



HYUNDAI SALES BULLETIN

Subject: Hyundai Extended Protection Program procedures – Transfer – HEP / H-Promise **Nº: 90-03-2020**

Group: General Information			January 22, 2020
ATTN: <input checked="" type="checkbox"/> Sales Manager <input checked="" type="checkbox"/> F&I Manager <input type="checkbox"/> Sales Consultant <input type="checkbox"/> All Staff	<input checked="" type="checkbox"/> Dealer Principal <input checked="" type="checkbox"/> Service Manager <input checked="" type="checkbox"/> Service Advisors <input type="checkbox"/> Technicians	<input checked="" type="checkbox"/> General Manager <input type="checkbox"/> Parts Manager <input type="checkbox"/> Parts Advisors <input checked="" type="checkbox"/> Warranty Manager	Model(s): All

Bulletin Summary:

This bulletin replaces #90-01-2019 dated June 10, 2019

If a customer purchases a vehicle with an existing HEP and/or H-Promise warranty the customer is eligible to transfer ownership of the HEP /H-Promise into their name. To complete a warranty transfer there is a \$50 transfer fee plus applicable taxes (where allowed by law, see chart below).

Dealers are responsible for collecting this fee from the customer and Hyundai Auto Canada will automatically bill this fee to your dealership on your monthly parts invoice when the transfer is performed.

Quebec, Saskatchewan and Nova Scotia	No transfer fee.
Ontario, New Brunswick and Newfoundland	\$50 + HST (13%) = \$56.50
P.E.I. Only	\$50 + HST (14%) = \$57.00
B.C., Alberta and Manitoba	\$50 + GST (5%) = \$52.50

Sample below:

Class CLASSE	Serial Claim No. Nº DE SÉRIE RECLAMATION	Claim No. Nº DE RECLAMATION	V.I.N. No.	Claim Amount MONTANT RÉCLAMÉ	Allowed Amount	G.S.T. T.P.S.	P.S.T. T.V.Q.	Total	Remarks REMARQUES
Type C	100101997	TRANFR FEE	EC4 285815	-\$50.00	-\$50.00	-\$6.50	\$0.00	-\$56.50	

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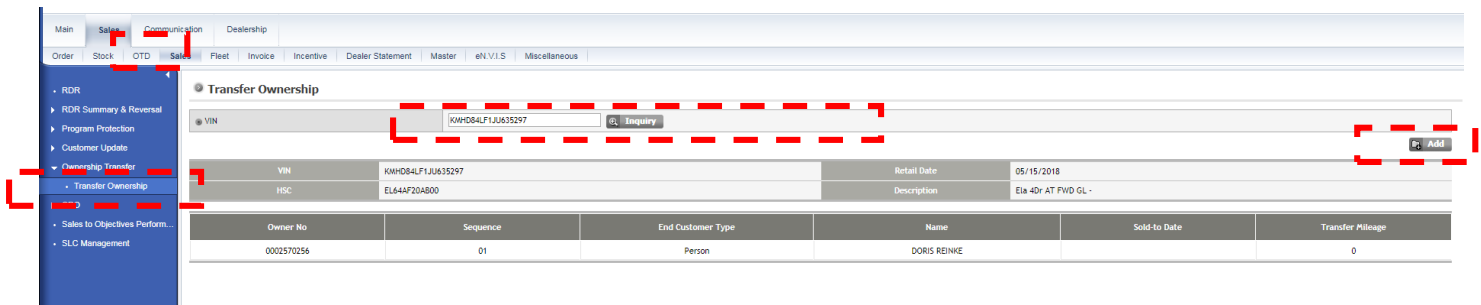
NOTE: Dealerships are able to perform all ownership and transfers. All requests for transfer sent to HPP will be returned to the dealership for processing.

1. When performing a transfer it is necessary to first transfer the vehicle ownership to the new vehicle owner. The ownership transfer must be performed in SAP.
2. Once the ownership transfer has been completed the updated ownership information will transfer to AS/400 overnight and the contract transfer can be performed on the following day.

Follow the instructions provided below to perform a vehicle ownership and warranty transfer.

