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Section 7

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I.0**Sale of Hyundai Products**

The policies and procedures included in this Warranty Manual are an extension of the Hyundai Motor America Dealer Sales and Service Agreement Standard Provisions. The following statements are excerpts from the Dealer Sales and Service Agreement Standard Provisions which state, in part, in relation to warranty service and parts:

A. Dealer's Agreement to Purchase Hyundai Products**1. Quantities**

DEALER agrees to purchase Hyundai Products in such quantities and varieties as may be necessary to fulfill its obligations under this Agreement. HMA will distribute such products pursuant to such procedures as HMA may deem appropriate from time to time. HMA's agreement to sell may only be established by written confirmation by HMA that the product will be shipped. HMA will use its best efforts to provide Hyundai Products to DEALER subject to available supply from FACTORY, HMA's marketing requirements, and any change or discontinuance with respect to any Hyundai Product.

HMA and DEALER recognize that certain Hyundai Products may be in short supply from time to time because of factors which are beyond the control of HMA or FACTORY. Where such a shortage is determined by HMA to exist, HMA will endeavor to allocate the affected Hyundai Product(s) among its Dealers in a fair and equitable manner, as it may determine in its sole discretion.

DEALER acknowledges that certain products manufactured by or for FACTORY may be distributed in the United States by distributors other than HMA. Entering into this Agreement, therefore, confers no rights or benefits upon DEALER with respect to the sale or servicing of such products.

2. Prices and Other Terms of Sale

HMA reserves the right, without prior notice to DEALER, to establish and revise prices and other terms of sale for all Hyundai Products sold to DEALER under this Agreement. HMA, however, will provide notice to DEALER of any revision in prices and other terms of sale before shipping any Hyundai Product subject to such revision.

3. Payment for Hyundai Products

DEALER agrees to pay for Hyundai Products pursuant to such procedures as HMA may designate from time to time. Such procedures may include electronic funds transfer and other automatic collection systems. Automatic collections will be against DEALER's then applicable wholesale credit line. HMA will advise DEALER in writing of the implementation of such systems. DEALER will make arrangements with its designated financial institution to accommodate the use of such systems.

4. Delivery of Hyundai Products

a. Mode and Place of Delivery

HMA will select the distribution points, carriers and mode of transportation and will be responsible for all charges in effecting delivery of Hyundai Products to DEALER. DEALER agrees to reimburse HMA for all delivery, freight and other related charges as they appear on HMA's invoice to DEALER.

b. Title and Risk of Loss

Subject to the terms of sale which HMA may establish from time to time, title and risk of loss to Hyundai Products will pass to DEALER upon tender of the Hyundai Products to DEALER or its authorized agent. HMA will retain, and DEALER hereby grants to HMA, a security interest in, and the right to retain or repossess all Hyundai Products sold to DEALER by HMA until HMA is paid in full therefore.

d. Failure or Delay of Delivery

DEALER will not be liable for any delay or failure to accept delivery and HMA will not be liable for delay or failure to deliver Hyundai Products, where such delay or failure to deliver is due, in whole or in part, to any event of Force Majeure, or any delay or failure of the FACTORY or other supplier of HMA or any carrier to deliver Hyundai Products.

e. Damage Claims

As between HMA and DEALER, HMA assumes responsibility for damage to Hyundai Products occurring prior to delivery to DEALER or its authorized agent. DEALER agrees, however, to submit such claims in the manner required in the Hyundai Warranty Policies and Procedures Manual.

f. Option to Repurchase Damaged Motor Vehicles

DEALER agrees to notify HMA promptly if any new motor vehicle(s) in DEALER's inventory, other than those used as demonstrators, should for any reason be substantially damaged. To preserve the quality and value of new Hyundai Motor Vehicles offered to the public, HMA will have the option to repurchase any or all such vehicles at a price equal to the net purchase price paid by DEALER to HMA. HMA will make appropriate payment for repurchased vehicles directly to any lien holder. DEALER agrees to assign its rights under any insurance contract relating to the repurchased vehicle(s) to HMA.

5. Warranties on Hyundai Products

DEALER understands and agrees that the only warranties that will be applicable to each new Hyundai Product sold to DEALER by HMA will be the written limited warranty or warranties expressly furnished by FACTORY or HMA or as stated in the Hyundai Warranty Policy and Procedures Manual, as it may be revised from time to time. With respect to DEALER, such limited warranties are in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose or any liability for commercial losses based on negligence or strict liability. Except for its limited liability under such written warranty or warranties, neither FACTORY nor HMA assumes any other warranty obligation or liability. DEALER is not authorized to assume any additional warranty obligations or liabilities on behalf of HMA or FACTORY. Any such additional obligations or liabilities assumed by DEALER will be solely the responsibility of DEALER.

6. Effect of Change of Design, Specification, or Options

HMA reserves the right at any time in its sole discretion and without notice to change the design or specification of any Hyundai Product or the availability of options in any Hyundai Product. HMA is under no obligation to make any similar change upon any product previously purchased by or shipped to DEALER. No change will be considered a model year change unless so specified by HMA.

B. Dealer's Agreement to Promote and Sell Hyundai Products**1. Adequate Vehicle Inventory**

As a duly authorized Hyundai Dealer, DEALER recognizes that its Customers will expect DEALER to stock a reasonable quantity and variety of current model Hyundai Motor Vehicles. Accordingly, DEALER agrees to stock and sell, subject to available supply, all models and types of Hyundai Motor Vehicles in the Hyundai Product Addendum and that it will, at all times, maintain at least the minimum inventory of Hyundai Motor Vehicles requested by HMA. DEALER will maintain all Hyundai Motor Vehicles for display and demonstration purposes in showroom ready condition.

C. Dealer's Sales Operations**1. Disclosure As To Prices Of Hyundai Products**

DEALER agrees to explain to purchasers of Hyundai Products the items which make up the purchase price and to give such purchasers itemized invoices and any other information required by law. DEALER further agrees that it will not make any misleading statements as to the items which make up the total selling price of any Hyundai Motor Vehicle, or as to the prices related to such items including destination or other charges paid to HMA. DEALER also agrees not to charge Customers for any services for which DEALER is reimbursed by HMA, including pre-delivery inspection and adjustment services, without disclosing the fact of such reimbursement to the Customer.

2. Disclosure as to Parts or Accessories

DEALER recognizes that its Customers have a right to expect that any product that they purchase from DEALER meets the high quality standards associated with HMA, FACTORY, the Hyundai Marks and Hyundai Products in general. Accordingly, DEALER agrees that, if it sells or installs any part or accessory that is not a Hyundai Genuine Part or Accessory, it will disclose such fact to the Customer and will advise the Customer that the item is not included in warranties furnished by HMA or FACTORY. In all cases, the purchaser's contract of purchase and sale will include written notice of such disclosure. In addition, DEALER will clearly explain to the Customer the extent of any warranty covering the equipment, part or accessory involved and will deliver a copy of such warranty to the Customer at the time of sale.

DEALER agrees that it will not represent or offer to sell as new Hyundai Genuine Parts or Accessories, any parts or accessories used by it in the repair or servicing of Hyundai Motor Vehicles which are not in fact Hyundai Genuine Parts or Accessories.

I.I**Service and Parts**

A. Dealer Responsibilities

DEALER recognizes that its Customers are entitled to prompt, courteous, and professional service and that Customer satisfaction is vital to the mutual success of DEALER and HMA. DEALER agrees, therefore, to take all reasonable steps to provide service and parts for all Hyundai Motor Vehicles, regardless of where purchased and whether or not under warranty; to ensure that necessary repairs on Customer vehicles are accurately diagnosed and performed in accordance with the highest professional standards; to advise the Customer and obtain his or her consent prior to the initiation of any repairs; and to treat the Customer courteously and fairly at all times.

1. New Motor Vehicle Pre-Delivery Inspection

DEALER will perform Pre-Delivery Inspection on each new Hyundai Motor Vehicle prior to delivery to the retail Customer according to HMA's instructions. Any required campaign or policy service will also be completed at the time of Pre-Delivery Inspection.

2. Warranty and Policy Service

DEALER will perform warranty service on each Hyundai Motor Vehicle at the time of Pre-Delivery Inspection and when requested by the owner according to the requirements of the Hyundai Warranty Manual. DEALER will perform policy service as HMA may require from time to time. DEALER will provide each owner for whom warranty or policy service is performed with a copy of the repair order stating all services performed.

3. Campaign Inspections

HMA may, from time to time, require DEALER to inspect and correct conditions in Hyundai Motor Vehicles. DEALER agrees to perform such campaign inspections regardless of where or from whom the subject Hyundai Motor Vehicles were purchased. Because of the importance of campaign inspections to the overall reputation of Hyundai Motor Vehicles for their high quality standards, HMA may ship parts and other materials to DEALER without DEALER's authorization. DEALER will accept such shipments and upon completion of the campaign, HMA will credit DEALER for any extra parts and materials so shipped provided DEALER returns or otherwise disposes of such parts and materials according to HMA's instructions.

4. Reimbursement Rates

HMA agrees to compensate DEALER for all warranty, policy and campaign inspection work, including labor and diagnosis, in accordance with procedures and at rates to be announced from time to time by HMA and in accordance with applicable law. DEALER agrees that such rates will constitute full and complete payment to DEALER for such work. Both parties agree that warranty and policy service is provided for the benefit of Customers and DEALER agrees that the Customer will not be obligated to pay any charges for warranty or policy work, except as required by law.

HMA will reimburse DEALER for Pre-Delivery Inspection at an authorized labor and/or diagnosis rate and according to the Pre-Delivery Inspection time allowances as established by HMA, or as required by law.

If DEALER wishes to adjust the established reimbursement rate for labor and diagnosis in connection with warranty, policy or Pre-Delivery Inspection performed on Customer's vehicles, DEALER agrees to make the appropriate written application to HMA and to comply with such applicable procedures or policies as may be set forth in the Hyundai Warranty Manual.

5. Independent Warranty or Service Contract

DEALER recognizes that HMA's limited warranties are provided to Customer at no additional expense. HMA recognizes that DEALER is free to sell warranty or service contract protection for Hyundai Motor Vehicles which is different from and independent of HMA's warranties. In order to avoid any misconception among its Customers, DEALER agrees that if it elects to sell such independent warranties or service contracts to Customers:

- a. DEALER will conspicuously disclose in writing upon the Customer's purchase order the extent to which the independent warranty or service contract protection purchased by the Customer overlaps that provided by HMA or FACTORY; and
- b. Whenever a Customer purchases such independent warranty or service contract protection and seeks service on a Hyundai Product during the period of time that such Product is also covered by the limited warranty provided by HMA or FACTORY, DEALER will not apply for, and agrees that it will not be entitled to, reimbursement under such limited warranty unless DEALER has advised the Customer in writing, on all copies of the repair order, that the service was provided pursuant to HMA's limited warranty and not the independent warranty or service contract protection that the Customer purchased.

6. Installation and Use of Non-Genuine Parts or Accessories

DEALER understands that it has the right to sell, install or use products which are not Hyundai Genuine Parts or Accessories.

DEALER agrees, however, that its Customers may reasonably expect that any part or accessory which DEALER sells, installs or uses in the repair or servicing of Hyundai Motor Vehicles meets the high quality standards of Hyundai Genuine Parts or Accessories. Therefore, in cases where DEALER does not sell, install or use a Hyundai Genuine Part or Accessory, DEALER will only utilize such other parts or accessories as:

- a. Will not adversely affect the mechanical operation of the Hyundai Motor Vehicle being serviced or repaired; or
- b. Are equivalent in quality and design to Hyundai Genuine Parts or Accessories.

In the event any disagreement arises between HMA and DEALER regarding the use by DEALER of parts other than Hyundai Genuine Parts or Accessories, or parts expressly approved by HMA, DEALER agrees that it will have the burden of proving either:

- a. That the parts replaced will not adversely affect the mechanical operation of the Hyundai Motor Vehicle being serviced or repaired; or
- b. That parts used by it are equivalent in quality and design to Hyundai Genuine Parts or Accessories, or parts expressly approved by HMA.

If DEALER uses parts or accessories which are not Hyundai Genuine Parts or Accessories or are not approved in writing by HMA for use in Hyundai Motor Vehicles, DEALER does so at its own risk and neither HMA nor FACTORY will be responsible to DEALER or to any third party for any products liability, warranty or other claim which may arise as a consequence of the installation and/or use of such parts.

7. Safety and Emission Control Laws

DEALER agrees to comply and operate consistently with all applicable provisions of federal, state and local motor vehicle safety and emission control laws, rules and regulations.

In addition, HMA and DEALER will each provide the other with such information and assistance as may reasonably be requested by the other in connection with the performance of obligations imposed on either party by any applicable federal, state and local motor vehicle safety and emission control requirements.

In the event that the laws of the state in which DEALER is located require motor vehicle dealers or distributors to install in new or used motor vehicles, prior to the retail sale thereof, any safety devices or other equipment not installed or supplied as standard equipment by FACTORY or HMA, then DEALER, prior to its sale of any Hyundai Motor Vehicles on which such installations are so required, will properly install such devices or equipment on such Hyundai Motor Vehicles. DEALER will comply with state and local laws pertaining to installation of such equipment, including without limitation, the reporting thereof.

B. Service and Parts Operations

1. Service and Parts Personnel

DEALER agrees to establish and maintain a complete service and parts organization, including a Service Manager, a Parts Manager and a sufficient number of customer relations, service, and parts personnel who meet such educational, management, technical training, and competency standards as HMA may establish or approve.

2. Handling of Service Complaints

DEALER understands that the development and maintenance of Customer confidence and satisfaction in Hyundai Products requires DEALER's full support. DEALER, therefore, agrees to investigate and handle all complaints from Customers according to procedures prescribed by HMA and in a manner calculated to secure and maintain the Customer's goodwill towards DEALER, HMA, and Hyundai Products. Moreover, DEALER agrees to cooperate with HMA and to provide such information as HMA may in its judgment require to comply with any federal or state consumer protection law, rule or regulation, including without limitation, warranty and repair or replace laws or to avoid any liability thereunder. Furthermore, DEALER agrees to participate in and cooperate with such customer complaint resolution procedures as HMA may designate from time to time.

3. Service Equipment and Special Tools

DEALER agrees to procure such service equipment and special tools as HMA may require from time to time, and to maintain the same in good repair and in proper calibration to enable DEALER to fulfill its service responsibilities under this Agreement.

4. Parts Inventory

DEALER will stock a sufficient quantity and variety of parts and accessories to meet Customer demand and to perform warranty repairs and special policy work. DEALER recognizes, however, that its Customers may reasonably expect that DEALER will have Hyundai Genuine Parts or Accessories immediately available for purchase or installation. DEALER, therefore, agrees to carry in stock at all times during the term of this Agreement a complete inventory of Hyundai Genuine Parts or Accessories, as listed in HMA's current inventory guide, to enable DEALER to meet its Customers' needs and to fulfill its service responsibilities under this Agreement. HMA reserves the right to audit DEALER's inventory from time to time and may require DEALER to supplement its inventory to meet its obligations hereunder.

DEALER will install and maintain a parts inventory control system approved by HMA to track availability and sales of parts.

C. Assistance Provided by HMA

1. Service Training Assistance

DEALER recognizes the importance of providing consistent, dependable and high quality service to its Customers. DEALER agrees that frequent training and refresher courses are a necessary prerequisite to providing such service.

To assist DEALER in fulfilling its service and parts responsibilities hereunder, HMA from time to time will offer general and specialized service and technical training programs and materials. DEALER will require its service and/or parts personnel to participate in such programs.

2. Service Manuals and Materials

HMA agrees to provide DEALER with copies of such DEALER service manuals and bulletins, publications, and technical data as HMA deems necessary for the effective operation of DEALER's service and parts organization. DEALER will have responsibility for keeping such manuals, publications and data current and available for consultation by its parts and service employees.

3. Field Service Personnel Assistance

To assist DEALER in handling its parts and service responsibilities under this Agreement, HMA agrees to make available field service personnel who will, from time to time, advise and counsel DEALER on parts and service related subjects, including product quality, technical adjustment, repair and replacement of product components, parts inventory, parts sales, customer relations, warranty administration, service and parts merchandising, training and management.

D. Evaluation of Dealer's Service and Parts Performance

DEALER's service and parts performance is extremely important to the effective representation of Hyundai Products. Therefore, under this Agreement, HMA will periodically evaluate DEALER's performance of its service and parts responsibilities, including without limitation: warranty service, customer relations, service and parts merchandising, management and operations, new vehicle pre-delivery service, parts inventory, tools and equipment, competency of service and parts personnel, participation of DEALER's personnel in various training programs, and the adequacy of service and parts facilities. HMA agrees to review such evaluations with DEALER so that DEALER may take prompt action, if necessary, to improve its service and parts performance to satisfactory levels as HMA may reasonably require. HMA will provide DEALER with a copy of the evaluation upon request.

I.2**Dealer Location**

A. Responsibilities of Dealer

HMA has entered into this Agreement in reliance upon DEALER's representation that it will establish and maintain dealership facilities and operations only at the location(s) previously identified. DEALER agrees, therefore, that it will not, under any circumstances, conduct DEALER operations at any other location, whether as a satellite operation, sub-dealership, through an associate DEALER or otherwise, without the prior written consent of HMA.

Moreover, it is the mutual desire of DEALER and HMA that DEALER's facilities reflect a distinctive first-class appearance in common with all other duly authorized Hyundai Dealers. Accordingly, DEALER agrees to procure from approved sources and install all items necessary to insure that DEALER's retail environment complies in all respects with such distinctive first-class appearance. In addition, DEALER agrees that all of its facilities will be satisfactory as to space, appearance, amenities, layout, equipment, and signage and will at all times be in accordance with HMA's minimum facilities standards, as amended from time to time.

B. Operating Hours

DEALER agrees that the transportation, service and maintenance needs of its Customers can be met properly only if DEALER keeps its dealership premises open for business during hours which are reasonable and convenient for such Customers. Accordingly, DEALER will maintain its respective dealership operations open for business during days and hours which are customary and lawful for such operations in the community or locality in which DEALER is located and in accordance with industry standards.

C. Signs

Subject to applicable law, DEALER agrees to purchase from sources designated by HMA and to erect and maintain at the dealership location(s), entirely at DEALER's expense, standard product and service signs of types authorized by HMA, as well as such other authorized signs as are necessary to identify the dealership operations effectively and as recommended by HMA. DEALER shall in no way alter or modify such authorized signs without obtaining prior written approval from HMA.

D. Data Processing Systems

To facilitate the accurate and prompt reporting of relevant DEALER operational and financial data including, without limitation, sales reports, warranty claims and parts purchasing and to ensure rapid communication with authorized Hyundai Dealers, HMA requires DEALER, and DEALER agrees, to acquire, install, maintain and upgrade at DEALER's sole expense, electronic data processing systems, compatible with HMA's data systems, from a source designated by HMA. The computer terminals for such system

will be installed and maintained at the DEALER location(s) identified herein. Furthermore, DEALER agrees to utilize said system in accordance with HMA's instructions.

E. Evaluation of Dealership Facilities

HMA will periodically evaluate the adequacy of DEALER's facilities pursuant to its responsibilities under this Agreement. In making such evaluations, HMA will consider: the actual building and land space provided by DEALER for the performance of its responsibilities under this Agreement, compliance with HMA's then current requirements for dealership operations; the appearance, condition, layout and signage of the dealership facilities; and such other factors, if any, which in HMA's judgment may directly relate to DEALER's performance of its responsibilities under this Agreement. HMA will discuss such evaluations with DEALER so that DEALER may take prompt action, if necessary, to comply with HMA's minimum facility standards. HMA will provide DEALER with a copy of the evaluation upon request.

I.4**Accounts, Records, and Reports**

A. Uniform Accounting System

HMA uses the operating information provided by its Dealers to develop composite operating statistics which are useful to Dealers and to HMA in business management. In order for such information to be useful, however, Hyundai Dealers must submit data which is accurate and based on uniform accounting procedures. Accordingly, DEALER agrees to maintain a uniform accounting system designated by HMA, and in accordance with the Hyundai Accounting Manual, as amended from time to time. In addition, DEALER will furnish to HMA, by the tenth (10) of each month, in a format prescribed by HMA, a complete and accurate financial and operating statement covering the preceding month and calendar year-to-date operations. DEALER will also promptly furnish to HMA a copy of any adjusted financial or operating statement prepared by or for DEALER.

B. Sales Reporting

HMA requires timely sales information to correctly evaluate current market trends and to maintain a fair and equitable vehicle distribution system. In addition, such data is necessary for HMA to evaluate DEALER's sales performance and to provide meaningful advice and recommendations to DEALER.

Accordingly, DEALER agrees to:

1. Accurately report to HMA, with such relevant information as HMA may reasonably require, the delivery of each new motor vehicle to a purchaser by the end of the day in which the vehicle is delivered to the purchaser thereof; and
2. Furnish HMA with such other reports as HMA may reasonably require from time to time.

C. Sales and Service Records

DEALER agrees to keep complete and up-to-date records regarding the sale and servicing of Hyundai products for a minimum of five (5) years, exclusive of any retention period required by any governmental entity. In order that the policies and procedures relating to the application for reimbursement for warranty, policy work, and Pre-Delivery Inspection may be applied uniformly to all Dealers, DEALER agrees to prepare, keep current, and retain records in support of requests for reimbursement for warranty and policy work performed by DEALER in accordance with the policies and procedures prescribed in the Hyundai Warranty Policies and Procedures Manual and standards established by HMA consistent with said manual.

D. Audit of Dealer Records

DEALER agrees that HMA will have the right, at all reasonable times and during DEALER's regular business hours, to examine, audit and reproduce all records, accounts, and all other data relating to the sale and service of Hyundai Products by DEALER. HMA will provide a copy of the report of the examination or audit to DEALER upon request.

I.6**Termination of Agreement**

B. Termination for Cause*1. Immediate Termination*

HMA will have the right to terminate this Agreement in any of the following situations:

- a. Submission by DEALER to HMA of: (i) false claims for reimbursement, sales incentives, refunds, rebates or credits; (ii) false financial information, sales reports or other data required by HMA or (iii) false statements relating to pre-delivery preparation, testing, warranties, servicing, repairing, or maintenance required by HMA.

2. Termination Upon Sixty Days Notice

If HMA learns that any of the following events have occurred and determines, in its sole discretion, that the matter may require termination of this Agreement, HMA will so advise DEALER in writing. If DEALER does not correct the condition or explain the matter to HMA's satisfaction within thirty (30) days of such notice, then HMA will have the right to terminate this Agreement upon sixty (60) days notice. Events which may result in such termination include:

- a. The conduct, directly or indirectly, of any dealership operation at any location other than those specifically approved herein, without the prior written consent of HMA;
- b. Any refusal to permit HMA to examine or audit DEALER's accounts and records as provided herein upon receipt by DEALER of written notice from HMA requesting such permission or information;
- c. Failure of DEALER to comply with the provisions of any laws or regulations relating to the sale or service of Hyundai Products;
- d. Repeated failure of DEALER's sales, service or parts personnel, including but not limited to management, to fully participate in any training program offered by HMA to DEALER;
- e. Failure of DEALER to properly obtain, erect, maintain, repair, and illuminate signs and other displays in a manner approved by HMA;
- f. Failure to maintain an adequate supply of general and special tools and equipment designated by HMA.
- g. Failure to maintain an adequate parts inventory;
- h. Repeated failure to use proper parts and accessories in the repair and servicing of Hyundai Motor Vehicles; or
- i. Breach or violation by DEALER of any other term or provision of this Agreement.

I.9**Miscellaneous Provisions**

C. Release of Claims

Upon execution of this Agreement by DEALER, and in consideration of HMA entering into this Agreement, DEALER hereby releases HMA from any and all claims, demands, contracts and liabilities (including, but not limited to, statutory liabilities) known or unknown, of any kind whatsoever, arising out of or in connection with any prior agreements, business transactions, course of dealing, discussions, or negotiations between the parties prior to the effective date hereof and regardless of whether DEALER knows or suspects the claim to exist in its favor at the time of executing the release and whether or not if known to it, would have materially affected its release hereunder. Notwithstanding any other provisions herein, however, this release does not extend to any accounts payable by one party to the other as a result of the purchase of any Hyundai Products, audit adjustments, or reimbursement for any services.

E. Severability

If any term or provision of this Agreement, or the application thereof to any person or circumstance, will be contrary to any law or will be adjudged by any court or government agency to be invalid, void or unenforceable, such term or provision will be deemed deleted from this Agreement and the remaining provisions and any application thereof will continue in full force and effect without being impaired or invalidated in any way.

I. Notices

Unless otherwise specifically provided herein, any notice required to be given by either party to the other under or in connection with this Agreement will be in writing and delivered personally or by certified mail, return receipt requested and will be effective from the date of receipt. Notices to DEALER will be directed to DEALER or its representative at DEALER's place of business identified herein. Notices to HMA will be directed to the President of HMA at its national headquarters. In the event that any party refuses to accept delivery of notice hereunder, such notice will be effective on the date delivery is refused.

N. Waiver of Trial by Jury

HMA and DEALER hereby waive, to the extent permitted by law, the right to trial by jury for all disputes, controversies or claims which may arise between DEALER and HMA out of or in connection with this Agreement, or its construction, interpretation, effect, performance or non-performance, termination or the consequences thereof, or in connection with any transaction contemplated between the parties.

2.0**Statement of General Policy**

Hyundai Motor America will reimburse Hyundai Dealers the reasonable costs of repairing transportation damage to new vehicles as long as the damage is properly documented and the procedures (as detailed herein) are correctly followed at the time of vehicle receipt.

