

H Promise Certified Pre-Owned Program Knowledge



Objectives

Describe the features and benefits of the H Promise Certified Pre-Owned Program.

Determine whether a vehicle is eligible for H Promise.

Use the proper resources to assist with an H Promise sale

H Promise Certified Pre-Owned Program

What it is

A certification program for qualified Hyundai pre-owned vehicles.

What it does

Creates a worry-free purchase and ownership experience for the Hyundai pre-owned vehicle customer.



Dealer Benefits



- ✓ Parts and Service activity
- ✓ Customer confidence and peace of mind
- ✓ Brand recognition
- ✓ Online search tool: www.hyundaicertified.ca
- ✓ Customer retention

Benefits: Branded H-Promise CPO Program



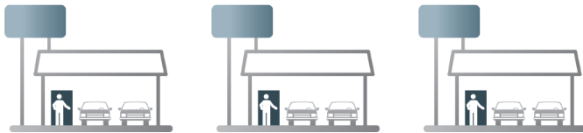
- Strength of brand
- Stands behind program



- Certification backed by dealer and OEM



- Peace of mind
- Standard of service



- Large dealer network
- Exclusive to Hyundai dealerships
- Brings customer back to dealership



- Rigorous inspection and reconditioning
- Repairs by Hyundai trained technicians
- Hyundai Auto Canada standards
- Hyundai parts

H Promise Certified Pre-Owned Program



120 Point
Inspection



CarProof
Report



Complimentary
12 month,
20,000 km
Powertrain
Coverage



First Oil
Change



30 day,
2,000 km
Exchange
Privilege



1 year
Roadside
Assistance



90 day
Sirius XM
Trial



Subvented
Finance
Rates

H Promise Features & Benefits



120 Point
Inspection

Every H Promise CPO vehicle must pass stringent inspection and certification criteria to be eligible for the program.



CarProof
Report

When a customer purchases an H Promise CPO vehicle, they have the peace of mind of knowing the history and condition of the vehicle.

H Promise Features & Benefits



Complimentary 12
month, 20,000 km
Powertrain Coverage

If repairs are required, they will be completed by factory-trained technicians using only genuine Hyundai parts.



First Oil
Change

The customer will receive their first oil change at no charge.



30 day, 2,000
km Exchange
Privilege

If the customer is not completely satisfied with the vehicle, they can exchange it within 30 days or 2,000 km.

H Promise Features & Benefits



1 year
Roadside
Assistance

H Promise CPO provides supplementary roadside assistance coverage once the manufacturer's roadside coverage has expired.



90 day Sirius
XM Trial

The customer has 90 days to try SiriusXM Radio for vehicles equipped with a factory installed SiriusXM satellite radio.



Subvented
Finance Rates

Customers who purchase H Promise CPO vehicles have the opportunity to secure preferred finance rates.

Powertrain Level of Coverage

Coverage Features

Complimentary 12-month / 20,000 km coverage

Coverage for major powertrain vehicle components

Additional Benefits Included:

24 Hour Roadside Assistance

Car Rental

Trip Interruption

Deductible

\$100

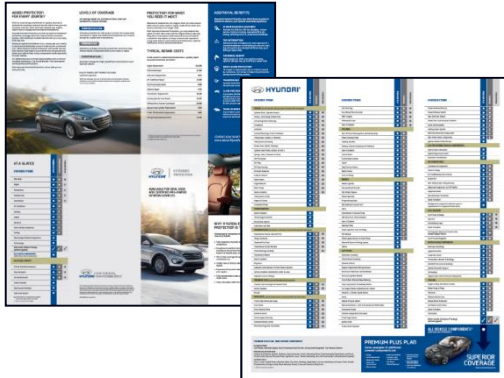
See contract for complete details.

Extended Protection (Optional Upgrade)

Plans

Premium Plus
Premium
Powertrain

Optional upgraded coverage



Terms

- 24 months / 40,000 km
- 36 months / 60,000 km
- 48 months / 80,000 km
- 60 months / 100,000 km

H Promise Additional Benefits

Car Rental Benefit

- \$35 per day to a maximum of 5 days (\$175) per repair occurrence
- Recognized rental establishment or agency
- Paid while vehicle is being repaired provided repairs are expressly covered by Extended Protection agreement and the vehicle is inoperable overnight or longer
- Dealer owned rental vehicles are permitted (demo or dealer affiliated rental establishment)



24 Hour Roadside Assistance

- Towing
- Winching
- Battery Boost
- Fuel Delivery
- Tire Change
- Lockout Service
- Mechanical First Aid
- U.S. Arrest Bond Certificate



Trip Interruption

- \$300 maximum coverage
- Breakdown must occur 100 km or more from home



Please see contract for complete details

Terms & Conditions



Protection provided for breakdowns anywhere in Canada and Continental U.S.A.

