



HYUNDAI SALES BULLETIN

Subject: H-Promise Certified Pre-Owned Process

No: 50-017-2018

Group: National Sales

October 11, 2018

ATTN:

- Sales Manager
- F&I Manager
- Sales Consultant
- All Staff

- Dealer Principal
- Service Manager
- Service Advisors
- Technicians

- General Manager
- Parts Manager
- Parts Advisors
- Warranty Manager

Model(s): All

Bulletin Summary:

H-Promise Certified Pre-Owned Registration and Retail RDR Process:
 Step by step procedure for how to register an H-Promise unit.
 Step by step procedure for how to RDR an H-Promise unit.

There is some confusion regarding the process to register an H-Promise unit as Certified in the system as well as how to add the Certified Warranty to the unit in the system.

The entire Registration and RDR process for **H-Promise can only take place in SAP**. You cannot register a unit as CPO or add an H-Promise warranty within AS400. **DO NOT USE AS400 for any H-Promise processes**.

Please find attached a complete, step by step, guide of how to first register an H-Promise Certified unit in SAP, and also how to register the sale and add the standard or optional warranty to an H-Promise Certified unit in SAP. This guide will also illustrate how to generate and print the required H-Promise documents (Customer Certificate, Warranty Application and Exchange Policy). The documents will be pre-populated however both the Warranty Application and the Exchange Policy documents require both the dealer's and customer's signatures.

For more information, please **contact your DSM or Hyundai Auto Canada's Sales Department** – Jay Moore, Field Operations Manager at jmoore@hyundaicanada.com. Information contained in this document is subject to the copyright and other intellectual property rights of Hyundai Auto Canada Corp. All rights are reserved to make changes at any time without prior notice. Confidentiality must be maintained over any and all confidential information contained in this document. No part of this document may to any extent and in any form be reproduced, transmitted in any form or reposted.

CPO Registration and Retail Process

CPO Registration and Retail RDR Process is completed through SAP.

Step One: Vehicle Registration as a CPO unit. This step should be completed as soon as a vehicle is reconditioned, the check list completed, and it is ready to be presented to a customer.

The screenshot shows the SAP Dealer Inventory interface. The top navigation bar includes 'Main', 'Sales', 'Communication', 'Dealership', 'Admin', and 'Workspace(Internal)'. The 'Sales' menu is expanded, showing options like 'Order', 'Stock', 'OTD', 'Sales', 'Fleet', 'Invoice', 'Incentive', 'Dealer Statement', 'Master', 'eNV.I.S', and 'Miscellaneous'. The left-hand navigation pane shows 'Detailed Navigation' with 'CPO' selected. The main content area displays the 'Dealer Inventory' form with fields for Model Year, HSC Description, Exterior Colour, Location, VIN, Car Line, HSC, Interior Colour, and Order Type. Below the form is a table for 'Vehicle transferred from other dealer' with columns for Status, HSC VIN, Model Year, Description, Colour (Ext. Int.), Outstanding Recall, PIO, Location, Order Type, Demo Date Inventory Date, Sold Status, Protection No, and Customer. An 'Inquiry' button is visible at the bottom right of the form area.

- I. Click "Sales" from top Menu
- II. Click "Sales" from sub-menu
- III. Click "CPO" from Left hand Navigation. (This will automatically bring the user to the "CPO Registration" Screen.)

- Detailed Navigation**
- ▶ RDR
 - ☑ RDR Summary & Reversal
 - ☑ Program Protection
 - ☑ Customer Update
 - ☑ Ownership Transfer
 - ▶ CPO
 - ▶ CPO-Registration
 - ▶ CPO Vehicle List
 - ▶ CPO Sales & Objectives Performance
 - ▶ Sales to Objectives Performance
 - ▶ Courtesy Car Management