VEHICLE OWNERSHIP TRANSFER

1. In SAP select the “Sales” menu at the top of the screen. Next select the “Ownership Transfer” option on the left hand menu. This will open the “Transfer Ownership” screen.
2. Enter the VIN of the vehicle to be transferred and select “Inquire”. This will pull up the vehicle information on the list below. Select the “Add” button.



The screenshot shows the SAP 'Transfer Ownership' screen. The top navigation bar includes 'Main', 'Sales', 'Communication', and 'Dealership'. The 'Sales' menu is expanded, showing options like 'RDR', 'RDR Summary & Reversal', 'Program Protection', 'Customer Update', 'Ownership Transfer', and 'Sales to Objectives Perform...'. The 'Ownership Transfer' menu is further expanded to show 'Transfer Ownership'. The main area displays a search for VIN 'KMHD84L1JJA35297' with an 'Inquiry' button. Below this, a table shows vehicle details: VIN 'KMHD84L1JJA35297', HSC 'EL644F20A000', Retail Date '05/15/2018', and Description 'Ela 4Dr AT FWD GL-'. An 'Add' button is visible on the right. A table below shows customer information:

Owner No	Sequence	End Customer Type	Name	Sold-to Date	Transfer Mileage
0002570256	01	Person	DORIS REINKE		0

3. The system will open up the transfer information screen. Enter the customer information for the new vehicle owner and select “Save”. This will update the ownership information and this updated customer data will transfer to the AS/400 system overnight. Once the data is transferred the HEP contract can be transferred to the new owner.



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Main Sales Communication Dealership

Order Stock OTD Sales Fleet Invoice Incentive Dealer Statement Master eN.V.I.S Miscellaneous

Transfer Ownership Save List

Sold To Date *	<input type="text"/>	Transfer Mileage *	<input type="text"/>
Servicing Dealer	42079	VIN	KMH084LFIJ0635297
End Customer Retail Date	2018-05-15		

Customer Type Person Business Inquiry Reset

First Name *	<input type="text"/>	Last Name *	<input type="text"/>
Address *	<input type="text"/>		
City *	<input type="text"/>		
Postal Code *	<input type="text"/>	Province *	-- Select --
Title *	-- Select --	Telephone *	<input type="text"/>
Language *	-- Select --	Sex *	-- Select --
email *	<input type="text"/>	Age Group *	-- Select --
2nd Driver First Name	<input type="text"/>	2nd Driver Last Name	<input type="text"/>

Customer has signed the Authorization and Privacy Consent form. Yes No

Vehicle Trade-In	No	Trade-In Make *	<input type="text"/>
Trade-In Model Year	<input type="text"/>	Trade-In Model	<input type="text"/>

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HEP – H-Promise Contract transfer – contracts in “T-Transfer” Status:

Once vehicle ownership has been transferred or for contracts already in transfer status, the contract can be transferred to the new vehicle owner through the HPP contract screen. Follow the steps below to transfer a contract that is currently in transfer status. Prior to performing the transfer, ensure the current owner is correct in AS400. If not the owner information will need to be updated

1. Enter the vehicle’s VIN or contract number and press enter to access the contract information.

```
HAC062H      *      Hyundai Auto Canada      *      10/06/11
              *      TORONTO      *      11:40:41
HPD2801      *      HPP Contract System      *      SELECT

VIN          : _____ (MODEL/Y/P/Seq)

and/or

Contract #   : _____

F3 = Exit      F9 = Add Contract      Enter to Inquire
```

2. In the contract screen confirm that the “Current Owner” is correct and that the contract status shows as “T-Transfer”. Select “F10” to begin transfer of the contract.

```
HAC01P6      *      Hyundai Auto Canada      *      25/11/10
DLR          *      TORONTO      *      09:50:20
HPD2803      *      HPP Contract System      *      INQUIRE

Contract #   : _____ Status: T - Transfer      Expiry Date: 02/12/2016
VIN          : _____ ACCENT 3DR      2008 MODEL YEAR
              (MODEL/Y/P/Seq)

Current Owner : Smith, John

Contract Type : H      NEW CAR WARRANTY      Surcharge: _____200.00
Coverage      : R      8 yr/160,000 kms      GST (HST): 14.00
Sold by      : _____      PST (QST): .00
Sale Odometer : _____      Sur. Tot : 214.00
HPP Retail    : _____1595.00      HPP Sale Date: 8 / 12 / 2010 (MM/DD/YYYY)
              Received Date: 8 / 12 / 2010 (MM/DD/YYYY)

Contract Price: 695.00      Deductible : .00
GST (HST)     : 90.35
PST (QST)     : .00
Contract Total: 785.35

F10=Transfer, F3= Exit
F18=warranty Claims Control Menu
```

