

# HYUNDAI SALES BULLETIN

**Subject: Hyundai Extended Protection Program procedures –**      **No: 90-06-2021**  
**How to submit a request – HEP / H-Promise**

<b>Group: General Information</b>			<b>March 23, 2021</b>
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	<b>Model(s): All</b>

## Bulletin Summary:

This bulletin provides step by step instructions for claims submission for any HEP & H-Promise cancellations (within 45 days, dealer error, total loss, moving out of country, trade benefit and/or claim free programs)

This section will cover the proper procedure to follow when submitting a request for cancellation of HEP and H-Promise.

HEP/CPO change/cancellation requests **are only accepted** via SAP Sales change request unless of an exception (see below for **exception** rules).

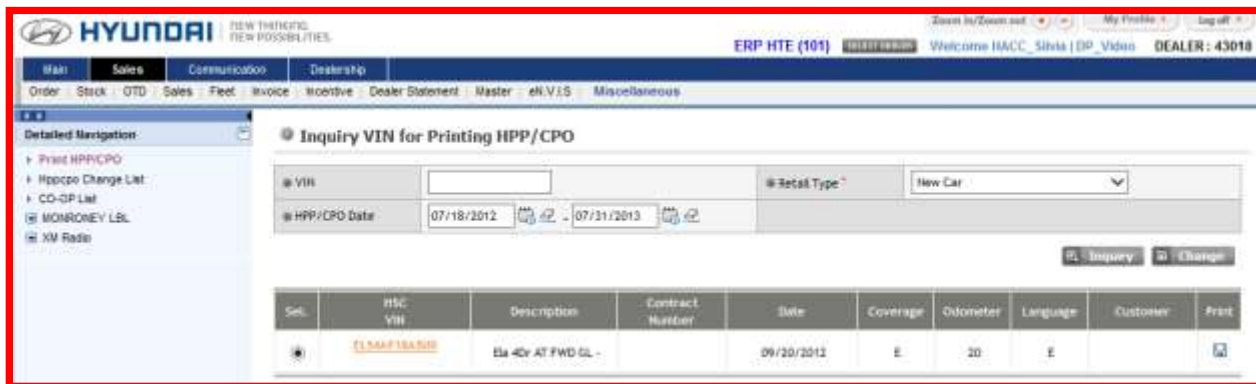
Please ensure all forms and supporting documents are scanned into one file for upload to SAP. SAP only allows for one file attachment so all supporting documents must be compiled into a single file. **Cancellation requests submitted without proper supporting documentation will be rejected.** To submit a HEP cancellation request through SAP, please follow the steps outlined below.

1. Log onto SAP, select the “Miscellaneous” tab under the Sales menu and then select the “Print HEP/CPO” menu within this screen. This will open up a VIN Inquiry page.
2. Enter the VIN into the “VIN” field **ensure the date is changed according to the retail sales date of the extended warranty** and select the “Inquiry” button. The system will pull up the vehicle in the list below.

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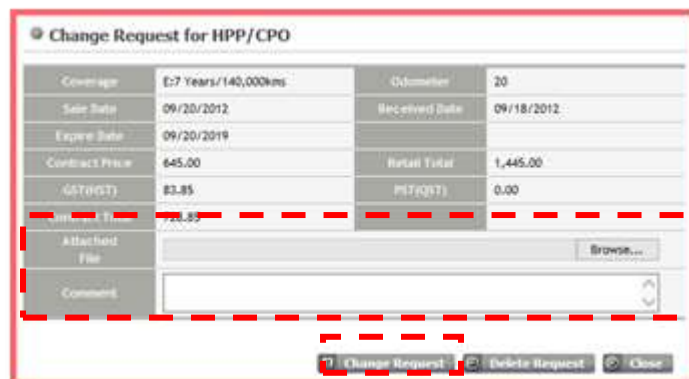
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3. Select the SEL circle beside the VIN and select the “Change” button.



A “Change Request” popup screen will appear. Ensure you have all appropriate HEP cancellation documents compiled as a single file (HEP cancellation form, Proof of Loss/Theft, Proof of Lien Payout, etc.) and attach the cancellation document file to this request with a brief explanation of the cancellation request in the comments field.

4. Once completed, select the “Change Request” button to submit the change request.



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## How to check the status of my request

Once submitted dealerships are able to check the status of the refund/change request. Dealerships can access this information in SAP by selecting the “Miscellaneous” tab under the Sales menu and then select the “HPP/CPO Change List” menu within this screen. This will open up a VIN Inquiry page.

Dealerships can enter the HEP/CPO contract number or the VIN in the appropriate field and selecting the “Inquiry” button. This will open the cancellation request in the list below and provide a status update and comments on the status of change request **\*\*make sure you change the request date as the default is always the current date\*\***

HPP/CPO Change Request List

HPP/CPO No:  Request Date: 08/01/2020 - 08/2020  
 Request Status: 40 VIN: YN8J3CA46L0274998

Comments	VIN	HPP Change No HPP/CPO No.	Request Type Status	Retail Type Coverage	Sales Date Request Date	Retail Price Contract Price	GST/ST PST/QST	Total Amount	Deletion Flag
	YN8J3CA46L0274998	100000572 010030278	U:Change Request 40Accepted	# P86.61v/20000km Premium:50Deductible	07/29/2020 07/29/2020	2645.00 915.00	118.95 0	1033.95	

Change request message

Request Type Status: U:Change Request 40Accepted

Dealer Message: CHANGE FROM PREMIUM TO PREMIUM PLUS

HACC Feedback: contract deleted

Close

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## EXCEPTIONS

Exception Rules are as follows – an email to [HPPPPH@hyundaicanada.com](mailto:HPPPPH@hyundaicanada.com) should be submitted with “**EXCEPTION**” in the subject line

1. If you are not the original selling dealership processing the request
2. If the vehicle cannot be located via SAP (mostly 2016 and older)
3. Sometimes if the warranty was registered via AS400