Hyundai Bluelink

[Required] Hyundai Bluelink Terms of Use

2026.04.01. (Version 2)

TERMS OF USE – HYUNDAI BLUELINK

VERSION: 1 April 2026

List of changes

- Section 21.2.9 Remote Engine Start (only for certain countries) added
- Section 21.2.10 Remote Smart Parking Assist (some vehicles only) added
- Section 22.8.3 Driving safety score added
- Section 9.30 Additional Users may request third-party data sharing only with the Primary User's approval.

1. INTRODUCTION

These Terms of Use ("Terms") apply whenever you use Hyundai Bluelink Connected Car Services ("Bluelink" or "Services") provided within the myHyundai App ("App") in the countries listed in Annex 1. Bluelink is provided by:

Hyundai Connected Mobility GmbH

Kaiserleipromenade 5

63067 Offenbach

Germany

(hereinafter referred to as "Hyundai" or "we")

Phone number : +49 69271472377

E-Mail: bluelink.care@hyundai-europe.com

2. CONCLUSION OF CONTRACT & PRECONDITIONS

2.1. Not all Services may be available for use with your specific vehicle – this may depend on your Hyundai vehicle model (including specific hardware) as well as on the software version of the app and the infotainment system.

2.2. You can use certain remote services only if the application receives live information from the vehicle. This is possible only if the vehicle's ignition has not been switched off for more than fourteen days or for seven days depending on the specific vehicle model.

2.3. You need to register with a Hyundai account in order to use the myHyundai App and the Services offered therein. The respective Terms of Use for the Hyundai account and myHyundai App apply.

2.4. The contract between you and us regarding the Services is concluded when you are granted access to the Services in the App upon successful activation and adding your vehicle.

2.5. You are provided with setting options in the subscription process with which you can correct any input errors. The contract is concluded in your local language.

3. THIRD-PARTY SERVICES

3.1. We may provide you with access to or allow you to use other services operated by third parties that may require you to comply with their specific terms and conditions.

We have no influence over the availability and the content of the services offered by such third parties.

Please read and accept the respective terms of use of third-party service providers carefully before using their services. The use of these services is at your own risk.

4. SCOPE OF SERVICES

The description of the individual services, i.e. the scope of Services provided within the App, can be found in Annex 2 to these Terms.

5. TERM AND TERMINATION

5.1. You can use the Services as soon as you have completed the steps described in Section 2 above.

5.2. Our contract regarding the Services based on these Terms will automatically terminate:
– when you return your vehicle to the seller in the case that the purchase (or leasing) agreement for your vehicle has been rescinded or revoked; or
– after expiry of the complimentary period, if you do not subsequently subscribe to a service package that is available for your vehicle model against a fee (for more information, see Annex 2).

5.3. We may temporarily block your use of the App and Services or terminate our contract by permanently blocking your use of the Services if you materially breach these Terms.

6. GRANTING OF RIGHTS / USER OBLIGATIONS

You may only use the Services if you follow these Terms. In particular, make sure that you:

6.1. comply with applicable laws and regulations and respect the rights of third parties when using the Services;

6.2. do not use the Services for unlawful purposes or facilitate unlawful use of the Services by third parties;

6.3. do not alter your vehicle (including hardware and software changes as well as use of third-party software) in such way that the functionality of the Services may be affected;

6.4. do not wilfully disrupt the Services by any means;

6.5. do not use the SIM card built into the vehicle's infotainment system used for the provision of the Services:
– for the transmission of voice (including VOIP);
– to access a publicly addressable destination (i.e. public IP address) including through the use of a proxy, gateway or routing;
– in any way that attempts to penetrate security measures, irrespective of whether the intrusion results in the corruption or loss of data;
– in any way that uses the Services or the related software for Internet Relay Chat, peer-to-peer file sharing, BitTorrent or a proxy server network;
– in a way that involves spamming, the sending of bulk unsolicited emails or commercial messages, or maintaining an open SMTP relay; or
– in any way that causes the network to be impaired; and

6.6. do not publish any results of any benchmark or performance tests of the built-in SIM card, the network, the Services, or component thereof to any third parties.

6.7. You will have to bear any costs caused by a misuse of the Services resulting from your breach of the aforementioned obligations.

6.8. If you sell your vehicle or otherwise provide it to a third party on a permanent basis, you must:
– deactivate Bluelink in the infotainment system and delete your vehicle from the App. Please note that by deactivating Bluelink in the infotainment system, your driving data will no longer be visible in the myHyundai app and your vehicle will be disconnected from the App. However, your account data in the App will not be deleted.

7. NETWORK AVAILABILITY

7.1. We provide the Services via a built-in vehicle SIM card. Therefore, the availability of our Services:
– is territorially limited to the reception and transmission range of the radio stations operated by the respective mobile network operator and can be affected by atmospheric or topographic conditions, the position of the vehicle and obstacles such as buildings; and
– depends on the functionality and operational readiness of the required mobile network of the built-in SIM card.

7.2. 4G/LTE connectivity (provided by an external service provider) will only be available on compatible devices (i.e. the infotainment system) which support the particular 4G/LTE frequency of the specific roaming network.

7.3. Where 4G/LTE is not available, 2G or 3G connectivity will be provided subject to the availability of the infotainment system and its compatibility with such networks.

8. SERVICE DOWNTIME

8.1. We may temporarily or permanently deactivate access to the App and Services in whole or in part for technical or security reasons or other important reasons, such as improving performance, enhancing functionality, reflecting changes to the operating system or addressing security issues.

8.2. The use of the App and Services may be temporarily disrupted or restricted due to force majeure or for other reasons beyond our control.

This may be the case, for example, if the data connections provided by mobile network operators are unavailable or if short-term capacity bottlenecks arise from peak loads on the Services, on wireless and fixed networks, or on the internet.

8.3. We may temporarily disrupt or restrict the use of the App and Services to carry out technical or other measures (for example repairs, maintenance, software updates, and extensions) on our systems or the systems of downstream or upstream providers, content providers or mobile network operators, where such measures are necessary for the proper or improved performance of the Services.

9. DATA ACCESS AND USE

9.1. This section sets out the principles of access to and use of data, including both personal and non-personal data, generated in connection with the use of the Services or the vehicle (**"Relevant Data"** or **"Data"**) under Regulation (EU) 2023 /2854 of the European Parliament and of the Council of 13 December 2023 on harmonised rules on fair access to and use of data and amending Regulation (EU) 2017/2394 and Directive (EU) 2020/1828 (**"Data Act"**).

9.2. For avoidance of doubt, this section applies also to the Relevant Data in aggregated form, where originally collected personal data has been aggregated so that it can no longer be linked to a natural person.

9.3. For the purpose of this Section 9, we also refer to ourselves as the **"Data Holder"**.

[Data Licence and purposes of data use]

9.4. With regard to non-personal Relevant Data, by accepting these Terms, you grant us a non-exclusive worldwide licence to access, use and make this data available free of charge to Hyundai affiliates and third parties, including but not limited to mobility data platforms, mobility and infrastructure service providers, or other providers in the automotive and mobility industry (**"Data Licence"**) in a manner described in this section and for the following purposes (**"Purposes"**):

1. improving the functioning of any product or related service offered by us or Hyundai affiliates
2. analysing the data and aggregating it with other data or creating services data for the purpose of improving our products and services
3. developing new products or services, including artificial intelligence (AI) solutions, by us or by third parties acting on our behalf or in collaboration with us
4. aggregating the Relevant Data with other data or creating derived data, for any lawful purpose, including selling or otherwise making available such aggregated or derived data to third parties, provided such data does not allow specific data transmitted to us from the vehicle or Services to be identified or allow a third party to derive the data from the dataset.

