



Hyundai Complimentary Maintenance FAQ

January 2020



Hyundai
Complimentary
Maintenance

FREQUENTLY ASKED QUESTIONS

What are the terms and details of the program?

FEATURES & BENEFITS

- Covers basic factory maintenance for three years or 36,000 miles, whichever comes first, for the Normal maintenance scheduled intervals listed in the vehicle Owner's Manual. Service will only include oil change, oil filter change, tire rotation, and multi-point inspection. (Every other service will be covered for severe maintenance intervals if customer has designated in MyHyundai. Other items may be included for NEXO vehicles – see your Hyundai dealer for details.)
- Services will be performed by factory-trained technicians, who will be required to comply with all factory requirements.

TERMS OF HYUNDAI COMPLIMENTARY MAINTENANCE PROGRAM (HCM)*

- Complimentary on all new Model Year 2020 and 2021 Hyundai retail vehicles sold on and after February 1, 2020. (Hyundai retail vehicles purchased before February 1, 2020 do not qualify for HCM).
- Available on all Hyundai models.
- Covers oil and oil filter changes (except for electric vehicles and fuel cell electric vehicles), and tire rotations, Normal Maintenance Schedule Intervals only (Every other service will be covered for severe maintenance intervals if customer has designated in MyHyundai. Other items may be included for NEXO vehicles – see your Hyundai dealer for details.). See the Owner's Manual for each vehicle model for full details.
- 3 years / 36,000 miles of coverage, whichever comes first (Every other service will be covered for severe maintenance intervals if customer has designated in MyHyundai. Other items may be included for NEXO vehicles – see your Hyundai dealer for details.).
- HCM services are only available at authorized Hyundai servicing dealers.
- Each service must be obtained within 1,000 miles or 1 month of the designated time listed in the Owner's Manual. A customer's failure to redeem services prior to the expiration of the applicable mileage/term will not void any unredeemed future services.
- Commercial, Certified Pre-Owned, used, and fleet vehicles are excluded, but professional use, i.e., realtor or outside sales, is allowed.
- Complimentary maintenance is not transferable; available to original owner/first retail customers only (except it can be transferred from spouse to spouse).
- Only covers basic services listed in the Owner's Manual at the time specified. Normal wear and tear items such as engine and air filters, cabin filter, wiper blades, brake pads, etc. are not covered. Any additional

maintenance due to severe driving is the customer's responsibility. (Other items may be included for NEXO vehicles – see your Hyundai dealer for details.)

- Does not cover services or repairs listed as “inspect” in the Owner's Manual. Any recommended services and inspections outside of oil and oil filter changes, and tire rotations will be subject to charge.

** Some terms vary by state. Rates and reimbursements disclosed are subject to change without notice. Hyundai Motor America reserves the right to amend, alter, or cancel this program, including its terms, at any time.*

FREQUENTLY ASKED QUESTIONS – Customer Questions

How many complimentary services do I get?

Refer to the Normal maintenance scheduled intervals listed in your vehicle Owner's Manual. More frequent maintenance due to severe driving or conditions is excluded.

Where do I get my car serviced?

At any authorized Hyundai dealership.

Is my Hyundai vehicle eligible for complimentary maintenance?

All new, model year 2020 and 2021 Hyundai vehicles purchased or leased on or after February 1, 2020, are eligible for complimentary maintenance.

Why do I have to go to a Hyundai dealership for service?

Only authorized Hyundai dealerships are certified to complete Hyundai Complimentary maintenance services on your Hyundai vehicles.

How much would it cost?

There is no charge for the first 3 years or 36,000 miles, whichever occurs first, (Every other service will be covered for severe maintenance intervals if customer has designated in MyHyundai) for the Normal maintenance scheduled intervals listed in the vehicle Owner's Manual. These services will only include oil change, oil filter change, tire rotation, and multi-point inspections. (Other items may be included for NEXO vehicles – see your Hyundai dealer for details.)

How often can I get it serviced?

Refer to the Normal maintenance scheduled intervals listed in your vehicle Owner's Manual.

When is my next service date and when does it expire?

Each service must be completed within $\pm 1,000$ miles of its designated mileage or within ± 1 month of the designated time. Refer to the Normal maintenance scheduled intervals listed in your vehicle Owner's Manual.

What services do I get with HCM?

Service only includes oil change, oil filter change, tire rotation, and multi-point inspection. (Other items may be included for NEXO vehicles – see your Hyundai dealer for details.)

Why can't I get an air filter change with HCM?

HCM only includes oil change, oil filter change, tire rotation, and multi-point inspection. (Every other service will be covered for severe maintenance intervals if customer has designated in MyHyundai. Other items may be included for NEXO vehicles – see your Hyundai dealer for details.) Your local Hyundai dealer has available pre-paid maintenance programs for purchase to cover severe operating conditions, full maintenance and wear, and additional time/mileage beyond HCM coverage.

Can I cancel HCM?

No, HCM is complimentary and cannot be cancelled.

How do I get money back after my vehicle gets serviced elsewhere?

You will not receive reimbursements for services completed at a non-Hyundai dealership.

If my Hyundai dealer won't perform complimentary maintenance, what can I do?

Please contact Hyundai Motor America Consumer Affairs at 1-800-633-5151.

The dealership told me I had full maintenance, why isn't everything covered?

HCM only includes oil changes, oil filters, tire rotation and multi-point inspection. (Other items may be included for NEXO vehicles – see your Hyundai dealer for details.)