2.0.1**Summary of Procedures**

- Inspect the vehicles immediately after they are off-loaded from the delivery carrier's truck before the driver leaves the dealership's premises.
- Document all vehicle damage or shortages on the carrier's delivery receipt; specifically have the Dealer and carrier representatives sign, date, and record the time of inspection on both copies of the delivery receipt.
- File a warranty claim for most damages found upon removal of any protective plastic sheeting (Refer to Section 2.1.2, Inspection Procedures.)
- Send a concealed damage letter via certified mail to the delivery carrier, return receipt requested, within 48 hours after vehicle delivery, if applicable. (Refer to Section 2.1.5, Concealed Damage.)
- Send a delayed inspection letter via certified mail to the carrier, return receipt requested, within 48 hours after vehicle delivery, if applicable. (Refer to Section 2.1.6, Delayed Inspection.)
- Obtain the Regional Distribution Manager's authorization for repair of critical damage. Actual repair costs should not exceed third party survey amount. If it will, contact your Regional Distribution Manager. (Refer to Section 2.1.7, Critical Damage Procedures.)
- Tag and retain all parts for a period of 45 days from the date that the transportation claim is indicated as paid per the Warranty Answerback.
- File a transportation claim via the DCS terminal. No other method of submitting a transportation claim will be accepted.
- File the following original documents at your dealership for record retention purposes for a period of three years from the HMA claim acceptance date:
 - Delivery receipt indicating delivery of the claimed vehicle
 - Itemized repair order indicating the repair of the claimed vehicle
 - Itemized sublet repair order indicating the sublet repair of the claimed vehicle

If applicable:

- Copy of the delayed inspection letter with certified mail receipt.
- Copy of the concealed damage letter with certified mail receipt.

Proper inspection and documentation of receipt of new vehicles provides the following:

- Full recovery of the cost incurred for the repair of in-transit damages with a minimal administrative burden.
- Information to HMA on repetitive damage-causing situations so that these problems can be corrected.
- Assurance that the specific vehicle and accessories were received.

2.1**Vehicle Receipt and Inspection Procedures**

2.1.1**Vehicle Receipt Procedures**

The Dealer should provide a designated area where vehicles being delivered can be unloaded and inspected. A specific individual(s) should be assigned the responsibility for supervising and/or performing the inspection of the delivered vehicles at the time they are off-loaded from the Carrier's truck prior to the departure of the Carrier's driver.

Damaged vehicles must be accepted for delivery. For those accepted with major damage, please see Section 2.1.7 for Critical Damage Procedures.

2.1.2**Inspection Procedures**

When receiving a new vehicle, the vehicle is to be inspected immediately for damage and obvious missing parts and/or options as listed. This inspection is to be completed before the Carrier's delivery receipt is signed. The inspection should be performed as quickly and as accurately as possible. The Carrier's delivery receipt must be clearly signed and dated (noting time of delivery) by both the Dealer's and Carrier's representative for all vehicles. All damage notations should be agreed to by the Carrier's driver. If the Carrier's driver refuses to sign the delivery receipt, the Dealer's inspector should write "Driver Refused to Sign", and include the Carrier's driver's name, if known, on the delivery receipt.

Refer to Section 2.1.7 for Critical Damage Procedures.

- Survey the vehicle's exterior. Check for scratches, dents, and other damage to visible body panels. Look for scratches and pitting of glass. Check all trim.
- Exterior damage may indicate related hidden damage (to the undercarriage, for example). Please check for it.
- For vehicles covered with paint protective film:
 - **Transportation Damage Claims:** Limited to damages found under film that correspond to tears or dents in the film. The damaged film must be removed in the driver's presence and the damage noted on the delivery receipt.
 - **Warranty Damage Claims:** All minor damages found under the film with no corresponding film damage.

Note: Major damage should be visible, noted at time of delivery (after removal of film) and submitted as a transportation claim. Protective film does not conceal major damage. Such damage does *not* fall under the concealed damage category (see Section 2.1.5, Concealed Damage).

For any vehicle in question, contact your Regional Distribution Manager.

- Compare the accessory list on the Monroney label to the equipment actually installed on the vehicle.
- Look for damage to the interior of the vehicle—especially around the driver's area.
- Verify that the trunk contains the equipment that it should.
- Exterior damage may indicate related hidden damage—look for it.

The Carrier may charge the Dealer for driver waiting time if this inspection exceeds 6 minutes per vehicle. HMA reserves the right to appoint an arbitrator in cases of dispute between the Dealer and the Carrier.

Note: Transportation Claims may not be reimbursed to dealerships if they are not supported by accurate and complete delivery receipt or inspection record notation. It is important, therefore, that all parties properly annotate damage along the vehicle transit route.

2.1.3

Documentation Requirements ---

Once the vehicle has been inspected, note all damages completely and accurately on the Carrier's delivery receipt. Use the damage area, type and severity codes noted in Section 2.2.1, 2.2.2, and 2.2.3. Make sure that each damage notation is identifiable with a particular VIN. In the remarks section, give any information which will help identify the cause of damage (if known or suspected), such as "quarter panel bent, tie-down bracket also bent". Be sure that both the driver and Dealer representative sign, date, and record the time of inspection on the delivery receipt before the driver leaves.

Remember that the claim will be judged based on the accuracy and completeness of your documentation.

2.1.4

Normal Inspection Hours ---

Hyundai normal delivery hours are between 7:00 AM to 7:00 PM, Monday through Saturday. Any units delivered during this time must be inspected at time of delivery for reimbursement of claims. Any issues with these hours should be addressed to your Regional Distribution Manager.

2.1.5**Concealed Damage**

Concealed damage is damage that can be identified only after:

A. An on-hoist check of the vehicle.**B. By test driving the vehicle.**

Send a concealed damage letter via certified mail, return receipt requested, to the carrier within 48 hours of delivery. *Failure to do this will result in denial of claim.*

A. On-hoist Check

Once the vehicle is on the hoist, examine the under-carriage for damage, giving particular attention to:

- Exhaust system
- Suspension system
- Frame
- Gas tank
- Brake lines
- Inner side wall and tread areas of tires
- Engine and drivetrain components
- Underbody sheet metal
- Tie-downs

B. Test drive

Report any problems that are transportation related via the concealed damage letter.

Other Conditions**• Paint Protective Film Covered Vehicles**

Minor damages found under the film with no corresponding film damage should be submitted as a warranty claim (see Section 2.1.2 Inspection Procedures). Major damage should be visible and noted at time of delivery (after removal of film). Protective film does not conceal major damage.

• Snow or Ice Covered Vehicles

Damage or shortage to the vehicle surface discovered after the removal of snow and/or ice is ONLY considered concealed damage if it affects a horizontal panel (i.e. the hood, roof, windshield/rear glass, or trunk). In addition, the driver must verify in writing on the delivery receipt that one or more of these areas cannot be inspected.

• Dirt Covered Vehicles

Damage or shortage to the vehicle surface discovered after removal of dirt is NOT considered concealed damage; therefore, the dealership may want to wash each vehicle prior to beginning the inspection.

2.1.6**Delayed Inspections**

When vehicles are delivered outside normal business hours, inspect and receive the vehicles during the next working day as described in the “Concealed Damage” section, but, additionally send the documented delivery receipt via certified mail, return receipt requested, to the Carrier within 48 hours of vehicle delivery. Be sure to note on the delivery receipt the reason that the inspection was delayed.

2.1.7**Critical Damage Procedures**

Critical damage is defined as damage that is so severe or of such a nature as to make it questionable whether the vehicle can be repaired, and/or items replaced, and restore the vehicle to “like new” condition in appearance, safety, function and structural integrity. In addition, any repair or replacement must not violate any federal, state or local laws. When a vehicle is delivered to the Dealer with suspected critical damage, the Dealer shall:

- Accept delivery of the unit.
- Note all damages on the delivery receipt. The driver is to co-sign.
- *Contact your regional distribution manager for further details.*

When appropriate, the Regional Distribution Manager will arrange for an independent damage and repair appraisal of the vehicle and will then instruct the Dealer on the vehicle’s disposition.

Damage circumstances which fall into the category of possible critical damage include:

- Repair or replacement will not restore the vehicle to a “like new” condition in appearance, safety, function and structural integrity; OR
- The vehicle requires ten or more hours combined paint and metal repair time (RR time not included); OR
- The vehicle requires a welding or cutting operation; OR
- The vehicle requires a frame/unibody straightening/pulling operation; OR
- The vehicle has experienced significant damage from water, environmental fallout, “acid rain”, hail or windstorm effects, etc.

Repair costs must not exceed the amount of the independent repair appraisal. If costs do exceed this amount or a copy was not provided to the Dealer, contact the Regional Distribution Manager for disposition.

All critically damaged vehicles require disposition from the regional distribution manager before repairs begin or the vehicle is sold. Failure to secure such disposition could result in a denied transportation claim.

2.1.8**Items Which Are Not Carrier Responsibility**

The following items are *not* the responsibility of the Carrier:

- **Production shortages**

A production shortage is an item which is not available at the time a vehicle is built, but which does not prevent scheduled shipment of a vehicle to the Dealer. Such a shortage should be noted on the vehicle invoice by HMA. The Dealer should contact the regional office for reimbursement procedures.

- **Missing parts or production errors**

A missing part is a part or accessory which was omitted in production of the car. A side mirror, for example, shown on the invoice but with no holes drilled for it, would be a missing item, rather than a production shortage or a transportation loss. A warranty claim should be submitted for this repair.

- **Missing parts or accessories due to Port installation errors or shortages**

A missing part or accessory which was omitted by or not installed by the Port is either due to a part shortage or to a Port installation error. The Region will notify you when a parts shortage exists. A warranty claim should be submitted for situations when the Port omitted the installation of the part or accessory due to an error or parts shortage.

- **Incorrect specifications**

Because of production scheduling or some other reason, vehicles occasionally may have different specifications from that which the Dealer indicated as their preference. Adjustments and changes will not normally be allowed. Examples might include: 4 speed manual transmission received whereas an automatic transmission was preferred or an incorrect interior trim. In such a case, the Regional Distribution Department should be contacted for resolution of the issue.

- **Warranty repairs**

Warrantable repairs must be made in accordance with HMA's policy. Warranty repairs apply to "original defect of material and workmanship". See Section 2.1.2, Inspection Procedures, regarding damage noted upon removal of any exterior plastic protective sheeting.

- **Paint or Fluid Spillage**

Contact the Regional Distribution Manager, as soon as possible, for any paint or fluid spillage noted during delivery.

2.1.9**Repair Policy and Repair Record Requirements**

HMA will only pay for completed repaired damages; consequently, it is beneficial to complete the repairs as soon as possible after obtaining any necessary authorizations.

The following are repair record retention requirements:

Dealer Repair Order

The repair order issued to perform the repair must:

- State the vehicle identification number (VIN) on the repair order. This also applies to repairs that are to be sublet.
- State the damage to be repaired which corresponds exactly to the damage noted on the delivery receipt.
- State the hourly labor rate and show the breakdown of the metal, paint, and R&R (remove and replacement) time (each separately).

Sublet Work

If the repair is sublet to an outside repair facility, a sublet invoice must be obtained. The invoice must state:

- The Vehicle Identification Number (VIN).
- The name and location of the sublet shop.
- The sublet shop labor rate.
- The date of the repair.
- A detailed breakdown of exact work performed.
- A complete, itemized breakdown of metal, paint and R&R time for each operation separately.

File the above original documents at your dealership for record retention purposes for a period of three years from the HMA claim acceptance date.

Parts Salvage Availability

Any time a Dealer replaces a part when repairing transportation damage, that part must be made available to HMA for inspection and/or salvage.

The transportation claim itself serves as the salvage notification. The Dealer must retain and make available for inspection or collection any part that has been replaced because of transportation-related damage and must be held for 45 days from the date of Warranty Settlement Statement receipt.

HMA requests tagging each part with the repair order number, the vehicle identification number, the delivery receipt number, the transportation claim number, repair order date, and any other information which will help identify the part.

If the salvage part is not tendered at the time it is claimed within 45 days after claim payment notification per the Warranty Answerback, the Dealer will forfeit the recovery right on the repair damage and payment of the transportation claim will be denied or charged back.

2.2**Transportation Claim Filing Procedure**

Damage Code Listings

The damage area, type, and severity codes must be noted on the original delivery receipt at the time of delivery and inspection of the vehicle. The transporting Carriers electronically communicate the damage code information to HMA. This information will be matched to the Dealership damage codes and repairs performed to the vehicle.

Filing a Claim

File the claim for transportation damage by submitting all claims via the DCS terminal. To ensure prompt payment, the claim must be submitted completely and accurately.

Claims must be input into the HMA system within 60 days of vehicle receipt at the Dealer. Failure to do so may result in denial of claim.

Note: The repair must therefore be completed within 60 days of vehicle receipt.

2.2.1

Transportation Damage Area Codes

001 Antenna	002 Battery
003 Bumper, Front	004 Bumper, Rear
005 Bumper, Guard Front	006 Bumper, Guard Rear
010 Door, Left Front	011 Door, Left Rear
012 Door, Right Front	013 Door, Right Rear
014 Fender, Left Front	015 Quarter Panel, Left
016 Fender, Right Front	017 Quarter Panel, Right
018 Floor Mats, Front	019 Floor Mats, Rear
020 Glass, Windshield	021 Glass, Rear
022 Grille	023 Header Panel or Hood
024 Headlight/Rim, Left	025 Headlight/Rim, Right
026 Headliner	027 Hood
028 Keys	029 Mirror, Inside
030 Mirror, Outside Left	033 Radio/Tape Player
034 Rear End Panel	035 Rocker Panel, Left Side
036 Rocker Panel, Right Side	037 Roof Panel
040 Spare Tire and Wheel	042 Splash Panel Front
043 Splash Panel Rear	044 Gas Tank
045 Tail Light & Rim, Left	046 Tail Light & Rim, Right
047 Tire, Other than Spare	048 Trim Panel, Left Front
049 Trim Panel, Right Front	050 Trim Panel, Right Front
051 Trim Panel, Right Rear	052 Trunk Lid or Hatchback
053 Sun Roof	054 Undercarriage—Other
055 Cargo Area—Other	057 Wheel Covers
058 Radio Speakers	059 Wipers, Windshield
060 Rear Spoiler	062 Catalytic Converter
064 Wind Deflector	065 Luggage Rack
066 Dash	067 Ashtray/Lighter
068 Carpet, Front	069 Pillar, Right Center Extension
070 Pillar, W/Shield, Left Center	071 Pillar, W/Shield, Right Front
072 Pillar, W/Shield, Left Front	078 Quarter Panel Extension, Left Rear
079 Quarter Panel Extension, Right Rear	080 Cowl
081 Gas Cap or Cover	084 Tools/Jack
090 Frame	091 Exhaust System
092 License Bracket	093 Suspension System
094 Seat, Left Front	095 Seat, Right Front
096 Rear Seat	097 Carpet, Rear
098 Interior, Other	099 Engine Compartment, Other

2.2.2**Transportation Damage Type Codes**

01	Bent	02	Broken
03	Cut	04	Dented
05	Chipped	06	Cracked
07	Gouged	08	Missing
09	Scuffed	10	Stained or Soiled
11	Punctured	12	Scratched, not to metal
13	Torn	14	Dented–Paint Not Damaged
15	Dented–Chrome Not Damaged	18	Molding or Emblem Damaged
19	Molding or Emblem Loose, Missing	20	Glass Cracked
21	Glass Broken	22	Glass Chipped
23	Glass Scratched	24	Marker Light Damaged
25	Decal or Paint Stripe Damaged	34	Chipped–Panel Edge
35	Scratched–To Base Material		

2.2.3**Transportation Damage Severity Codes**

- 01 Damages Less Than 1" in Length or Diameter
- 02 Damages 1" to 3" in Length or Diameter
- 03 Damages 3" to 6" in Length or Diameter
- 04 Damages 6" to 12" in Length or Diameter
- 05 Damages Over 12" in Length or Diameter
- 06 Severe Panel Damage, Probably Involving Panel Replacement

2.2.4**How to File a Transportation Claim**

Only one claim allowed per VIN.

Concealed Damage/Deliveries Subject to Inspection (see Section 2.1.5)

A certified letter, return receipt requested, must be sent within 48 hours of vehicle delivery (see Section 2.1.5 and 2.1.6) for units with concealed damage or received outside of the normal delivery hours.

For a vehicle with any Exterior Protective Sheeting, see Section 2.1.2.

Critical Damage (see Section 2.1.7)

- Accept delivery of the unit.
- Make damage notations on delivery sheet. Driver is to co-sign.
- Contact Regional Distribution Manager for further details.

Inputting Your Claim

- You can enter up to five separate damage repairs on the DCS Transportation Claim Screen. For units with over five repairs, use the five most severe damage repairs.

Claims must be input and accepted by HMA within 60 days of the delivery date. Claims may not be accepted outside of this time period.

Claim Input Fields

- **Claim #**
This is the same claim format currently used in your warranty system.
- **Repair Date**
Input date as MM/DD/YY. This date must be on or after the delivery date.
- **RO#**
Input your Repair Order number.
- **Carrier**
AI = ATSI
AS = Allied Systems (Commercial Carriers/Ryder)
CA = Cassens
CE = Centurion
FC = Fleet Car Carrier
HA = Hadley
MA = Matson
NA = Nationwide
NC = Leaseway (LMOC)
SE = Selland
TH = Thrifty
TO = Totem Ocean Trailer Express
WA = Waggoner

- **Delivery Date**

Input the date of delivery MM/DD/YY. This date must either be on or before the repair date.

- **Time**

Input the time of delivery 00:00 AM or PM. Please note that normal delivery hours are 7 a.m. to 7 p.m., Monday through Saturday. Inspections must be completed during that time frame. (Contact your Regional Distribution Manager with any delivery hour problems.)

- **Damage Area, Type, Severity Codes**

Please refer to Section 2.2.1, 2.2.2 and 2.2.3 for the appropriate codes:

- Transportation Damage Area Codes (3 Digits)
- Transportation Damage Type Codes (2 Digits)
- Transportation Damage Severity Codes (2 Digits)

Please note that the damage code field might require 2 or 3 digits. If so, add zeros before the damage code.

- **Labor/Parts/Other Amount(s)**

- Labor:** Enter total dollar amount for labor costs.
- Parts:** Genuine Hyundai parts will be paid at Dealer net price plus applicable parts handling allowance. Unlike the warranty system, mark-up on Genuine Hyundai parts is not automatically calculated and must be included with claim.
- Other:** This column should reflect expense such as cost of paint material, sublet, etc. If there is a dollar amount in this column, it will need to be explained in the “Other-Explain” column.

- **Critical Damage Survey (Y/N)**

If the Regional Distribution Manager has authorized a Critical Damage Survey, input “Y” for yes.

- **Concealed Damage/Delayed Inspection Certified Letter (Y/N)**

If certified letter sent to Carrier within 48 hours regarding concealed damage or delayed inspection, input “Y” for yes.

- **Critical Damage Survey**

Contact your Regional Distribution Manager to have a professional survey conducted on a unit. This surveyor is trained in Vehicle Repair Estimating and in determining if the vehicle meets safety standards. This is not an HMA employee.

- **HMA Transportation Claim Hotline**

If your claim has been rejected or if there is a problem that cannot be solved over the system, you should call Hyundai's Transportation Claim Hotline at (714) 435-2989. When you call this number you may hear a recorded message asking you to leave the following information:

- Dealer Code
- Your Full Name
- Phone Number
- Claim Number
- Description of Problem

A transportation claim representative will respond to your inquiry within two business days.

When a Dealer believes that a claim was denied in error, the Import Department should be contacted stating the reasons why the claim should be accepted.

2.2.5

Required Support Documentation

The following documents should be filed for record retention purposes for three years from the HMA claim acceptance date:

- **Original Delivery Receipt**

The damage exceptions or shortages must be coded and countersigned on the delivery receipt, with the date and time, by representatives of both the carrier and the dealership.

- **Original Repair Order**

Detailing all work performed. The hourly rate used must be shown, as well as a complete itemized breakdown of metal, paint, and R & R time (refer to "Repair Policy" for additional requirements).

- **Original Sublet Repair Invoice**

Not an estimate. Detailing of the sublet invoice must state all of services performed by the outside repair facility. The sublet shop labor rate must be shown, as well as a detailed breakdown of the exact work performed, complete itemized breakdown of paint, metal, and R & R time for each operation (refer to "Repair Policy" for additional requirements).

A sublet shop "Estimate of Repairs" form will not be acceptable unless it is substantiated by either an invoice from the sublet shop marked paid in full, a copy of the Dealer's cancelled check covering payment for the repairs, or a P.O. (purchase order) number issued by the Dealer for the repairs.

Also include, if applicable:

- Copy of the Delayed Inspection Letter and certified mail receipt
- Copy of the Concealed Damage Letter and certified mail receipt

2.2.6**Claim Denial and Appeal**

When transportation claims are submitted to and accepted by HMA, Dealer is paid via the Warranty Statement. The month following receipt of claims, HMA sends Carrier the list of claims submitted by Dealers. At that time, Carrier reviews and may decline claims. Carrier and/or HMA may request copies of claim support documentation. If documentation provided to HMA proves Dealer should not have submitted claims, Dealer will be debited for the amount previously paid on a following Warranty Statement.

- **Audit**

HMA maintains the right to conduct a complete audit of all transportation claim related records. Claims can be debited against the dealership for incomplete records.

2.3**New Vehicle Storage Procedures**

The protection and maintenance of new vehicles awaiting delivery to the retail customer is the exclusive responsibility of the Dealer. Any claims arising from deterioration, damages, or shortages that occur during or resulting from storage of new vehicles will not be considered for reimbursement.

2.3.1**General Storage Conditions**

Vehicles should be stored in a dry, well ventilated, drained place, preferably on a hard or paved surface. If vehicles are stored outside, they should not be parked under trees, power lines, or street lights since fallout damage may occur. Regular maintenance is necessary to prevent rust formation or environmental damage.

2.3.2**Body and Exterior Parts Protection**

Prior to placing a vehicle in storage the Dealer should thoroughly clean the exterior and undercarriage removing deposits of dirt, salt, or airborne fallout. At this time the vehicle should be thoroughly inspected for damage or deterioration. If repairs are necessary, they should be performed. Dependent on climate, it may be prudent to apply a wax coating to exterior surface, including moldings and bumpers. The vehicle should be washed periodically.

2.3.3**Interior Trim and Equipment Protection**

Windows, ventilators and heaters should be in a closed position. Should moisture condense in the vehicle, moisture absorbing agents can be installed. This procedure should be especially adhered to particularly in extremely hot or humid locations.

2.3.4**Engine Protection and Periodic Maintenance**

To help insure engine protection, the vehicle should be started and run for at least 10 minutes at approximately 1,200 RPM until normal operating temperature is reached. This procedure should be performed once a month at minimum. While performing this procedure the Dealer should check fluid levels and potential leakage, unusual noises and/or erratic engine operation, operation of the gear shift lever, the brake pedal, the clutch pedal, and the parking brake lever. The vehicle should be moved forward and backward to allow lubrication of parts and to prevent tire flat spots. In cold weather climates, the cooling system should be checked for proper anti-freeze protection.

3.0**Pre-Delivery Inspection**

A proper and complete Pre-Delivery Inspection (PDI) is a central element in developing owner confidence in both the Dealer and HMA. A proper PDI minimizes shop comebacks for adjustments and builds owner loyalty while having a direct impact on customer satisfaction experienced during the vital initial first days of ownership.

3.0.1**Dealer Requirements for Performance of PDI**

The following are requirements relative to performance of the Pre-Delivery Inspection (PDI):

- The responsibility for performing PDI work is to be assigned to qualified Dealership personnel. Every step on the current version of the Pre-Delivery Inspection (PDI) form is to be performed.
- New car preparation should be scheduled far enough ahead of customer delivery in order to avoid any delay caused by required repairs. Coordinate delivery time promises with other shop work being scheduled.
- A Pre-Delivery Inspection form is required to be completed during the course of performing PDI on each new vehicle. The form lists the inspections and other work which must be performed during PDI. Copies of the form should then be retained in the sales jacket and service file.
- Any new warrantable repair performed that is NOT indicated on the Pre-Delivery form should be submitted as a separate warranty repair via a warranty claim.
- Each new vehicle is to be road-tested at the proper point during the pre-delivery sequence.
- The Service Manager (or another supervisory person) should carefully inspect and road test each new vehicle and certify that the services performed are satisfactory by signing the Pre-Delivery Inspection form. The new owner's lasting impression may well be determined from the first few miles of driving.

3.0.2**Pre-Delivery Inspection Form**

The most current version of the Pre-Delivery Inspection form and a repair order are to be utilized in all Pre-Delivery Inspections. The Pre-Delivery Inspection form is to be distributed in the following manner, upon completion of the PDI:

- White copy of the Pre-Delivery Inspection form is retained in the vehicle's sales jacket.
- A photocopy of the form should be given to the Customer.
- A photocopy of the form should be retained in the vehicle's service file, along with the shop hard copy of the repair order issued to perform the PDI.

3.0.3**Pre-Delivery Allowance Reimbursement Procedure**

Reimbursement for the Pre-Delivery Inspection of the vehicle will be at a labor time in effect as of a date the PDI claim is submitted via the Dealer Communications System (DCS). Credit will be calculated in the amount of the pre-delivery allowances as specified for each model and year multiplied by your current Dealer approved Warranty Labor Rate.

Year	Model	Pre-Delivery Allowance
1993-2004	Elantra	1.3 hours
1993-2004	Sonata	1.3 hours
1995-2004	Accent	1.2 hours
1997-2004	Tiburon	1.3 hours
2001-2004	XG300 / XG350	1.3 hours
2001-2004	Santa Fe	1.4 hours

3.1**Vehicle Delivery Presentation**

Proper delivery presentation of a vehicle to the customer has a profound impact on the owner's perception of both the Dealer and the product. A proper delivery presentation will improve customer satisfaction and minimize either customer complaints and/or unnecessary inquiries.

3.1.1**Dealer Responsibilities**

The following are responsibilities related to the delivery of the vehicle:

- Sales personnel should explain the Hyundai New Vehicle Limited, Powertrain Limited, Emissions Limited and Anti-Perforation Limited Warranties and towing coverages, including the owner's responsibilities under these warranties.
- The Customer should be given an explanation of HMA's recommended maintenance intervals as well as the required preventative maintenance.
- The Customer must be given an Owner's Manual, Owner's Handbook and an Owner's Handbook Supplement at the delivery presentation, as well as any other applicable documents.
- A road test should be conducted to demonstrate the operation of the vehicle, as well as to familiarize the customer with the instrumentation and operating features of the vehicle.
- The salesperson and Customer should visually examine the vehicle to establish that there are no apparent flaws or blemishes, being especially attentive to exterior items. At the time of delivery, the owner should sign and receive a copy of the Vehicle Delivery Presentation Form. The completed Vehicle Delivery Presentation Form is to be distributed as follows:
 - White copy is given to the Customer.
 - Yellow copy is retained in the vehicle's sales jacket.
 - Pink copy is retained by the dealership salesperson.
- Introduce the owner to service management and familiarize them with service procedures and operating hours.