9.5. This shall not affect any existing or future rights or obligations of us to process Relevant Data under other provisions or independently of this provision, e.g. to process Relevant Data strictly for the purposes of providing the Services and perform related tasks. In accepting these Terms, you acknowledge that in order for the Data Holder and/or any other Hyundai company to provide the Services, Relevant Data must be used, and the Data Holder and other Hyundai companies are allowed to use Relevant Data for (i) providing the Services as described in these Terms, (ii) providing support, warranty, guarantee or similar services or to assess your or third party's claims related to the vehicle or Services, or (iii) monitoring and maintaining the functioning, safety and security of the vehicle or Services and ensuring quality control.

9.6. We may transfer our role as Data Holder to another Hyundai affiliate, which will then become the Data Holder; this typically involves a change of the provider/contractual partner on the part of Hyundai. The remaining provisions in these Terms apply to the transfer of services and the underlying contracts.

9.7. We undertake not to use Relevant Data, that is non-personal data, to derive insights about your economic situation, assets and production methods, or about the use of the vehicle or Services in any other manner that could undermine your commercial position on the markets in which you are active.

[Your access to Relevant Data]

9.8. You have the right to access the Relevant Data, including metadata in the meaning of the Data Act, if applicable, free of charge, with at least the same quality as available to us, in a comprehensive, structured, commonly used and machine-readable format, where relevant and technically feasible, continuously and in real time.

9.9. The technical details regarding the access procedure are available at https://connected-mobility.hyundai.com/data-rights-en ("**Data Act Information Notice**").

9.10. When you request access to Relevant Data, we may require additional information to confirm your identity, the validity of the request and your eligibility to access the Data. For this purpose, we may require:

1. proof of ownership of the vehicle; OR
2. proof of lease or other title for temporary use of the vehicle; OR
3. proof of other rights to use the Services.

9.11. If you are not the legal owner of the vehicle, the request for data access should be submitted via the owner of the vehicle.

9.12. Prior to granting access to data, we may request that technical and organisational security measures are applied to secure the data.

9.13. We may refuse access to the Relevant Data, where disclosure of data (or any further processing of data) could have a serious adverse effect on the health, safety or security of a natural person.

9.14. Additionally in exceptional circumstances, where you are not able to assure sufficient security of Relevant Data classified as trade secret or in case where the disclosure of such Relevant Data could cause us, with high likelihood, a serious economic damage, we may refuse granting the access to Relevant Data.

9.15. If we refuse your request to access the Relevant Data, we will also notify the relevant authority accordingly. In such case, you are also entitled to know the reasons why your request has been rejected and to lodge a complaint with the relevant authority. Information about the competent authority is available in the Data Act Information Notice: [https://connected-mobility.hyundai.com/data-rights-en]

9.16. In relation to personal data, if the scope of requested Relevant Data includes personal data, the GDPR applies. In such case, you may be requested to demonstrate the lawful basis for processing personal data, unless you are the data subject within the meaning of the GDPR, and you may only request the personal data pertaining to yourself.

[Your use of Relevant Data]

9.17. You are entitled to use the Relevant Data that has been made available to you for any lawful purpose and share the Relevant Data freely with third parties. However, you are not permitted to:

1. use the Relevant Data to develop a connected product that competes with the Hyundai vehicle nor share the Relevant Data with third parties for this purpose;
2. use Relevant Data to derive insights about our economic situation, assets and production methods, or those of Hyundai Motor Company;
3. use coercive means or exploit any gaps in our technical infrastructure designed to protect the Relevant Data in order to obtain access to data;
4. share the Relevant Data with a third party considered to be gatekeeper under Article 3 of Regulation (EU) 2022/1925 (an up-to-date list of gatekeepers is available here: https://digital-markets-act.ec.europa.eu/gatekeepers_en)).

[Sharing of Data with third parties in relation to the Purposes]

9.18. We may share Relevant Data that is not personal data with Hyundai affiliates and/or third parties if the data is used by the third party for one or all of the following purposes:

1. assisting the Data Holder in achieving the Purposes
2. achieving the Purposes, in collaboration with the Data Holder
3. other purposes of third parties, if you have specifically requested this. In such case, we can request compensation from such third party for sharing Relevant Data.

9.19. Except for cases described in Section 9.18, 9.22 and/or in the Privacy Notice [https://notice.hyundai.com /cci_hyundai_eu/term/PN_HCM_Test1], we will only share the Relevant Data at your request, which you can submit to us or to third parties of your choice. For more information regarding the request procedure, please refer to the Data Act Information Notice: [https://connected-mobility.hyundai.com/data-rights-en]

9.20. When sharing Relevant Data, that is not personal data, with a third party, we will ensure that the third party is contractually bound:

1. 4. not to use the Relevant Data for any purposes or in any way beyond the use that is permissible in accordance with this section;
2. 5. not to derive insights about your economic situation, assets and production methods, or about the use of the vehicle or Services in any other manner that could undermine your commercial position on the markets in which you are active;
3. 6. to apply the technical and organisational measures required for ensuring an appropriate level of security of the Relevant Data;
4. 7. not to share Relevant Data further unless you specifically request or approve of such data sharing, or unless such data sharing is required and, in your interest, to fulfil the Purposes or any contract you may have with such third party.

9.21. Under no circumstances will we share Relevant Data with a third party considered to be gatekeeper under Article 3 of Regulation (EU) 2022/1925 (an up-to-date list of gatekeepers is available here: https://digital-markets-act.ec.europa.eu /gatekeepers_en)) unless this is related to the provision of the Services.

9.22. For avoidance of doubt, we and the third parties with whom the Relevant Data has been shared, are authorised to use, at our sole discretion, processing services provided by third parties, such as cloud computing services (including infrastructure as a service, platform as a service and software as a service), hosting services or similar services to achieve the Purposes.

[Termination of Data Licence]

9.23. The use of Relevant Data is limited to the retention periods specified in Data Act Information Notice: [https://connected-mobility.hyundai.com/data-rights-en]

9.24. Termination of or withdrawal from the Services results in termination of the Data Licence. Please note that if you terminate the Data Licence, your use of Services may be limited.

9.25. The Data Licence also terminates automatically:

1. upon transfer of the vehicle or permanent discontinuation of the Services;
2. when your title to use the vehicle expires (i.e. you sell your vehicle);
3. in the case referred to in Section 9.5.

9.26. Upon expiry or termination of the Data Licence, we will no longer collect Relevant Data. However, the Data Holder is entitled to further process Relevant Data already generated or collected before the date of termination or expiry of the Data Licence as specified in this section.

[Use of personal data]

9.27. The use and sharing of Relevant Data that is personal data has been described in detail in the Privacy Notice: [https://notice.hyundai.com/cci_hyundai_eu/term/PN_HCM_Test1]

[Transfer of the vehicle. Additional users of Services]

9.28. If you sell your vehicle or otherwise provide it to a third party on a permanent basis (for example you conclude a long-term lease of your vehicle), you must follow the requirements specified in Section 6.8.

9.29. If you allow another individual ("**Additional User**") to use the Services, you must ensure that:

1. such Additional User has acknowledged and accepted these Terms of Use and specifically this section;
2. you support the Additional User in relation to any requests by the Additional User related to Relevant Data, in particular by acting as our primary contact in relation to the Relevant Data;
3. you notify us of any requests or claims by the Additional Users related to the Relevant Data without delay and cooperate with us in addressing such claims or requests, in particular by providing us with any necessary information.

9.30. If you allow an Additional User to link the vehicle in their App, that Additional User will also be able to request to share data with a third party as described in Sections 9.17-9.22.

If you are an Additional User, you must not request to share data with a third party without the prior approval of the user who has granted you access to the Services ("Primary User"). You must also always inform the Primary User of having made any such requests.

Only the User who requested data sharing with a partner service can view that partner service in the App. This User can also stop sharing data with that partner service via [Settings]> [Privacy Centre] > [My Vehicles] > [Partner Services].