CPO Registration

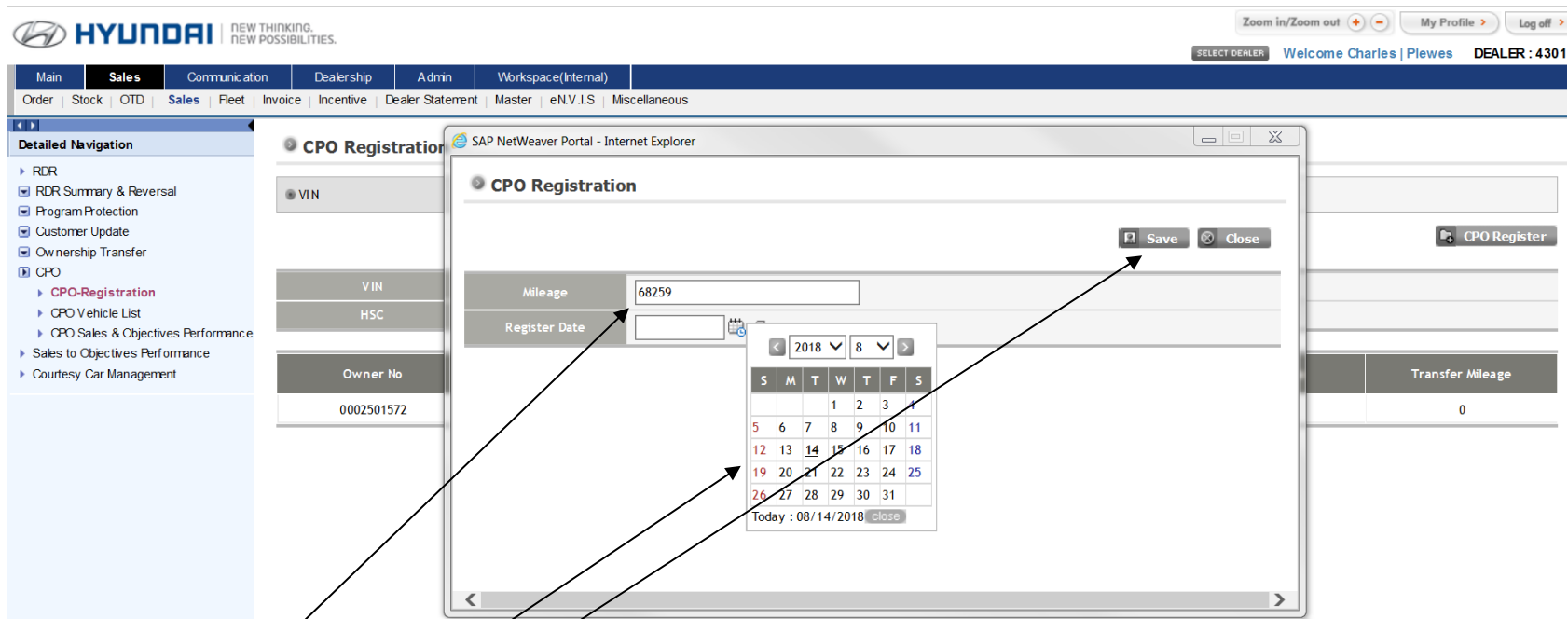
VIN

VIN		Retail Date			
HSC		Description			
Owner No	Sequence	End Customer Type	Name	Sold-to Date	Transfer Mileage

Enter all or part of inquiry condition in the top area and click the Inquiry button.

IV. Input the vin of the Certified Pre-Owned vehicle and click "Inquiry".

V. Click "CPO Register" button.



- VI. Enter the mileage of the CPO vehicle (must be greater than previous mileage entered in the system)
- VII. Select the registration date.
- VIII. Click "Save" button. A message will pop up stating "Vehicle registration successful".

You are now complete the Registration Process.

Step Two: Vehicle Retail Sale Registration (RDR) as a CPO unit. Once the vehicle is sold, you will need to register that sale in **SAP** with the customer information and the **warranty upgrade** (if applicable). Note that this step cannot be completed if the vehicle has not already been registered as a CPO unit. It can take over night for a registered unit to appear in SAP so that it can be sold. REGISTER YOUR CPO UNITS EARLY. DON'T WAIT UNTIL IT IS SOLD TO REGISTER THE UNIT.

Now that the vehicle is registered as CPO, you must retail this vehicle to a customer so that the warranty is attached to the vehicle.