3.1.2**Vehicle Registration Procedure—Retail Sale and Dealer Demonstrators**

Immediately upon delivery of a vehicle to a retail customer or the vehicle being put into Dealer demonstrator service, a record of the retail delivery or demonstrator service must be transmitted to HMA via the Dealer Communications System, so as to properly register the warranty start date of the vehicle. The retail delivery date is the date the vehicle was delivered to the customer and the demo service date is the date the vehicle was put into demo service, if applicable.

Vehicles must be registered as a retail sale or demonstrator before accumulating 500 miles.

Any vehicle that has accumulated 500 miles or more is considered to have been placed in service, and therefore the date that the vehicle was placed in service must be accurately reported.

A vehicle's retail delivery date (or if a Dealer Demonstrator, the demo service date) is considered the Warranty State Date (i.e. the date recorded as the warranty coverage start date).

In order to change or correct an incorrect Retail Delivery Registration (RDR):

- The incorrect Retail Delivery Registration (RDR) submission must be canceled within 15 days of initial registration with HMA.
- The correct resubmitted (subsequent) Retail Delivery Registration requires that the vehicle's actual mileage be 500 miles or less (if the vehicle's actual mileage exceeds 500 miles, the original retail delivery date from the previous RDR is retained.)

Note: If the vehicle was initially registered as a Dealer demonstrator, the demo service date remains the same as the Warranty date.

4.0**General Warranty Statement**

Hyundai Motor America provides certain express limited warranties to its customers with respect to new Hyundai vehicles supplied by Hyundai Motor Company and distributed by Hyundai Motor America. The terms and conditions of each limited warranty are set forth in this manual as well as in the applicable Owner's Handbook and Warranty Information Booklet.

4.0.1**Company Obligations**

Hyundai Motor America warrants to the Dealer that Hyundai Motor America will reimburse the Dealer for repair, replacement, or adjustment of any part of a Hyundai vehicle manufactured by Hyundai Motor Company and distributed by Hyundai Motor America that is found to be defective in material or workmanship under the stated provisions of the limited warranties, under normal use and maintenance, and within the warranty period. Hyundai Motor America warrants Hyundai vehicles pursuant to the limited warranties described in this manual and the Owner's Handbook and Warranty Information Booklet.

4.0.2**Dealer Obligations**

The Dealer is to follow through on all warranty obligations to the Dealer's customer. In addition, the Dealer is to provide warranty service, without charge, to any visiting customer who requests such service. For performing such service, the Dealer should establish an overall system whereby the dealership will be able to supply customers with the necessary service and parts when required.

4.0.3**Warranty Period**

The warranty period begins on the date of retail sale or date of first use, whichever occurs first. The date of first use is recorded per the Dealer's input of the Retail Delivery Registration (RDR) information via the Dealer Communications System (DCS). The time and mileage limits are detailed in each limited warranty statement. In the event that the vehicle is sold by the original owner while still within the warranty period, the unexpired portion of the Hyundai warranty will be transferred to each subsequent owner. Hyundai Motor America Warranty coverage (excluding 1999-2004 model Powertrain Limited Warranty) applies to the vehicle, regardless of a change in the ownership and is transferable to subsequent owners.

4.0.4**Visiting Owner Provisions**

An owner will usually return to the original selling Dealer whenever warranty repairs or other services are needed. However, an owner may go to any authorized Hyundai Dealer due to a variety of circumstances such as a change of address, a need for an emergency repair, or even a desire for better service. The owner is to be treated with the same courtesy and service that the Dealer extends to the Dealer's own customers.

Upon request by a visiting owner, an authorized Hyundai Dealer is to perform needed warranty or policy repairs on a Hyundai manufactured vehicle distributed by Hyundai Motor America, regardless of whom the selling Dealer may be, providing that the vehicle is still within the warranty period. The Warranty Start Date can be determined by accessing the Vehicle History via DCS.

4.0.5**Magnuson–Moss Act**

With the passage of the Magnuson–Moss Warranty Act (Public Law 93–637) in 1975, Congress granted the Federal Trade Commission the authority to establish rules and regulations aimed at encouraging both manufacturers and Dealers to improve the consumer's understanding of warranties. Hyundai Motor America encourages all of its Dealers to become thoroughly familiar with the provisions of this act.

This act does not require that a supplier give a warranty, nor does it stipulate that any specific coverage must be provided, but strictly regulates warranties that are given in writing. Further, this act stipulates that any written warranty, as defined by the act, must meet certain disclosure requirements. Provided the warranty meets certain substantive requirements, it may be called a "Full (Statement of Duration) Warranty". These requirements include: (a) the repairs must be made in a reasonable time and be effective within a reasonable number of repair visits and (b) implied warranties may not be limited, and no charge can be made to the customer for warranty repairs. The language used in these warranties must be simplified so that they can be easily understood.

A written warranty which does not meet these requirements must be labeled as a "Limited Warranty". Hyundai's vehicle warranty is a limited warranty which complies with the Act. As such, Hyundai's warranty limits the duration of implied warranties to the duration of the expressed warranty.

Under the Act, after December 31, 1976, all retailers of customer goods costing more than \$5.00 are required to make available to consumers and prospective customers the written text of the warranty prior to sale. Hyundai Motor America has made available to all Dealers an Owner's Handbook. The Owner's Handbook must be displayed prominently in the Dealer's new vehicle showroom. To fulfill the Dealer's obligation to advise the customer of the written warranty on the vehicle, Dealers should point out the warranty statement in the Owner's Handbook to the customer at the time of purchase.

(i.e., just before the customer signs the buyer's order). In addition, all purchasers of Hyundai vehicles will be provided a statement of the warranty coverage through the Owner's Handbook supplied with each new vehicle. Dealers must provide this Owner's Handbook to the customer at the time of vehicle delivery.

Note: This warranty coverage information must also be available for review by prospective consumers.

The provisions of the Act also apply to parts and accessories for cars and light trucks. Hyundai Motor America provides a warranty to retail customers on Hyundai Motor America supplied parts and accessories sold to them. Dealers are obligated under the Act to convey this warranty to the purchaser and prospective purchasers. All purchasers or prospective purchasers of Hyundai parts and/or accessories must be provided a copy of the Hyundai Service Parts and Accessories Limited Warranty.

4.0.6

Exclusion of All Other Warranties and Owner's Rights

The limited warranties described in this manual are the only warranties furnished by HMA. HMA does not authorize any person to create or assume for it any other warranty obligation of liability in connection with Hyundai vehicles. These stated warranties give the owner specific legal rights. The owner may also have other rights which may vary from state to state.

4.0.7

Warranty Jurisdiction

The New Vehicle Limited, Powertrain Limited, and Anti-Perforation Limited warranties apply to vehicles manufactured to United States specifications which are distributed by Hyundai Motor America, and registered and normally operated in the 50 United States and Washington, D.C. Vehicles manufactured to other than United States specifications, distributed by other than HMA, and registered and normally operated outside the 50 United States and Washington, D.C., are entitled to warranty service on the basis of the warranty applicable to such other country. The Federal Emissions Defect and Emissions Performance Warranties also apply to vehicles registered in the 50 United States and Washington, D.C., the Commonwealth of Puerto Rico, the Virgin Islands, Guam, and American Samoa, including the Commonwealth of the Northern Mariana Islands. Contact the Hyundai Consumer Assistance Center at (800) 633-5151 prior to performing such a warrantable repair.

Force Majeure (“Acts of God”) Exclusions

HMA will not be liable for any breach of this warranty caused by or resulting from prohibition or restriction by law or regulation of any government, fire, flood, storms, war, strike, lockout or other labor troubles, accident, riot, Acts of God or other events beyond party's control.

Judgement of Warranty Matters

Hyundai Motor America reserves the right to furnish the final decisions in all warranty matters.

4.1**New Vehicle Limited Warranty
(1995 - 2004 Model Year Vehicles)**

4.1.1**Warrantor**

Hyundai Motor America (HMA) warrants each new 1995 - 2004 Hyundai vehicle pursuant to the limited warranties described in this manual and the Owner's Handbook. New Vehicle Limited Warranty coverages indicated in this manual and the Owner's Handbook and Warranty Information Booklet apply to the vehicle regardless of a change in ownership and is transferable to subsequent owners.

4.1.2**Warranty Jurisdiction**

These warranties apply to vehicles manufactured to United States specifications which are distributed by Hyundai Motor America and registered and normally operated in the 50 United States and Washington, D.C. Vehicles manufactured to other than United States specifications, distributed by other than HMA, and registered and normally operated outside the 50 United States and Washington, D.C., are entitled to warranty service on the basis of the warranty applicable to such other distributing country.

4.1.3**Judgement of All Warranty Matters**

Hyundai Motor America reserves the right to furnish the final decisions in all warranty matters.

4.1.4**Customer Satisfaction Adjustment Programs**

Coverage for certain components may vary under the Hyundai warranties or under one of the scheduled maintenance programs. In certain unique circumstances, Hyundai may decide, as a matter of goodwill, to pay for service or an item not normally covered by warranty. Also there may be times when Hyundai will inform all affected Hyundai owners of a special policy to pay for all or part of the cost of certain repairs beyond the terms of the Hyundai warranties. Check with your Hyundai Dealer to determine whether a special policy applies.

4.1.5**Owner's Rights**

These stated warranties give owners specific legal rights. Owners may have other rights which vary from state to state depending upon applicable state law.

4.1.6**What is Covered**

Repair or replacement of any component originally manufactured or installed by Hyundai Motor Company or Hyundai Motor America (HMA) that is found to be defective in material or factory workmanship under normal use and maintenance, except any item specifically referred to in the Section, 4.1.14 "What is Not Covered".

Towing expense to the nearest Hyundai Dealership or authorized service location is covered when the vehicle is inoperable due to a warrantable defect, within 36 months from the date of original retail delivery, or date of first use, or 36,000 miles, whichever occurs first for 1995-1998 model year vehicles, and 60 months from the date of original retail delivery, or date of first use, or 60,000 miles for 1999-2004 model year vehicles.

Repairs will be made using new Hyundai Genuine Parts or Hyundai authorized remanufactured parts.

4.1.7**Warranty Period**

The warranty period on 1995-1998 model year vehicles is limited to 36 months from the date of original retail delivery, date of first use, or 36,000 miles, whichever occurs first. The warranty period for 1999-2004 model year vehicles is limited to 60 months from the date of original retail delivery, date of first use, or 60,000 miles, which ever occurs first.

4.1.8**Battery (1995 - 2004)**

During the first 24 months from the date of original retail delivery or date of first use, regardless of mileage, an original equipment battery found to be defective in material or workmanship will be replaced free of charge. Should the battery fail after 24 months of service from the date of original retail sale or date of first use, it will be replaced under warranty at a 75% cost of battery charge to the customer up to a maximum of 36 months from the date of original retail sale or date of first use. Any installation charge will be covered during the 36 months free of charge replacement period.

4.1.9**Adjustments**

Service Adjustments (minor repairs not usually associated with the replacement of parts) are covered for the first 12 months from the date of original retail delivery, or date of first use, or 12,000 miles, whichever occurs first.

4.1.10**Air Conditioner Refrigerant Charge**

Air conditioner refrigerant charge is covered for the first 12 months from the date of original retail delivery or date of first use with no mileage limitation unless the refrigerant charge is done as part of a warrantable repair.

4.1.11**Radio and Sound Systems (1995 - 2004)**

An original equipment radio, cassette tape drive mechanism, compact disc player, speakers, antennas, and antenna leads are covered for the first 36 months from the date of original retail delivery, or date of first use, or 36,000 miles, whichever occurs first.

4.1.12**Paint (1995 - 1997)**

Paint repairs are covered for the first 12 months from the date of original retail delivery, or date of first use, or 12,000 miles, whichever occurs first.

Paint (1998 - 2004)

Paint repairs are covered for the first 36 months from the date of original retail delivery, or date of first use, or 36,000 miles, whichever occurs first.

Some minor cosmetic imperfections that are visible at delivery are covered for 12 months from the date of original retail delivery, or date of first use, or 12,000 miles, whichever occurs first.

4.1.13**Owner's Responsibilities**

- Proper use, maintenance and care of the vehicle in accordance with the instructions contained in the Owner's Handbook and Owner's Manual.
- Retain maintenance service records. It may be necessary for the customer to show that the required maintenance has been performed, as specified in the Owner's Manual.
- Deliver the vehicle during regular service business hours to any authorized Hyundai Dealer to obtain warranty service.
- Check for trim, paint, or other appearance concerns at the time the new vehicle is delivered.

4.1.14**What is Not Covered**

- Normal maintenance services such as: cleaning & polishing, minor adjustments, lubrication, oil/fluid changes, filters, anti-freeze coolant replenishment, wheel alignment and tire rotation unless such services are performed as part of a covered warrantable repair.
- Normal maintenance items such as: belts, brake pads and linings, clutch linings, filters, wiper blades and bulbs are warranted in normal service, only when the replacement is the result of a defect in material or factory workmanship, for 12 months from the date of original retail delivery, or date of first use, or 12,000 miles, whichever occurs first, or up to the first scheduled maintenance replacement interval.

- Normal deterioration or wear of any part such as:
 - Spark plugs
 - Worn brake pads/linings
 - Worn clutch linings
 - Filters
 - Worn wiper blades
 - Bulbs and fuses
 - Other wear and consumable items
- Any vehicle where the odometer mileage has been altered
- Any vehicle that has been scrapped and a certificate of salvage has been issued for the vehicle.
- Damage or failure resulting from:
 - Negligence of proper maintenance as required in the Owner's Manual.
 - Misuse, abuse, accident, theft or fire.
 - Use of improper or insufficient fuel, fluids or lubricants.
 - Use of parts other than Hyundai Genuine Parts or parts of equivalent quality and design.
 - Any devices and/or accessories not supplied by HMA.
 - Modifications, alterations, tampering, or improper repair.
 - Parts or accessories used in applications for which they were not designed or not approved by HMA.
 - Slight irregularities not recognized as affecting quality or function of the vehicle or parts, such as slight noise or vibration, or items considered characteristic of the vehicle.
 - Tires (See separate tire manufacturer's warranty)
 - Damage resulting from airborne "fallout", salt, hail, wind storms, or other Acts of God.
 - Action of road elements (sand, gravel, dust, or road debris) which result in stone chipping of paint or glass.
 - Paint scratches, dents or similar paint or body damage.
- INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE OR COMMERCIAL LOSS.
- The duration of any implied warranties, including those OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, are limited to the duration of this limited warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusions or limitation of incidental or consequential damage, so the limitation or exclusions set forth regarding this limited warranty may not apply to the owner. The owner may also have other rights which vary from state to state.

Note: Vehicles which contain a non-Hyundai genuine part, or which have been misused, or improperly maintained, will not have the coverage under the New Vehicle Limited Warranty denied, unless the non-genuine Hyundai part, the misuse, or the improper maintenance directly caused or contributed to the subsequent problem.

4.1.15

Obtaining Warranty Service

Warranty service will be provided by an authorized Hyundai Motor America Dealer without charge for parts or labor. This warranty will not apply to warranty service performed by those other than an authorized Hyundai Dealer.

4.1.16

Tire Information

Tires originally equipped on Hyundai vehicles are warranted directly by the tire manufacturer. In the event that the customer needs assistance in locating an authorized tire dealership, please contact Hyundai Motor America's Consumer Assistance Center at (800) 633-5151, or the applicable Toll Free 800 Number listed below.

Michelin Tire: 800-847-3435

Kumho Tire: 800-335-8646

Hankook Tire: 800-426-8252 (West)
877-740-7000 (East)

4.2**Powertrain Limited Warranty
(1995 - 2004 Model Year Vehicles)**

4.2.1**What is Covered**

Repair or replacement of powertrain components listed below, originally manufactured or installed by Hyundai Motor Company or Hyundai Motor America (HMA) that are found to be defective in material or factory workmanship under normal use and maintenance, except any item specifically referred to in the section, "What is Not Covered".

Towing expense to the nearest Hyundai Dealership or authorized service location is covered when the vehicle is inoperable due to a warrantable defect within 36 months from the date of original retail delivery, or date of first use, or 36,000 miles, whichever occurs first for 1995-1998. For 1999-2004 model vehicles, towing is covered for warrantable defects for 60 months from the date of original retail delivery, or date of first use, or 60,000 miles, whichever occurs first.

Repairs will be made using new Hyundai Genuine Parts or Hyundai authorized remanufactured parts.

Owner's Responsibilities and Obtaining Warranty Service are the same as specified under the Hyundai New Vehicle Limited Warranty.

4.2.2**Warranty Period (1995 - 1998 Model Year Vehicles)**

Upon expiration of the 36 month/36,000 mile Hyundai New Vehicle Limited Warranty, this Powertrain Limited Warranty begins and will continue to cover the following components up to 60 months from the date of original delivery, or the date of first use, or 60,000 miles, whichever occurs first.

Warranty Period (1999 - 2004 Model Year Vehicles)

Upon expiration of the 60 month/60,000 mile Hyundai New Vehicle Limited Warranty, for Original owners, this Powertrain Limited Warranty begins and will continue to cover the following components up to 120 months from the date of first use or 100,000 miles, whichever occurs first.

4.2.3**Original Owner (1999 - 2003 Model Year Vehicles)**

Original Owner is defined as the first retail purchaser of the vehicle and their immediate family members (i.e. wife, husband, son, daughter, stepson, stepdaughter), who took delivery of the vehicle on its date of first use. If the vehicle was first placed in service as a lease vehicle, and the lessee, or an immediate family member of the lessee, purchases the vehicle at the end of the lease, the 10 year/100,000 mile Powertrain Limited Warranty remains in effect.

If the vehicle was first placed in service as a Hyundai Motor America (HMA) Manager Demonstrator Vehicle or Hyundai Motor America Service Loan Car under HMA's Service Loan Car Program, the original (first) retail purchaser of the vehicle is considered the original owner, and the 10 year/100,000 mile Powertrain Limited Warranty remains in effect.

This warranty is not transferable to any subsequent owner. Subsequent owners have powertrain components covered under the 60 month/60,000 mile Hyundai New Vehicle Limited Warranty. The 10 year/100,000 mile Powertrain Limited Warranty also excludes coverage for vehicles placed in commercial use (i.e. taxi route delivery, livery service, rental, etc.).

Original Owner (2004 and Newer Model Year Vehicles)

Original Owner is defined as the first retail purchaser of the vehicle who took delivery of the vehicle on its date of first use. If the vehicle was first placed in service as a lease vehicle, and the lessee purchases the vehicle at the end of the lease, the 10 year/100,000 mile Powertrain Limited Warranty remains in effect.

If the vehicle was first placed in service as a Hyundai Motor America (HMA) Manager Demonstrator Vehicle or Hyundai Motor America Service Loan Car under HMA's Service Loan Car Program, the original (first) retail purchaser of the vehicle is considered the original owner, and the 10 year/100,000 mile Powertrain Limited Warranty remains in effect.

This warranty is not transferable to any subsequent owner. Subsequent owners have powertrain components covered under the 60 month/60,000 mile Hyundai New Vehicle Limited Warranty. The 10 year/100,000 mile Powertrain Limited Warranty also excludes coverage for vehicles placed in commercial use (i.e. taxi route delivery, livery service, rental, etc.).

4.2.4**Engine**

Cylinder block/head and all internal parts, manifolds, timing gears and belt, timing cover, gasket and seals, oil pump, water pump, flywheel, oil pan assembly, rocker cover and engine mounts.

4.2.5**Transmission/Transaxle**

Case and all internal parts, axle shafts (front), constant velocity joints, front hub bearings, seals and gaskets, torque converter and converter housing and clutch cover and housing.

4.2.6**What is Not Covered**

Items not covered by this warranty and any exclusion or limitations relating to this warranty are the same as those set forth in Section 4.1.14 “What is Not Covered” under the New Vehicle Limited Warranty (1995 - 2004 Model Year Vehicles) section.

4.3**Anti-Perforation Limited Warranty
(1995 - 2004 Model Year Vehicles)**

4.3.1**What is Covered**

Any Hyundai vehicle body sheet metal found under normal use, to have developed a perforation (rust hole through the body panel) from corrosion due to defects in material or workmanship.

4.3.2**Warranty Period (1995 - 2004)**

60 months from the date of original retail delivery, or date of first use, or 100,000 miles, whichever occurs first.

4.3.3**Owner's Responsibilities**

The Owner's responsibilities are the same as those described in the Hyundai New Vehicle Limited Warranty with the exception of one additional requirement:

- Retain any body repair records. It may be necessary to show that the required anti-corrosion material has been applied to any previously replaced or repaired body components.

4.3.4**What is Not Covered**

- Exhaust system components.
- Corrosion of any part of the vehicle other than body panels.
- Corrosion of body panels that have been previously repaired or refinished from the original factory finish after the date of retail sale, except for body panels replaced under this Anti-Perforation Limited Warranty.
- Corrosion of any body panel replaced after the date of retail sale, except panels replaced under this Anti-Perforation Limited Warranty.

- Corrosion other than perforation. Cosmetic or surface corrosion due to defects in material or workmanship is covered for 12 months or 12,000 miles (1990 - 2004).
- Corrosion of the exterior surface of the underbody panels such as floor pan.
- Corrosion resulting from: misuse, accident or fire, stone chipping, airborne “fallout”, industrial fallout, acid rain, tree sap, hail, windstorm, or other “Acts of God”.
- Corrosion caused by lack of proper maintenance, misuse, or abuse.
- Matching of paint. Painting of the entire vehicle for matching of paint is not covered. Painting of the replaced or repaired panel to match the vehicle’s original finish is to be decided by HMA on a case by case basis.
- INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, OR COMMERCIAL LOSS.
- The duration or any implied warranties, including those of MERCHANTABILITY and FITNESS FOR A PARTICULAR PURPOSE, regarding perforation defects are limited to the duration of this limited warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions set forth regarding this limited warranty may not apply to the owner.

Note: Vehicles which contain a non-genuine Hyundai part, or which have been misused, or improperly maintained, will not have the coverage under the Anti-Perforation Limited Warranty denied, unless the non-genuine Hyundai part, the misuse, or the improper maintenance directly caused or contributed to the subsequent problem.

4.3.5

Obtaining Warranty Service

In the event of a claim, the Owner must deliver the vehicle to an authorized Hyundai Motor America Dealer for examination and approval by Hyundai prior to any repair or replacement.

Warranty service will be provided by authorized Hyundai Dealers without charge for parts or labor.

4.4**Emission Defect Warranty – Federal Vehicle
(1995 - 2004 Model Year Vehicles)**

Federal Emission Control Warranty Statement (1995 - 2004)

In accordance with Federal Clean Air Act, as amended, Hyundai Motor America (HMA) warrants to the original and each subsequent owner of each new 1995 - 2004 Hyundai vehicle that the vehicle: (1) was designed, built and equipped to conform at the time of sale to applicable federal regulations and (2) is free from defects in material and workmanship at the time of sale which would cause the vehicle to fail to conform with such regulations for a period of two years from the date of first use or 24,000 miles, whichever occurs first, except for certain specified major emissions control components for which the coverage is 8 years from the date of original retail delivery, or date of first use, or 80,000 miles, whichever occurs first.

Failures, other than those resulting from defects in material or workmanship, which arise solely as a result of owner abuse and/or lack of proper maintenance are not covered by the warranty.

4.4.1**Warranty Jurisdiction**

This warranty applies to vehicles manufactured to either Federal specifications or California specifications which are distributed by Hyundai Motor America and registered and normally operated in the 50 United States and Washington, D.C.

4.4.2**What is Covered**

The primary components covered are listed on the following “Warranty Parts List” of the Emission Performance Warranty.

The vehicle itself or any part of the vehicle itself not designated by “*” is not covered by this warranty unless a failure in such vehicle or part causes the vehicle not to conform to applicable emission regulations.

Some items require scheduled replacement as part of the scheduled maintenance of the vehicle. Replacement of these items is warranted in normal service up to the first replacement interval or up to the limits of the applicable emission warranty coverage period, whichever occurs first. (Refer to the Owner’s Manual and its scheduled maintenance section.)

4.5**Emission Performance Warranty – Federal Vehicle
(1995 - 2004 Model Vehicles)**

4.5.1**What is Covered**

Some states and local jurisdictions have established periodic vehicle inspection and maintenance (I/M) programs to encourage proper maintenance of the vehicle. If an I/M program in your area has U.S. Environmental Protection Agency (EPA) approval, the customer may be eligible for HMA's Emission Performance Warranty coverage under the following conditions:

1. The vehicle has been maintained and operated in accordance with the scheduled maintenance instructions described in the Owner's Manual provided with the vehicle;
2. The vehicle fails to conform during the warranty period to the applicable emission standards as determined by an emissions test approved by the Environmental Protection Agency (EPA), and
3. The failure to conform results, or will result, in the owner of the vehicle having to bear a penalty or other sanctions, such as denial of the right to operate or use the vehicle or a fine under local, state or federal law.

If all of the above conditions are met, HMA warrants that any authorized HMA Dealer will replace, repair or adjust to Hyundai's specifications, at "NO CHARGE", any of the components listed under Section 4.5.4 "Warranty Parts List", which may be necessary to cause the vehicle to conform to the applicable federal emission standards.

4.5.2**Warranty Jurisdiction**

This warranty applies to vehicles manufactured to either Federal specifications or California specifications which are distributed by Hyundai Motor America and registered and normally operated in the 50 United States and Washington, D.C.

4.5.3**Warranty Period (1995 - 2004 Model Year Vehicles)**

This warranty is effective for 2 years from the date of original retail delivery; if the vehicle is first placed in service as a "Demonstrator" or "Company" car prior to delivery, on the date it is first placed in service, or 24,000 miles, whichever occurs first, except for certain specified major emissions control components for which the coverage is 8 years from the date of original retail delivery, or date of first use, or 80,000 miles, whichever occurs first. This warranty coverage applies to the vehicle regardless of a change in ownership and is transferable to subsequent owners.

