

Hyundai extends warranties

Hyundai vehicles with original warranties that expire between March and June 2020 will benefit globally from a warranty extension for up to three months - depending on the specific country - to accommodate car owner's that are affected by Covid-19 containment measures.



Hyundai i30N

In South Africa, Hyundai warranties that expire in the local lockdown period due to end on 16 April have been extended until the end of May 2020. This also applies to service and maintenance plans. In South Africa the extension period will be revisited if the duration of the lockdown is prolonged.

Globally more than 1,2 million Hyundai vehicles in 175 countries will be eligible for the warranty extension. Hyundai's decision comes amid a global reaction to the outbreak of Covid-19, which has caused many countries to take various precautionary measures that include closing non-essential facilities.

With the warranty extensions, the company expects to help address any concerns customers may have about being unable to visit a service centre to get vehicle maintenance or warranty repairs done while adhering to stay-at-home and physical distancing guidelines set by their respective governments.

The well-being of Hyundai customers and employees is a high priority. The company is closely monitoring Covid-19 developments and complying with measures in local markets to mitigate the spread of coronavirus.

“We are pleased to inform Hyundai owners in South Africa that the Covid-19 lockdown measures will not have an impact on your car’s service and maintenance plan and warranty,” said Michael Rohde, after-sales director at Hyundai Automotive South Africa.

“If your vehicle is due for a service during the lockdown period, we have extended your service date by eight weeks to accommodate the measures surrounding Covid-19. Consideration of a further extension will be given if the national lockdown due to end on 16 April – is prolonged in our country. Please do not hesitate to contact us via email at icare@hyundai.co.za if you have any questions or concerns,” said Rohde.

Wonhong Cho, executive vice president and head of Customer Experience Division at the Hyundai Motor Company, said the company appreciates that many of its customers may have limited or no access to vehicle servicing during these extraordinary times.

“With these global warranty extensions, we wish to set their minds at ease regarding eligibility for warranty repairs and related services in the coming months. Not only do we care about our customers’ health and safety, we care about the ‘health’ and safety of their vehicles as well.”

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