

Service excellence

Connected beyond the drive

Our service philosophy is evolving with one clear objective: to make every customer interaction smarter, simpler and more personalized. With a rapidly expanding nationwide footprint and a digitally empowered aftersales architecture, we are out to set new benchmarks in convenience, intelligence and reliability.



This extensive infrastructure enabled us to deliver 8.23 million vehicle services in FY 26 while achieving a customer retention rate of 79%, positioning us as the second-largest automotive service network in India.

1,671
Authorized
service centers

162
Mobile Service
Vans

Protection and assurance

We offer a standard 3-year warranty, extendable up to 7 years, covering mechanical and electrical failures under normal usage conditions. The Extended Warranty Program provides full transferability, comprehensive part protection, complimentary roadside assistance and Bluelink subscription benefits.

To further elevate customer assurance, we offer the Shield of Trust suite of programs:

Shield of Trust Plan	Shield of Trust Super Package	Shield of Trust Bodycare Package
Coverage for wear-and-tear parts for up to 5 years.	Periodic maintenance coverage for up to 5 years/50,000 km, including scheduled servicing, wheel alignment and value-added benefits.	Protection against minor dents and scratches, including up to three panel repairs annually and a 3-year paint warranty.

These initiatives are aimed at delivering convenience, reducing maintenance concerns and strengthening long-term ownership satisfaction.

Digital empowerment and connected service experience

HMIL continues to invest in digital platforms and connected solutions to deliver seamless and transparent customer experience.

Our Remote Care Program leverages vehicle sensors to proactively identify selective vehicle issues and communicate alerts in advance, enabling preventive maintenance and timely service interventions.

In addition, the integration of the Salesforce Platform supports timely customer communication through reminders related to service schedules, extended warranty renewals and Shield of Trust packages. This integrated ecosystem contributes to improved vehicle protection, cost savings and a hassle-free ownership experience.

The **myHyundai App** serves as a unified digital interface, enabling customers to:

- » Book service appointments
- » Track service progress
- » Make online payments
- » Access owner manuals
- » Request roadside assistance
- » Purchase extended warranties digitally
- » Our Company's Smart Pick-up & Drop Facility further enhances convenience by eliminating the need for physical workshop visits.

1.95 Mn

Smart Pick-up & Drop trips in FY 26



93.3%

Net Promoter Score (NPS) - After Sales service

In FY 26, our customers rated us with an outstanding Net Promoter Score (NPS) of 93.3% in After Sale - Service, reflecting their high satisfaction, loyalty, and trust in our after-sales service and support ecosystem.



Engagement

We regularly conduct customer engagement campaigns to encourage preventive maintenance and strengthen customer connect.

Initiatives such as 'Hyundai Always Around,' 'Smart Care Clinic,' and seasonal Summer, Monsoon and Winter Camps provide service offers, vehicle check-up benefits and awareness on timely maintenance practices. These programs help customers maintain optimal vehicle performance while reducing long-term ownership costs.

Beyond aftersales service, we continue to engage customers through experiential initiatives designed to build stronger emotional connections with the brand.

Events such as the 'Hyundai Spotlight Live Concert,' featuring performances by popular musical artists and the 'Hyundai Explorer Carnival,' which includes drive experiences, games, food, competitions and live entertainment, create memorable ownership experiences and foster lasting brand loyalty.

Education and awareness

We conduct focused educational initiatives and technology-led guidance programs to strengthen customer awareness.

The 'Know Your Hyundai' series includes dedicated modules for electric vehicle owners, including CRETA EV customers, covering charging procedures, battery management, connected-car features enhancing customer convenience and safety systems.

We also developed educational content around:

- » Periodic Maintenance Service (PMS)
- » Idle Stop and Go technology
- » Selective Catalytic Reduction (SCR)

These initiatives help customers better understand Hyundai technologies, improve fuel efficiency awareness and encourage smarter and more eco-friendly driving practices.