Primary Users, however, can request that we stop any data sharing accepted by an Additional User by contacting us directly at hcm.dataprotection@hyundai-europe.com.

9.31. In so far as is allowed by the law, you are liable for any damage caused to us or to third parties if you fail to comply with your obligations specified in Section 9.29 and/or 6.8.

[Further information]

9.32. Detailed information regarding Relevant Data, your rights under the Data Act and other information required by the law is available in the Data Act Information Notice: [https://connected-mobility.hyundai.com/data-rights-en]

[Access to and use of Relevant Data of Authorised User]

9.33. You are considered **Authorised User** if you do not have your own title to the vehicle (i.e. ownership or lease), but use the Services based on authorisation of another party conducting a business activity ("**Business User**"), in particular:

- your employer;
- your business partner such as a car hire company.

9.34. Section 9.1 - 9.31 do not apply to Authorised Users. Business Users are required to provide you with all information required by law, in particular regarding how and for what purposes the Relevant Data is used, how it can be access and with whom it is shared. Please contact the Business User for relevant information.

9.35. Authorised Users should submit requests for access to Relevant Data that is not personal data via the Business User.

9.36. Your rights in relation to processing personal data remain unaffected, as described in the Privacy Notice: [https://notice.hyundai.com/cci_hyundai_eu/term/PN_HCM_Test1]

10. DATA PROTECTION AND CYBERSECURITY

10.1. For information on how we collect and process personal data in connection with the provision of the Services, please refer to our Privacy Notice.

10.2. Please inform any other driver of the vehicle or potential user of the Services that the Services are activated and that data (in particular location/GPS data) will be collected and processed as described in the Privacy Notice.

10.3. Whenever you assert your rights as a data subject or make declarations under data protection law (e.g. withdrawal of consent), this shall not affect the validity of the contract based on these Terms.

10.4. However, we may terminate the contract based on these Terms without a notice period,

- if you withdraw your consent (if applicable) or object to further processing of your personal data, and
- if we cannot reasonably be expected to continue the contractual relationship until the agreed end of the contract or until the expiry of a statutory or contractual notice period taking into account the scope of data processing which continues to be permissible and weighing up the interests of both parties.

10.5. In order to assure proper management of appropriate cybersecurity standards, our vehicles, depending on the model, may be equipped with additional cybersecurity features.

In such case, once you activate the Services in your vehicle, the level of cybersecurity of your vehicle shall be continuously monitored in order to quickly detect and remove possible cyber threats.

Unless a risk is detected, the security event data shall remain stored in your vehicle.

The cybersecurity features may be updated from time to time, when necessary to maintain cybersecurity standards.

For more information about how we collect and process personal data for these purposes, please refer to our Privacy Notice.

11. RIGHT OF WITHDRAWAL (ONLY FOR CONSUMERS)

11.1. INSTRUCTIONS ON WITHDRAWAL

The right of withdrawal as described below shall only apply to consumers, i.e. any natural person who enters into a legal transaction for purposes that are predominantly outside of that person's trade, business or profession.

Instructions on withdrawal

Right of withdrawal

You have the right to withdraw from this contract within 14 days without giving any reason.

The withdrawal period will expire 14 days from the day of the conclusion of the contract.

To exercise your right of withdrawal, you must notify us (Hyundai Connected Mobility GmbH, Kaiserleipromenade 5, 63067 Offenbach, Germany, +49 69271472377, bluelink.care@hyundai-europe.com) by means of a clear statement about your decision to withdraw from this contract.

You may use the sample withdrawal form in Sec. 11.2 below, but it is not obligatory.

To exercise your right of withdrawal within the withdrawal period, it is sufficient that you send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

Consequences of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract.

We will carry out such reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

11.2. SAMPLE WITHDRAWAL FORM

Sample withdrawal form

(complete and return this form only if you wish to withdraw from the contract)

To Hyundai Connected Mobility GmbH, Kaiserleipromenade 5, 63067 Offenbach, Germany, +49 69271472377, bluelink.care@hyundai-europe.com

- I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*),
- Ordered on (*)/received on (*),
- Name of consumer(s),
- Address of consumer(s),
- Signature of consumer(s) (only if this form is submitted on paper),
- Date

(*) Delete as appropriate.

12. CHANGES

We reserve the right to amend these Terms or the App and Services due to future economic, legal and technical developments in line with the following provisions.

12.1. Changes that are legally advantageous or neutral to you shall take effect immediately.

12.2. Further, we may only make changes to the App and its Services that go beyond what is required to maintain conformity with the contract if there is a valid reason for such a change, the change does not involve additional costs for you nor changes the essence of the App and its Services and you are informed in clear and understandable language of the change.

A valid reason shall exist if the change is necessary in order to
- improve access to and usability of the App and its Services (including introducing new or enhanced existing functions or functionalities),
- adapt the App and Services to amended legal requirements,
- adapt the App and Services to technical changes or developments in systems operated by us or third parties or to technical developments in our users' systems;
- make changes necessary due to important operational reasons;
- make changes resulting from the need to remove ambiguities, errors or clerical mistakes possibly occurring in the Terms; or
- make changes to the contact details, names, identification numbers, electronic addresses or links provided in the Terms.

12.3. In case of changes subject to Sec. 12.2 that have significant negative impact on your access to or the usability of the App and its Services, you will be informed with reasonable advance notice in clear and understandable language by means of a durable medium about the features and timing of the change and your right to terminate the contract free of charge at any time; unless we provide you access to and use of the unchanged App and Services at no additional cost.

12.4. Otherwise, in case of all other material changes to these Terms, we will notify you of the intended changes with advance notice.

12.5. If you do not tell us otherwise in writing (for example by sending a letter or email) within two weeks after our notification, we will assume that you accept the changes (we will remind you of this when we inform you about the intended changes).

12.6. If you tell us that you do not accept the changes, we may terminate our contract based on these Terms with effect from the date on which the changes should have applied.

13. WARRANTY

13.1. In the event that the provided App and Services are defective, warranty obligations shall apply in accordance with the applicable statutory provisions.

13.2. In addition, the following shall apply with regard to software updates of the App and Services:
- If you do not install an update or fail to install it properly, we shall not be liable for any defects of the App and Services caused through the lack of the particular update.
- As a general rule, if the App and Services (including its updates) exhibit defects, it shall be presumed that the digital products were defective during the previous period of provision.

This does not apply if (i) your digital environment was not compatible with the technical requirements of the App and Services at the relevant time as communicated by us; or (ii) we cannot investigate whether the technical requirements have been complied with as a consequence of your refusal to cooperate in investigating the relevant circumstances in an

appropriate manner and where possible for these purposes, and we intended to use technical means to determine the relevant circumstances that represent the least intrusion for you.

13.3. When you assert your claims in connection with defects, you shall cooperate with us to the extent reasonably necessary and possible to enable us to investigate whether the cause of the defect was in your digital environment.

Your obligation to cooperate is limited to the technically available means that are least intrusive for you.

14. LIABILITY

14.1. In the event of wilful intent or gross negligence, regardless of the legal grounds, we shall be liable in accordance with the statutory provisions.

14.2. In the event of ordinary negligence, we shall only be liable if a material contractual obligation has been breached; this shall be limited to compensation for foreseeable, typically occurring damage.

A material contractual obligation is an obligation whose fulfilment is essential to achieving the purpose of the contract and on whose fulfilment the contractual partner may regularly rely.

14.3. The limitation of liability according to Sec. 14.2 does not apply to damages resulting from injury to life, body or health. Furthermore, it does not apply to fraudulent concealment or to a guarantee exceptionally assumed by us or to claims under the Product Liability Act.

14.4. Insofar as our liability is excluded or limited, this also applies to the personal liability of our employees, representatives and agents.

15. MISCELLANEOUS

15.1. If any term of our contract should be found invalid, you and we agree that the other terms of our contract shall remain valid and unaffected.