- I. Click "CPO vehicle List" from the navigational menu.
- II. The dealer can now inquire into their own CPO inventory to find the correct vehicle to RDR.
- III. There are several different fields that can be used to narrow down the inquiry.
 - Carline, Model year, Registration date, Exterior Colour, VIN, Status (required field) (Registered - In CPO inventory), (Retailed - CPO vehicle that has already been retaild to a customer), or Deleted (deleted out of CPO inventory).
 - CPO retail Sales Date -> If a dealer would like to inquire into previously retaild vehicle, they can enter the date range here.
 - Interior Colour -> Interior colour of the vehicle.
- IV. After the dealer inputs all of the information into the above fields, click "inquiry" to display the vins that meet the entered requirements.

Detailed Navigation

- ▶ RDR
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- ☑ CPO
 - ▶ CPO-Registration
 - ▶ **CPO Vehicle List**
 - ▶ CPO Sales & Objectives Performance
- ▶ Sales to Objectives Performance
- ▶ Courtesy Car Management

CPO Vehicle List

● Car Line	--All--	● VIN	
● Model Year	--Select ModelYear--	● Status *	Registered
● Registration Date	<input type="text"/> <input type="text"/>	● CPO Retail Sales Date	<input type="text"/> <input type="text"/>
● Exterior Colour	--All--	● Interior Colour	--All--

RDR using Portal data | Inquiry | CPO Retail sales

Sel	Status	HSC VIN	Mileage	Car Line	Model Year	Description	Ext. Colour	Int. Colour	Register Date	Retail Sales Date
<input type="radio"/>	Registered	SA 2SAA35AX 60 5X Y Z GDA G5B G009490	56130	Santa Fe	2011	SFe CUV AT AWD - Sport	S3B	HZ	2012-08-21	
<input type="radio"/>	Registered	EL54A F18 AB 00 5NP DH 4A E2DH 169926	23708	Elantra	2013	Ela 4Dr AT FWD GL -	Y4U	RAS	2013-02-13	
<input checked="" type="radio"/>	Registered	EL44A F20A A00 KM HDT45D49U761983	74077	Elantra	2009	Ela 4Dr AT FWD L -	2R	9P	2013-04-19	

- V. Locate the vin that is to be retailed. Select this vehicle by selecting the radio button.
- VI. Click "CPO Retail Sales"

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 - ▶ CPO-Registration
 - ▶ **CPO Vehicle List**
 - ▶ CPO Sales & Objectives Performance
- ▶ Sales to Objectives Performance

CPO Registration

Vehicle Information

VIN	KMHDT45D49U761983	Vehicle	EL44AF20AA00
Description	Ela 4Dr AT FWD L -	Model Year	2009
Sale Type *	1 : CPO RETAIL	Sales Consultant	--All-- <input type="button" value="New Sales Consult."/>
Sale Sub Type *	--All--	Sales Mgr	--All-- <input type="button" value="New Manager"/>
Term	--All--	Business Mgr	--All-- <input type="button" value="New Manager"/>

- VII. Select the Sales Type: CPO Retail

HYUNDAI | NEW THINKING. NEW POSSIBILITIES.

Zoom in/Zoom out | My Profile | Log off

SELECT DEALER | Welcome Charles | Plewes | DEALER : 22021

Main | Sales | Communication | Dealership | Admin | Workspace (Internal)

Order | Stock | OTD | Sales | Fleet | Invoice | Incentive | Dealer Statement | Master | eNV.I.S | Miscellaneous

Detailed Navigation

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- ▶ Courtesy Car Management

CPO Registration

Vehicle Information

VIN	KMHDT45D49U761983	Vehicle	EL44AF20AA00
Description	Ela 4Dr AT FWD L -	Model Year	2009
Sale Type *	-- All --	Sales Consultant	-- All -- <input type="button" value="New Sales Consult."/>
Sale Sub Type *	-- All --	Sales Mgr	-- All -- <input type="button" value="New Manager"/>
Term	C : CASH TRANSACTION G : SCOTIA DEALER ADVANTAGE S : SCOTIA BANK	Business Mgr	-- All -- <input type="button" value="New Manager"/>
Odometer (New) *			

VIII. Select the Sales Sub Type: CASH TRANSACTION, SCOTIA DEALER ADVANTAGE, SCOTIABANK

HYUNDAI | NEW THINKING. NEW POSSIBILITIES.

