires are not salvageable and cannot be requested from dealers or repair agents due to liability laws and legal implications. The repair agent or dealer is to render the tires unusable by cutting or puncturing the bead.