15.2. Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

16. CUSTOMER SERVICE & ALTERNATIVE DISPUTE RESOLUTION

16.1. If you have questions or complaints, you can contact us at:

Hyundai Connected Mobility GmbH

Kaiserleipromenade 5

63067 Offenbach

Germany

Phone: +49 69271472377

Email: bluelink.care@hyundai-europe.com

16.2. Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. The European Commission provides a platform for alternative dispute resolution.

You can access the platform via http://ec.europa.eu/consumers/odr/. Hyundai is not obligated to and does not participate in alternative dispute resolution procedures before an alternative dispute resolution entity for consumers.

17. PLACE OF JURISDICTION AND APPLICABLE LAW

17.1. The exclusive place of jurisdiction for all claims arising from the business relationship with merchants is Offenbach, Germany.

17.2. The same place of jurisdiction shall apply if the customer does not have a general place of jurisdiction in Germany, moves their domicile or usual place of residence after conclusion of the contract or if their domicile or usual place of residence is not known at the time the action is brought.

17.3. All disputes arising from or on the basis of this contractual relationship shall be governed by German law to the exclusion of the UN Convention on Contracts for the International Sale of Goods (CISG).

17.4. If the customer is a consumer, i.e. any natural person who enters into a legal transaction for purposes that are predominantly outside of that person's trade, business or profession, this choice of law shall apply only to the extent that it offers the consumer the mandatory applicable consumer protection provisions of the country in which the consumer has their usual place of residence at the time of their order.

Annex 1: List of countries

Austria

Hyundai Import Gesellschaft m.b.H.
Richard Strauss Straße 14
1230 Vienna
Austria
Commercialregister number: 47654f

Belgium

NV Korean Motor Company SA
Pierstraat 229
2550 Kontich
Belgium
Commercial register number: BE0404273333

Bosnia and Herzegovina

Hyundai-Auto BH d.o.o.
Branilaca ipa 4C
71000 Sarajevo
Bosnia and Herzegovina
Commercial register number: 65-01-0799-09

Bulgaria
Industrial Commerce Ltd
1797 Sofia
260 Ring Road
Bulgaria
Commercial register number: 204502867

Canary Islands
HYUNDAI CANARIAS, S.L.U.
C/ Lomo la Plana, 16
35.019. Las Palmas de Gran Canaria
Las Palmas
Commercial register number: B76156504

Croatia
Hyundai Hrvatska d.o.o.
Ljubljanskaavenija 4C
10090 Jankomir
Grad Zagreb
Croatia
Commercial register number: HRSR.080961241

Cyprus
CTC Automotive Ltd
Shacolas Emporium Park-Annex 4, 4 Verginas Street
2030 Nicosia
Cyprus
Commercial register number: HE145360

Czech Republic
Hyundai Motor Czech s.r.o.
Siemensova 2717/4
155 00 Praha 5
Czech Republic
Commercial register number: 28399757

Denmark
Hyundai Bil Import A/S
Korsvej 1
6000 Kolding
Denmark
Commercial register number: 14790993

Finland
Hyundai Motor Finland OY
Kellokukantie 2
01300 Vantaa
Finland
Commercial register number: FI16337337

France
Hyundai Motor France
Tour Nova – 71 Boulevard National

92250 La Garenne-Colombes
France
Commercial register number: 411 394 893

Germany

Hyundai Motor Deutschland GmbH
Kaiserleipromenade 5
63067 Offenbach
Germany
Commercial register number: HRB 47293

Greece

Hyundai Hellas S.A.
31, Viltanioti Street
14564 Kifissia
Greece
Commercial register number: 659601000

Hungary

Hyundai Holding Hungary Kft
Cziffra György út 15
1182 Budapest
Hungary
Commercial register number: 01-09-881438

Iceland

BL ehf
Kauptúni 1
210 Garðabær
Iceland
Commercial register number: 630211-0500

Ireland

Hyundai Cars Ireland Limited
JFK Drive, Naas Road
Dublin, 12
Ireland
Commercial register number: 211878

Italy

Hyundai Motor Company Italy S.r.l.
Via Giovanni Bensi 11
20152, Milano
Italy
Commercial register number: MI-1883965

Malta Meridian Enterprises Co. Ltd. Pater House 168 Psaila Street Birkirkara BKR 9077 Malta Commercial register number: C3988

Moldova

Pacific Motors SRL
Chisinau str. Calea Mosilor 5/1
Moldova
Commercial register number: 1014600041393

The Netherlands
Hyundai Motor Netherlands b.v.
Hub van Doorneweg 14
2171 KZ Sassenheim
The Netherlands
Commercial register number: 61506230

Norway
Hyundai Motor Norway AS
Alf Bjerckes vei 8
0582 Oslo
Norway
Commercial register number: 914 315 816

Poland
Hyundai Motor Poland Sp. Z o.o.
ul. Woloska 24
02-675 Warszawa
Poland
Commercial register number: 0000067315

Romania
Hyundai Auto Romania
Bd. Expozitiei, nr. 2, showroom Hyundai
etaj 1, sector 1, Bucuresti
Romania
Commercial register number: J40/15805/1994

Serbia
Hyundai Srbija d.o.o. Beograd
Milutina Milankovia 7V
11070 Novi Beograd
Serbia
Commercial register number: 21114804

Slovakia
Hyundai Motor Czech s.r.o., organizaná zloka Slovaki
Galvaniho 17/A
821 04 Bratislava
Slovak Republic
Commercial register number: 1610/B

Slovenia
Hyundai Avto Trade d.o.o. Ljubljana
Brnieva 45
1231 Ljubljana – rnue
Slovenia
Commercial register number: 5526485

Spain
Hyundai Motor España S.L.U.
Calle Quintanapalla 2

28050 Madrid
Spain
Commercial register number: B85754646

Sweden

Hyundai Motor Sweden AB
Hyllie Stationsväg 42
215 32 Malmö
Sweden
Commercial register number: 559441-2529

Switzerland

ASTARA MOBILITY SWITZERLAND AG
Brandbachstrasse 6
CH-8305 Dietlikon
Switzerland
Commercial register number: CHE-262.166.165

Turkey

Hyundai Motor Türkiye Otomotiv A.
Aydinevler Mah. Sanayi Cad. No: 32 Ic Kapi No: 20
34854 Maltepe, stanbul
Turkey
Commercial register number: 0910006485

UK

Hyundai Motor UK Limited
Ground Floor, Birchwood Building Springfield Drive
Leatherhead, Surrey KT22 7LP
United Kingdom
Commercial register number: 05446560

Ukraine

Hyundai Motor Ukraine LLC
1A Novokonstantynivska Str.,
04080 Kyiv
Ukraine
Commercial register number: 33261252

Annex 2: List of Services

EFFECTIVE FROM 1 JULY 2025

18. VEHICLE REGISTRATION (FOR VEHICLES WITH BLUELINK)

Please follow the steps below to use the Bluelink service in the myHyundai app.

1. Activate Bluelink in your vehicle.
2. Download the “myHyundai” App from the Google Play Store or Apple App Store.
3. Log in with your Hyundai account.
4. Allow myHyundai to access to your personal data from your Hyundai account (phone number, user profile, email address).
5. Enter your phone number and verify your number with a 6-digit verification code, which we will send to your phone number via SMS.
6. Create a 4-digit pin for your own Bluelink service.
7. Agree to the myHyundai Terms of Use (mandatory) and provide your consent for marketing purposes (optional).

18.1. VEHICLE REGISTRATION (BASIC SERVICES)

1. Start vehicle registration by clicking the “Register” button on the Home screen. Alternatively, you can also go to the "My” menu and click the “+” icon next to “Available vehicle(s)”.
2. Agree to the myHyundai Terms of Use (mandatory) and provide your consent for marketing purposes (optional).
3. Scan the QR code in your infotainment system. You can find the code in [Settings] > [Bluelink] > [Modem information] in your vehicle’s infotainment system.
4. By scanning the QR code, your vehicle is registered only for basic services such as finding a dealer, Bluelink Store and maintenance services (if applicable).