4.5.4**Warranty Parts List**

Some items require scheduled replacement and are warranted up to the first replacement interval or up to the limits of the applicable emission warranty coverage period, whichever occurs first. (Refer to the Scheduled Maintenance section in the Owner's Manual). For a listing of emission covered parts, please refer to the applicable Owner's Handbook and Warranty Information Booklet.

4.5.5**What is Not Covered By These Emission Warranties**

The Emission Defect Warranty and the Emission Performance Warranty shall not apply to:

- Normal maintenance service (such as filters).
- Malfunctions in any part directly caused by misuse, modification, improper adjustments, alterations, tampering, disconnections, improper or inadequate maintenance, or use of leaded gasoline or contaminated fuel.
- Damage resulting from an accident or an "Act of God".
- Any vehicle on which the odometer reading has been altered so that mileage cannot be readily determined.
- Failures that are a direct result of a lack of performance of required emission control maintenance as outlined in the Owner's Manual.
- Parts or accessories used in applications for which they were not designed or not approved by HMA.
- Parts not supplied by HMA or damage to other parts caused directly by using non-Hyundai parts, non-EPA certified replacement parts in the maintenance or repair of the vehicle which ultimately proves to be defective in material, or workmanship, or not equivalent from an emission control standpoint to the original equipment part.
- INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, OR COMMERCIAL LOSS.
- The duration of any implied warranties, including those OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE regarding emissions systems defects are limited to the duration of these emission system warranties.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions set forth regarding these warranties may not apply to the owner.

Note: Vehicles which contain a non-genuine Hyundai part, or which have been misused, or improperly maintained, will not have the coverage under the Emissions Control Systems Defect Limited Warranty, Emissions Defect Warranty, or Emissions Performance Warranty denied, unless the non-genuine Hyundai part, the misuse, or the improper maintenance directly caused or contributed to the subsequent problem.

4.5.6

Owner's Responsibility

It is the owner's obligation to properly maintain and use the vehicle in accordance with HMA's written instructions in the Owner's Manual. Failures caused by inadequate or improper maintenance are not covered by the warranty. To help resolve questions as to whether the proper vehicle maintenance has been performed, HMA urges that the owner retain all maintenance service records and receipts indicating that service has been performed on the vehicle.

4.5.7

Replacement Parts

It is recommended that any replacement parts used for maintenance or for the repair of emission control systems be new or remanufactured Hyundai Genuine Parts.

The warranty obligations are not dependent upon the use of any particular brand of replacement parts. The owner may elect to use non-genuine Hyundai parts for replacement purposes. The use of replacement parts which are not equivalent may impair the effectiveness of the emission control system.

If other than Hyundai Genuine Parts are used for maintenance replacements or for the repair of components affecting emission control, the owner should determine that such parts are warranted by their manufacturer to be equivalent to Hyundai Genuine Parts in performance and durability.

New or remanufactured Hyundai Genuine Parts when used in connection with Hyundai vehicles, means parts manufactured by or approved by Hyundai, designed for use on Hyundai Vehicles and distributed by HMA.

4.5.8**Maintenance Service**

Maintenance replacement or repair of the emission control devices and systems may be performed by any qualified automotive repair establishment or individual using any part certified pursuant to applicable emission regulations, however, warranty service must be performed by an authorized HMA dealer.

Claims under the Emission Performance Warranty may not be denied due to the failure of a properly installed certified non-Hyundai Genuine Part. Claims may be denied on the basis of an uncertified replacement part used in the maintenance or repair of a vehicle if Hyundai presents evidence that the uncertified replacement part is either defective in materials or workmanship or not equivalent from an emission standpoint to the original equipment part and the vehicle owner is unable to rebut the evidence.

Receipts covering the performance of maintenance services should be retained in the event questions arise concerning maintenance. These receipts should be transferred to each subsequent owner of this vehicle. HMA reserves the right to deny warranty coverage if the vehicle has not been properly maintained. However, denial will not be based solely on the absence of maintenance records.

These warranties apply only to vehicles manufactured to United States specifications which are distributed by Hyundai Motor America and registered and normally operated in the 50 United States and Washington, D.C., the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, including the Commonwealth of the Northern Mariana Islands. Vehicles manufactured to other than United States specifications, distributed by other than HMA and registered and normally outside the 50 United States and Washington, D.C., the Commonwealth or Puerto Rico, the Virgin Islands, Guam, and American Samoa, including the Commonwealth of the Northern Mariana Islands, are entitled to service of the emission control systems on the basis of the warranty applicable to such other distributing country.

4.5.9**Claims Procedure**

To obtain warranty service under these warranties the owner should return the vehicle to an authorized HMA Dealer's place of business during its normal service business hours, where such service will be performed at no charge for parts, labor, diagnosis, and tax.

If an owner's claim under the Emission Performance Warranty is denied, HMA will provide the owner with a written explanation of why the claim was denied (1) within 30 days from the time the owner brings the car to a HMA Dealer or (2) within the time required by local, state, or federal law for the vehicle to be repaired without incurring further penalty, whichever is shorter.

Failure to provide an explanation within a 30-day period shall obligate HMA to remedy the nonconformity under the Emission Performance Warranty except:

- When delay is requested by the vehicle owner.
- When delay is caused by factors beyond the control of HMA or authorized HMA Dealers.

If the HMA Dealer cannot repair the vehicle or process the owner's claim within a reasonable time, the customer is to contact HMA's Consumer Assistance Center at (800) 633-5151 for assistance.

Further information can be obtained from and complaints registered with:

Director, Certification and Compliance
U.S. Environmental Protection Agency
200 Travelwood
Ann Arbor, MI 48105

4.6**California Emission Control Systems Warranty Statement
(1995 - 2004 Model Year Vehicles)**

4.6.1**Warranty Jurisdiction**

This warranty applies exclusively to vehicles manufactured to California specifications which are distributed by Hyundai Motor America and registered in the State of California (1990-2004 Model Year Vehicles), Vermont (1999-2004 Model Year Vehicles) or Massachusetts (1995-2004 Model Year Vehicles). This coverage exists in addition to that of the Emission Defect Warranty for Federal vehicles and the Emissions Performance Warranty for Federal vehicles.

Warranty Rights and Obligations

The California Emission Control System Warranty applies to Hyundai vehicles certified for sale in California and registered in California, Vermont, or Massachusetts. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. HMA warrants the emission control system on Hyundai vehicles for the periods of time listed below, provided there has been no abuse, neglect or improper maintenance of the Hyundai vehicle.

The emission control system includes parts such as the fuel injection system, ignition system, catalytic converter, and engine computer.

Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, HMA will repair the Hyundai vehicle at no cost to the owner including diagnosis, parts and labor.

4.6.2**Manufacturer's Warranty Coverage (1995 - 2004 Vehicles)**

1. For 3 years or 50,000 miles (whichever occurs first):
 - If the Hyundai vehicle fails a Smog Check inspection, all necessary diagnosis, repairs and adjustments will be made by HMA to ensure that the vehicle passes the inspection. This is the Emission Control System PERFORMANCE WARRANTY.
 - If any emission-related part on the vehicle is defective, the part will be repaired or replaced by HMA. This is the short-term Emission Control System DEFECT WARRANTY.
2. For 7 years or 70,000 miles (whichever occurs first):
 - If an emissions-related part listed in the Owner's Handbook on the Warranty Parts List with coverage for 7 years or 70,000 miles (whichever occurs first) is defective, the part will be repaired or replaced by HMA. This is the long-term Emission Control System DEFECT WARRANTY.

4.6.3**Owner's Warranty Responsibilities**

- The Hyundai vehicle owner is responsible for the performance of the required maintenance listed in the Owner's Manual. HMA recommends that the owner retain all receipts covering maintenance on their Hyundai vehicle, but HMA will not deny emission warranty coverage solely for the lack of receipts or for failure to ensure the performance of all scheduled maintenance.
- The customer is responsible for presenting their Hyundai vehicle to a HMA Dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.
- The Hyundai vehicle owner should also be aware that HMA may deny their warranty coverage if their Hyundai vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If the owner has any questions regarding their warranty rights and responsibilities, the owner should contact HMA's Consumer Assistance Center at 1-800-633-5151 or the California Air Resources Board at 9528 Telstar Avenue, El Monte, CA 91731.

Note: According to Federal Regulations, the vehicle may also be eligible for additional warranty coverage under the Federal Emission Warranty.

4.6.4**Warranty Parts List (California Spec Vehicles only)**

The 3 year/50,000 miles, 5 year/50,000 miles, or 7 year/70,000 miles Emission Control System Defect Warranty covers any part that affect emissions. Check the Owner's Handbook and Warranty Information Booklet for specific coverages on California Spec & Federal Spec VINs.

Some items are scheduled for replacement as part of the required maintenance for the vehicle. Replacement of these items is warranted up to the first replacement interval or up to the limits of the applicable Emission Warranty coverage period, whichever occurs first (Refer to the Scheduled Maintenance chart in the Owner's Manual). Any such part repaired or replaced under warranty shall be warranted for the remainder of the warranty period, for that part.

If the failure of a warranted component causes damage to any other vehicle part, both parts will be covered by the Emission Warranties.

4.6.5**Warranty Start Date**

The above-mentioned warranty periods shall begin on the date the vehicle is delivered to the first retail purchaser, or if the vehicle is first placed in service as a demonstrator or company car prior to sale at retail, on the date the vehicle is first placed in such service.

4.6.6

What is Not Covered

The Emission Control System Defects Warranty and the Emission Control System Performance Warranty shall not apply to:

- Malfunctions in any part directly caused by abuse, misuse, modification, improper adjustment (except those done by a dealership during warranty service work), alterations, tampering, disconnections, improper or inadequate maintenance, neglect or use of leaded gasoline.
- Damage resulting from an accident or an “Act of God”.
- Any vehicle on which the odometer reading has been altered so that mileage cannot be readily determined.
- Failures that are a direct result of a lack of performance of required emission control maintenance as outlined in the Owner’s Manual.
- Parts or accessories used in applications for which they were not designed or not approved for use by HMA.
- Parts not supplied by HMA or damage to other parts caused directly by non-Hyundai parts or non-equivalent parts.
- The charge for diagnostic labor which does not lead to the determination that a warrantable condition exists.
- INCIDENTAL OR CONSEQUENTIAL DAMAGES, SUCH AS, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE VEHICLE, OR COMMERCIAL LOSS.
- The duration of any implied warranties, including those of MERCHANT-ABILITY and FITNESS FOR A PARTICULAR PURPOSE, regarding emissions systems defects, are limited to the duration of this limited warranty.

Some States do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damage, so the limitations or exclusions set forth regarding this limited warranty may not apply to the vehicle owner.

Note: Vehicles which contain a non-genuine Hyundai genuine part, or which have been misused, or improperly maintained, will not have the coverage under the California Emissions Control Systems Warranty denied, unless the non-genuine Hyundai part, the misuse, or the improper maintenance directly caused or contributed to the subsequent problem.

4.6.7**Replacement Parts**

It is recommended that any replacement parts used for maintenance, repair or replacement of the emission control systems be parts supplied by HMA.

Maintenance, repair or replacement of the emission control system may be performed by any qualified automotive repair facility or individual, using parts other than Hyundai Genuine Parts without invalidating this warranty.

However, the cost of such maintenance and parts will not be covered under this warranty unless it is an “emergency repair” situation. (Refer to “Emergency Repair” for definition of emergency repair situation).

Use of replacement parts which are not equivalent in quality to Hyundai Genuine Parts may impair the effectiveness of the emission control system. The owner should make sure such parts are warranted by their manufacturer to be equivalent in design and quality to Hyundai supplied parts. HMA assumes no liability under this warranty for any vehicle damage caused by a defect in any such parts.

4.6.8**Obtaining Warranty Service**

To obtain warranty service, the owner must return the Hyundai vehicle to any authorized HMA Dealer in California, Massachusetts, or Vermont during its normal service business hours, where such service will be performed.

When failing a Smog Check Test, an authorized HMA Dealer may ask the owner to provide proof that the required maintenance was performed when the Dealer has reason to believe that the required maintenance:

- Was not performed, and
- If not performed, may be the cause for the particular vehicle exceeding applicable emission standards.

For a Smog Check Test failure, if your Warranty Claim under the Emission Control Systems Limited Warranties is denied, HMA or its Dealer will provide the owner with a written explanation of why the claim was denied within 30 days from the time the owner brings the car to a HMA Dealer.

If the authorized Hyundai Dealer does not notify the vehicle owner within 30 days that a warrantable condition does not exist, then HMA will repair the vehicle free of charge, unless:

- The delay is requested by the Hyundai vehicle owner.
- The delay is caused by factors beyond the control of HMA or an authorized HMA Dealer.

The lack of availability of warranted parts within 30 days shall constitute an emergency situation (see Section 4.6.9—Emergency Repair).

4.6.9**Emergency Repair**

In an emergency, where an authorized HMA Dealer is not reasonably available, warranty repairs may be made at any available service facility or by the owner using any replacement part. A repair not being completed within 30 days also constitutes an emergency.

HMA will reimburse the owner for expenses including diagnostic charges, for repairs covered by this warranty, for parts at HMA's suggested retail price and for labor at a geographically appropriate labor rate per HMA's recommended time allowance.

For reimbursement, the owner must present all replaced parts and a copy of their paid receipt to any authorized HMA Dealer. HMA assumes no liability for the workmanship of the repair facility.

4.6.10**California Vehicle Inspection Program**

If a 1995 - 2004 Hyundai vehicle fails to pass a Smog Check test after a period of use of 3 years or 50,000 miles, but before a period of use of 7 years or 70,000 miles, whichever occurs first, the owner may choose to have their vehicle repaired at an authorized HMA Dealer or another service facility.

In the event that the HMA Dealer determines that the smog check failure was caused by the failure or malfunction of a part listed in this Owner's Handbook specially noted with coverage for 7 years or 70,000 miles, then the Hyundai vehicle will be repaired under this limited warranty at no expense to the owner, unless the part failure or malfunction was caused by abuse, neglect, or improper maintenance.

However, if the authorized HMA Dealer determines that the smog check failure was directly caused by abuse, neglect, or improper maintenance, then the owner will be responsible for all diagnostic and repair costs related to detecting and repairing the Hyundai vehicle so it will pass the Smog Check Test.

If the owner chooses to have their Hyundai vehicle repaired at a service facility other than an authorized HMA Dealer, HMA will not be liable for any diagnostic and repair expenses, except where such repair is necessary by reason of an emergency. If the Hyundai vehicle is determined to fail the Smog Check Test by such service facility, the owner may deliver their Hyundai vehicle to an authorized HMA Dealer and have it repaired free of charge in accordance with this warranty.

4.7**Replacement Parts and Accessories Limited Warranty**

4.7.1**What is Covered**

Warranty coverage is for repair or replacement of any Hyundai Genuine Replacement Part or Accessory supplied from Hyundai Motor America and installed on Hyundai vehicles which is found to be defective in material or workmanship under normal use and maintenance, except any item specifically referred to in the Section 4.7.6 “What is Not Covered”.

Repairs are to be performed using New Hyundai Genuine Parts or Hyundai authorized remanufactured parts. Parts/accessories that were sold and installed by an Authorized Hyundai Dealer will be repaired or replaced without charge for parts/accessories and labor. If the parts/accessories were not originally installed by an Authorized Hyundai Dealer, they will be repaired or replaced without charge for parts/accessories, but labor charges will not be covered.

4.7.2**Replacement Parts Warranty Period**

The Replacement Parts Limited Period is limited to twelve (12) months from the date of installation or twelve thousand (12,000) miles of service, whichever occurs first, for Hyundai Genuine replacement parts supplied by HMA and purchased from and installed by an authorized Hyundai Motor America Dealer, which were installed beyond the time and mileage limits of the New Vehicle Limited, Powertrain, Emissions Defect, Emissions Performance, California Emissions Control System, and Anti-Perforation Warranties.

Parts replaced free of charge to the customer under the terms of the New Vehicle Limited Warranty, Powertrain Warranty, Emission Defect Warranty, Emission Performance Warranty, or California Emission Control System Warranty are warranted for the remainder of the time/mileage coverage applicable to the warranty coverage under which the part/accessory was previously replaced. The twelve (12) month/twelve thousand (12,000) miles Hyundai Parts and Accessories Limited Warranty only applies to genuine Hyundai parts supplied by HMA and that were purchased from an authorized HMA dealer. Those parts replaced under one of the above noted Hyundai Warranties will be warranted for the remainder of the warranty coverage that the part was replaced under.

Example:

A heater control switch on a 2000 Sonata is replaced under the terms of the Hyundai New Vehicle Limited Warranty at fifty-nine (59) months/fifty-nine thousand (59,000) miles. The heater control switch is covered under the sixty (60) months/sixty thousand (60,000) miles Hyundai New Vehicle Limited Warranty. The heater control switch that was installed at fifty-nine (59) months/fifty-nine thousand (59,000) miles is covered for the remainder of the 60 month/60,000 miles, or an additional 1 month/1,000 miles and not for an additional 12 months/12,000 miles.

Certain Emission Control System items require scheduled replacement as part of the scheduled maintenance of the vehicle (i.e. spark plugs). Replacement of these items is warranted in normal service up to the first replacement interval only. (Refer to the Owner's Manual and its scheduled maintenance section).

Genuine Hyundai Parts and Accessories supplied by HMA and purchased from an authorized Hyundai Motor America Dealer, but not installed by an authorized Hyundai Dealer are covered twelve (12) months/unlimited mileage from the date of purchase from the authorized Hyundai Motor America Dealer.

4.7.3**Replacement Batteries**

Hyundai replacement batteries installed after 36 months from the date of first use are covered for twelve (12) months/unlimited mileage from date of installation or retail sale. If the replacement battery was originally installed by a Hyundai Dealer, the labor to remove and replace the battery is also covered.

After this twelve (12) month period, dealer warranty reimbursement will be made on a prorated basis of the current dealer net cost of the battery to a maximum of forty-eight (48) months/unlimited mileage from the date of installation. Refer to the Replacement Battery Proration Chart located in the Appendix section of this manual. The labor to remove and replace the battery is not covered after this twelve (12) month period and is to be charged to the customer.

4.7.4**Accessory Warranty Period**

An accessory installed on a new Hyundai vehicle at the time of or prior to the vehicle's date of delivery to the original retail purchaser, or the date the vehicle is first put into service, whichever is earlier, is covered under the New Vehicle Limited Warranty and is limited to 36 months from the date of original retail delivery, or date of first use, or 36,000 miles, whichever occurs first for 1992 - 1998 models. Coverage for 1999 - 2004 model vehicles, 60 months from the date of original retail delivery, or date of first use, or 60,000 miles, whichever occurs first.

An accessory installed after the vehicle has been retailed or placed into service shall be warranted for twelve (12) months or twelve thousand (12,000) miles, whichever occurs first, from the date of purchase or installation. An accessory purchased over-the-counter is warranted for twelve (12) months/unlimited mileage.

The air conditioning system is covered for twelve (12) months or twelve thousand (12,000) miles, whichever occurs first, or the remainder of the New Vehicle Limited Warranty, whichever is greater, from the date of installation. An AM/FM radio, cassette player, or air conditioning system purchased over-the-counter is warranted for twelve (12) months/unlimited mileage. An AM/FM radio, cassette player/CD player is covered for 12 months, unlimited mileage, if purchased and installed after the vehicle has been retailed or placed into service.

4.7.5**Owner's Responsibilities**

- Proper use, maintenance, and care of the vehicle (part) in accordance with the instructions contained in the Owner's Manual.
- Retention of maintenance service records. It may be necessary for the customer to demonstrate and prove that the required maintenance has been performed as specified in the Owner's Manual.
- Retention of the Customer's copy of the original repair order or original part counter sales receipts. The repair order or sales slip will state the date of the parts sale. For parts originally installed by an authorized Hyundai Motor America Dealer, the repair order must also state the mileage of the vehicle at the time of original replacement.
- Delivery of the part or accessory and supporting documentation indicating the date and if applicable, mileage at time of purchase and installation during regular parts and/or service hours to any authorized Hyundai Dealer to obtain warranty service.

4.7.6**What is Not Covered**

- Normal maintenance services of parts or accessories such as: cleaning, adjustment or replacement (i.e. spark plugs that are oil fouled, lead fouled, or which fail due to the use of low grade fuel).
- Parts or accessories that fail due to abuse, misuse, neglect, alteration, or accident, or which have been improperly lubricated or repaired.
- Parts or accessories used in applications for which they were not designed or not approved by HMA, including installation in other than Hyundai vehicles.
- Failures due to normal wear.
- Failures caused by non-Hyundai parts.
- Any vehicle on which the odometer reading has been altered so that mileage cannot be accurately determined.
- Any part previously replaced under the terms of the New Vehicle Limited Warranty, Powertrain Limited Warranty, Emission Defect Warranty, Emission Performance Warranty, or California Emission Control Systems Warranty.
- *Incidental or consequential damage, including without limitation, loss of time, inconvenience, loss of use of the vehicle, or commercial loss.*
- The duration of any implied warranties, including those *of merchantability and fitness for a particular purpose*, are limited to the duration of this limited warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitations of incidental or consequential damages, so the limitations or exclusions set forth regarding this limited warranty may not apply to the owner.

Note: Vehicles which contain non-Hyundai genuine parts or which have been misused, or improperly maintained, will not have the coverage under the Replacement Parts and Accessories Limited Warranty denied, unless the non-Hyundai genuine part, the misuse, or the improper maintenance directly caused or contributed to the subsequent problem.

Obtaining Warranty Service

Warranty Service will be provided by any authorized Hyundai Dealer.

5.0**Warranty Claim Submission Screens**

The following section shows what information is required for claim submissions and how to enter the information on the DCS screen. Before entering data into the computer, group claim submissions/repair orders by screen type.

- *All claims must be submitted to HMA within 45 days of the repair date.*
- *All claims returned must be resubmitted to HMA within 45 days of the return date.*

The following information indicates which screen to use for specific situations:

5.0.1**Warranty Claim Screen**

The majority of the claims submitted to HMA will be entered on the Warranty Claim Screen. This screen is used to obtain reimbursement for most repairs performed during the warranty period. The only time this screen would not be used is if the claim falls within the criteria of one of the following other screens:

- Replacement Parts and Accessories Claim Screen
- Freight Claim Screen
- Campaign/ValueCare Maintenance Claim Screen
- Pre-Delivery Inspection (PDI) Claim Screen
- Claim Status Inquiry Screen
- HPP Claim Screen

5.0.2**Replacement Parts and Accessories Claim Screen**

The Replacement Parts and Accessories Claim Screen is to be used for submission of claims related to parts previously replaced as part of a customer pay repair or an over-the-counter sale found to be defective. For detail information on the Replacement Parts and Accessories Limited Warranty, see Section 4 (Warranty Policy Statements) in this manual.

The Replacement Parts and Accessories Claim Screen should only be used when the defective part was previously replaced and originally purchased by the customer. In all cases, the replacement part must be determined to be defective in material or workmanship. The following situations will indicate the use of the Replacement Parts and Accessories Claim Screen:

1. The part was previously replaced on a “customer pay” repair within the past 12 months or 12,000 miles, whichever occurs first.
2. The part was previously purchased over-the-counter and is returned due to defects in material or workmanship within 12 months of purchase, regardless of mileage.

5.0.3**Freight Claim Screen**

A warranty freight claim is to be submitted for reimbursement of freight costs on the freight claim screen for costs incurred in returning requested parts to the Warranty Technical Center (WTC) located in Fountain Valley, California.

5.0.4**Campaign/ValueCare Maintenance Claim Screen**

The Campaign/ValueCare Maintenance Claim Screen is used in the event of a campaign, ValueCare, or 2 year/24,000 mile maintenance claim. A special campaign code will be assigned and instructions will be issued via a Technical Service Bulletin to indicate when campaign claims are to be submitted on this screen.

5.0.5**Claim Status Inquiry Screen**

The Claim Status Inquiry Screen is used to inquire about the status of previously submitted claims.

5.0.6**PDI Claim Screen**

The PDI Claim Screen is used to obtain reimbursement of Pre-Delivery Inspections you have performed.

5.0.7**Warranty Vehicle Information**

The Hyundai Warranty Vehicle Information routine provides warranty claim repair history and includes:

- Warranty Start Date
- Selling Dealer code and name
- Transmission Type
- Original Owner Name
- Claim History
- Campaigns not performed
- Free maintenance qualification, extended service contract, warranty qualification, and deductible status
- Warranty Class Type

Through DCS interactive, a query is transmitted from the Dealership via telephone lines to the Hyundai Host computer. On-line information is immediately sent back to the Dealer.

5.0.8**Dealer Return Claim Resubmission Screen**

The Dealer Return Claim Resubmission Screen provides the ability to view returned claims and allows for the selection of appropriate claims for update and resubmission to HMA.

Note: Check your Warranty Claim Processing Manual (part # NP447-00011) for the necessary instructions on claim submission.

5.1**Parts Reimbursement**

HMA will reimburse the Dealer at the dealer net price plus an additional parts handling allowance based on the dealer net price. The Dealer net price is the current purchase price applicable to the Dealer on the date of repair. The parts handling allowance is to cover the dealer's administrative costs associated with the storage and handling of the parts. The parts handling allowance is:

- 40% for 1995 - 2004 model year vehicles
- 40% for all over-the-counter claims

5.1.1**Core Policy**

Specific parts (such as a remanufactured alternator assembly), will have a core charge that will be deducted from the dealer net part price prior to calculating the parts handling allowance. Warranty reimbursement will be based upon the current dealer net price for the assembly, less the core value, plus the parts handling allowance applied to the remainder. Your parts department can give your information on core reimbursement amounts.

Please contact your PDC expeditor for status relating to these core exchanges. Your PDC will issue credit for cores on the monthly Dealer Parts Statement.

5.1.2**“No Part Number” (NPN) Purchase Reimbursement**

The Dealer is to maintain an inventory of new Hyundai Genuine supplied parts in sufficient quantity to enable necessary parts replacements in vehicles serviced by the Dealer.

For this reason, the Dealer is expected to use new Hyundai Genuine parts in all warranty and customer satisfaction repairs and in the case of sublet repairs, to furnish the outside sublet repair shop with such new Hyundai Genuine parts as may be required for repairs.

