



Hyundai Complimentary Maintenance FAQ

August 2024



Hyundai
Complimentary
Maintenance

FREQUENTLY ASKED QUESTIONS

What are the terms and details of the program?

TERMS OF HYUNDAI COMPLIMENTARY MAINTENANCE PROGRAM (HCM)*

- Limited maintenance complimentary on all new Model Year 2020 - 2025 Hyundai retail vehicles sold on and after February 1, 2020.
- 2020-2024 Model Year Vehicles:
 - More frequent maintenance due to severe driving or conditions is excluded.
 - Covers oil and oil filter changes, tire rotations and Multi-Point Inspection, during Normal Maintenance Schedule Intervals only. See the Owner's Manual for each vehicle model for full details.
 - 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.
- 2025 Model Year Vehicles:
 - Includes a total of four (4) basic maintenance services that must be used in the first 3 years or 36,000 miles, whichever comes first.
 - Basic maintenance includes Hyundai approved oil and oil filter change (except for electric vehicles and fuel cell electric vehicles), multi-point inspection, plus tire rotation.
 - Any additional services and parts are excluded.
 - While driving at normal factory scheduled maintenance intervals, four services would cover oil and oil filter changes, multi point inspections and tire rotations for the first 3 years or 36,000 miles.
- 3 years / 36,000 miles of coverage, whichever comes first.
- HCM services are only available at authorized Hyundai servicing dealers.
- 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.
- 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?

2020-2024 Model Years: 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.

2025 Model Year: Four (4) basic maintenance services that can be used within the first 3 years / 36,000 miles, whichever comes first.

Where do I get my car serviced?

At any authorized Hyundai dealership.

Is my Hyundai vehicle eligible for complimentary maintenance?

All new, model year 2020-25 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?

2020-2024 Model Years: 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.)

2025 Model Year: There is no charge for the four (4) basic maintenance services which must be used within the first 3 years or 36,000 miles, whichever occurs first. These services will only include oil change, oil filter change, tire rotation, and multi-point inspections.

How often can I get it serviced?

2020-2024 Model Years: Refer to the Normal maintenance scheduled intervals listed in your vehicle Owner's Manual.

2025 Model Year: It is recommended to follow the maintenance schedule interval outlined in your vehicle Owner's Manual. While driving at normal factory scheduled maintenance intervals, four services would cover oil and oil filter changes, multi point inspections and tire rotations for the first 3 years or 36,000 miles. The four HCM services can be used within the first 3 years / 36,000 miles, whichever comes first, at the intervals and frequency of your choosing.

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

2020-2024 Model Years: 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.

2025 Model Year: It is recommended to follow the maintenance schedule interval outlined in your vehicle Owner's Manual. The HCM services can be used at within the first 3 years / 36,000 miles, whichever comes first.

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.)

Non-Electric, Hybrid, and Plug-In Hybrid

- Oil Change (oil and oil filter)
- Tire Rotation
- Multi-Point Inspection

Electric

- Tire Rotation
- Multi-Point Inspection

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.)