18.2. ACTIVATE BLUELINK SERVICES

1. In order to activate Bluelink services in the myHyundai app, click “Vehicle setup guide” on the popup following after the vehicle registgration. Alternatively, please click the “Bluelink registration” component on the Home screen.
2. (In case your Bluelink service has expired, Bluelink activation can’t be completed. Please go to ”Store” -> “Bluelink Store” and purchase a subscription.)
3. Click “Activate Bluelink” on the onboarding screen.
4. Agree to the Terms of Use for Bluelink (mandatory).
5. Verify your VIN by entering an activation code, which we will send to your vehicle’s infotainment system.
6. Bluelink has been activated for your vehicle.

Please note that the activation of Bluelink in the infotainment system and in the myHyundai app are two separate processes.

Some Services are only available in the app.

If you remove your Bluelink vehicle from the myHyundai app, you can still decide whether to deactivate Bluelink within the infotainment system of your vehicle or keep it activated solely for use within your vehicle.

18.3. VEHICLE REGISTRATION (FOR VEHICLES WITHOUT BLUELINK)

1. Start vehicle registration by clicking the “Register” button on the Home screen. If you cannot see the button, please go to the “My” menu and click the “+” icon next to “Available vehicle(s)”.
2. In case your vehicle is not equipped with Bluelink, please click “Enter VIN”. You can enter the VIN manually or take a picture using your camera.
3. Your ownership information is checked in the CRM system of the Hyundai distributor where you registered your Hyundai account. If the ownership data associated with the VIN in the CRM matches your user information, the vehicle registration is completed.

Please note that vehicle registration for vehicles without Bluelink is not supported in all countries.

1. If the ownership data associated with the VIN in the CRM does not match your user information, the App will ask you to submit proof of ownership.
2. Submit the ownership document (up to 2 files/images can be added).
3. The vehicle registration process will be completed upon verification of the ownership documents. Your vehicle will appear under “Available vehicle(s)”.

18.4. If you do not yet have a Hyundai account, please create a new account by doing the following:

1. Open the myHyundai app and click “Login” and “Create Account”.
2. Enter your email, first name, last name, country of residence, and your desired password.
3. Accept the Terms of Use that apply to the Hyundai account.
4. Select “Register”.
5. Verify your email address by entering a 4-digit verification code that was sent to your email.

18.5. If you have forgotten your email address or password for logging in to your Hyundai account, click the “Forgot password?” link in the myHyundai app.

18.6. The scope of services depends on the activation status of Bluelink. In case only basic services are activated or if you have registered a vehicle without Bluelink, certain features will not be supported in the myHyundai app.

19. HOME

19.1. VEHICLE STATUS AND CONTROL

You can check the current status of your vehicle and send remote commands to your vehicle. Information such as driving range, total mileage, charging status, and battery level is displayed based on the vehicle type (ICE, EV, PHEV, HEV, FCEV) and its current condition.

19.2. MAP

19.2.1. VEHICLE LOCATION

You can find your vehicle’s current location on the map by clicking “vehicle location”. You can find the way to your vehicle via Google Maps.

19.2.2. FIND MY CAR

Forgot where you parked? Simply open the Bluelink app and the map will guide you there.

19.2.3. SEND TO CAR

With the Bluelink app, you can search for destinations from the comfort of your sofa. Bluelink then syncs with your navigation system, loading the route so that it is ready to go when you are. Simply get in and press go.

19.2.4. MY CAR POI

My car POI synchronises the stored POIs (points of interest) such as “Home” or “Work address” between the infotainment system and your Bluelink app.

19.2.5. LAST MILE NAVIGATION

You might have to park your car somewhere before you reach your actual destination. If you are between 200 m and 2 km away from your destination, you can hand over the navigation from your car to the myHyundai app. With Google Maps, your smartphone will then guide you exactly to where you want to go.

19.2.6. EV POI (EV & PHEV ONLY)

This feature helps you find the closest and best EV charging stations according to your requirements (such as charging type) and your preferences (via a filtering option).

19.2.7. SEND TO CAR

You can send certain POIs (point of interest) or favourite addresses from the myHyundai app to your vehicle's navigation system.

19.2.8. SEND TO CAR VIA GOOGLE MAPS

When searching for a certain location on Google Maps on your mobile device, you can send the location directly to your navigation system by clicking the "Share" button. On the bottom sheet, please click "myHyundai".

19.2.9. FAVOURITE AND SAVED LOCATIONS

You can save or edit favourite addresses from the myHyundai app and sync them to your vehicle.

19.2.10. ROUTE CALCULATION & EV SMART ROUTING

When you enter a destination on the map, you can calculate your route and plan stop-offs. For electric vehicles, the route will include charging stops in case you cannot reach the destination with your current battery level. The destination can be sent to your vehicle's navigation system.

19.2.11. HYUNDAI DIGITAL KEY

Hyundai Digital Key allows you to unlock, lock and start your vehicle with your smartphone or other smart devices without the need to carry a physical smart key on you. Please check whether your smartphone is compatible and fully supports this function on our website (https://www.hyundai.com/eu/drivinghyundai/owning-a-hyundai/bluelink-connectivity/digital-key.html)).

In order to activate this function, you need to download the myHyundai app and activate Bluelink for your vehicle in the app. To activate the Hyundai Digital Key, you must be inside your vehicle with the engine on and the gear in P.

In case your vehicle is eligible for Hyundai Digital Key but it is not activated, you will see a message asking you to set up the digital key. When clicking the "Register" button, the activation process will be taken over to your wallet app and will be subject to the relevant terms thereof.

Once the registration process is started from your wallet app, place your smartphone on the vehicle's wireless charging pad.

The initial set-up requires two physical smart keys to be with you inside the vehicle. By doing so, you confirm that you are authorised to use the vehicle and that you are entitled to activate and use the Hyundai Digital Key function of the connected vehicle in accordance with this Section.

Hyundai Digital Keys can be activated on a smartphone or smart device as per the Terms of Use as defined in this Section and Section 5. Each Hyundai Digital Key automatically expires when the contract with you based on these Terms of Use is terminated in accordance with Section 5.2.

You may share Hyundai Digital Keys with multiple smartphones. You may also activate Hyundai Digital Keys on other smart devices, depending on their compatibility. Please find further technical details on our website (https://www.hyundai.com/eu/driving-hyundai/owning-a-hyundai/bluelinkconnectivity/digital-key.html)).

You may share and manage a Hyundai Digital Key via the wallet app, in which case the respective terms of use apply in addition. When sharing the Hyundai Digital Key, you can restrict which features can be accessed.

You can revoke a shared Hyundai Digital Key or delete an activated Hyundai Digital Key at any time before it expires via the respective wallet apps or via the infotainment system ("Settings" -> "Vehicle" -> "Digital Keys" -> "Smartphone Key" -> "Delete").

If the Hyundai Digital Key is deleted by the user it has been shared with or revoked by the main owner of the Hyundai Digital Key, the shared user will no longer be able to access the vehicle.

Once you have activated the Hyundai Digital Key function, you are responsible for ensuring that you allow only trusted individuals to use the Hyundai Digital Keys.

In particular, you must not allow the recipient of a Hyundai Digital Key to drive the vehicle if they do not hold a valid driver's license and/or if they are otherwise unable and not authorised to drive motor vehicles in the relevant country at the time they wish to drive.

In the event of sale or other permanent transfer of the vehicle to a third party, you are obligated to delete all active Hyundai Digital Keys in good time as part of your obligations under Section 6.8.