Warranty coverage valid for vehicles within 6 model years with an odometer reading of 120,000 km or less



Fully Transferable to next private owner

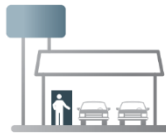


\$50 Transfer fee applies
(except where prohibited by law)



Deductible

\$100 for each repair occurrence



When covered repairs are required, the customer should return to an authorized Hyundai dealership for service

H Promise Certified Pre-Owned

Presenting the Program



H Promise Customer Profile



- Price conscious customer who sees value in additional benefits
- Wants to purchase a vehicle backed by the brand
- Concerned about pre-owned vehicle quality
- Likes to know the vehicle history and reconditioning record
- Appreciates peace of mind offered by warranty coverage
- Recognizes standard of service at dealership

Presenting Value: H Promise vs. Pre-Owned

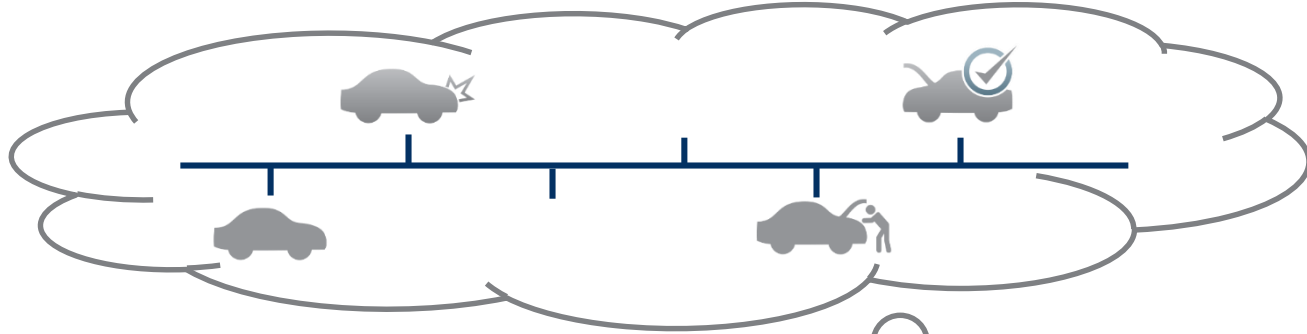
2015 AutoTrader.com CPO Study

- Exposing shoppers to CPO increases consideration
- Used vehicle shoppers are willing to pay a premium for CPO
- Peace of mind is the top reason all shoppers consider CPO

Presenting Value: H Promise vs. Pre-Owned

	H Promise	Pre-Owned
Inspection	Guaranteed	Optional
Reconditioning	Guaranteed	Optional
Warranty	Guaranteed	Optional
Exchange Privilege	Guaranteed	Optional
CarProof	Guaranteed	Optional
Sirius XM Trial	Guaranteed	Optional
Oil Change	Guaranteed	Optional

Vehicle History



- Responsible to know vehicle history
- Know the selling features of each H Promise vehicle
- Knowledge and transparency
 - Inspection form
 - CarProof



H Promise Certified Pre-Owned Resources



Your LGM Dealer Development Manager

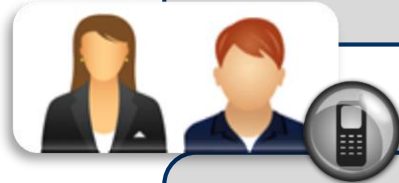


- Sales support
- Positioning H Promise vehicles
- Presenting H Promise vehicle value to the customer

H-Promise Support

Warranty

- Assistance for dealers with new claims, existing claims or claims payments
- 1-800-461-0058



Customer Relations

- Customer support for claims and additional benefits
- 1-888-216-2626

Certification and Registration

Registering for Certification:

1. Click on “Sales” from menu and “Sales” from sub menu
2. Click “CPO” and then “CPO Registration” on the left of your screen.
3. Enter VIN and click on “CPO Register”

Retailing the H Promise Vehicle:

1. Click on “CPO Vehicle List” and search for the vehicle.
2. Choose the vehicle and click “CPO Retail Sales”
3. Fill in vehicle, consultant, financing, and customer information and click “Save”

The screenshot shows the Hyundai web application interface for CPO Registration. At the top, the Hyundai logo and slogan "NEW THINKING. NEW POSSIBILITIES." are visible. Below this is a navigation bar with tabs for "Main", "Sales", "Communication", and "Dealership". Under the "Sales" tab, there are sub-tabs for "Order", "Stock", "OTD", "Sales", "Fleet", "Invoice", "Incentive", "Dealer Statement", "Master", "eN.V.I.S", and "Miscellaneous". A "Detailed Navigation" sidebar is open on the left, showing a tree structure with "CPO" expanded and "CPO-Registration" highlighted in red. The main content area is titled "CPO Registration" and features a "VIN" input field. Below this, there are two rows of input fields: one for "VIN" and one for "HSC". At the bottom, there are two columns for "Owner No" and "Sequence".

Thank You!