There are some supplies which Hyundai does not sell (i.e. manual transmission oil, etc.) and others that Hyundai sells that are also available from other sources, which the Dealer or sublet shop must purchase from a source other than HMA. Reimbursement for such items will be based on the allowances shown in the Warranty Claim Processing Manual with no additional parts handling allowance.

NPN Description

- Engine Oil
- Manual Transmission Oil
- Automatic Transmission Oil
- Grease
- Brake Fluid
- Anti-Freeze/Coolant
- Air Conditioning Refrigerant
- Steering Fluid
- Clutch Fluid
- Windshield Washer Fluid
- Sealant/Silicone
- PAG Oil
- Battery Acid

5.1.3**Freight Reimbursement**

HMA will reimburse the Dealer for reasonable freight charges associated with the return of defective replaced parts requested for return to HMA by HMA, which were stated on a claim as replaced on a previously paid warranty claim. Freight costs associated with the return of requested parts are to be submitted on a separate freight claim. Refer to Section 5.0.3 for claim entry instructions.

5.2**Battery Claims**

5.2.1**Original Equipment Battery
(1995–2004 Model Year Vehicles)**

Original equipment batteries on 1995–2004 model year vehicles are warranted for 36 months/unlimited mileage from the date of original retail delivery or date of first use. For the first 24 months/unlimited mileage, HMA will cover the full dealer net cost of the battery, plus the parts handling allowance and the labor to remove and replace the battery. During the 25th through 36th months/unlimited mileage, HMA will cover 25% of the full dealer net cost of the battery plus handling allowance and 100% of the labor to remove and replace the battery.

5.2.2**Claim Preparation for Original Equipment Batteries
(1995–2004 Model Year Vehicles)**

0–36 Months/Unlimited Mileage

The fields on the Warranty screen must be correctly filled in following regular submission procedures, including the following:

- Causal part is the part number of the original battery being replaced, the original equipment battery part number..
- Labor operation code: 37110R00.
- Labor operation code hours of .3 hours.
- Labor operation code quantity of 1.
- Part number of the replacement battery, quantity 1.

The system will automatically calculate the correct prorated adjustment value of the battery based on the submitted battery replacement detail part number.

5.2.3**Over-the-Counter Sales Batteries**

Batteries purchased over-the-counter are warranted for 48 months/unlimited mileage from the date of purchase. For the first 12 months HMA will cover the full dealer net cost of the battery, plus the applicable parts handling allowance. During the 13th through 48th month, the battery is prorated. The Warranty Claim System will prorate the battery based on the submitted detail part. Labor is not covered on an over-the-counter sale.

5.2.4**Dealer Installed Replacement Batteries**

Dealer installed replacement batteries are warranted for 48 months/unlimited mileage from the date of purchase. For the first 12 months HMA will cover the full dealer net cost of the battery, plus the applicable parts handling allowance, and the labor to remove and replace the battery. During the 13th through 48th month the battery will be reimbursed at a prorated amount. The labor is not covered under warranty.

5.2.5**Claim Preparation for Replacement Batteries Purchased Over-the-Counter**

0–48 Months/Unlimited Mileage

The field on the Replacement Parts and Accessories Screen must be correctly filled in following regular submission procedures, including the following:

- Causal part is part number of the battery being replaced.
- Labor operation code 37110R00.
- Labor operation code quantity of “0”.
- Part number of the replacement battery, quantity 1.

5.2.6**Claim Preparation for Replacement Batteries Dealer Installed**

0–48 Months/Unlimited Mileage

The fields on the Replacement Parts and Accessories Screen must be correctly filled in following regular submission procedures, including the following:

- Causal part is the part number of battery being replaced.
- Labor operation code 37110R00
- Labor operation code hours of .3 hours
- Labor operation code quantity “1”
- Part number of the replacement battery, quantity 1

NOTE: The system will automatically calculate the correct prorated adjustment amount on the submitted battery replacement detail part number for the 13–48 month time period.

5.3**Emergency Repairs and Owner Refunds**

In situations where a customer requires an emergency repair at a non-Hyundai approved Dealership, the customer will be reimbursed for the emergency repair provided that the emergency repair was a warrantable repair performed because no authorized Hyundai dealer was available due to the time, day, or location, and that additional vehicle damage or a safety problem would have been incurred by continued operation of the vehicle.

The following procedures are to be performed by the Dealer for customer reimbursement of emergency repairs:

- Obtain the original paid receipt for the emergency repair from the customer.
- Obtain a description, from the customer, explaining the circumstances related to the emergency repair. If possible, the dealer should obtain the replaced parts from the customer.
- Calculate the cost of performing the warranted repair by using HMA's suggested retail price of the parts replaced and taking the HMA Labor Time Standard (LTS) time required to perform the repair and multiplying the LTS labor time by the retail customer pay labor rate which is reasonable and appropriate for the geographic area where the emergency repair was performed. Add the appropriate taxes to the parts totals. Compare the total dollar amount calculated to the warrantable amount on the customer emergency repair receipt.
- Contact the District Parts and Service Manager (DPSM), with the information obtained and calculated, for the DPSM's prior approval to reimburse the customer, and for authorization to submit a reimbursement warranty claim to HMA. Upon approval by the DPSM, reimburse the customer per the following:
 - If the HMA calculated repair amount is greater than the customer's receipt, reimburse the customer for the cost of the warrantable repair per the customer's receipt.
 - If the HMA calculated repair amount is less than the customer's receipt, reimburse the customer the HMA calculated amount.

Since the customer reimbursement has been approved by the DPSM, ***reimburse the customer immediately. Do not*** wait for payment of the claim by HMA before reimbursing the customer. Reimburse the customer upon receiving the DPSM's prior authorization.

Prepare and submit a warranty claim for customer reimbursement to HMA for the amount of reimbursement to the customer. Submit the claim as a sublet repair. Retain the original customer emergency repair receipt with the shop hard copy of the repair order issued to submit the claim.

Note: The DPSM will consider each customer reimbursement on a case by case basis since the determination of emergency repairs is based upon many circumstances.

5.4**Prior Approval Policies**

HMA offers both a Standard and a Dealer Self-Authorization prior approval policy. Your Regional management will notify you of which prior approval program you are assigned to. The Standard prior approval guidelines are indicated below and the Self-Authorization guidelines are on the following page.

5.4.1**Standard Prior Approval Program**

An approval/authorization by the District Parts and Service Manager is an authorization to perform the repair and to submit the claim to HMA. The approval/authorization does not override the required claim preparation procedures as outlined in this Manual and other HMA publications (i.e. Campaign Literature, Technical Service Bulletin, etc.) nor does an approval/authorization serve as a “blanket” approval. The claim must be properly prepared and warranty policies and submission standards must be adhered to.

Non-HSA Dealers require the following Standard DPSM approval/authorization prior to performing the following repairs:

- Replacement of the following complete assemblies:
 - Engine Assembly
 - Engine Short Block
 - New Transmission/Transaxle Assembly (manual or automatic)
 - New Alternators
 - New Starters
 - New Power Steering Assemblies
 - New Radios

Note: Replacement of the complete assembly is to be made when the cost of overhauling the component assembly is more than 80% of the cost of replacing the complete component assembly.

- Automatic Transmission Overhaul Repairs
- All perforation repairs
- Paint repairs totaling \$200.00 or more
- Paint sublet amount over 100% of the LTS time allowance, even if under \$200.00—not to exceed 150%
- Use of a non-genuine Hyundai part
- All car rental claims (if Dealer does not maintain at least the minimum number of Hyundai Service Loan Car vehicles)
- Rental car claims beyond 18 months and/or 18,000 miles (if Dealer does not maintain at least the minimum number of Hyundai Service Loan Car vehicles.)

- All service loan car claims (if Dealer does not maintain at least the minimum number of Hyundai Service Loan Car vehicles.)
- Service Loan Car claims over \$50.00 dollars (5 days), (if Dealer does maintain at least the minimum number of Hyundai Service Loan Car vehicles.)

Non-HSA Dealers require the following Standard DPSM approval/authorization prior to submission of the following claims:

- TT (actual time) Labor Operation Code Numbers used in addition to any other Labor Operation Code Number
- TT (actual time) Labor Time exceeding 0.9 hours per claim
- Diagnosis over 0.9 hours per claim
- Sublet expenses of \$100.00 or more
- Towing expenses of \$100.00 or more
- All Customer Satisfaction repairs and expenses
- Warranty or Customer Satisfaction claims submitted to HMA over 45 days from repair date to initial claim submission date
- Previously returned Warranty or Customer Satisfaction claims resubmitted to HMA over 45 days from HMA return date to claim resubmission date
- Customer Reimbursements
- Freight expenses of \$100.00 or more

5.4.2

Hyundai Dealership Self-Authorization (HSA) Prior Approval Program

HMA's Dealer Self-Authorization program is referred to as HSA (Hyundai Dealer Self-Authorization). This Dealer Self-Authorization program enables qualifying and enrolled Dealerships to perform specific out-of-warranty and/or selected warranty repairs without obtaining the DPSM's prior approval. In addition, the associated claims for these repairs are processed directly upon claim submission without requiring DPSM review and approval.

Dealership's actively enrolled in HMA's HSA program will be provided the authority to self-authorize repairs/claims in one of the following repair categories:

- Warranty repairs ONLY
- Goodwill repairs ONLY
- Both Warranty and Goodwill repairs

Region Management will determine which repair/claim category an enrolled HSA Dealer can self-authorize.

HSA Dealers with Warranty self-authorization may self-authorize the following Warranty repairs:

- All claims totaling less than \$2500
- TT operation codes of 1.9 hours or less
- TT add-on operation codes of 0.9 hours or less
- Paint repairs less than \$500
- Freight expense less than \$200
- Towing expenses less than \$200 (within New Car Limited Warranty period)
- Sublet expense less than \$200
- Replacement of the following complete new assemblies:
 - New engine
 - New engine short block
 - New alternator
 - New transaxle (manual transmission & automatic transmission)
 - New power steering
 - New starter

HSA Dealers with Goodwill self-authorization may self-authorize the following Goodwill repairs:

- Customer satisfaction (Goodwill) repairs:
 - New Vehicle Limited Warranty Repairs beyond 36 months/36,000 miles, but within 48 months/48,000 miles from date of first use, whichever occurs first (1995-1998 models)
 - New Vehicle Limited Warranty Repairs beyond 60 months/60,000 miles, but within 66 months/66,000 miles from date of first use, whichever occurs first (1999-2004 models)
 - Powertrain Warranty Repairs beyond 60 months/60,000 miles, but within 66 months/66,000 miles from date of first use, whichever occurs first (1995-1998 model and second and/or subsequent owner 1999-2004 model)
 - Powertrain Warranty Repairs beyond 120 months/100,000 miles, but within 126 months/106,000 miles from date of first use, whichever occurs first (1999-2004 models, original owner)
 - Federal emission repairs beyond 96 months/80,000 miles, but within 99 months/83,000 miles from date of first use, whichever occurs first (1995-2004 models)
 - California emission repairs beyond 84 months/70,000 miles, but within 87 months/73,000 miles from date of first use, whichever occurs first (1995-2004)
 - Parts & Accessories Warranty repairs beyond 12 months/12,000 miles, but within 15 months/15,000 from date of original customer purchase
 - Repairs less than \$300 (per repair visit)
 - Rental car expense less than \$75 and within 6 months/6,000 miles per VIN (maximum 3 days)

—Service loaner car expense less than \$50 and within 60 months/
60,000 miles per VIN

Note: Eligible HSA self-authorized claims submitted by HSA actively enrolled dealers will automatically be identified and processed as self-authorized claims.

5.4.3

HSA Eligibility Criteria

For a dealership to be eligible as an active participant in HSA, the Dealership must meet or exceed all of the following HMA Service Objectives:

- 1.SCPVS (Standard Cost Per Vehicle Serviced) Warranty expense 3 month current average less than/equal 105% of Regional 3 month SCPVS
- 2.HSI (Hyundai Service Index) 3 month current average greater than/equal Region 3 month average
- 3.Fix It right (Question on HSI Survey) 3 month current average score greater than/equal Region 3 month average
- 4.Claim Submission Time current 3 month average less than/equal 9 days
- 5.Claim Submission Initial Acceptance Rate current 3 month average greater than/equal 85%

HSA Dealer eligibility and participation will be reviewed and determined quarterly by HMA. Each Dealer's HSA's eligibility is based upon the Dealership meeting or exceeding the HMA Service Objectives indicated above.

A Dealer that has been previously removed from participation in HSA is eligible for reinstatement (participation) in HSA upon the Dealership meeting or exceeding the HMA Service Objectives, indicated above, for the quarter under review.

Region Management can deny the participation in HSA of any "eligible" Dealership, at any time, provided that Region Management has "just cause" for such denial, such as:

- Excessive number of vehicles bought back involving Dealership
- New Service Management at Dealership

Under no circumstances will any Dealer who does not meet or exceed the HSA eligibility criteria be allowed to participate in HSA.

HSA participation start date(s) and removal date(s) are based upon date of repair. Claims meeting HSA parameters with repair completion dates prior to the effective date of active participation will not be processed/accepted as HSA claims. Claims meeting HSA parameters with repair completion dates after the effective date of removal from HSA participation will not be processed/accepted as HSA claims.

Claims submitted by participating HSA Dealers that exceed the HSA program self-authorization parameters, will automatically be reviewed by the DPSM for authorization/approval or denial.

5.4.4**HSA Decision Guidelines**

The following types of repairs are to be considered under HSA (Dealer Self-authorization):

- Goodwill repairs to be considered only on a case by case basis
- Warranty repairs must be the direct result of a defect in Hyundai supplied material or Hyundai Factory workmanship
- Replacement of a complete assembly with a new assembly when a remanufactured assembly is either not available or the applicable State disclosure laws for a “new” vehicle requires replacement using a new, rather than a used part
- Goodwill cost splits/sharing (Customer and/or Dealer contributions to repair cost)

The following types of repairs are NOT to be considered under HSA (Dealer Self-Authorization):

- Reconditioning of a used vehicle or repairs to a vehicle in Dealer stock
- Repairs for excess expense due to Dealership Technician or Sublet Shop error or inefficiency
- Goodwill repairs for a relative, or friend, when such a relationship is the sole basis for the goodwill repair
- Repairs to a vehicle for which the actual mileage cannot be determined
- Repairs to a vehicle that has a canceled warranty
- Repairs to a vehicle that has been abused or used in a manner that is inconsistent with “normal” driving conditions or use
- Repairs that clearly are outside of warranty purview that are due to vehicle:
 - abuse
 - commercial use
 - modification from original factory specification
 - normal wear or maintenance related
 - not being maintained
 - covered under an existing Extended Service Contract or similar plan

HSA Dealers with Warranty and/or Goodwill self-authorizations still require DPSM approval before performing the following repairs:

- All perforation repairs
- Paint Sublet over 100% LTS not to exceed 150%
- New Radios
- Use of non-Genuine Hyundai Parts

5.5**Anti-Perforation**

If a vehicle has a rust hole (from the inside out), through a body panel from corrosion due to defects in material or workmanship, the following procedures must be followed:

- The Dealer is to inspect the vehicle to determine if the rust is due to a perforation condition. If there is a perforation, the Dealer must complete the Anti-Perforation Limited Warranty Vehicle Inspection Report (part number NP430-00000), available through HMA's part system at no cost to your dealership.
- If the Dealer believes that the rust perforation condition is warrantable (a hole must be visible in the sheet metal) the Dealer is to obtain a written repair estimate and advise the owner that a re-inspection of the vehicle by a Hyundai Representative is necessary. The Dealer should contact their DPSM for an appointment to inspect the owner's vehicle.

Note: Surface corrosion or surface rust is covered for the first 12 months from the date of original retail delivery or date of first use or 12,000 miles, whichever occurs first.

- The DPSM will inspect the vehicle, review the Anti-Perforation Limited Warranty Vehicle Inspection Report and repair estimate, and determine if the perforation condition is a result of a defect in workmanship or material. If the DPSM determines that the perforation condition is warrantable, the DPSM will authorize the Dealer to proceed with the repair (repair of affected panel or replacement of panel) by signing the repair order and Anti-Perforation Limited Warranty Vehicle Inspection Report.
- The Dealer should submit the anti-perforation claim to HMA following normal DCS claim submission procedures.
 - Causal Part
The causal part is the part number of the panel that caused the owner's complaint and the need for the repair. If more than one panel is affected, the panel that has the majority of the perforation evident should be shown as the causal part.
 - Nature and Cause Code
Use the applicable nature and cause codes, such as N56 and C05.
 - Sublet Code
Use B2, body repair.
- The Anti-Perforation Limited Warranty Vehicle Inspection Report, repair estimate and repair invoice should be attached to the hard copy of the repair order and retained by the Dealer following normal warranty document retention policy and procedures.

5.6**Radios/CD Systems, ATM Program**

5.6.1**Radios/CD Systems**

1. Your facing HMA–PDC (Parts Distribution Center) will stock and ship all remanufactured radio units. Dealer ordering of radios from the PDC is identical to normal parts ordering through the DCS system.

HMA will invoice the Dealer at the remanufactured unit price. The price of the remanufactured radio is the same as the credit the Dealer receives when the inoperative (core) radio is returned to the HMA–Radio return Center. This credit is based upon HMA–Radio Return Center receipt of the completed applicable Radio Return Form. The Radio Return Form is used to issue core credit to the Dealer. A separate Request For Credit Form does not need to be submitted.

A Radio Return Form is included in the original packing box of the remanufactured radio. This form must be completed and used when shipping the inoperative unit to the HMA–Radio Return Center. Carefully fill in all of the information requested on the Radio Return Form. The Hyundai part number you need to fill in on the form should be the number found on the remanufactured replacement radio box. **You must include the suffix “COR” at end of each radio part number when completing a Radio Return Form. This is mandatory.**

Example: 00296-21070-COR. Also, describe the customer’s complaint on the form so that HMA can ensure proper diagnosis and repair.

Note: The suffix “-FLT” should be entered at the end of the part number when submitting a warranty claim.

2. Package the inoperative core unit in the specialized foam-packed carton in which the remanufactured replacement unit was delivered. Then immediately ship, via “UPS Ground”, the inoperative core along with the completed Radio Return Form to the HMA–Radio Return Center.

The HMA Parts Department will credit your dealership for the core unit upon receipt of the inoperative radio unit and properly completed Radio Return Form. This credit will be the same price as the cost of the remanufactured replacement radio to the dealership.

In the event that a core unit is returned to the HMA–Radio Return Center and found to be not warrantable (units damaged by misuse, abuse, out of warranty, modification, or no problem found), the core unit will be returned to the Dealer (freight collect) and any freight or labor charges associated with the replacement of this radio will not be eligible for warranty credit.

3. All remanufactured replacement radio units are originally supplied without the wiring harness, knobs, and faceplates. The technician must remove these components from the inoperative radio and install them on the applicable remanufactured replacement unit. No separate labor time is provided for the removal and replacement of these components as the total time to replace the radio unit includes the removal and replacement of these components.
4. Do not attempt any type of repair on these units. If a cassette or any other object becomes stuck or trapped in the unit, do not attempt to remove it. If the customer requests that their cassette or other object be returned, please check the appropriate box in the customer Complaint Analysis section of the Radio Return Form requesting the cassette or other object be returned to your dealership so you may return the item(s) to the customer. Otherwise, the cassette or other object will be disposed of. If the dealership believes that the damage is the customer's responsibility, the dealership should discuss the matter with the customer. In many cases of customer caused damages, the customer's auto insurance policy may provide the customer with coverage. HMA recommends that the Dealer communicate this to the customer. Customer caused damage is not warrantable. Do not ship units that are customer caused damage to the HMA–Radio Return Center.
5. Submit a warranty claim through the DCS system for the replacement labor.
 - A. Use labor operation code 96300R00, description: AM/FM cassette radio assembly, qty: 1. Do not use any other labor operation in addition, or substitution, to the one prescribed above.
 - B. Use the correct radio part number as a causal part number. Please refer to the appropriate parts manual for the correct and most applicable radio part number as these numbers may change from time to time. Do not charge out the radio as a detail part. You will be credited on your parts statement separately for the Dealer net cost of the replacement radio.
 - C. Dealers will automatically be credited for freight costs associated with the return of inoperative radios to the Radio Return Center located in Long Beach, CA. Dealers will be credited for freight as follows:

Central Region	=	\$6.40 per radio
Eastern Region	=	\$6.40 per radio
Southern Region	=	\$6.40 per radio
Western Region	=	\$5.73 per radio

Radios are to be returned via UPS Ground.

5.6.2**ATM Reman Program**

Automatic transmission cores are to be returned to:

Hyundai Remanufacturing Center
C/O United Customhouse Brokers, Inc.
7880 Airway Road, Suite B-10
Otay Mesa, CA 92154

Fully assembled, including the torque convertor. Completely drained of all fluids with the following completed forms:

- Diagnostic worksheet
- Warranty core tag
- Core return checklist
- Pre-addressed label
- Bill of lading

Completely fill out all required forms including the Remanufactured ATM Core Return Checklist. Failure to properly complete and/or return checklist will result in a debit and/or chargeback of your Warranty claim or core credit.

Do not at any time perform an internal disassembly of the ATM. Your claim will be debited.

Your dealership is not responsible for freight charges for returning the removed ATM to the remanufacturing center if the bill of lading is used and the ATM is shipped via HMA approved carriers. Do not submit a Warranty claim or freight claim for these charges.

Cores not received by the remanufacturing center within 15 days of the date the new remanufactured unit was shipped by the PDC (Parts Distribution Center) to your dealership, are subject to a reduction of the core deposit of up to the full \$1,000.00. Cores not received within 60 days will not be accepted (at HMA's discretion) and the dealer will forfeit the entire \$1,000.00 core charge.

Before and after readings/measurements must be recorded on the ATM Diagnostic Questionnaire whenever the ATM tester, Scan Tool, or HDS are used.

5.7**Non-Reimbursement Items**

5.7.1**Items Considered Dealer Responsibility, Not Warranty**

The following repair items are considered to be Dealer responsibility and are *not* covered under warranty:

- Inspections included and covered under the Pre-Delivery Inspection Service.
- Minor paint and cosmetic concerns which were not noted at time of delivery of the vehicle to the dealership.
- Defects due to long storage or poor storage conditions.
- Repairs or replacements made necessary by faulty diagnosis or poor workmanship by dealer personnel, or duplicate, repeat, or comeback/ subsequent repairs of the same item if previously performed by the same Dealer, unless the replaced part proves to be defective in material or workmanship.
- Repairs related to the replacement of parts which are not held for inspection by HMA, or are not returned to HMA when requested, or otherwise not handled in accordance with current HMA policies and procedures.

Failure of the following components and assemblies are considered the Dealer's responsibility and are not reimbursable under warranty if the vehicle involved has been in Dealer inventory for an extended period of time (over 90 days):

- Batteries
- Paint repairs
- Bright metal repairs (chrome, etc.)
- Wiper blades
- Weatherstrips
- Soft trim
- Lamp bulbs
- Failure of powertrain components due to corrosion
- Faded or corroded mirrors, lamps, reflectors and lenses
- Fuel system corrosion or defects caused by contamination

5.7.2**Items Considered Customer Responsibility**

The following items are considered to be the customer's responsibility and are *not* covered under warranty, unless the items are defective in material or workmanship:

- Normal maintenance service: oil & filter changes, engine tune-ups, anti-freeze/coolant, refrigerant, head light aiming, tire rotation, wheel alignment, fuel system cleaning beyond 500 miles of service on a new vehicle, wheel balancing, and any maintenance or inspection service recommended by HMA for the vehicle involved.
- Defects judged by HMA to be attributable to failure to properly perform the periodic inspections and services as specified in the Owner's Manual.
- Normal Replacement of Service Items.
 - Replacements suggested by Dealer personnel as a part of preventive maintenance.
 - Replacements required because of abuse, misuse, or improper driving habits of the customer.
 - Worn clutch linings, brake linings, and wiper blades (outside of the 2 year/24,000 mile Maintenance Service program).
 - Filter replacements (fuel, oil, and air)
 - Spark plugs
 - Condensers
 - Drive belts
- Upholstery and Trim
 - Worn
 - Soiled
 - Torn or cut by a foreign object
 - Normal deterioration due to use and exposure.
- Paint
 - Dents, nicks, scratches or other damage
 - Normal deterioration due to exposure
 - Industrial fallout which occurs after delivery of the vehicle to the customer
 - Chipping due to road conditions or hazards (e.g. sand)
- Bright Metal Trim
 - Dents, nicks, scratches, or other damage
 - Normal deterioration due to exposure
- Damage or Failure Resulting from
 - Negligence or improper maintenance as specified in the Owner's Manual
 - Misuse, accident, theft or fire
 - Use of improper or insufficient fuel, fluids, or lubricants

- Modification, alteration, tampering, or improper repair
- Racing or a competitive event (competitive events are defined as formal or informal time trials, competition with another vehicle, or any abnormal application of stress to the vehicle or the components thereof)
- Any device and/or accessory not approved and/or supplied by Hyundai and not installed by Hyundai or an authorized Hyundai Motor America dealer
- Slight irregularities not recognized as affecting the quality or function of the vehicle, such as slight noise or vibration, or items considered characteristic of the vehicle
- Adjustments Required through Normal Use
 - Pre-Delivery type adjustments required after a reasonable period of normal use
 - Adjustment or repairs to improve the vehicle's appearance or performance beyond what is considered normal standards
 - Adjustment performed for a second time by the same Dealer

5.7.3

Other Items Not Considered HMA Responsibility

The following additional repair items are NOT considered to be HMA responsibility and are not covered under warranty:

- Tires. Tires are warranted by the tire manufacturer and the warranty is administered by the tire distributor and their retail store representatives.
- Any HMA product which has been damaged from accident, fire, or other casualty, or which fails due to misuse, negligence, alteration, or overloading beyond the specified vehicle weight rating, or which has been used for purposes other than those generally accepted applications for which it was designed.
- Any labor operation performed by other than an authorized Hyundai Motor America dealer, except repairs sublet by the authorized Hyundai Motor America Dealer to a specialty shop, or performed in an emergency by an independent garage. Any claim to HMA for sublet work must be filed by the Dealer who sublets the work, with the sublet invoice attached to the dealer accounting copy of the repair order and a copy of the sublet invoice attached to the shop hard copy of the repair order retained in the customer service file.
- Parts not acknowledged by HMA to be defective in original workmanship and/or material.
- Glass breakage or scratches, unless conclusive evidence is presented to substantiate the claim that breakage was unquestionably due to a defect in material and/or workmanship.
- Repairs required as a result of using any component or parts not recommended or not approved by HMA.