NOTE: Hyundai Digital Key is based on NFC (near-field communication) or UWB (ultra-wideband) technology, depending on your vehicle model. If your Hyundai Digital Key device is switched off or the battery is fully discharged, you will only be able to use the Hyundai Digital Key for a limited time thereafter.

For more guidelines regarding the safe use of the Hyundai Digital Key, please refer to the vehicle manual.

19.2.12. YOU ARE PARKING HERE (ONLY FOR VEHICLES ELIGIBLE FOR IN-CAR PAYMENT)

This component enables you to check your current parking location. It is only displayed when you have an active parking session via In-Car Payment.

19.2.13. PUSH NOTIFICATIONS

Once enabled, the myHyundai app will send you push notifications. The specifications may vary depending on the country or vehicle model:

19.2.13.1. SERVICE NOTIFICATIONS

- Notice
- Events and marketing
- Vehicle services

19.2.13.2. VEHICLE DIAGNOSTICS (ALL BLUELINK PACKAGES)

- Warning light status (e.g. hazard lights alert / sidelights alert)
- Permissions
- Vehicle sharing
- Vehicle registration

19.2.13.3. CONTROL (ALL BLUELINK PACKAGES)

- Vehicle status (e.g. door open, boot open, bonnet open, charging door open, window open, rear seat alert, software update status)
- Battery status (e.g. high voltage battery discharge alarm)
- Destination alarm
- Idle alert
- Remote control results
- Valet mode suggestion
- Anti-theft alarm

19.2.13.4. CHARGING / CLIMATE (ALL BLUELINK PACKAGES, EV ONLY)

- Charging or scheduled charging
- Climate control or scheduled climate control

You can select the types of notifications you wish to receive in the settings menu ("My" -> "Settings" -> "Notification settings"). You can also turn on "Do not disturb" option to stop receiving notifications from the app between 9 pm and 9 am.

20. STORE

20.1. BLUELINK SUBSCRIPTION STATUS

The current Bluelink Subscription component allows you to easily view the active Bluelink subscription plan, including the plan type (LITE, PLUS, or PRO), its expiration or renewal date, and to manage the subscription through a direct link to the Bluelink Store.

20.2. BLUELINK STORE

You can explore the Bluelink Store to discover and manage mobility services tailored to your lifestyle. Subscribe to Bluelink PLUS or PRO, or purchase digital products and services for your vehicle.

21. CONTROL

SERVICE PACKAGES

21.1. HYUNDAI BLUELINK PACKAGES (HYUNDAI BRAND VEHICLES ONLY)

With our Bluelink packages Bluelink LITE, Bluelink PLUS and Bluelink PRO, you can choose the services that best fit your needs.

21.1.1. COMPLIMENTARY PERIOD

When you buy or lease a Hyundai vehicle equipped with Bluelink, you will receive free access to certain services for a limited time (the “ complimentary period”).

The exact duration and features included depend on the vehicle model and configuration, and the country in which it was purchased. The complimentary period of Bluelink services starts with the sales date of your vehicle.

The terms “legacy fleet” and “new fleet” are used below only to help differentiate between vehicle configurations. To find out which category your vehicle falls into and the remaining period of the respective service, open the Bluelink app and tap “Current Plan” on the Home screen.

You can also visit the official Hyundai Bluelink website: https://www.hyundai.com/eu/bluelink.html

Legacy fleet

Legacy fleet applies to models from 2019 to 2024 with earlier Bluelink configurations. For details on eligibility and available services, please check your Bluelink app.

- Free access to Bluelink PRO (3 years) or PLUS (5 years), depending on your model.
- After this period, a paid subscription is required to continue using Bluelink services.
- If not renewed, the services will be deactivated, and your vehicle will be reset (all personal settings will be deleted).

New fleet

New fleet applies to models from 2025 onwards. For details on eligibility and available services, please check your Bluelink app.

- Free access to Bluelink LITE for up to 10 years.
- In addition to Bluelink LITE, you will receive free access to Bluelink PLUS and PRO for a minimum of 6 months, after which a paid subscription is required to continue using the respective Bluelink service.
- If you choose not to subscribe to Bluelink PLUS or PRO, the vehicle will continue with Bluelink LITE for the remainder of the 10-year complimentary period.

21.1.2. SUBSCRIPTION PACKAGES AFTER COMPLIMENTARY PERIOD

After the complimentary period ends, you can choose from the following Bluelink packages based on your vehicle's model and configuration, and the country in which it was purchased:

Bluelink LITE

Includes core features such as connected routing, EV services, vehicle status update in the Bluelink app, and Hyundai Digital Key (if supported).

Free for up to 10 years and only in new fleet vehicles (not legacy fleet).

Bluelink PLUS

Adds remote functions (e.g. climate control, locking) and live services (e.g. weather, speed cameras).

Complimentary access may vary:
- Up to 5 years for legacy fleet without OTA support
- 3 years for legacy fleet with OTA
- Minimum of 6 months for new fleet

Afterwards, available via paid subscription.

Bluelink PRO

Includes all features of LITE and PLUS, as well as streaming services (if supported) and over-the-air updates for the infotainment system.

Complimentary access may vary:
- 3 years for legacy fleet with OTA
- 6 months for new fleet

Afterwards, available via paid subscription.

Note: For a full list of package features, please see the website: https://www.hyundai.com/eu/bluelink.html

21.1.3. VARIABILITY AND SERVICE UPDATES

Complimentary access and package availability may vary based on the country in which the vehicle was purchased, the vehicle type and the technical specifications.

Hyundai reserves the right to update or change services as outlined in Section 14 ("Changes").

21.2. CONTROL

21.2.1. REMOTE SERVICES (BLUELINK PLUS AND BLUELINK PRO ONLY)

Via the Remote tab, you can access the current vehicle status with a top-view image as well as major remote features for controlling your vehicle.

21.2.2. REMOTE WINDOW CONTROL (SOME VEHICLES ONLY)

The remote window control function allows you to remotely open and close the windows of your vehicle.

21.2.3. REMOTE WINDOW VENTILATION (SOME VEHICLES ONLY)

The remote window ventilation function allows you to remotely open and close the windows of your vehicle slightly for ventilation purposes.

21.2.4. REMOTE HORN AND LIGHT (SOME VEHICLES ONLY)

The remote horn and light function allows you to remotely activate both the headlights and the horn of your vehicle for approximately 30 seconds. The horn can be stopped earlier if you open and lock the door with the Smart Key.

21.2.5. REMOTE LIGHT (SOME VEHICLES ONLY)

The remote light function allows you to remotely flash the headlight of your vehicle for approximately 30 seconds.

21.2.6. REMOTE CONTROL OF HAZARD LIGHTS / SIDELIGHTS (SOME VEHICLES ONLY)

When your vehicle is left with the hazard lights and/or sidelights on, the Bluelink app will inform you via a notification. You can turn off the lights remotely using the app.

21.2.7. REMOTE FRUNK (SOME VEHICLES ONLY)

The remote frunk function allows you to open the vehicle's frunk remotely via the app.

21.2.8. REMOTE CLIMATE CONTROL (EV ONLY)

This EV-specific feature allows you to precondition your car whenever you want: just set a target temperature and start remote climate control. For your convenience, you can also activate the rear window and the steering wheel heating.

21.2.9. REMOTE ENGINE START (ONLY FOR CERTAIN COUNTRIES)

The Service enables you to start your vehicle remotely via the App and activate the climate controls.

21.2.10. REMOTE SMART PARKING ASSIST (SOME VEHICLES ONLY)

This Service parks your vehicle remotely. ‘Remote Smart Parking Assist Entry (Level 1)’ supports remote in-parking and out-parking.

‘Remote Smart Parking Assist 2 (Level 2)’ supports more advanced parking and exit manoeuvres by controlling steering, acceleration and deceleration, gear shifting, and braking. This Service is available only for certain vehicle models equipped with Digital Key 2 with ultra-wide band modules.