Zoom in/Zoom out | My Profile | Log off

SELECT DEALER | Welcome Charles | Plewes | DEALER : 2202

Main | Sales | Communication | Dealership | Admin | Workspace (Internal)

Order | Stock | OTD | Sales | Fleet | Invoice | Incentive | Dealer Statement | Master | eNV.I.S | Miscellaneous

Detailed Navigation

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CPO Registration

Vehicle Information

VIN	KMHDT45D49U761983	Vehicle	EL44AF20AA00
Description	Ela 4Dr AT FWD L -	Model Year	2009
Sale Type *	1 : CPO RETAIL	Sales Consultant	-- All -- <input type="button" value="New Sales Consult."/>
Sale Sub Type *	S : SCOTIA BANK	Sales Mgr	-- All -- <input type="button" value="New Manager"/>
Term	-- All --	Business Mgr	-- All -- <input type="button" value="New Manager"/>
Odometer (New) *	24 : 24 36 : 36 48 : 48 60 : 60 68 : 60/84 72 : 72 84 : 84		
Retail Information			
CPO Retail Rate *		Warranty Start Date	06/30/2009
End Customer Retail Date	06/30/2009		

IX. Select the term (if applicable)

Main		Sales		Communication		Dealership		Admin		Workspace(Internal)	
Order	Stock	OTD	Sales	Fleet	Invoice	Incentive	Dealer Statement	Master	eNV.I.S	Miscellaneous	

Detailed Navigation

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CPO Registration

Vehicle Information

VIN	KMHDT45D49U761983	Vehicle	EL44AF20AA00
Description	Ela 4Dr AT FWD L -	Model Year	2009
Sale Type *	1 : CPO RETAIL	Sales Consultant	--All-- <input type="button" value="New Sales Consult."/>
Sale Sub Type *	5 : SCOTIA BANK	Sales Mgr	--All-- <input type="button" value="New Manager"/>
Term	60 : 60	Business Mgr	--All-- <input type="button" value="New Manager"/>
Odometer(New) *	<input type="text"/>		

- X. Enter the Odometer amount.
- XI. Select the appropriate Sales Consultant from the drop down menu.
- XII. Select the appropriate Sales Manager from the drop down menu.
- XIII. Select the appropriate Business Manager from the drop down menu.

Main		Sales		Communication		Dealership		Admin		Workspace(Internal)	
Order	Stock	OTD	Sales	Fleet	Invoice	Incentive	Dealer Statement	Master	eNV.I.S	Miscellaneous	

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VIN	KMHDT45D49U761983	Vehicle	EL44AF20AA00
Description	Ela 4Dr AT FWD L -	Model Year	2009
Sale Type *	1 : CPO RETAIL	Sales Consultant	--All-- <input type="button" value="New Sales Consult."/>
Sale Sub Type *	5 : SCOTIA BANK	Sales Mgr	--All-- <input type="button" value="New Manager"/>
Term	60 : 60	Business Mgr	--All-- <input type="button" value="New Manager"/>
Odometer(New) *	<input type="text"/>		

Retail Information

CPO Retail Date *	<input type="text"/>	Warranty Start Date	06/30/2009
End Customer Retail Date	06/30/2009		

- XIV. Enter the Retail Date.

Main	Sales	Communication	Dealership	Admin	Workspace(Internal)
Order	Stock	OTD	Sales	Fleet	Invoice
Incentive	Dealer Statement	Master	eN.V.I.S	Miscellaneous	

VIN	KMHDT45D49U761983	Vehicle	EL44AF20AA00
Description	Ela 4Dr AT FWD L -	Model Year	2009
Sale Type *	1 : CPO RETAIL	Sales Consultant	--All-- New Sales Consult.
Sale Sub Type *	S : SCOTIA BANK	Sales Mgr	--All-- New Manager
Term	60 : 60	Business Mgr	--All-- New Manager
Odometer(New) *			

Retail Information

CPO Retail Date *	<input type="text"/>	Warranty Start Date	06/30/2009
End Customer Retail Date	06/30/2009		