- Defects in equipment, devices, and accessories, other than those supplied by HMA and mounted on vehicles by authorized Hyundai Motor America dealers or HMA, and defects resulting from the use of such unspecified devices and accessories.
- Concerns and/or difficulties which are generally not accepted as caused by a defect in material or workmanship, which happen in very special operations such as:
 - Slight sound or vibration which is not recognized as affecting the quality or function of the vehicle.
 - Slight misting of oil or the like around packing and/or oil seals which causes no appreciable consumption or dripping of oil.
 - Gaps between panels which are within the limits set by HMA.
 - External appearance defects such as paint, chrome, and trim, which are not visible unless magnified by special means.
- Loss of use of the vehicle, loss of time, loss or damage to personal property or revenues, inconvenience and other consequential damages such as expenses for fuel, telephone, travel, lodging, and towing, (except where such exclusions or limitations are not permitted by law).
 - Certain expenses may be covered by the Hyundai Roadside Assistance Program. Customers should refer to their Hyundai Roadside Assistance Program Owner's Guide or the Hyundai Owner's Handbook for these coverages.
- Shop materials which are considered Dealer responsibility such as rags, shop cleaner, etc.

5.8**Labor Reimbursements**

HMA will reimburse the Dealer for labor based upon the Dealer's approved warranty labor rate in effect on the date of repair, multiplied by the time allowed for the operation, as indicated on your claim and shown in the current Labor Time Standard Manual in effect on the date of the repair.

If the labor operation performed is not listed in the Labor Time Standard Manual or in a separate HMA service communication (i.e. Technical Service Bulletin), or if the labor operation is an Actual Time (TT) operation, the Dealer will be reimbursed on the basis of:

- The applicable portion of the most nearly comparable Labor Time Standard Manual time or,
- Actual labor operation performance time within reasonable time limits, multiplied by the Dealer's approved warranty labor rate. The actual time must be fully explained on the warranty repair order and the time must be realistic and consistent with accepted industry practices. Actual time added to a standard labor operation to supplement the standard time may only be claimed for highly unusual repair situations where additional time is required to properly complete the repair procedure.

Note: Labor operations performed that are not listed in the Labor Time Standard Manual are considered actual time labor operations (TT time). On and off time to perform actual time labor operations must be recorded on the shop hard copy of the repair order.

5.8.1**No Trouble Found Procedure**

HMA will reimburse the Dealer for specific diagnosis time for “No Trouble Found”, when no repair (claim has no parts, sublet, towing, freight, or any additional repair labor operation) is performed. Repairs that qualify for diagnosis labor time reimbursement, when no problem/trouble is found and no repair is performed, must adhere to the following requirements:

- Repair attempts eligible for no trouble found diagnosis must be related to the following repair categories:
 - Automatic Transmission
 - Engine Electrical
 - Electrical
- The customer’s complaints must be fully documented/explained on the repair order.
- Normal Hyundai documentation/paperwork requirements apply, with the shop copy of the repair order retained for future review.
- Diagnosis performed must directly relate to the Customer’s complaint.
- Approved diagnosis labor time applies to use of *only* the following diagnosis equipment:
 - Hyundai Diagnostic System (HDS)
 - Scan Tool (Hyundai Scan Tool)
 - Hyundai Automatic Transaxle Tester
- Reimbursement time is equal to the applicable labor time listed in current Labor Time Standard Manual (LTS) for the labor time operation codes for the Diagnosis operations performed.
- Before and after readings/measurements obtained from the above diagnosis equipment must be documented and appear on the Technician’s shop copy of the repair order. All HDS diagnosis usage must have a printout of the before and after readings attached to the Technician’s shop copy of the repair order.

Excessive and/or above average requests for “No Trouble Found” diagnosis time will be continually reviewed by HMA.

5.9**Warranty Labor Rate Establishment**

The Dealer's Warranty Labor Rate approved and reimbursed by HMA is intended to compensate the Dealer adequately, fairly and most importantly, competitively for warranty repairs performed. In determining fair, reasonable, and competitive warranty labor rates, areas of consideration include:

- The Dealer's current actual retail hourly labor rate and the labor rate's reasonableness in relation to local competition and market area.
- State laws regarding reimbursement for warranty repairs.

5.9.1**Warranty Labor Rate Request Procedure**

A warranty labor rate must be requested prior to the operation or start-up date. A change to an existing warranty labor rate may be requested after 12 months from the date of the most recent approved warranty labor rate. The following procedures must be adhered to when requesting a warranty labor rate.

5.9.2**New Dealer Labor Rate Establishment**

The procedures stated below must be followed for a new Dealer requesting the establishment of a warranty labor rate:

- Dealer obtains, and DPSM and/or Business Management Representative assists Dealer, in completing a Warranty Labor Rate Request/Competitive Labor Rate Evaluation Form (NP# ZZ445-00031) and in establishing a Warranty Labor Rate. This form must be submitted to the HMA Regional Office at least 30 days prior to dealership operation date.
- Warranty Labor Rate Request /Competitive Labor Rate Evaluation form is submitted to the Regional Office for approval (do not send the form to the National Warranty Department).
- Regional office will forward approved form to the National Warranty Department for approval and processing.
- Dealer receives notification of approval/disapproval of Warranty Labor Rate request from Regional office.
- DPSM may perform a review of at least 25 of the most current sequentially numbered Hyundai customer pay retail repair orders within 60 days after Dealer operation date to validate that the approved Warranty Labor Rate is not actually greater than the Dealer's actual customer pay retail repair labor rate.

Note: Allow 30 days for approval of the requested Warranty Labor Rate.

5.9.3**Existing Dealer Labor Rate Change**

The procedures stated below must be followed for an existing Dealer requesting a change in their Warranty Labor Rate:

- Dealer obtains and completes a Warranty Labor Rate Request/Competitive Labor Rate Evaluation form (ZZ445-00031) and submits the form to their Regional Office (do not send the form to the National Warranty Department).
- Within 30 days of receipt of the Warranty Labor Rate Request form, the DPSM will validate the completed Competitive Labor Rate section and conduct a review of at least 25 of the most current sequentially numbered Hyundai customer pay retail repair orders, excluding the exceptions listed in Section 5.9.6, to validate that the new requested rate is not actually greater than the Dealer's actual customer pay retail repair labor rate. The DPSM will forward the completed form and the 25 sequentially numbered repair orders review to the Regional office for the Regional Parts and Service Manager's approval.
- Regional office will forward approved forms to the National Warranty Department for approval and processing.
- Dealer receives notification of approval/disapproval of Warranty Labor Rate Request from Regional office.

Note: Allow 30 days for approval/disapproval of the requested Warranty Labor Rate change.

5.9.4

Warranty Labor Rate Request Form

HYUNDAI**WARRANTY LABOR RATE REQUEST/COMPETITIVE LABOR RATE EVALUATION**

Dealership Name _____ Dealer Code _____ Address _____ City _____ State _____ Zip _____	Check Applicable Box: <input type="checkbox"/> Initial Establishment of Warranty Rate: Requested Warranty Labor Rate is \$ _____. <input type="checkbox"/> Request for change of existing Warranty Labor Rate: Requested Warranty Labor Rate is \$ _____. Current Warranty Labor Rate is \$ _____. Date Current Labor Rate Approved ____/____/____. Posted Retail Customer Labor Rate is \$ _____.
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Competitive Labor Rates (Nearest Competitive Dealer) for Retail Customers

COMPETITOR	DEALER NAME	ADDRESS	POSTED CUSTOMER RETAIL RATE	METHOD OF LABOR CHARGE (LTS, CHILTON, MITCHELL, ETC.)	EFFECTIVE DATE OF RETAIL CUSTOMER RATE	NAME OF DEALER CONTACT	DEALER PHONE NUMBER
Toyota							()
Nissan							()
Honda							()
Mazda							()
Ford							()
Chevrolet or Pontiac							()

Average Market Rate \$ _____ Highest Market Rate \$ _____ Lowest Market Rate \$ _____

I hereby certify that the information listed on this form is correct and I agree to make available upon request, all records and documents HMA deems necessary to verify and substantiate this information. I understand that non compliance to HMA written Policy and Procedure and/or discrepancies between HMA established Warranty Labor Rate and actual Retail Customer Labor Rate will result in labor chargebacks.

Dealer Signature _____ Title _____ Date _____

(HMA Regional Use Only)

\$ _____	Region Recommended Rate	DSPM Approval	Date	RWM Approval	Date	RPSM Approval	Date
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Comment: _____

(HMA National Use Only)

Your request concerning your Hyundai Warranty Labor Rate:

Has been approved at \$ _____ per hour effective ____/____/____. Warranty work performed on or after the effective date will be processed at the new rate pursuant to the provisions in the Dealer Sales and Service Agreement and the current Hyundai Warranty Policy and Procedures Manual. This appraisal is without prejudice to either party. You have the right to again request review of your Hyundai Warranty Labor rate at any time that circumstances indicate a change may be justified. Periodically your DSPM or Regional Warranty Administrator will review your Customer Retail Labor Rate to verify that your warranty rate is justified.

Pursuant to the Dealer Sales and Service Agreement and the current Hyundai Warranty Policy and Procedures Manual, we have carefully considered your request; however, based on information available to us and careful analysis made thereof, we cannot agree to proposed increase at this time.
Reason: _____

Warranty Administration Signature _____ Date _____

 ZZ445-00031
7/92

National Warranty Manager Signature _____ Date _____

HMA - White Dealer - Pink	Region - Yellow DSPM - Goldenrod
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5.9.5**Warranty Labor Rate Verification**

Approval of the requested Warranty Labor Rate is based on the following requirements and verification:

- The customer pay retail labor rate that is established and implemented by the dealership must be reasonable and consistent with the local trade practices in the market area in which the dealership performs service business. The rate must be consistent with competition and generally accepted sound business practices.
- The customer pay retail labor rate charged to the retail customer must:
 1. Be displayed and visible to the customer in both the service customer write-up/reception area and the service customer cashier area.
 2. The lettering used to display the customer retail labor rate must be at least 2 inches high.
 3. The rate must be displayed at all times during service operation and business hours and should state one or more of the following based upon the method or rate charged:
 - If the actual technician clock time to perform the repair is the method of labor charge, the words displayed should state:
Retail Customer Labor Rate charges are based on a labor rate of \$ _____ per hour.
 - If a published flat rate manual is used as the method of labor charge for the type of repairs, the words displayed should state:
Retail customer labor rate charges are based on a labor rate of \$ _____ per mechanical hour.
Retail customer labor rate charges are based on a labor rate of \$ _____ per body repair hour.
Note: When the customer retail labor rate charge is based upon a published flat rate manual, the display of the posted rate must clearly state that “the dealership uses the labor time published in the (name of manual) labor time manual. The time published in the (name of manual) lists the average time required to perform the repair and therefore, since the time listed is an average time, the listed time may be more or less than the actual time spent to perform the repair” (consult with local laws for other requirements).
 - If variable or discounted rates are charged, the words displayed should state for example:
Retail customer labor rate charges for Senior Citizens are based on a labor rate of \$ _____ per hour.
Note: It is advisable to state who qualifies or the criteria for the variable or discounted rate.

- If a skill level, specialized, staggered or shop-track labor system is used as the method of labor charge, the words displayed should state:

Retail customer labor rate charges are based on a labor rate of:

\$ _____ per hour for technician skill level A

\$ _____ per hour for technician skill level B

\$ _____ per hour for technician skill level C

Note: Types of repairs must be correlated with the appropriate technician skill level. This information must be made readily available to the customer if requested by the customer.

- If a team system is used, the displayed labor rate must state the fact that a team system is used by the dealership.
- The retail customer labor rate must be pre-printed or written on all copies of the retail customer pay repair order.
- The labor time charged to each retail customer must be stated in number of hours in tenths on the accounting copy of the retail customer pay repair order.
- The labor charges for all retail customer repairs must be based on a labor time and rate that is consistent with the dealership's practice.
- The dealership must maintain a reasonable percentage of warranty service labor sales to total customer service and warranty service labor sales as determined by HMA.
- If the DPSM's review of the 25 sequentially numbered Hyundai retail customer pay repair orders reveals any discrepancies or any of the above requirements are not adhered to, the difference between the new verified rate and the current warranty labor rate will be charged back to the dealer for all labor hours approved under the unsubstantiated warranty labor rate. The new verified warranty labor rate will become the Dealer's approved warranty labor rate.

5.9.6**Retail Customer Repair Order Evaluation**

Within 30 days of submission of a Warranty Labor Rate Request form to the Regional Office for an existing Dealer, and within 60 days of submission of a Warranty Labor Rate Request form to the Regional Office for a new Dealer, the DPSM may perform, evaluate and verify at least 25 sequentially numbered Hyundai retail customer pay repair orders in order to verify that the labor rate actually charged to retail customers agrees with the retail customer labor rate posted.

The 25 sequentially numbered Hyundai repair orders reviewed will consist of the most recent sequentially numbered retail customer pay repair orders. The following types of repairs will not be considered part of the evaluation:

- Advertised service specials which are in effect for a short period of time with an ending date.
- On-going discount repair items that are considered service specials.
Discount repair items that are ongoing and that are not considered service specials, are not excluded from the evaluation.
- Discounts or variable rates applied to specific fleets.
- Insurance company paid repairs where discounts are offered.
- Extended service contract or similar repairs.
- Dealership Goodwill repairs, including repairs where the Dealer absorbs a portion of the repair costs.

5.10**Warranty Claim Appeals**

In instances where an approved/paid warranty claim has been underpaid, overpaid, or contained incorrect or incomplete information such as part number(s), part quantities, labor operation code(s), labor quantities, sublet, towing, freight, mileage, etc., you can correct, debit and resubmit your incorrectly paid/submitted claim via your DCS Claim Correction routine for claims approved within the past 180 days.

The following claims will need to be debited by your DPSM:

- Any claims that are over the 180 days time period since the payment date.
- Any claim that have been paid incorrectly, and your DCS debit screen is not working.

6.0**Dealership Recording Requirements**

The information supplied on the repair order, warranty claim form, and other supporting documents substantiates the Dealer's claim for payment. In addition, this information assists the Manufacturer in determining what parts are failing, why they are failing, and provides the information for evaluation of the reliability of the product.

It is the Dealer's responsibility to assure that every claim submitted contains complete, accurate information, that the claim is fully and correctly executed, and that the supporting documentation, including the repair order, is legible and understandable.

It is also the Dealer's responsibility to submit the claim within the time interval required. All Warranty Claims must be submitted to HMA within 45 days of the repair date. All Warranty Claims returned to a Dealer must be resubmitted to HMA within 45 days of the return date. Failure to fully and accurately complete and submit the claim will be sufficient grounds for rejection or chargeback of the claim.

The record retention and submission requirements stated in the following articles apply to the submission of all types of Warranty Claims and the submission of claims for PDI reimbursement.

The requirements apply to both traditional manual repair order systems and electronic repair order systems unless specifically noted otherwise.

6.1**Repair Order and Warranty Claim Submission Requirements**

The repair order is a document that is generated in response to a customer complaint or request. Occasionally, a request indicates only the need for an explanation of a certain feature or the proper operation of a particular component or accessory. In these cases it may not always be necessary to generate a repair order.

A repair order must be written or computer generated when:

- An inspection of the vehicle is required.
- A repair, replacement, or adjustment is to be performed (including sublet or outside repairs).
- A Pre-Delivery Inspection service is to be performed.
- A customer statement needs to be documented for future reference.
- A campaign (recall) or owner notification program repair or adjustment is to be performed.

A properly written repair order will:

- Accurately record the customer's complaint as stated by the customer.
- Communicate to the technician either the specific symptoms that the vehicle is exhibiting or a customer complaint for further diagnosis.
- Document the work that was actually done.
- Substantiate the warranty repair in compliance with HMA's warranty stipulations.

Because every warranty claim has its origin in a repair order, a complete and legible repair order will ensure:

- Faster warranty payment
- Fewer returned claims
- Reduced administrative workload

The Dealership's customer service file and the Hyundai DCS Interactive VIN History screen should always be checked during the repair order write-up process. This includes dealerships which have an electronic service file as well. This also ensures that prior repairs to the same or similar component are recognized. Should a shop comeback be in evidence, the second or subsequent repair cannot be treated as a warranty repair. This will also ensure that the Dealer is aware of any outstanding campaigns on the vehicle as well as any applicable ValueCare, 2 Year Free Service and Maintenance or HPP or HCP status on the vehicle.

Hyundai Motor America does not require the utilization of a specific repair order form or that the format be organized in a specifically defined manner. HMA does however stipulate that the repair order form utilized be clear and legible, contain specific details of information, and be administered as follows:

1. The repair order form utilized for warranty claim submission must contain at least the four following copies:
 - Dealer Accounting File Copy
(Initial repair order and final invoice copies for electronic repair orders).
 - Service File Copy or Parts Scrapping Copy
 - Shop Hard Copy (Technician Input)
 - Customer Receipt Copy
(Initial repair order and final invoice copies for electronic repair orders).

In certain states or local jurisdictions, additional requirements may be stipulated. Dealers should contact their legal counsel for clarification on this issue. Carbonless or transferable areas on the repair order form ensure the transfer of appropriate information to certain copies only. It is appropriate that repair order copies contain only the pertinent information needed.

The Dealer must retain the repair order copies in the appropriate area. Accounting copy files must be kept in numerical sequence in the business office. Customer service file copies and technician input shop hard copies must be retained in the service department organized by vehicle identification number (VIN) in numerical sequence.

If an electronic repair order system is used, copies of the initial customer write-up repair order must be retained with the accounting files along with a copy of the final invoice. Electronic facsimile paper copies of the final repair order must also be retained in the customer service file in the service department.

The Dealer must provide each owner for whom warranty or customer satisfaction service is performed with a completed copy of the repair order stating all repairs and services performed. Certain states or local jurisdictions stipulate that a customer be provided an estimate copy at the time of original write-up. Dealers should contact their legal counsel for clarification on this issue.

Note: In dealerships which utilize an electronic repair order system, the Customer must be provided a copy of both the original initial write-up repair order and the final invoice. Likewise, Customer service file copies of both the original initial write-up repair order and the final invoice, including all parts replaced, must be retained in the service department, organized by vehicle identification number (VIN) in numerical sequence.

2. Repair orders issued to perform a Pre-Delivery Inspection must include the following minimum information:

- Service Manager's signature
- Repair Order Number
- Vehicle Identification Number (VIN)
- Vehicle Mileage
- Repair Order Date
- Purchaser's name, address and telephone number
 - If the vehicle has not been sold by the date of performance of the Pre-Delivery Inspection, use the dealer's assigned vehicle stock number in place of purchaser's information

3. Repair orders issued to perform warranty repairs must include the following minimum information:

- Repair Order Number
- Vehicle Identification Number (VIN)
- Vehicle Mileage
 - Federal law requires that if the odometer is repaired or replaced and does not register the proper mileage, then the repaired/ replaced odometer should be adjusted to read 0 miles and a Speedometer/Odometer Repair/Replacement Sticker should be affixed to the driver side door frame indicating that such a repair was performed (These speedometer stickers are available from HMA's Non-Parts Warehouse, part #00924-00000). If a vehicle comes into your dealership for service which has a Speedometer/Odometer Repair/Replacement Sticker on the door frame, please add the mileages of the odometer and sticker to obtain the true mileage of the vehicle. State and local laws and regulations for this repair should also be reviewed to determine if there are additional obligations which might apply.
- Repair Order Date
- Vehicle Delivery Date or Date of First Use
- Owner/Customer's name, address and telephone number
- Description of the customer's complaint as stated by the customer (the repair order should state words such as "customer states" followed by customer's complaint)
- Customer's signature for initial repair order write-up
- Customer's signature for receipt of repair completed vehicle
- Claim Number(s)
- DPSM or RWM prior approval number (if applicable)
- Nature Code and Explanation
- Cause Code and Explanation

- Paint Code and Explanation (if applicable)
 - Labor Dollar Amount (if applicable)
 - Labor Operation Code(s), Quantities and Hours (if applicable)
 - Part(s) Dollar Amount (if applicable)
 - Part(s) Quantity (if applicable)
 - Causal Part Number
 - Replacement Part Numbers (if applicable)
 - Sublet Amount and Sublet Code(s) (if applicable)
 - Sublet Invoice Number and Name (if applicable)
 - Towing Amount (if applicable)
 - Towing Invoice Number and Name (if applicable)
 - Freight amount (if applicable)
 - Freight carrier (if applicable)
 - Freight shipping date (if applicable)
 - For Replacement Service Parts: the date of previous, original installation; previous, original mileage, and previous, original repair order or counter sales ticket number (if applicable)
4. The repair order's technician input/shop hard copy must be separated from the repair order's remaining soft copies prior to the work being performed. The technician is to be given the technician input/shop hard copy of the repair order as the technician's work copy at the time of repair performance. The remaining repair order soft copies are to be sent to the Parts Department or elsewhere as needed. The complete repair order, including the technician input/shop hard copy and all the remaining soft copies are to be sent to the appropriate area for close out of the repair order after completion of the repair.
5. The repair order must contain all parts replaced as per the repair. The parts listed must be legible and contain:
- Complete Replacement Part Number(s)
 - Replacement Part Quantity(s) issued
 - Dealer Net cost of replacement part(s) on the date the repair is performed. (The extended total Dealer net costs must be stated for replacement part quantities greater than 1).
- If an automated parts invoice or a separate parts invoice is used, the automated or separate parts invoice must contain cross-reference to the repair order and be attached to the technician input/shop hard copy that is retained in the customer/VIN service file. The repair order must also contain cross-reference to the automated or separate parts invoice.

6. The customer must sign and approve all repairs for complaints stated on the repair order. The customer must sign the repair order prior to the work being performed and upon receipt of the vehicle after completion of the repairs. Dealerships which utilize an electronic repair order system must ensure that a customer signature is obtained on both the original initial write-up repair order copy as well as the final invoice copy. If the customer uses a night drop envelope, the night drop envelope must contain the customer's signature and should contain the date of drop off. The signed night drop envelope must be retained in the service files attached to the technician input/shop hard copy of the repair order. The Service Manager must sign the repair order for vehicles repaired that are in stock and for the repair orders issued to perform the Pre-Delivery Inspection. In the event that the Dealer cannot obtain a customer signature on a night drop envelope of a repair order, the Service Manager must sign the repair order.

Upon completion of the repairs and receipt of the vehicle, the customer must receive the customer receipt copy of the completed repair order which must contain a description of the warranty repairs performed and the parts replaced on the vehicle.

7. The technician input/shop hard copy of the repair order must contain the technician's comments and description of the repair the technician performed. The description written by the technician must include the correction performed by the technician as well as the cause of the customer's complaint. In addition, technical measurements or readings that are required in order to determine the serviceability or performance of a part or assembly, as stated in the applicable shop manuals, must be stated on the technician input shop hard copy of the repair order. Before and after readings/measurements must be recorded. For repairs that require confirmation of the repair bringing the vehicle within published specifications. Before readings/measurements must be recorded for all repairs listed below. Parts requiring measurements and readings include, but are not limited to:

- Brake discs/rotors
- Brake shoes
- Ignition timing
- Carburetor idle speed
- Headlamp aiming
- Emission test readings
- Battery tester readings/Battery code and printout
- HDS test printouts/readings
- Wheel balance
- Valve clearances
- Cylinder compression
- Gear box preload
- Automatic transmission oil pressure test/diagnostic sheet
- ATM Tester
- Scan tool readings

Dealerships which utilize an electronic repair order must adhere to the same requirements, although technicians may input their comments into a computer terminal. In all instances where technicians comments are updated, a hard copy of the repair order with the technician's comments must be generated and retained in the customer/VIN service file.

8. The individual technician performing the repair must be identified by name or number on the face of the technician input shop hard copy of the repair order next to each labor operation the technician performed. This requirement also applies to dealerships which utilize a team system. Identification by team only is not adequate. A code or name must also be utilized with an electronic repair order system.
9. All information added to the technician input shop hard copy of the repair order after the initial repair order write-up with the customer, must be transferred and added to the remaining repair order soft copies, including the customer receipt copy. Subsequent generations of a given repair order in an electronic repair order system must be printed and retained in the customer/VIN service file such that the evolution of a repair order can be demonstrated.
10. Any add-on complaint or repair request made by the customer after initial write-up, or an add-on repair which is not due to a customer complaint, must adhere to the following administration:
 - The technician must provide a description of the problem on the face of the technician input/shop hard copy of the repair order. The technician must also provide a description of the cause and correction of the problem.
 - The dealership's Service Manager must initial and authorize this additional repair on the technician input shop/hard copy of the repair order next to the technician's description of the problem prior to the work being performed.
 - The additional repair must be transferred and added to all the remaining soft copies of the repair order. If separate warranty and customer pay repair orders are used and the additional repair is noted on a customer pay repair order, a warranty repair order must be issued and as such, the warranty repair order including this additional repair must be signed by the customer upon receipt of the vehicle. The customer pay repair order and the warranty repair order must be cross-referenced for either a traditional manual or electronic repair order system.
 - The customer must initial the additional repair that has been added to the repair order next to the repair's description upon receipt of the vehicle.
 - If an electronic repair order system is used, the add-on repair must be indicated with some sort of identifier such as an "*".

11. Repair orders issued for reimbursement to a customer for an “emergency repair” must state the type of repair and the reason for reimbursement as well as the repair dollar calculations performed. The repair order must also include a cross-reference to the emergency repair order or customer receipt. A copy of the emergency repair order or customer receipt must be attached to the technician input/shop hard copy retained in the customer/VIN service files.

6.2**Repair Order Retention Requirements**

6.2.1**Repair Order Retention Requirements**

As stated in the Sales and Service Agreement, Dealers are required to maintain all warranty and policy repair orders and related documentation for a period of five years, exclusive of any retention period required by any governmental entity. The retention period begins with the date of claim payment, not from the date the repair was performed.