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- A pop-up menu will appear indicating that your dealership will be billed for the transfer fee. Select “F24” to accept.

```

SYSTEMS                *   Hyundai Auto Canada   *           6/12/10
                        *   *REMOTE*           *           10:33:15
HPD2803                *   HPP Contract System   *           INQUIRE

Contract # : 000093916  Status: T - Transfer   Expiry Date: 01/22/2017
VIN        : SGD A H 334574  SANTA FE AWD 2010 MODEL YEAR
           (MODEL/Y/P/Seq)
Current Owner :
Contract Type :                               Surcharge: 50.00
Coverage      :                               HPD28014
Sold by       :
Sale Odometer :
HPP Retail    :
Contract Price:
GST (HST)    :
PST (QST)    : .00
Contract Total: 1,130.00

Your Dealership will be billed the contract
transfer fee on your monthly invoice

F2-Cancel      F24 - Accept

F10=Transfer   F3= Exit
F18=Warranty Claims Control Menu
    
```

- The contract will appear in active status. **NOTE: The contract has not yet been activated at this point. If the contract screen is exited, the contract will not be transferred. Complete the transfer process below to ensure proper transfer of the HEP contract.** With the contract showing an “Active” status, press the “Enter” key

```

HAC037C                *   Hyundai Auto Canada   *           26/07/13
SYONG                 *   NATIONAL           *           15:17:57
HPD2803                *   HPP Contract System   *           TRANSFER

Contract # :                               Status: - Active   Expiry Date: 01/31/2019
VIN        :                               ELANTRA TOURING 2012 MODEL YEAR
           (MODEL/Y/P/Seq)                 Refund Date:
Current Owner :
Contract Type : H   NEW CAR WARRANTY
Coverage      : P   7YRS/120,000KM
Sold by       : 33006 TROIS-RIVIERES HYUNDAI
Sale Odometer : 10
HPP Retail    : 1190.00
Rental Limit  : 35.00
Tow Limit $   : 35.00
Contract Price: 490.00
GST (HST)    : 24.50
PST (QST)    : 48.88
Contract Total: 563.38
Lien Holder   : CASH TRANSACTION

HPP Sale Date: 2 / 1 / 2012 (MM/DD/YYYY)
Received Date: 1 / 31 / 2012 (MM/DD/YYYY)
Late Fee      : .00
Deductible    : .00

F03= Exit      F2= Prev Screen      Enter For History
F18=Warranty Claims Control Menu
status changed to active
    
```

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5. The vehicle history screen will appear. Select “F24”.

```
HAC037C * Hyundai Auto Canada * 26/07/13
SYONG * NATIONAL * 15:31:22
HPD2806 HPP Contract System - Contract History ADD

Contract # : Status: - Active Expiry Date: 01/31/2019
VIN : ELANTRA TOURING 2012 MODEL YEAR

02/01/2012 CONTRACT ADDED BY PROGRAM HPR280 USER DLR33006
CONTRACT TRANSFER BY PROGRAM HPR280 USER SYONG

F3= Exit F2= Prev Screen F24 = Update
```

6. A confirmation popup will appear. Select “F24” to confirm the transfer.

```
HAC037C * Hyundai Auto Canada * 26/07/13
SYONG * NATIONAL * 15:31:22
HPD2806 HPP Contract System - Contract History ADD

Contract # : Status: - Active Expiry Date: 01/31/2019
VIN : ELANTRA TOURING 2012 MODEL YEAR

02/01/2012 CONTRACT ADDED BY PROGRAM HPR280 USER DLR33006
CONTRACT TRANSFER BY PROGRAM HPR280 USER SYONG

HPD2808
Are you sure you want to
Transfer this contract ?

F2=Prev Screen F24=Update

F3= Exit F2= Prev Screen F24 = Update
```

7. You will be taken back to the Contract Inquiry screen. Re-enter the VIN to access the contract information. Confirm that the contract status now shows as active. If so then the transfer has been completed successfully.