

Frequently Asked Questions during Lockdown

1. Is Hyundai offering car service facility currently?

Ans: Due to complete lockdown across the country, our workshops are closed till the lockdown opens. Workshops will operate only after getting due permission after the lockdown opens.

2. Amid this lockdown, if I have to travel for emergency purposes and my car breaks down, will I get some assistance from Hyundai?

Ans: Yes. However, the availability of support is subject to approval of local authorities in the wake of complete lockdown.

3. My car warranty is expiring during the lockdown period. I am unable to bring my vehicle for warranty issue. Will the company offer an extension or consider my case as a special one?

Ans: Yes. We will extend validity of free service/extended warranty/basic vehicle warranty by 2 months for all those customers who have not been able to avail these services due to dealership shutdown during lockdown & whose car was eligible for these services during such period.

4. I couldn't get my car's free service done due to lockdown. Will the company extend the period of my free service? I hope it does not impact my car's warranty?

Ans: Yes. We will extend validity of free service/extended warranty/basic vehicle warranty by 2 months for all those customers who have not been able to avail these services due to dealership shutdown during lockdown & whose car was eligible for these services during such period.

5. How and when will I get my car which is in workshop for accidental repair, service or waiting for parts?

Ans: The delivery of the car will happen only after the workshop operation begins after the lockdown is called off. However, you may contact the workshop for necessary update.

6. I was promised for a Blue Care visit. How to avail the same?

Ans: The same will be done after the lockdown period is over. Our Dealership will get in touch with you after the lockdown is over.

7. Can I make a service appointment for the date after lockdown opens, in advance?

Ans: Yes. You can use the 'Hyundai Care' App or visit Hyundai Website for making a service appointment.

8. What are the precautions to be taken if vehicle is not in use for long duration?

Ans: We have released notifications of important tips to keep the Hyundai car in good shape during lockdown. You can find the same in our website, Hyundai Care App, Hyundai FB Page. Most important tips will be to start your car in AC OFF condition for at least 5 minutes (or as required) every week & move the car to & fro to avoid flat spots on tyres.

9. What are the safety measures undertaken for me & my vehicle if I bring it to the workshop / avail Pick & Drop facility? (After the lockdown is over)

Ans: Wherever permitted to operate, our Dealerships will take necessary steps related to hygiene & cleanliness in terms of periodic sanitization of the facility as per guidelines given by the Govt. / Medical authorities. They will also provide "Contactless service" experience at all stages of car service, starting from online Service booking, Digital Repair order on Tablet, updates through sms and WhatsApp and Online payments. Our workshops will ensure that your vehicle is serviced with complete care of hygiene.

10. How do I connect with Hyundai for service related requirement during lockdown?

Ans: You can connect with us through 'Hyundai Care' App, call us at our Toll Free number **1800 11 4645** or email to us at crservice@hml.net

11. My warranty is expiring this month. How Can I buy extended warranty now?

Ans: Yes. As a special support we will consider the case for extended warranty. However the validity of extended warranty will be from date of expiry of basic warranty.

12. How can I get my vehicle serviced post lockdown?

Ans: You can get your Hyundai serviced at any of our authorized Dealer workshops where high level of hygiene is being maintained. You can also avail the below mentioned services:

Door Step Advantage: Our trained Service technicians will service your vehicle at your doorstep.

Pick up and Drop Service: We will get your vehicle picked from your home, serviced and sanitized at the workshop and then dropped back to your home.

13. Are Hyundai workshops maintaining Social Distancing norms?

Ans: Wherever permitted to operate, Hyundai service workshops will deliver contact-less service to customers. Our staff will be wearing masks and will be frequently sanitizing & washing their hands. Also, sitting arrangements are made in such a way to ensure social distancing, all Govt. guidelines will be followed.

14. What are the steps being taken by Hyundai Dealer for maintaining health and hygiene

Ans : Our Dealer taking various measures as directed by the local govt and medical authorities for maintaining overall Health and hygiene at the Dealership. Some of the steps being taken are :

- Frequent cleaning and sanitization of Facilities

- Thermal screening of all employees and visitors
- Staff has been trained to follow hygiene practices and social distancing guidelines.
- Hand Sanitizers will be available at various points in the workshop.
- All vehicles will be sanitized at 'High Touch points' while receiving the vehicle as well as delivery of vehicle back to customer.