



FIFA U-17 Hyundai Vehicle Guest Assistance Instructions





Welcome to Qatar!



Your Hyundai vehicle has been provided by **Jaidah Skyline Automotive** in partnership with **Hyundai Motor Company** for the FIFA U-17 World Cup.

Our **Customer Experience Team** is available **24 hours a day, 7 days a week** to support you in any situation.

1. In Case of Accident

Minor Accident

No Injuries / Light Damage



1. Ensure your safety and move the car to a safe area if possible.
2. Call the **Customer Experience Assistance Hotline – 8000 231**.
 - When the IVR starts, press “3” for FIFA Guest Assistance.
3. Take clear **photos of both vehicles (plate number to be shown in the photos) and the surroundings**.
4. Wait for **traffic police** to arrive and issue a report (required for insurance).
5. Our **Customer Experience Team** will:
 - Contact the **insurance representative** on your behalf.
 - Dispatch a driver with a **replacement vehicle** if needed.
 - Coordinate repairs with the **Bodyshop** and update you on completion time (ETD).

Major Accident

Injury / Heavy Damage



1. Immediately **call 999** for emergency services and ensure personal safety.
2. Do **not move the vehicle** until police arrive.
3. Contact the **Customer Experience Hotline – 8000 231, and press 3 for FIFA Guest Help**.
4. The **Customer Experience Team** will:
 - Arrange a **towing truck** and coordinate with insurance.
 - Provide a **replacement vehicle**.
 - Manage repairs and keep you informed of progress.

2. Vehicle Inquiries

General Assistance



For any questions about vehicle features, fuel type, tire pressure, Bluetooth connection, or dashboard warnings, please call **8000 231** and **press 3 for FIFA Guest Help**.

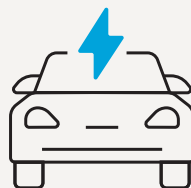
Our **Customer Experience specialists** are available **24/7** to guide you remotely or dispatch on-site support when needed.

Lost Key or Locked Out of Vehicle

If you lose your key, misplace it, or accidentally lock it inside the vehicle:

1. **Do not attempt to open the car yourself.**
2. Contact the **Customer Experience Hotline – 8000 231, and press 3 for FIFA Guest Help.**
3. Our team will arrange for a **spare key delivery** or on-site assistance to help you access the vehicle safely.
4. Please be ready to present your **vehicle documents and identification** to verify ownership before the spare key is issued.

3. For EV Users



Using PlugShare

in Qatar

1. **Download the PlugShare app** (iOS / Android) or visit **www.plugshare.com**.
2. **Create a free account** to view real-time charging stations.
3. **Search “Doha” or your area** to locate nearby charging points.
4. Check **availability and user reviews** before heading there.
5. Use the **“Plan Route”** feature to map your trip with charging stops.
6. At the station:
 - Park, connect the charging cable, and confirm via the PlugShare app.
 - Average fast-charging time $\approx$ 30 – 60 minutes.

Tip:

Main charging points are in **Lusail Boulevard, The Pearl, Katara, Mall of Qatar**, and **Doha Festival City**.

For any assistance while charging your EV, call **8000 231** and **press 3** for **FIFA Guest Help** (available 24/7).



We're with you, **24/7.**

Toll-free (Qatar): **8000 231 → press 3 (FIFA Guest Help)**

 **+974 7448 3503**

<https://u17.hyundai.com.qa>