21.2.11. USER RECOMMENDATIONS

The features described in this section will be provided based on the current status of your vehicle.

- Current events regarding your vehicle that require your attention:
- Low fuel or low battery level
- Current charging status of your vehicle
- Active DTC (diagnostic trouble code)
- Valet parking mode
- V2L/V2X status
- Vehicle is left with the lights on (sidelights, hazard lights) etc.
- Remote climate
- Set the climate to the coolest or warmest setting
- Smart climate: Target temperature and climate options are recommended based on the current temperature. The smart climate settings cannot be configured.
- General recommendations
- Nearest filling stations or charging stations, etc.

21.2.12. VALET PARKING MODE

The valet parking mode protects your private infotainment information when you give your car keys to another person. Once the service is activated in your infotainment system, the driver can only see the valet mode screen. The rear camera and eCall will still work.

The valet parking mode also provides the following information in your app:
- Drive start and end
- Driving distance
- Driving time
- Top speed

You can disable the valet parking mode using your password in your infotainment system or in the myHyundai app.

21.2.13. CLIMATE CONTROL SETTINGS (EVS ONLY)

You can set all climate-related settings here. Supported features vary based on your vehicle's availability.
- Target temperature
- Duration of climate control
- Defrost windscreen and rear window
- Steering wheel heating
- Seat warmer and seat ventilation

21.2.14. SCHEDULED CLIMATE CONTROL (SOME EVS ONLY)

This feature allows you to activate the scheduled climate control. Set the target temperature and defrost option for two different departure schedules.

21.2.15. VEHICLE DIAGNOSTICS (ALL BLUELINK PACKAGES)

Vehicle diagnostics provides information about active trouble codes (vehicle error messages) of certain control units of the vehicle.

21.2.16. VEHICLE STATUS

The status update provides information on the vehicle status. In addition to the vehicle status, you can also activate related remote commands. Depending on your vehicle, you can view information on:
- Energy or fuel consumption
- Climate control status
- Seat warmer / ventilation status
- Steering wheel heating status
- Rear window heating status
- Windows defrost status
- Door lock/unlock status
- Windows open/closed status
- Charging door open/closed status
- Tailgate open/closed status
- Bonnet open/closed status

21.3. EV

21.3.1. BATTERY/CHARGING STATUS

The current SoC status and the charging and battery conditioning status are displayed in the EV tab.

21.3.2. REMOTELY OPENING/CLOSING THE CHARGING DOOR (SOME EVS ONLY)

This feature allows you to remotely open and close the charging door of your vehicle.

21.3.3. REMOTE CHARGING (EV & PHEV ONLY)

Remote charging allows you to start or stop the charging process remotely. To use remote charging, simply activate “Auto-charge” inside your Hyundai EV or PHEV. Charging sessions can be stopped remotely using the Bluelink app. When using charging stations, sessions should be stopped directly at the charging station.

21.3.4. REMOTE BATTERY CONDITIONING (SOME EVS ONLY)

This feature helps you optimise the battery temperature in order to improve the charging performance of the vehicle.

21.3.5. SCHEDULED CHARGING (EV & PHEV ONLY)

21.3.6. CHARGINGSETTINGS

21.3.6.1. TARGET CHARGE LEVEL

You can set the maximum level for fast charging and standard charging separately (e.g. charge up to 80%).

21.3.6.2. V2L CHARGE LEVEL

This allows you to control how much of the vehicle’s battery can be used to power external devices such as appliances.

21.3.6.3. NOTIFICATION BEFORE END OF CHARGING

Sets the time to trigger a notification when charging is completed.

21.3.6.4. AC CHARGING CURRENT (SOME EVS ONLY)

In the charging current menu, you can adjust the current supplied from the slow charger to 60%, 90% or 100%.

21.4. SURROUND VIEW MONITOR (BLUELINK PLUS, BLUELINK PRO AND SOME VEHICLES ONLY)
Surround view monitor allows you to request images (snapshots) from the current view around your eligible Hyundai vehicle twice every two hours.

This is done using a multi-camera system mounted on the side mirrors as well as the front and rear of the vehicle that can generate a 360-degree bird’s eye view. The images can be stored on your device (e.g. smartphone), including the time they were taken.

The engine must be turned off and the emergency lights must be functioning correctly. In addition, your Bluelink package must include remote services. The feature is only supported for ccNC vehicles.

Please note that the snapshots might capture natural persons (or number plates of vehicles that can be traced back to a natural person) in the vicinity of the vehicle when you request the images. In this case, you are responsible for complying with all applicable statutory provisions, in particular with the EU General Data Protection Regulation (“GDPR”).

In this context, you are considered a data controller within the meaning of the GDPR, which means that you are responsible for the processing of personal data of the affected persons (“data subjects”).

One of your obligations is to properly inform the data subjects about such processing activities. Should you fail to comply with the provisions of the GDPR, you are at risk of objections and sanctions (including fines) by the supervisory authorities as well as claims for damages from affected data subjects.

Therefore, please be mindful and use this feature with the necessary care. In particular, using the feature to create surveillance-like situations (e.g. by requesting sequential snapshots without a specific reason) could be deemed as misuse for which you can be held liable.

Please also make sure to only store images containing natural persons or number plates if absolutely necessary and to limit the storage period to the minimum time necessary.

Furthermore, do not post images containing personal data on the internet or share them with third parties who do not have a need to know about them without the data subject’s consent.

Please refrain from using this feature in special zones or areas that are more sensitive in nature, such as military zones or other high-security areas (e.g. government spaces, research facilities), childcare facilities and schools, etc. without consent. USE AT YOUR OWN RISK.

22. MY

22.1. SETTINGS

You can configure the app settings listed below.

22.1.1. NOTIFICATION SETTINGS

22.1.1.1. SERVICE NOTIFICATIONS

- Notice
- Events and marketing
- Vehicle services

22.1.1.2. VEHICLE DIAGNOSTICS (ALL BLUELINK PACKAGES)

- Warning light status (e.g. hazard lights alert / sidelights alert)
- Permissions
- Vehicle sharing
- Vehicle registration

22.1.1.3. CONTROL NOTIFICATIONS (ALL BLUELINK PACKAGES)

- Vehicle status (e.g. door open, boot open, bonnet open, charging door open, window open, rear seat alert, software update status)
- Battery status (e.g. high voltage battery discharge alarm)
- Destination alarm
- Idle alert
- Remote control results
- Valet mode suggestion
- Anti-theft alarm

22.1.1.4. CHARGING/CLIMATE NOTIFICATIONS (ALL BLUELINK PACKAGES, EV ONLY)

- Charging or scheduled charging
- Climate control or scheduled climate control

You can select the type of notifications you wish to receive in the settings menu (“My” -> “Settings” -> “Notification settings”). You can also turn on “Do not disturb” option to stop receiving notifications from the app between 9 pm and 9 am.

22.1.1.5. AUTHENTICATION SETTINGS

You can select PIN or biometric authentication in order to use remote services.

22.1.1.6. AUTHENTICATION FOR REMOTE CONTROL

When authentication is enabled, remote control must be authenticated using the set authentication method (PIN or biometric) before it can be processed. This setting applies to remote commands sent via the app, widgets and smartwatches.

22.2. PROFILE

You can edit the user information in your profile, such as your phone number, password and PIN. If you change the profile picture, it is synced with the driver’s profile image in your infotainment system. You can also delete your account.

22.2.1. PRIVACY CENTRE

In the privacy centre, you can review all Hyundai services you are using with your Hyundai account. You can also manage your consent preferences for receiving marketing and/or personalised communications.

22.3. WALLET

You can activate Hyundai Pay in the wallet. This allows you to purchase Bluelink subscriptions and digital products and services available in the Bluelink Store.