Dealers must retain all substantiating records and documents for all claims submitted to HMA for payment. The supporting documents must be arranged in a systematic order and be readily accessible for HMA review.

Note: Repair order copies requested by HMA must be submitted to HMA by the Dealer within ten days from the date of the request.

The following list of supporting records and documents must be available for examination by HMA's representatives:

- Technician input/shop hard copy, service file copy (both original initial write-up repair order and final invoice copies for electronic systems) and parts scrapping copy of the repair order.
- Dealer accounting file copy of the repair order (This copy must list the part(s) replaced and must indicate the labor charge).
(A hard copy must be printed and retained in the accounting file for electronic systems.)
- The DCS answerback copy (from the day of submission) and the DCS acknowledgment (Claim Status Report) copy (from the day after submission) and any supporting documents, properly cross-referenced, must be retained when a warranty claim is subsequently prepared and submitted to HMA.
- All detailed records used to prepare payrolls for Dealer employees who performed the particular repairs or replacements (includes time ticket hard copies).
- Original or true copies of invoices covering parts or services purchased outside, and the record of payment of such invoices, (e.g. sublet repair invoices, purchase orders, accounts payable files, parts inventory files, open account statements, etc.).
- New vehicle invoices
- Customer sales files (includes copy of Retail Delivery Registration (RDR) form, customer sales contract, etc.).

- Customer service files (includes Pre-Delivery Checklist, Vehicle Delivery Presentation, and copies of all repair orders including warranty, service campaign, Dealer internals, customer pay, body shop estimates, in-transit damage, etc).
- Warranty Claim Register
- Dealer Financial Statements
- Loading/Distribution Sheets
- HDS machine before and after readings
- HPP application and cancellation forms.
- Any other records used by the Dealer to support the information recorded on the claim form.

These requirements fully apply to electronic repair order systems as well as traditional manual repair order generation systems.

6.3**Time Recording Requirements**

6.3.1**Time Recording Requirements**

Actual labor time operations (“TT”) not listed in the Labor Time Standard Manual required to perform repairs that are listed on claims submitted to HMA for reimbursement must:

- Have the actual time on the repair order fully explained
- Be initialed by the Service Manager
- Have the start and completion times recorded separately

Diagnosis Actual Time labor time operations require:

- An explanation of the applicable diagnosis equipment and method written on the repair order
- Before and after readings/measurements written on the repair order
- Start and completion times recorded/clocked “on” and “off” separately

Standard operations (labor operations listed in the Labor Time Standard Manual) must also be time recorded. Time recording requirements apply to all technicians whether working as a team or individually.

In dealerships utilizing an electronic repair order system, the actual system generated technician time tracking must be printed and must appear on the service file copy of the repair order.

The general requirements shown below are to be followed for all time operations by all Dealers on claims submitted to HMA.

- The time required to perform the repair must be recorded on the technician’s input/shop hard copy of the repair order or on a daily time ticket affixed to the shop hard copy (including the time required to perform body and paint repairs). Time recording must be recorded by use of a time clock. The use of the time clock to clock on and off warranty repairs is required. If a time clock is not available, repair time must be recorded by hand and initialed by the dealership’s Service Management. The shop hard copy of the repair order must contain the name or number of the technician(s) who performed the repair. “Team only” identification is not adequate. Any document that shows the recorded repair time must be retained by the Dealer for five years following the date of HMA notification of claim payment.

Note: HMA will accept computerized clocking entries from an electronic repair order system provided they reflect “ON” and “OFF” entries. However, time clocks are still required when utilizing an electronic repair order system which does not generate “ON” and “OFF” clocking substantiation.

- When more than one technician performs repairs on the same vehicle, the time for each technician (including team lead technicians) and the name or number of each technician must be recorded separately on the shop hard copy of the repair order.
- Time that is written in (as opposed to mechanically recorded) must be entered, initialed, and dated by service management.
- Handwritten time may be entered only by authorized members of service management (Service Manager, Shop Foreman, or Dispatcher). A member of service management who also performs warranty repairs and is separately paid for such repair work is not authorized to initial clocking. In this case, the Dealership General Manager must initial the handwritten time. Authorized members of service management are limited to Service Managers, shop foremen, and dispatchers who are non-production/working technicians.
- The technician's time may not be recorded on two or more repair orders at the same time. Overlapping time recorded on two or more repair orders will be charged back. To avoid the possibility of overlapping time recording, no more than one repair order may be assigned to a technician at any time.
- These time recording requirements apply to all Dealer claims for which reimbursement is requested from HMA.
- When all repair operations on a repair order are actual time operations (TT), all Dealers must:
 - Record the time when the technician starts the actual time operation.
 - Record the time when the technician completes the actual time operation.

Note: Each actual time operation requires separate start and completion time recording.

- When all repair operations on a repair order are standard operations (published in the Labor Time Standard Manual), all Dealers must record all labor operations as follows:
 - Record the time when the technician starts the first repair operation.
 - Record the time when the technician completes the last of all the repairs listed on the repair order.
- When actual time operations (actual, straight time or additional, abnormal diagnosis time), on a repair order are mixed with standard operations, all Dealers must time record both standard and actual time operations as follows:
 - Record the time when the technician starts the first operation.
 - Separately record the starting time and the completion time for each actual time operation.
 - Record the time when the technician completes the last of all the repairs listed on the repair order.

- Electronic Repair order systems may require an entry be added when TT labor is encountered during a standard labor operation. In this case the added line should indicate the starting and completion labor time for the TT repair.

When the repair is not completed on the same day, the technician is taken off the job, or when the technician takes a lunch or personal break, the time off and the time the repair is resumed must be recorded on the shop hard copy. This applies to all types of time recording.

Separate recording of actual time repairs provides a means of measuring technician efficiency. Separately recorded, necessary actual time operations will be allowed, provided the time is realistic. HMA will allow full standard time according to the times published in the Labor Time Standard Manual, regardless of the hours actually worked on standard repair operations, provided the recorded time does not show that the work was done in an unrealistically shorter time than the published LTS time.

6.3.2

Time Recording for Service Performed by a Technician Team

Time recording requirements and payroll documentation apply to all technicians— whether working individually or working as part of a team. The additional time recording requirements as they apply to technician team service operations are:

- Each technician's time (including the lead technician's time) must be recorded separately on the repair order.
- The technician's name or code must be recorded next to each time stamp.
- The hard copy of the repair order must contain the name or number of the technician(s) who performed the repair alongside the description of the repair. Team only identification is not adequate.
- The Labor Time Standard applies regardless of technician pay plans or working arrangements. For example, a trainee technician may remove and reinstall a transmission while the actual repair is performed by an expert technician. Reimbursement is based on the applicable labor time standard operations regardless of the fact that two persons work on the repair at the same time or that the actual time required for the repair may be in excess of the labor time standard because of the use of a trainee technician.

6.4**Parts Substantiation**

Documentation must be provided to substantiate that a specific part stated on the warranty claim was used to repair the vehicle. The repair order must indicate and include the parts charged out to the repair order for a specific vehicle.

For Dealers using an automated parts inventory system, a numbered counter requisition cross-referenced with the repair order or point of sale document and a date of transfer of parts from inventory, must be completed each time parts are removed from inventory. Each counter requisition number must be recorded on the repair order or the point of sale document. Every part removed from inventory must be listed on a counter requisition. Counter requisitions must be accounted for and filed in numeric sequence.

All invoices or copies covering parts or services purchased from vendors or other shops (and a record of payment of such invoices), new car invoices and any other records used by the Dealer to substantiate the information recorded on the claim, must be retained by the Dealer for a period of five (5) years from date of claim payment notification. Repairs performed using other than Genuine Hyundai Parts purchased from HMA must have the non-genuine Hyundai part supplier's name, invoice number, and part number recorded on all copies of the repair order including the customer's receipt copy. The suppliers invoice must be retained with other accounting files.

In the event that a requisitioned part is not utilized in a repair and returned to inventory, this fact must be documented. Dealers who utilize an electronic repair order system or a parts inventory control system must generate a monthly report which tracks all activity for parts returned to inventory. A copy of this adjustments to inventory report should be generated prior to the monthly close and retained in the Parts Department.

6.5**Sublet Repair Record Requirements**

When sublet repairs are performed, the Dealer's repair order should contain the following sublet invoice cross-reference information:

- Description of sublet repair
- Name of sublet vendor repair shop
- Date of sublet repair
- Purchase order number issued for sublet repair
- Sublet repair invoice number
- Sublet amount

The sublet repair invoice should contain the following repair order cross-reference information:

- Dealer's repair order number
- Vehicle Identification Number (VIN) or vehicle license plate number
- Date of sublet repair
- Mileage of vehicle
- Mileage vehicle towed (if applicable)
- Purchase order number issued for sublet repair
- Sublet amount
- Reasons and details of repair performed
- Detailed breakdown of part(s) and labor

The original copy of the sublet vendor invoice must be attached to the accounting copy of the repair order. A copy of the sublet vendor invoice must be attached to the technician input/shop hard copy of the repair order which is filed in the service files. If the Dealer supplies the sublet vendor with the part(s) required to perform the sublet repair, the Dealer is to claim the part(s) on the Warranty Claim as a detail part(s). The Dealer supplied part(s) is not to be shown or claimed for on the vendor's sublet repair invoice. If the vendor supplies the part(s), the vendor supplied part(s) cost is to be included on the vendor's sublet repair invoice amount.

The amount of sublet requested on the claim for reimbursement, must be the actual net sublet cost incurred by the Dealership. All sublet amounts claimed must be the actual sublet amount cost paid to the sublet vendor, less any discounts or rebates.

6.6**Supervision Responsibilities**

Service management is responsible for verifying that the repair order contains accurate owner-described symptoms and clear legible instructions, before issuing the technician input/shop hard copy of the repair order to the technician. Service management is also responsible for:

- Identifying on the technician input/shop hard copy of the repair order the specific employee name or number (supervision/salary/hourly) assigned to perform the warranty/customer satisfaction repair.
- Verifying that the Service Advisor enters the nature of the customer complaint.
- Verifying that the repairing technician enters the cause of the customer's complaint and enters a description of the repair on the repair order technician input/shop hard copy.
- Verifying that the correct nature and cause codes (or applicable paint code) are entered on the repair order processing copy and warranty claim.
- Entering on the repair order any additional repairs that are required but not discovered until after the repair order initial write-up. The additional repair entries must be initialed by the Service Manager to indicate approval of the additional repairs before the repairs are performed. (This initialing is required even if the additional repairs are written-in by service management).
- Initialing starting "on" and completion "off" clocking times for actual straight time repairs.
- Initialing any hand written time recording entries.

6.7**Customer Service File**

To administer the warranties, the Dealer must establish and maintain a customer/VIN service file. Maintaining appropriate records and supporting documents will enable the Dealer to service the owner better and minimize the possibility of comebacks and denied claims or charge-backs due to servicing ineligible vehicles. Files must be filed/organized by vehicle identification number.

6.7.1**Vehicle Identification Number File**

- Indicate the vehicle identification number on the file folder tab for each new vehicle received.
- Arrange folders in numerical sequence by the complete 17 digit VIN, the last six digits of the VIN, or the short VIN which is comprised of the 6th, 10th, and 12th through 17th digits of the complete 17 digit VIN.
- Insert copies of all repair orders, signed Pre-Delivery Inspection forms, claims, and other required documents in the corresponding folders by date as prepared.
- Write the owner information and date of sale or date of first use on the folder tab as soon as available.

The Vehicle Identification Number filing system allows for a file to be started upon completion of a new vehicle Pre-Delivery Inspection. This type of filing also allows for new and/or multiple owners, thereby better recognizing comeback repairs and vehicle service history.

6.8**Warranty Audit Policy**

HMA may conduct audits of Dealer claims and claim supporting records in accordance with provisions of the Dealer Sales and Service Agreement (refer to Section 1).

Records supporting wholesale parts purchases or parts incentives may also be examined during the audit. An audit does not imply that improper practices are being or have been engaged in, however, a chargeback will be made if the audit reveals that improper claims have been submitted by the Dealer and paid by HMA.

Improper claims include, but are not limited to, those claims involving:

- Unauthorized replacement of assemblies or parts.
- Misrepresentation of parts acquisition cost or sourcing of part.
- Unauthorized use of non-Hyundai Genuine Parts.
- Parts claimed at a rate in excess of parts purchased.
- Parts received from Dealer Parts Department inventory prior to performance of repair.
- Defective parts not returned to Parts Department by technician.
- Special ordered parts not documented or indicated.
- Incorrect labor operation.
- Unauthorized add-on, repeat, duplicate, comeback or improper repairs or over repairs.
- Unnecessary repairs performed which are not based on a customer complaint or repairs where no corrective action is taken, except as authorized by a HMA representative.
- No customer signature authorizing repairs.
- No technician remarks or incomplete technician remarks, including required measurements/readings.
- Unsubstantiated labor time.
- No supporting documentation or inadequate supporting documentation.
- Reconditioning of used vehicle inventory at HMA Warranty expense.
- Charging HMA for shop materials.
- Repairs not covered by warranty, repairs related to improper installation of an accessory, repairs related to an accident, to Customer neglect, abuse, or lack of maintenance, or any claims which are not Hyundai responsibility.
- Misrepresented VIN, in-service date, repair date, mileage, causal part, labor operation, sublet, freight, or towing.

- Misrepresented HMA authorization, deliberate claim splitting to avoid authorization or claims where payment received exceeds the amount authorized.
- Duplicate submission and payment for a repair.
- Related concerns for same repair on separate claims.
- Work not performed as claimed.
- Improper time clocking to substantiate repair.
- Parts not available for inspection, not defective as alleged, or not applicable to model, body style or trim level.
- Technician concurrently working on two or more vehicles or repair orders at one time.
- Payroll records which do not support technician payment or amount of payment to technician.
- Unauthorized mark-up of sublet, NPN parts, towing or freight.
- Any claim in which repairs and/or record retention policy and procedures were not properly adhered to.

The list of examples shown above is not all-inclusive.

6.9**Warranty Audit Procedures**

Warranty administration audits not only cover the warranty aspect of the Dealer's service operation, but also provide the Dealer with assistance for correction of any other deficiencies or discrepancies identified. All irregularities or discrepancies found by the auditors are reviewed and discussed with Dealer management during the course of the audit, so that immediate and effective corrective action can be taken. At the end of the audit, these actions are listed as formal requirements and recommendations designed to assist the Dealer in operating a more efficient, profitable, and properly controlled service operation.

6.10**Warranty Claim Reconciliation**

6.10.1**Warranty Claim Register**

A Warranty Claim Register provides the Dealer with a summary of the status of the warranty accounts receivable from HMA. A properly maintained warranty claim register enables the Dealer to reconcile the Warranty Settlement Statement. Reconciliation of warranty claims to the Warranty Settlement Statement will indicate when credits for warranty adjustments are being received and whether or not there are any amount differences between amounts claimed and the amounts credited.

The Warranty Claim Register should be administered as follows:

- Post each warranty claim submitted to HMA to the Warranty Claim Register daily. The information posted should include at a minimum:
 - Repair Order Number
 - Claim Number assigned by Dealer
 - Warranty claim amount
 - Warranty claim initial submission date to HMA
 - Warranty claim return date, if applicable
 - Warranty claim return reason(s), if applicable
 - Warranty claim resubmission date(s), if applicable
 - Warranty claim payment date
 - Warranty claim payment amount
 - Warranty parts request date, if applicable
 - Warranty parts return date, if applicable
 - Warranty claim debit date, if applicable

Posting to the Warranty Claim Register should be initiated when a warranty claim is submitted to HMA. Upon notification of claim status, such as payment or return, as per the Warranty Settlement Statement or by the DCS daily answerback (Claim Status Report), the claim's status should be posted to the Warranty Claim Register.

- Post the following data from the Warranty Settlement Statement to the Warranty Claim Register upon receipt of the Warranty Settlement Statement:
 - Payment/Return date
 - Claim credit amount

- Note any discrepancies between the requested input data per the claim submitted over DCS and the Warranty Settlement Statement and add remarks, if necessary, for the difference in the Warranty Claim Register. Examples of discrepancies include:
 - Errors or differences in the amount credited.
 - Claims returned for correction should have the date of return posted and the date of the corrected resubmission posted.
 - If a returned claim is not to be resubmitted, note it in the remarks section.

The Warranty Claim Register and the Warranty Settlement Statement must be retained in the dealership accounting office files. If the Warranty Claim Register is automated, a copy must be printed monthly and retained. The Warranty Settlement Statement should be filed chronologically by statement date and month sequence.

Hyundai Warranty Claim Registers are available free through the Hyundai Non-Parts Warehouse. The part number is NP449-MV010. An order quantity of one (1) provides ten (10) register sheets.

6.11**Warranty Settlement Statement (HMA-4301 Report)**

Twice a month, HMA issues a Warranty Settlement Statement and a PDI Settlement Statement. These statements detail all the actions taken on each individual warranty, PDI, HPP, and transportation claims received and processed since the last Warranty Statement. This information must be reconciled with the Warranty Claim Register.

The Warranty Statement lists the claims in Repair Order Number sequence and groups the claims in several sections.

Note: You may request a reprint of the Warranty Settlement Statement through your DCS Interactive system. The “Dealer Reprint” option under your Administrative screen provides you with the ability to view a list of all reports transmitted during the past 60 days. Once connected to the DCS system, and after selecting the Administrative Menu, you would select option #1 for Dealer Reprint. The “Report ID” for the Settlement Statement is “HMA-4301.”

The sections are as follows:

- Section 1:** Warranty Claims Paid This Statement
- Section 2:** Claims Paid This Statement–Reprocessed/Credited
- Section 3:** Claims Paid Prior Statement–Reprocessed/Credited
- Section 4:** Claims Paid This Statement–Debited
- Section 5:** Claims Paid Prior Statement–Debited
- Section 6:** Claims Currently In Suspense
- Section 7:** Claims Currently Pending DPSM Review
- Section 8:** Warranty Claims Returned This Statement
- Section 9:** Warranty Claims Previously Returned But Not Resubmitted
- Section 10:** Transportation Claims Paid This Statement
- Section 11:** Transportation Claims Paid This Statement
–Reprocessed/Credited
- Section 12:** Transportation Claims Paid Prior Statement
–Reprocessed/Credited
- Section 13:** Transportation Claims Paid This Statement–Debited
- Section 14:** Transportation Claims Paid Prior Statement–Debited
- Section 15:** Transportation Claims Currently In Suspense
- Section 16:** Transportation Claims Currently Pending DPSM Review
- Section 17:** Transportation Claims Returned This Statement
- Section 18:** Transportation Claims Previously Returned But Not
Resubmitted
- Section 19:** Claims With Outstanding Part(s) Not Yet Received
- Section 20:** Statement Summary

Section 1: Warranty Claims Paid This Statement

This section lists warranty claims that have been paid since the last warranty statement was issued. These claims are sorted by repair order.

WARRANTY CLAIMS PAID THIS STATEMENT									
=====									
RO#	CLAIM#	RO DATE	INIT SUBMIT	DATE APPRVD	PARTS APPROVD	LABOR APPROVD	OTHER APPROVD	TOTAL APPROVD	TOTAL REQUEST
145573	G55731	990303	990305	990305	27.92	16.80	0.00	44.72	44.72
145573	G55732	990303	990305	990305	9.49	21.00	0.00	30.49	30.49
145573	G55733	990303	990305	990305	1.40	12.60	0.00	14.00	14.00
145603	G65032	990304	990305	990305	240.34	33.60	0.00	273.94	273.94
145605	G56051	990304	990305	990305	76.47	25.20	0.00	101.67	101.67
145609	G56091	990304	990305	990305	0.00	21.00	0.00	21.00	21.00
145701	G57011	990305	990305	990305	0.00	8.40	0.00	8.40	8.40
				PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	NET PAYMENT		
=====									
TOTAL				355.62	138.60	0.00	494.22		
=====									
TOTAL NUMBER OF CLAIMS			7						

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- The "Init Submit" field lists the date you initially submitted the warranty claim.
- The "Other Approved" field is the sum of SUBLET AMOUNT and TOWING AMOUNT.

Section 2: Claims Paid This Statement–Reprocessed/Credited

The claims in this section were originally accepted for payment and then either appealed, debited via DCS or phone debited, resubmitted and paid within the same statement period.

CLAIMS PAID THIS STATEMENT - REPROCESSED/CREDITED									
=====									
RO#	CLAIM#	RO DATE	PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	TRANS TYPE	TRANS DATE	NET ADJUSTED
=====									
048208	600195	990205	12.63	10.80	.00	23.43	ORIG	000000	
		990205	-12.63	-10.80	.00	-23.43	DEBIT	990306	
		990205	5.97	10.80	.00	16.77	PAY		16.77
RETURN REASON/S:									
TP	PER DEALER REQUEST - INPUT ERROR, PLEASE RESUBMIT CORRECTLY								
			PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	NET PAYMENT			
=====									
TOTAL				5.97	10.80	0.00	16.77		
TOTAL NUMBER OF CLAIMS									
			1						

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- The “Other Amount” field is the sum of SUBLET AMOUNT and TOWING AMOUNT.
- “Trans Type” is defined as follows:
 - ORIG = original claim total approved for payment.
 - DEBIT = debit of original claim total approved for payment.
 - PAY = current claim amount approved for payment.

Section 3: Claims Paid Prior Statement–Reprocessed/Credited

The claims in this section were originally paid on a previous statement, then either appealed, debited via DCS or phone debited, resubmitted and paid.

CLAIMS PAID PRIOR STATEMENT - REPROCESSED/CREDITED									
=====									
RO#	CLAIM#	RO DATE	PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	TRANS TYPE	TRANS DATE	NET ADJUSTED
=====									
131495	F00265	980904	59.45	8.40	.00	67.85	ORIG	981221	
		980904	-59.45	-8.40	.00	-67.85	ADJ	990303	
		980904	75.25	58.30	.00	133.55	CRDT	990303	65.70
RETURN REASON/S:							LAST STATEMENT DATE: 12/21/97		
B9	CLAIM REPROCESSED BY HMA FOR INTERNAL REASONS.								
			PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	NET ADJUSTED			
=====									
TOTAL			15.80	49.90	0.00	65.70			
TOTAL NUMBER OF CLAIMS			1						

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- The “Other Amount” field is the sum of SUBLET AMOUNT and TOWING AMOUNT.
- TRANS TYPE relates to the TOTAL AMOUNT. The transaction types are as follows:

ORIG = This amount is a reference for you and is NOT factored in the total amount on the summary page. The ORIG amount was paid to you on a previous statement for this claim. It will NOT be debited from your account—an adjustment is made to it on the current statement.

ADJ = This amount is NOT a debit – it is used to determine the “Net Adjusted” payment.

CRDT = This amount is NOT a credit – it is used to determine the “Net Adjusted” payment. The CRDT amount is the amount paid to you or the corrected, current claim.
- NET ADJUSTED is the net difference amount you will be paid from HMA for your corrected claim. The adjusted payment is calculated by subtracting the ADJ from the CRDT amount. This amount will be factored into the Total Amount at the end of the section and the end of the report.
- LAST STATEMENT DATE is the date the original claim was paid.
- RETURN REASON/S are listed under each claim to explain why the ADJ was made.

Section 4: Claims Paid This Statement--Debited

The claims in this section were originally accepted for payment on this statement, then either debited at the request of the dealer or by HMA for reason stated under the "Return Reason" field. The "Net Debit" amount for each claim in this section will always offset the original payment amount.

CLAIMS PAID THIS STATEMENT - DEBITED									
=====									
RO#	CLAIM#	RO DATE	PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	TRANS TYPE	TRANS DATE	NET DEBIT
=====									
048208	600195	990205	47.80	8.00	.00	55.80	ORIG	000000	
		990205	-47.80	-8.00	.00	-55.80	DEBIT	990306	0.00
RETURN REASON/S:									
TP	PER DEALER REQUEST - INPUT ERROR, PLEASE RESUBMIT CORRECTLY								
				PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	NET DEBIT		
=====									
TOTAL				0.00	00.00	0.00	0.00		
TOTAL NUMBER OF CLAIMS			1						

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- The "Other Amount" field is the sum of SUBLET AMOUNT and TOWING AMOUNT.
- TRANS TYPE defines the TOTAL AMOUNT. The transaction types are as follows:
 ORIG = total amount originally paid on the claim.
 DEBIT = total amount your claim was debited.
- RETURN REASON/S are listed under each claim to explain why the DEBIT was made.

Section 5: Claims Paid Prior Statement-Debited

This section lists claims that were paid to the dealer on a previous statement, then debited at the request of the dealer or by HMA for the reason(s) stated under the "Return Reason/s" field.

CLAIMS PAID PRIOR STATEMENT - DEBITED									
=====									
RO#	CLAIM#	RO DATE	PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	TRANS TYPE	TRANS DATE	NET DEBIT
=====									
131495	F00265	980904	59.45	8.40	.00	67.85	ORIG	981221	
		980904	-59.45	-8.40	.00	-67.85	DEBIT	990303	-67.85
RETURN REASON/S:							LAST STATEMENT DATE: 12/21/98		
E 8	CLAIM DATA DOES NOT MATCH DPSM AUTH LOG-RESUBMIT WITH CORRECT DATA								
			PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT				

Section 6: Claims Currently in Suspense

Claims are placed in suspense by HMA for a variety of reasons. The claims will only remain in suspense for a maximum of 48 hours, at which time they will either be paid or returned for more information. This section will list claims placed in suspense at the time the Warranty Statement is printed.

CLAIMS CURRENTLY IN SUSPENSE				
=====				
LAST STATEMENT DATE: 04/02/99				
RO#	CLAIM#	RO DATE	DATE SUSPEND	TOTAL REQUEST
=====				
043773	F37731	990407	990410	165.00
043778	G01492	990407	990410	131.13
059231	G01563	990410	990410	76.51
=====				
TOTAL NUMBER OF CLAIMS/AMOUNT			3	372.64

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.

Section 7: Claims Currently Pending DPSM Review

Claims are placed in pending DPSM review by HMA for a variety of reasons. This section will list claims placed in pending DPSM review at the time the Warranty Settlement Statement is printed.