Customer Information

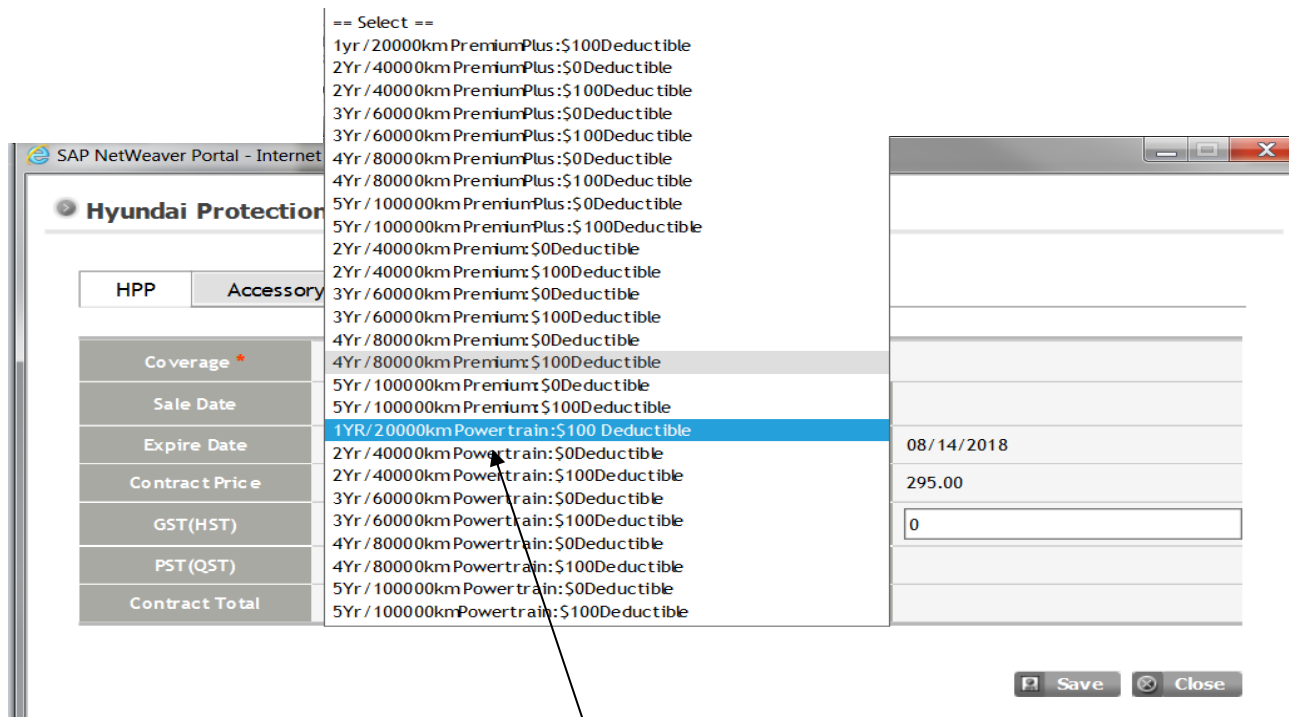
Customer Type *	<input type="radio"/> Person <input type="radio"/> Business Inquiry Reset		
First Name *	<input type="text"/>	Last Name *	<input type="text"/>
Address *	<input type="text"/>		
City *	<input type="text"/>	Province *	-- Select --
Postal Code *	<input type="text"/> ex)L3R 6H2	Telephone *	<input type="text"/>
Title *	-- Select --	Sex	-- Select --
Language *	-- Select --	Age Group	-- Select --
email *	<input type="text"/>		
2nd Driver First Name	<input type="text"/>	2nd Driver Last Name	<input type="text"/>

- XV. Select the type of customer.
- XVI. Input the remainder of the customer's personal information.

Customer Information

Customer Type *	<input type="radio"/> Person <input type="radio"/> Business	<input type="button" value="Inquiry"/>	<input type="button" value="Reset"/>		
First Name *	<input type="text"/>	Last Name *	<input type="text"/>		
Address *	<input type="text"/>				
City *	<input type="text"/>	Province *	<input type="text" value="-- Select --"/>		
Postal Code *	<input type="text" value="ex)L3R 6H2"/>	Telephone *	<input type="text"/>		
Title *	<input type="text" value="-- Select --"/>	Sex	<input type="text" value="-- Select --"/>		
Language *	<input type="text" value="-- Select --"/>	Age Group	<input type="text" value="-- Select --"/>		
email *	<input type="text"/>				
2nd Driver First Name	<input type="text"/>	2nd Driver Last Name	<input type="text"/>		
Customer has signed the Authorization and Privacy Consent form. If no, upload the revised Consent Forms signed by customer. *					
			Yes <input type="radio"/> No <input type="radio"/>		
Vehicle Trade-In	<input type="text" value="No"/>	Trade-In Maker	<input type="text"/>		
Trade-In Model Year	<input type="text"/>	Trade-In Model	<input type="text"/>		
		Loyalty VIN	<input type="text"/>		

- XVII. After all customer's personal information is entered, enter any applicable vehicle trade in information.
- XVIII. Next, select the "warranty" button.



