

Service

Serving India with trust and scale

Hyundai Motor India has established a strong, customer-centric service ecosystem with 1,606 authorized service centers nationwide, making it the second-largest automotive service network in India and reinforcing its commitment to delivering seamless, high-quality service experiences across the country.



Further, we are committed to extend support to our customers located in the rural and remote areas. In this regard, we have deployed more than 159 Mobile Service Vans (MSVs). We significantly enhanced our EV service capability, both in terms of infrastructure and manpower, to serve our expanding EV car park. As a testament to its service excellence and focus on customer satisfaction, Hyundai achieved remarkable 77.4%, 7 years customer retention.

8.03 Mn

Vehicles serviced in FY 2024-25

To enhance the ownership experience, Hyundai provides a standard 3-year warranty, extendable up to 7 years, covering mechanical and electrical failures under normal use. This extended warranty offers comprehensive part protection, full transferability, and complimentary roadside assistance, strengthening customer confidence in the brand's long-term reliability and support.

Shielding every drive with confidence

Hyundai enhances peace of mind with its structured maintenance programs—**Shield of Trust** and **Shield of Trust Super**.

- ◆ The Shield of Trust plan provides up to 5 years of coverage on essential wear-and-tear parts, ensuring hassle-free ownership and pan-India service support.
- ◆ The Shield of Trust Super package extends coverage to periodic maintenance for up to 5 years or 50,000 km, including scheduled servicing, wheel alignment, and additional value-added benefits, delivering a comprehensive and convenient ownership experience.



Creating seamless ownership journeys through digital integration

To meet the evolving expectations of modern consumers, we have built a digitally integrated aftersales ecosystem, anchored by the myHyundai App. This unified platform allows our customers to book service appointments, track real-time progress, make payments, access owner manuals and request roadside assistance. In addition to functional convenience, the app offers lifestyle benefits, exclusive offers, and access to a host of Hyundai services, delivering a connected, personalized, and seamless ownership experience.

We also build deeper emotional connections through lifestyle engagement platforms. Initiatives like the 'Spotlight Live Concert' and the 'Explorer Carnival' create lasting memories, blending entertainment with brand experience to strengthen customer loyalty.

Powering the service network with skilled professionals

To support its 1,606 service centers, the workforce of over 43,000 professionals receives continuous upskilling at 8 Regional Learning Centers (RLCs), 14 Hyundai Technical Training Academies (HTTAs), and 5 Hyundai Body Shop Academies (HBAs). These institutions are aligned with emerging auto technologies and evolving customer needs.

Additionally, we have launched an ITI & Polytechnic Tie-up Program to bridge academia and industry. Offering specialized training, internships, and job placements at Hyundai dealerships, this initiative covers 83 institutions (62 ITIs and 21 Polytechnics). Annual Graduation Day events further enable student transitions into skilled automotive roles, underscoring Hyundai's long-term commitment to nurturing a future-ready workforce.