Building a skilled and future-ready workforce



49,310

Trained professionals

8

Regional learnings centers

15

Technical training academies

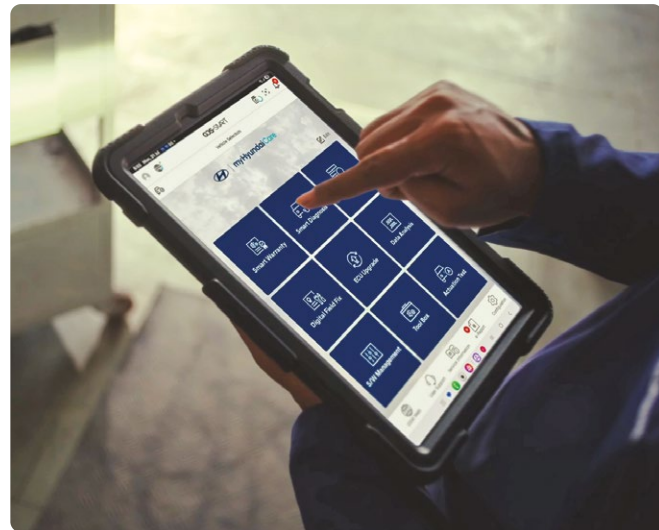
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Bodyshop academies

We maintain a standard dealer service HR guideline manual to ensure uniform manpower management, standardized HR practices and consistent compliance across dealerships.

To strengthen future talent development, HMIL has partnered with 102 educational institutes, including 75 ITIs and 27 Polytechnics, providing specialized training, internships and placement opportunities. Annual Graduation Day events further support seamless recruitment into dealership service roles.

Service excellence



Driving the future of service excellence

Looking ahead, Hyundai Service envisions transforming into a high-tech, AI-driven ecosystem through the integration of advanced technologies, robotics and workshop automation across operations.

This transformation aims to streamline processes, improve precision and efficiency and enable seamless service delivery. Through intelligent systems and enhanced digital enablement, our Company is continuously strengthening our service capabilities to deliver faster turnaround times, improved reliability and increasingly personalized customer experiences.



Hyundai Promise: Trust beyond first ownership

Hyundai Promise, through integration with Hyundai's dealership network and digital platform 'Click To Buy,' allows pre-owned car customers to buy, sell, exchange or upgrade their vehicles through a unified omnichannel experience.

The OEM-backed certified pre-owned (CPO) program also supports strong resale value for Hyundai vehicles, enhancing customer confidence and brand credibility in the Indian market.

Enabling growth across the ownership lifecycle

During the year, Hyundai Promise delivered strong operational performance across key metrics:

3.8%

Pre-owned car sales
YoY growth

381

Cities and towns covered
under the network

652

Outlets under Hyundai
Promise network

26

New outlets added

Hyundai Promise enables customers to transition smoothly within the Hyundai family by offering transparent pricing, fair resale value assessments, clean documentation and end-to-end dealer support.



The platform allows customers to:

- » Sell existing cars
- » Purchase certified pre-owned Hyundai cars
- » Upgrade to new Hyundai vehicles

This integrated approach supports customer retention while making vehicle ownership transitions more convenient and efficient.

Priorities for the road ahead

HMIL aims to further expand Hyundai Promise to address the growing opportunities in India's organized pre-owned vehicle market.

Key focus areas include:

- » Expanding operations across Tier-2 and Tier-3 markets
- » Enhancing dealership manpower capabilities through structured online and offline training programs
- » Reinforcing customer confidence through tech-enabled ownership transfer verification and compliance processes

Through these initiatives, HMIL aims to position Hyundai Promise among India's most trusted certified pre-owned vehicle programs while supporting customer retention, upgrade cycles and long-term business growth.

Reinventing connected ownership

HMIL introduced Hyundai Digital Passport on May 2025, the first offering of its kind within Hyundai Motor Group and the Indian automotive industry. Designed as a smart connected ownership solution, the platform provides customers with a comprehensive digital health and service profile of their vehicles.

Powered by connected car and service data, the Digital Passport generates an 8-page personalized vehicle report covering:

Vehicle rating and score	Diagnostic insights	Diagnostic insights
Warranty details	Driving behavior analysis	Accident and malfunction indicators

The platform uses a proprietary in-house algorithm to generate vehicle ratings, helping customers better understand vehicle condition and maintenance status. Customers with higher vehicle scores can also benefit from stronger resale value opportunities.

2,244

Subscriptions sold

₹ 1.37 Mn

Revenue generated till March 2026

By combining diagnostics, connected technologies and personalized insights into a single platform, Hyundai Digital Passport enhances transparency, convenience and confidence across the vehicle ownership journey.