- XIX. The above window will pop up listing all possible warranty combinations including the basic CPO warranty and all upgrade options.
- NOTE: The Basic CPO warranty (1 yr / 20,000 km PowerTrain) is NOT at the top of the list. The basic warranty is highlighted above.
 - We highly recommend that you offer the upgrade options to your customer as CPO customer are much more likely to buy an upgrade warranty than a non CPO customer.
 - In addition, when the customer chooses to upgrade to a different warranty the cost of the basic certification and basic warranty will not be charged to the dealer. This makes the entire warranty customer paid.

Hyundai Protection Plan

HPP		Accessory	
Coverage *	1YR/20000km Power train: \$100 Deductible		
Sale Date	08/14/2018	Odometer	
Expire Date	08/14/2019	Received Date	08/14/2018
Contract Price	295.00	Suggested Retail Price	295.00
GST(HST)	44.25	HPP Retail Total *	0
PST(QST)	0		
Contract Total	339.25		

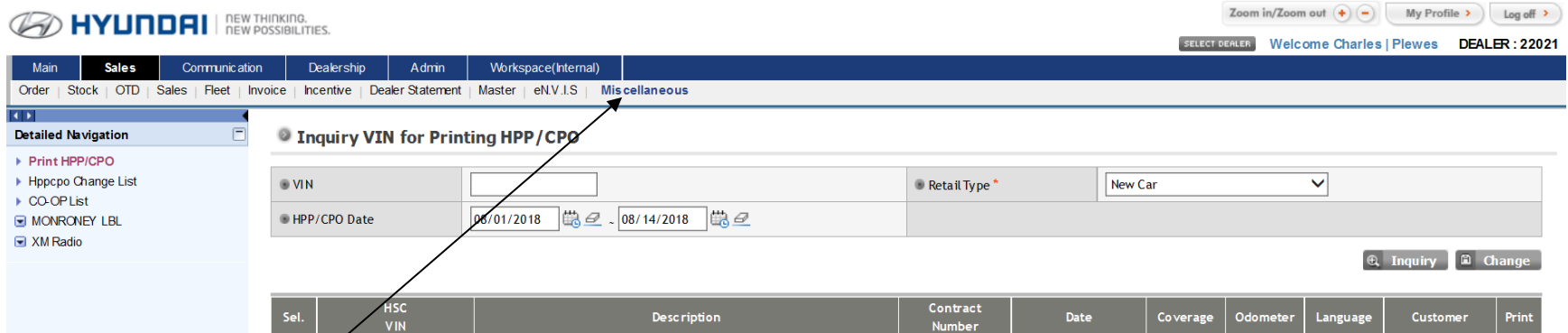
XX. Enter the Sales Date and the Retail Total (\$0 if customer chooses the basic warranty) and click Save.