22.4. MY COUPONS

With Bluelink, we offer a very powerful online live POI (point of interest) service that also allows you to receive additional information (such as opening hours) and location-based offers for certain POIs directly on the navigation screen of your infotainment system.

These POIs will appear as small pins branded with the respective logo of the selected third-party vendor on the navigation map. A % symbol will be displayed next to the logo if there is an ongoing promotion that might be of interest to you.

Clicking the symbol will open a detail screen containing additional information, an offer, and a discount or promotional QR code, for example.

You can also search for various POIs by selecting your desired POI category (e.g. filling station, parking, shopping/groceries) in the navigation system.

If there is an ongoing promotion or campaign for one of the selected vendors, it will appear at the top of the list and you will see a % symbol indicating an offer. By clicking the respective vendor, you can access further details on the POI and the offer (such as a discount or promotional QR code) on the detail screen.

Furthermore, you can find a list of relevant location-based offers in all POI categories in “Nearby offers” under the “Nearby POI” menu of the navigation system.

You may also have offers and information from the vehicle sent directly to your myHyundai app as push notifications by clicking the smartphone icon or “Send to phone” button in the detail screen. You can find a list of all offers in “My” -> “Wallet” -> “My Coupons”.

22.5. ORDER HISTORY

In the order history, you can check your previous purchases via the Bluelink Store and In-Car Payment.

22.6. SUBSCRIPTION HISTORY

The subscription history includes information on previous monthly or yearly subscriptions from the Bluelink Store.

22.7. VEHICLE MANAGEMENT

You can access the complete list of vehicles you have in your account via vehicle management.

22.7.1. VEHICLE MANAGEMENT – BLUELINK

Provides information on your current subscription status and associated expiration dates.

22.7.2. VEHICLE MANAGEMENT – EXTERNAL SERVICES

You can sync your Google calendar or iCloud calendar in the Bluelink app in order to check your upcoming appointments in your infotainment screen.

With the music streaming feature, you can stream music in your vehicle directly from certain music streaming services via the infotainment system. To use this feature, a valid subscription to a music streaming platform as well as a Bluelink PRO subscription is required.

To activate this feature, go to the “Media” menu of your infotainment system and select the music streaming service. Scan the QR code with your phone to link your account for the music streaming service.

You will be directed to the login page of the respective service. After successfully logging in, please click the “Link and continue” button on the vehicle’s infotainment system screen. Please note that you can link your account only if you have added your vehicle to the myHyundai app and linked the app to the vehicle’s driver profile.

Please note that music streaming is available only for certain Hyundai models. Please find further details on our website (https://www.hyundai.com/eu/driving-hyundai/owning-a-hyundai/bluelink-connectivity/amazon-music.html)).

22.7.3. VEHICLE MANAGEMENT – USER PROFILE BACKUP

You can back up your profile and vehicle settings information and apply it to your vehicle.

22.7.4. VEHICLE MANAGEMENT – SERVICE LIST

In the service list, you can turn off certain Bluelink services. Remote and location-based services, vehicle information, alert /security and product/service improvement features, and OTA updates (OTA vehicle system update and OTA infotainment update) can be turned on/off separately.

The service list is not supported in the App if you are using the Privacy Settings feature in the vehicle infotainment system.

22.7.5. VEHICLE MANAGEMENT – ALERT SERVICES

22.7.5.1. VALET ALERT

The valet alert notifies you if your vehicle travels beyond the distance limit, speed limit (optional) and idle time (optional) you have preset in the app.

The distance limit is calculated starting from the location where the alert was activated in your vehicle or in the app.

22.7.5.2. GEOFENCE ALERT

You can set boundaries for allowed and restricted areas for your vehicle in the app.

When you activate the geofence alert in your vehicle, you will be notified if your vehicle exits an allowed area or enters a restricted area.

22.7.5.3. SPEED ALERT

This feature allows you to define a speed limit for your vehicle. You will be notified if your vehicle exceeds this speed limit.

22.7.5.4. TIME FENCING ALERT

You can set time windows in the app for when your vehicle is in motion. You will be notified if your vehicle is driven outside of these time windows.

22.7.5.5. IDLE ALERT

You can set the idle alert in the app to notify you if your vehicle's engine is running while your vehicle is not moving outside the idle time limit you have entered.

22.7.6. VEHICLE MANAGEMENT – VEHICLE SOFTWARE VERSION

You can check the current version of the infotainment system, navigation map and vehicle system via this menu.

22.7.7. OWNER'S MANUAL

The digital owner's manual is provided via this menu. For certain vehicles, the owner's manual may not be available.

22.7.8. WARRANTY

You can check your vehicle's warranty status as well as the expiration date.

22.7.9. PERMISSION MANAGEMENT – PROFILE SETTINGS

You can register a shared user profile as a driver profile in the vehicle. Each vehicle can have up to two profiles linked to the vehicle profile.

22.7.10. PERMISSION MANAGEMENT – VEHICLE SHARING

You can share your vehicle with your family or friends. Click the add button and enter the mobile phone number of the recipient. Please enter your PIN.

1. Go to "My" and click "Available vehicles".
2. Click the vehicle you would like to share.
3. Click "Profile and vehicle sharing".
4. Click the "Add" button.
5. Enter the phone number of the person you would like to share the vehicle with. Click "Next".
6. Select the feature you would like to share. Basic vehicle information will be shared by default. However, sharing Bluelink (remote control, real-time vehicle status) or Hyundai Digital Key (if applicable) is optional. Click "Send invitation".
7. Enter your PIN and confirm.

22.7.11. PERMISSION MANAGEMENT – MAIN USER TRANSFER

You can transfer your vehicle to another app user. If you transfer your vehicle to another user, the vehicle will disappear from your myHyundai app and you will no longer have access to the vehicle and its data.

1. Go to “My” and click “Available vehicles”.
2. Click the vehicle you would like to transfer.
3. Click “Main user transfer”. Before transferring the Bluelink vehicle, the service needs to be deactivated in the vehicle first.
4. Enter the phone number of the person you would like to transfer the vehicle with. Click “Next”.
5. Enter your password and confirm.
6. Enter your PIN and confirm.

22.7.12. PERMISSION MANAGEMENT – DELETE VEHICLE

Once you delete your vehicle, you will no longer have access to the vehicle. A vehicle can only be deleted if there is no active subscription to digital products and services or a paid subscription to Bluelink PLUS/PRO.

In this case, you need to cancel your current subscription before deleting the vehicle. Shared vehicles can be deleted without any conditions.

22.8. DRIVING INSIGHT

Driving Insight provides a driving report and information on EV energy usage.

22.8.1. MY TRIPS

My trips provides information about your vehicle usage per day or per month, as well as a monthly comparison. For each trip, you can check the time and distance driven, idle time, average speed and top speed.

Additionally, you can check the monthly comparison of the total distance and time driven. My trips information is available for up to 90 days.

22.8.2. EV ENERGY USAGE (EV ONLY)

The EV energy usage provides an overview of your electric vehicle’s energy consumption per day and per month. You can check the energy used, total and average energy consumption, average consumption and recuperation.

22.8.3. DRIVING SAFETY SCORE
This Service provides a driving safety score based on your driving behaviour.

The score is calculated based on your most recent 90 days of driving records and may vary depending on factors such as acceleration, braking patterns, driving speed, and the time of day you drive the vehicle.

The driving safety score ranges from 0 to 100, where 100 is the highest score (indicating relatively safe driving behaviour) and 0 is the lowest score (indicating relatively risky driving behaviour).

If a person other than you drives the vehicle, you must inform that person that this Service is activated.

The driving safety score is not shared with third parties without your consent.

You can deactivate the Driving Insight Service (incl. the driving safety score) in your infotainment system by clicking [Settings] > [Bluelink] > [Privacy Settings] and toggling off [Vehicle Information and Diagnostics].

You can also deactivate the Service by enabling offline mode.

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