Customer Information

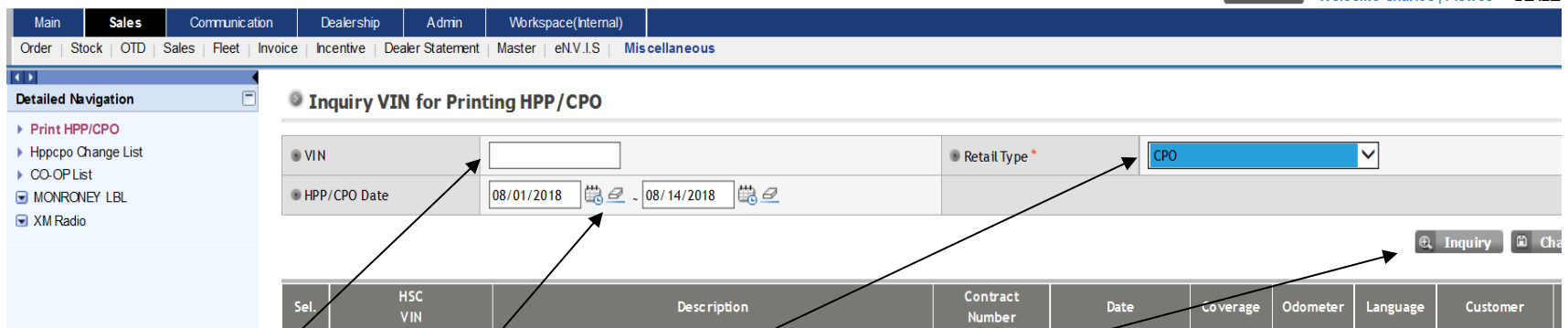
Customer Type *	<input checked="" type="radio"/> Person <input type="radio"/> Business	<input type="button" value="Inquiry"/>	<input type="button" value="Reset"/>
First Name *	<input type="text" value="Joe"/>	Last Name *	<input type="text" value="Customer"/>
Address *	<input type="text" value="75 Frontenac Dr"/>		
City *	<input type="text" value="sdf"/>	Province *	<input type="text" value="ON : Ontario"/>
Postal Code *	<input type="text" value="L3R 6H2"/>	Telephone *	<input type="text" value="9059486897"/>
Title *	<input type="text" value="0002 : Mr."/>	Sex	<input type="text" value="1 : Male"/>
Language *	<input type="text" value="E : English"/>	Age Group	<input type="text" value="D : 45-54 years of age"/>
email *	<input type="text" value="cplewes@hyundaicanada.com"/>		
2nd Driver First Name	<input type="text"/>	2nd Driver Last Name	<input type="text"/>
Customer has signed the Authorization and Privacy Consent form. If no, upbad the revised Consent Form signed by customer. *			Yes <input type="radio"/> No <input type="radio"/>
Vehicle Trade-In	<input type="text" value="No"/>	Trade-In Maker	<input type="text"/>
Trade-In Model Year	<input type="text"/>	Trade-In Model	<input type="text"/>
		Loyalty VIN	<input type="text"/>

1. Click "Save".
2. A window will pop up that says "Your process has been successfully completed"

Step Three: Printing Warranty Documents. Once the Vehicle is updated in the system as sold you will need to print out the warranty documents for yourself and for your customer.



I. Click "Miscellaneous" from the Sales sub-menu.



- II. The page above will be displayed.
- III. Enter the vin.
- IV. Select the appropriate date range
- V. Select "CPO" as the retail type.
- VI. Click on "Inquiry"

- Detailed Navigation**
- Print HPP/CPO
 - Hppcco Change List
 - CO-OP List
 - MONRONEY LBL
 - XM Radio

Inquiry VIN for Printing HPP/CPO

VIN:

HPP/CPO Date: 08/01/2018 to 08/14/2018

Retail Type: CPO

Inquiry Change

Sel.	HSC VIN	Description	Contract Number	Date	Coverage	Odometer	Language	Customer	Print
<input type="radio"/>	SA35AA20DF00 5X YZUDLA7HG451004	SFE CUV ATAWD 2.0T Limited -	0100203784	08/08/2018	PP9	31646	E	DONALD GORDON RANKIN	
<input checked="" type="radio"/>	SX1LAA338X10 KM8SNDHF8GU136322	SFXL CUV-L ATAWD - Prem	0100204234	08/13/2018	PP9	102386	E	STEPHEN BROWN	

- VII. Find the appropriate vehicle in the list.
- VIII. Click the icon under the "print" column.
- IX. The warranty documents (Hyundai Protection Plan Certificate, Warranty Application) will be generated and can be printed by the dealer.

HYUNDAI PROTECTION PLAN
 PLAN DE PROTECTION HYUNDAI
 HPP # / N° DU PPH 100034215

CUSTOMER NAME: 8, 5
 NOM DE CLIENT

ADDRESS: 34 S STREET
 CITE / VILLE: Markham PROVINCE: ON POSTAL CODE: L3T 4Y3

MOBILE: Accent YEAR: 2010 VIN: KMHCN8BCXAU155782

WARRANTY EXPIRATION DATE: 02/26/2016 PLAN CODE: CPO PLAN 120: 12M/20,000KM

SELLING DEALER: 41014 MISSISSAUGA HYUNDAI DATE OF ISSUE: 08/29/2013

THIS CERTIFICATE is subject to the terms and conditions of the Hyundai Protection Plan which terms and conditions are attached to the order by application completed and signed by the Customer identified above.

Application for Hyundai Certified Pre-owned Vehicles Warranty



Customer Information:

Surname: Customer First Name: Joe Middle Name: [Blank]
 Address: 75 Frontenac Drive Apt. No.: [Blank] Telephone: 905-555-6897
 City: Markham Province: Ontario Postal Code: L3R 6H2

Coverage Information:

Selling Dealer Name: Anywhere Hyundai Dealer Code: 95458
 Model: Santa Fe Odometer at Time of Application: 80,000 km
 Vehicle Identification Number (17 Digits): KMHDH4AH9AZ287809 Original In-Service Date: 12/07/12

Lien Holder/Lessor Information:

Lien Holder/Lessor: Scotiabank Telephone: [Blank] Term: [Blank] months
 Address: [Blank] City: [Blank] Province: [Blank]

The coverage provided by the Hyundai Certified Pre-owned Vehicles Warranty is set out in this application and the attached terms and conditions, all of which form your agreement once the application is accepted.

IMPORTANT: PLEASE READ THE TERMS AND CONDITIONS CAREFULLY. THEY CONTAIN CLAUSES WHICH LIMIT THE COVERAGE AND THE AMOUNTS PAYABLE UNDER THE HYUNDAI CERTIFIED PRE-OWNED VEHICLES WARRANTY.

All of the information provided in this application is true and I hereby apply for coverage, as indicated above, under the Hyundai Certified Pre-owned Vehicles Warranty. I have read and understand the terms and conditions of the Hyundai Certified Pre-owned Vehicles Warranty which are set out in the following pages, and have been provided with a copy of those terms and conditions.

I understand that my coverage only becomes effective once Hyundai accepts this application.

Collection of Personal Information

By indicating your consent, Hyundai Auto Canada Corp. may collect and use your personal information to (a) maintain our records to provide you with warranty or other customer service communications; (b) arrange you of any product recalls or customer notifications with respect to your vehicle; (c) respond to your comments or requests for information; and (d) meet our legal obligations and other legitimate business interests. Hyundai may share your personal information with our dealers, as well as our service providers and affiliates, controlled in the United States and other countries, for the purposes set out above. On reasonable notice, you may withdraw your consent at any time by calling toll free at 1-800-481-2642 (English) or 1-800-481-2600 (French) from 9:00 - 5:00 EST Monday - Friday. You may obtain a full copy of Hyundai's privacy policies and procedures at: www.hyundai.com/usa

Customer agrees to the collection of information

Selling Dealer's Signature: [Blank] Customer's Signature: [Blank] Date of Application: [Blank]

30 Days/2,000km Exchange Privilege Policy



Thank you for purchasing a Hyundai Certified Pre-owned Vehicle. As part of Hyundai's commitment to offering quality pre-owned vehicles and exceptional service, we are pleased to offer you the opportunity to exchange your Hyundai Certified Pre-owned Vehicle.

You may return your Hyundai Certified Pre-owned Vehicle (the "Vehicle") to your selling dealer (the "Dealer") for exchange with another Hyundai Certified Pre-owned Vehicle subject to the following conditions:

- You must return vehicle with VIN: KMHDH4AH9AZ287809 by end of business day on August 20, 2018.
- The odometer on the vehicle must not exceed 82,000 km.
- The cost of any parts or accessories installed on the Vehicle at your request will not be refunded.
- The Vehicle must be in the same condition as when you purchased it, except for the additional mileage. The Dealer will have the final decision regarding any exterior or interior damage, misuse, mechanical defects incurred during your ownership.
- You are responsible for carrying valid comprehensive, collision and liability insurance on the Vehicle and agree to indemnify and hold Hyundai Auto Canada and the Dealer harmless from claims of any nature arising out of your negligent use of the Vehicle prior to the Vehicle's return.
- You are responsible for any additional costs associated with the exchange of another suitable Hyundai Certified Pre-owned Vehicle.

I understand and agree to the terms and conditions of the Hyundai Certified Pre-owned Vehicles Exchange Privilege Policy.

Purchaser Name: Joe Customer Purchaser Signature: [Blank] Date: July 20, 2018
 Dealer Name: Anywhere Hyundai Dealer Signature: [Blank] Date: July 20, 2018