CLAIMS CURRENTLY PENDING DPSM REVIEW				
=====				
LAST STATEMENT DATE: 04/02/99				
RO#	CLAIM#	RO DATE	DATE SUSPEND	TOTAL REQUEST
=====				
023033	303301	981215	990410	12.60
023034	303302	990407	990410	93.33
023035	303303	990410	990410	76.51
=====				
TOTAL NUMBER OF CLAIMS/AMOUNT			3	182.44

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.

Section 8: Warranty Claims Returned This Statement

Claims in this section, were submitted to HMA and returned for correction or more information since the last issuance of the Warranty Statement. The claims should be corrected, re-entered, and retransmitted through DCS for payment.

WARRANTY CLAIMS RETURNED THIS STATEMENT					
=====					
LAST STATEMENT DATE: 04/02/99					
RO#	CLAIM#	RO DATE	INIT SUBMIT	DATE RETURN	TOTAL REQUEST
=====					
139666	F96661	981205	990305	990305	121.95
RETURN REASON/S:					
4B	OUR RECORDS INDICATE A DUPLICATE REPAIR				
=====					
TOTAL NUMBER OF CLAIMS/AMOUNT:			1		121.95

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- RETURN REASON/S are listed under each claim to explain why the claim was returned.

Section 9: Warranty Claims Previously Returned But Not Resubmitted

Claims in this section were submitted to HMA and returned for correction or more information, on a previous Warranty Statement and not resubmitted. This section contains claims returned within a 90 day period prior to the current statement. The claims should be corrected, re-entered, and retransmitted through DCS for payment.

WARRANTY CLAIMS PREVIOUSLY RETURNED BUT NOT RESUBMITTED					
=====					
LAST STATEMENT DATE: 04/02/99					
RO#	CLAIM#	RO DATE	INIT SUBMIT	DATE RETURN	TOTAL REQUEST
=====					
003886	F38865	990207	990301	990301	43.50
RETURN REASON/S:					
4B	OUR RECORDS INDICATE A DUPLICATE REPAIR				
=====					
TOTAL NUMBER OF CLAIMS/AMOUNT:				1	43.50

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- RETURN REASON/S are listed under each claim to explain why the claim was returned.

Section 10: Transportation Claims Paid This Statement

This section lists transportation claims that have been paid since the last warranty statement. The claims are sorted by repair order.

TRANSPORTATION CLAIMS PAID THIS STATEMENT									
=====									
LAST STATEMENT DATE: 02/19/99									
RO#	CLAIM#	RO DATE	INIT SUBMIT	DATE APPRVD	PARTS APPROVD	LABOR APPROVD	OTHER APPROVD	TOTAL APPROVD	TOTAL REQUEST
=====									
153842	G53842	990303	990305	990305	27.92	16.80	0.00	44.72	44.72
159658	G59658	990303	990305	990305	9.49	21.00	0.00	30.49	30.49
162584	G62584	990303	990305	990305	1.40	12.60	0.00	14.00	14.00
163221	G63221	990304	990305	990305	240.34	33.60	0.00	273.94	273.94
166539	G66539	990304	990305	990305	76.47	25.20	0.00	101.67	101.67
174823	G74823	990304	990305	990305	0.00	21.00	0.00	21.00	21.00
181478	G81478	990305	990305	990305	0.00	8.40	0.00	8.40	8.40
				PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	NET PAYMENT		
=====									
TOTAL				355.62	138.60	0.00	494.22		
TOTAL NUMBER OF CLAIMS			7						

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- The "Init Submit" field lists the date you initially submitted the transportation claim.
- The "Other Approved" field is the sum of SUBLET AMOUNT and TOWING AMOUNT.

Section 11: Transportation Claims Paid This Statement – Reprocessed/Credited

The transportation claims in this section were originally accepted for payment and then either appealed, debited via DCS, or phone debited, resubmitted and paid within the same statement period.

TRANSPORTATION CLAIMS PAID THIS STATEMENT - REPROCESSED/CREDITED									
RO#	CLAIM#	RO DATE	PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	TRANS TYPE	TRANS DATE	NET ADJUSTED
025643	625643	990205	12.63	10.80	.00	23.43	ORIG	000000	
		990205	-12.63	-10.80	.00	-23.43	DEBIT	990306	
		990205	5.97	10.80	.00	16.77	PAY		16.77
RETURN REASON/S:									
TP	PER DEALER REQUEST - INPUT ERROR, PLEASE RESUBMIT CORRECTLY								
			PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT				NET PAYMENT
=====									
TOTAL				5.97	10.80	0.00			16.77
TOTAL NUMBER OF CLAIMS			1						

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- The “Other Approved” field is the sum of SUBLET AMOUNT and TOWING AMOUNT.
- “Trans Type” is defined as follows:
 - ORIG = original claim total approved for payment.
 - DEBIT = debit of original claim total approved for payment.
 - PAY = current claim amount approved for payment.

Section 12: Transportation Claims Paid Prior Statement – Reprocessed/Credited

The transportation claims in this section were originally paid on a previous statement, then either appealed, debited via DCS, or phone debited, resubmitted and paid.

TRANSPORTATION CLAIMS PAID PRIOR STATEMENT - REPROCESSED/CREDITED									
RO#	CLAIM#	RO DATE	PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	TRANS TYPE	TRANS DATE	NET ADJUSTED
131495	F00265	980904	59.45	8.40	.00	67.85	ORIG	981221	
		980904	-59.45	-8.40	.00	-67.85	ADJ	990303	
		980904	75.25	58.30	.00	133.55	CRDT	990303	65.70
RETURN REASON/S:							LAST STATEMENT DATE: 12/21/97		
TP	PER DEALER REQUEST - INPUT ERROR, PLEASE RESUBMIT CORRECTLY								
				PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	NET ADJUSTED		
TOTAL				15.80	49.90	0.00	65.70		
TOTAL NUMBER OF CLAIMS			1						

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- The “Other Amount” field is the sum of SUBLET AMOUNT and TOWING AMOUNT.
- TRANS TYPE relates to the TOTAL AMOUNT. The transaction types are as follows:

ORIG = This amount is a reference for you and is NOT factored in the total amount on the summary page. The ORIG amount was paid to you on a previous statement for this claim. It will NOT be debited from your account – an adjustment is made to it on the current statement.

ADJ = This amount is NOT a debit – it is used to determine the “Net Adjusted” payment.

CRDT = This amount is NOT a credit – it is used to determine the “Net Adjusted” payment. The CRDT amount is the amount paid to you on the corrected, current claim.
- NET ADJUSTED is the net difference amount you will be paid from HMA for your corrected claim. The adjusted payment is calculated by subtracting the ADJ from the CRDT amount. This amount will be factored into the Total Amount at the end of the section and the end of the report.
- LAST STATEMENT DATE is the date the original claim was paid.

Section 13: Transportation Claims Paid This Statement – Debited

The transportation claims in this section were originally accepted for payment on this statement, and have either been debited at the request of the dealer or by HMA for reason stated under the “Return Reason” field. The “Net Debit” amount for each claim in this section will always be \$0.00 as the debit amount will always offset the original payment amount.

TRANSPORTATION CLAIMS PAID THIS STATEMENT - DEBITED									
=====									
RO#	CLAIM#	RO DATE	PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	TRANS TYPE	TRANS DATE	NET DEBIT
=====									
048208	600195	990205	47.80	8.00	.00	55.80	ORIG	000000	
		990205	-47.80	-8.00	.00	-55.80	DEBIT	990306	0.00
RETURN REASON/S:									
T	P	PER DEALER REQUEST - INPUT ERROR, PLEASE RESUBMIT CORRECTLY							
				PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	NET DEBIT		
=====									
TOTAL				0.00	00.00	0.00	0.00		
TOTAL NUMBER OF CLAIMS			1						

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- The “Other Amount” field is the sum of SUBLET AMOUNT and TOWING AMOUNT.
- TRANS TYPE defines the TOTAL AMOUNT. The transaction types are as follows:
 - ORIG = total amount originally paid on the claim.
 - DEBIT = total amount your claim was debited.
- RETURN REASON/S are listed under each claim to explain why the DEBIT was made.

Section 14: Transportation Claims Paid Prior Statement – Debited

This section lists claims that were paid to you on a previous statement, then debited at the request of the dealer or by HMA for the reason(s) stated under the “Return Reason/s” field.

TRANSPORTATION CLAIMS PAID PRIOR STATEMENT - DEBITED									
=====									
RO#	CLAIM#	RO DATE	PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	TRANS TYPE	TRANS DATE	NET DEBIT
=====									
131495	F00265	980904	59.45	8.40	.00	67.85	ORIG	981221	
		980904	-59.45	-8.40	.00	-67.85	DEBIT	990303	-67.85
RETURN REASON/S:							LAST STATEMENT DATE: 12/21/97		
E 8	CLAIM DATA DOES NOT MATCH DPSM AUTH LOG-RESUBMIT WITH CORRECT DATA								
				PARTS AMOUNT	LABOR AMOUNT	OTHER AMOUNT	NET DEBIT		
=====									
TOTAL				-59.45	-8.40	0.00	67.85		
TOTAL NUMBER OF CLAIMS			1						

- The format dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- The “Other Amount” field is the sum of SUBLET AMOUNT and TOWING AMOUNT.
- TRANS TYPE defines the TOTAL AMOUNT. The transaction types are as follows:
 - ORIG = total amount originally paid on the claim.
 - DEBIT = total amount your claim was debited.
- RETURN REASON/S are listed under each claim to explain why the DEBIT was made.

Section 15: Transportation Claims Currently in Suspense

Transportation claims are placed in suspense by HMA for a variety of reasons. The claims will only remain in suspense for a maximum of 48 hours, at which time they will either be paid or returned for more information. This section will list claims placed in suspense at the time the Warranty Statement is printed.

TRANSPORTATION CLAIMS CURRENTLY IN SUSPENSE				
=====				
LAST STATEMENT DATE: 04/02/99				
RO#	CLAIM#	RO DATE	DATE SUSPEND	TOTAL REQUEST
=====				
043773	F37731	981215	990410	165.00
043778	G01492	990407	990410	131.13
059231	G01563	990410	990410	76.51
=====				
TOTAL NUMBER OF CLAIMS/AMOUNT 3				372.64

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.

Section 16: Transportation Claims Currently in Pending DPSM Review

Transportation claims are placed in pending DPSM review by HMA for a variety of reasons. This section will list claims placed in pending DPSM review at the time the Warranty Settlement Statement is printed.

TRANSPORTATION CLAIMS CURRENTLY PENDING DPSM REVIEW				
=====				
LAST STATEMENT DATE: 04/02/99				
RO#	CLAIM#	RO DATE	DATE SUSPEND	TOTAL REQUEST
=====				
023035	F37731	981215	990410	115.00
023036	G01492	990407	990410	135.00
023037	G01563	990410	990410	56.52
=====				
TOTAL NUMBER OF CLAIMS/AMOUNT			3	306.52

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.

Section 17: Transportation Claims Returned This Statement

Transportation claims in this section were submitted to HMA and returned for correction or more information since the last issuance of the Warranty Statement. The claims should be corrected, re-entered, and retransmitted through DCS for payment.

TRANSPORTATION CLAIMS RETURNED THIS STATEMENT					
=====					
LAST STATEMENT DATE: 02/19/99					
RO#	CLAIM#	RO DATE	INIT SUBMIT	DATE RETURN	TOTAL REQUEST
=====					
139666	F96661	981205	990305	990305	121.95
RETURN REASON/S:					
4B	OUR RECORDS INDICATE A DUPLICATE REPAIR				
=====					
TOTAL NUMBER OF CLAIMS/AMOUNT:			1	121.95	

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.
- RETURN REASON/S are listed under each claim to explain why the claim was returned.

Section 18: Transportation Claims Previously Returned But Not Resubmitted

Transportation claims in this section were submitted to HMA and returned for correction or more information on a previous Warranty Statement and not resubmitted. This section contains claims returned within a 90 day period prior to the current statement. The transportation claims should be corrected, re-entered, and retransmitted through DCS for payment.

TRANSPORTATION CLAIMS PREVIOUSLY RETURNED BUT NOT RESUBMITTED					
=====					
LAST STATEMENT DATE: 07/23/99					
RO#	CLAIM#	RO DATE	INIT SUBMIT	DATE RETURN	TOTAL REQUEST
=====					
003886	F38865	990207	990801	990801	43.50
RETURN REASON/S:					
4B	OUR RECORDS INDICATE A DUPLICATE REPAIR				
=====					
TOTAL NUMBER OF CLAIMS/AMOUNT:			1	43.50	

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.

Section 19: Claims With Outstanding Part(s) Not Yet Received

This section lists claims with “Outstanding Parts Request Notices”. HMA’s policy is to debit warranty claims when a requested replaced part is not received by the Warranty Technical Center (WTC) within 30 days of the “Date Request”.

CLAIMS WITH OUTSTANDING PART(S) NOT YET RECEIVED						
=====						
LAST STATEMENT DATE: 07/20/99						
RO#	CLAIM#	RO DATE	REQUEST DATE	DUE DATE	PART	DESCRIPTION
=====						
W15179	F51791	990501	990724	990824	2873921320	HOSE-AIR
TOTAL NUMBER OF PARTS REQUESTED: 1						

- The format for any dates listed on this report are YYMMDD (Year, Year, Month, Month, Day, Day), example: 99 01 31.

Section 20: Statement Summary Page

The last page of the report is a summary page.

Sample

HMA NATIONAL HEADQUARTERS		REPORT:	HMA-4301
		DATE:	08/17/99
WARRANTY STATEMENT		TIME:	14:21 PST
DEALER : CA000 USA HYUNDAI			
REGION : WE		INVOICE NUMBER:	W000039055
DISTRICT: WE00		STATEMENT DATE:	08/03/99
TOTAL NUMBER OF WARRANTY CLAIMS APPROVED		44	
TOTAL APPROVED WARRANTY CLAIM AMOUNT		2386.59	①
TOTAL NUMBER OF CLAIMS REPROCESSED/CREDITED THIS STATEMENT		5	
TOTAL AMOUNT OF CLAIMS REPROCESSED/CREDITED THIS STATEMENT		100.00	②
TOTAL NUMBER OF CLAIMS DEBITED THIS STATEMENT		2	
TOTAL AMOUNT OF CLAIMS DEBITED THIS STATEMENT		-50.00	③
TOTAL NUMBER OF WARRANTY CLAIMS IN SUSPENSE		15	
TOTAL AMOUNT OF WARRANTY CLAIMS IN SUSPENSE		1020.00	④
TOTAL NUMBER OF WARRANTY CLAIMS PENDING DPSM REVIEW		6	
TOTAL AMOUNT OF WARRANTY CLAIMS PENDING DPSM REVIEW		488.96	⑤
TOTAL NUMBER OF WARRANTY CLAIMS RETURNED THIS STATEMENT		25	
TOTAL AMOUNT OF WARRANTY CLAIMS RETURNED THIS STATEMENT		3358.59	⑥
TOTAL NUMBER OF WARRANTY CLAIMS RETURNED PRIOR TO THIS STATEMENT		7	
TOTAL AMOUNT OF WARRANTY CLAIMS RETURNED PRIOR TO THIS STATEMENT		78.25	⑦
TOTAL NUMBER OF TRANSPORTATION CLAIMS APPROVED		0	
TOTAL APPROVED TRANSPORTATION CLAIMS AMOUNT		0.00	⑧
TOTAL NUMBER OF TRANSPORTATION CLAIMS RETURNED THIS STATEMENT		0	
TOTAL AMOUNT OF TRANSPORTATION CLAIMS RETURNED THIS STATEMENT		0.00	⑨
TOTAL NUMBER OF TRANSPORTATION CLAIMS RETURNED PRIOR TO THIS STATEMENT		0	
TOTAL AMOUNT OF TRANSPORTATION CLAIMS RETURNED PRIOR TO THIS STATEMENT		0.00	⑩
TOTAL NUMBER OF CLAIMS PAID AND/OR REPROCESSED THIS STATEMENT		49	
TOTAL AMOUNT OF CLAIMS PAID AND/OR REPROCESSED THIS STATEMENT		2486.59	⑪
PROGRAM : WS440B			
END OF REPORT HMA-4301			

Section 20: Statement Summary Page (continued)

The totals shown on the summary page are factored as follows:

1. The total of claims listed in Section 1 of this report.
2. The total of Section 2 + Section 3 of this report.
3. The total of claims in Section 4 + Section 5.
4. The total of claims in Section 6.
5. The total of claims in Section 7.
6. The total of claims in Section 8.
7. The total of claims in Section 9
8. The total of claims in Section 10 + Section 11 + Section 12 + Section 13 + Section 14 + Section 15 + Section 16.
9. The total of claims in Section 17.
10. The total of claims in Section 18.
11. The total of claims in Section 1 + Section 2 + Section 3 + Section 4 + Section 5 + Section 10 + Section 11 + Section 12 + Section 13 + Section 14.

6.11.1**Pre-Delivery Inspection Settlement Statement**

The PDI Settlement Statement indicates all claims paid, credit adjusted, and debit adjusted since the last statement. This statement is sorted by claim number and contains the following information for each claim:

- Claim number
- Repair order number
- Vehicle identification number
- Total amount debited
- Total amount claimed
- Date approved (payment date)

The last page of the PDI Settlement Statement is a summary of the statement totals that includes:

- Total amount debited
- Total number debited
- Total amount claimed
- Total number credited
- Net amount approved
- Total number processed

6.11.2**PDI Suspense Statement**

The PDI Suspense Statement contains all claims in suspense (in process) status on the date of the statement's generation. The statement is sorted by claim number and contains the following information for each suspense claim:

- Claim number
- Repair order number
- Vehicle identification number
- Total amount claimed
- Date of claim input
- Date claim suspended

The last page of the PDI Suspense Statement is a summary of the statement totals that contains:

- Number of claims in suspense
- Total amount of claims in suspense

6.11.3**PDI Return Claim Statement**

The PDI Return Statement lists all claims in return status as of the date of the statement's generation and which have remained in return status for 90 or less consecutive days. This statement is sorted by claim number and contains the following information for each return claim:

- Claim number
- Repair order number
- Total amount claimed
- Return code(s)
- Date of claim input (initial input of claim)
- Date claim returned. This is the date of the last PDI Claim Status Report.

The last page of the PDI Return Statement is a summary of the statement totals that contains:

- Number of claims returned
- Total amount of claims returned

6.11.4

Sample of a PDI Statement

		HMA NATIONAL HEADQUARTERS		REPORT:	HMA-4306
		PRE-DELIVERY INSPECTION		DATE:	09/13/99
		SETTLEMENT STATEMENT		TIME:	12:35 PST
DEALER:	CA000	USA HYUNDAI			
REGION:	CE			INVOICE NUMBER:	PDI0032900
DISTRICT:	CE4			STATEMENT DATE:	04/10/99
CLAIM NUMBER	REPAIR ORDER	VEHICLE IDENTIFICATION	TOTAL DEBITED	TOTAL AMOUNT CREDITED	DATE AMOUNT APPROVED
=====					
G11111	111111	KMHJF22R1NU000000		60.00	04/10/99
G21212	212121	KMHJF32RXNU000000		60.00	04/10/99

6.11.5

Sample of a PDI Suspense Statement

		HMA NATIONAL HEADQUARTERS		REPORT:	HMA-4308
		PRE-DELIVERY INSPECTION		DATE:	04/21/99
		SUSPENDED CLAIM STATEMENT		TIME:	12:35 PST
DEALER:	CA000	USA HYUNDAI			
REGION:	CE			INVOICE NUMBER:	PDI0032900
DISTRICT:	CE4			STATEMENT DATE:	04/10/99
CLAIM NUMBER	REPAIR ORDER	VEHICLE IDENTIFICATION	TOTAL AMOUNT CLAIMED	DATE OF AMOUNT INPUT	DATE CLAIM SUSPENDED
=====					
G25142	25412	KMHJF32RXNU000000	60.00	04/10/99	04/10/99
G58963	58963	KMHVD32J2NU000000	54.00	04/10/99	04/10/99

6.11.6

Sample of a PDI Return Statement

HMA NATIONAL HEADQUARTERS			REPORT: HMA-4307						
PRE-DELIVERY INSPECTION			DATE: 04/21/99						
RETURN STATEMENT			TIME: 12:35 PST						
DEALER : CA000		USA HYUNDAI							
REGION : CE			INVOICE NUMBER: PDI0032900						
DISTRICT: CE4			STATEMENT DATE: 04/10/99						
CLAIM	REPAIR	VEHICLE	TOTAL	RETURN CODE					DATE
NUMBER	ORDER	IDENTIFICATION	AMOUNT	1	2	3	4	5	APPROVED
=====									
G11111	111111	KMHJF22R1NU000000	60.00				7Y		04/10/99
G21212	212121	KMHJF32RXNU000000	60.00				4B 8B		04/10/99

7.0**Parts Retention Requirements**

Parts replaced under HMA Warranty coverages, HMA Customer Satisfaction Funds (Goodwill Claims), Campaign/Recall, or the Hyundai Protection Plan (HPP), must be retained for 20 days from the date of claim payment. In cases where claims are returned for additional information or correction, the Dealer must continue to retain these replaced parts until 20 days have elapsed from the date of claim payment.

Note: The claim payment date is indicated as the Acceptance Date on the DCS answerback (Claim Status Report) and on the Warranty Settlement Statement as the “Date Approved”.

Core Policy

Specific parts, such as alternator assemblies, starter assemblies, power steering rack assemblies, and automatic transmission assemblies, will have a core charge that will be deducted from the part's dealer net price prior to the calculation of the parts handling allowance. HPP claim reimbursement will be based upon the then-current HMA dealer net price for the part/assembly, less the core value, plus the parts handling allowance applied to the remainder of dealer net price, less the core value. Credit for the core value is issued on the dealership's monthly parts statement.

Alternator, starter, and power steering rack assemblies, in general, are to be returned to the applicable, designated Hyundai Exchange Core Return Center listed below.

All core assemblies are to be returned to the Hyundai Exchange Return Center:

- Fully assembled
- With a completed Warranty Parts Tag
- With a completed Request For Credit (RFC) Form Core Return Shipping Addresses

- **Western Region Dealers**

Hyundai Exchange Cores
c/o USCO Distribution Services
15927 Distribution Way
Cerritos, CA 90703

- **Dealers in Alabama, Florida, Georgia, Mississippi, North Carolina, South Carolina, Tennessee**

Hyundai Exchange Cores
c/o USCO Distribution Services
4475 Lake Mirror Place
Forest Park, GA 30297

- **Dealers in Arkansas, Louisiana, Oklahoma, Texas**

Hyundai Exchange Cores
c/o USCO Distribution Services
2271 French Settlement Road
Dallas, TX 75212

- **Eastern Region Dealers**

Hyundai Exchange Cores
c/o USCO Distribution Services
99-B Caven Point Road
Jersey City, NJ 07305

- **Central Region Dealers**

Hyundai Exchange Cores
c/o USCO Distribution Services
13144 South Pulaski Road
Alsip, IL 60803

Automatic transmission cores are to be returned to:

Hyundai Remanufacturing Center
c/o United Customhouse Brokers, Inc.
7880 Airway Road, Suite B-10
Otay Mesa, CA 92154

- Fully assembled, including the torque convertor.
- Completely drained of all fluids
- With the following completed forms:
 - Diagnostic worksheet
 - Warranty core tag
 - Core return checklist
 - Pre-addressed label
 - Bill of lading

7.1**Parts Storage Requirements**

The following procedures are required for all Warranty, Customer Satisfaction (Goodwill) and Hyundai Protection Plan (HPP), replacement parts retained:

- All parts replaced in performance of a Warranty repair, a Customer Satisfaction repair, Campaign/Recall, or an HPP repair are to be given to the Dealer's Parts Department at such time as the Parts Department issues the replacement part to the technician.
- Dealership Parts department personnel must note receipt of the replaced Warranty, Customer Satisfaction, Campaign/Recall, or HPP part(s) on the technician's shop hard copy of the repair order at the time the Dealer's Parts Department receives the part and issues the replacement part (function can be performed electronically in a fully computerized system). This notification must be accomplished by a signature or initials on the repair order hard copy by the parts counter person, or by the stamping of such words such as "Parts Received" by use of a stamp on the hard copy of the repair order.
- Prior to storage, the part(s) should be externally cleaned and repackaged in the containers in which the new replacement parts were received.
- Dealership Parts Department personnel must then complete a Warranty Parts Tag. The completed tag is to be attached to the replaced part(s).
- After the replaced part(s) is tagged, these parts should be temporarily stored in a secured area until it is feasible to transfer them to the Warranty Parts Retention area. This task should be performed at least weekly—more frequently in large volume dealerships.
- Dealership Parts Department personnel must place the replaced part(s) in a designated and secured warranty parts storage area (a 10 bin system).

Note: If the replaced part(s) contain more than one piece, all parts must be kept together within the Warranty Parts storage area in a box, bag (preferably a clear plastic bag), or wired together.

- Warranty, Customer Satisfaction, Campaign/Recall, and HPP parts must be retained for 20 days from the date of claim payment approval. Warranty, Customer Satisfaction, and HPP parts may be requested at any time within this 20 day period by HMA's Warranty Technical Center, the DPSM, Field Engineer, or other authorized HMA personnel. The DPSM, Field Engineer, or any other authorized HMA staff person may inspect these replaced parts at any time without notification. Therefore, these parts must be available at all times during this 20 day period.

Only the DPSM, Field Engineer, authorized Regional personnel, or HMA National Warranty personnel may dispose of these parts prior to the 20 day retention period. If the warranty parts are not requested or disposed of by HMA personnel within the 20 day retention period, the Dealer is to destroy and scrap the warranty parts after 20 days.

- In the event that inspection of the warranty parts by HMA reveals that the parts are not defective, not defective as stated in the claim, defective due to improper installation, or removal, or the parts are not available for inspection, a chargeback will be issued.

7.2**Parts Return Notification**

Notification of Warranty, Customer Satisfaction (Goodwill), Campaign/ Recall, or HPP parts to be returned to HMA's Warranty Technical Center is performed by the following method:

- As part of HMA's Quality Analysis and claim validation program, Dealers will receive from the HMA National Warranty Technical Center (WTC) located in Fountain Valley, California, or from one of the four Regional Technical Centers, requests for parts to be shipped to the WTC. The Warranty Parts Return Notices and corresponding Parts Return Labels are issued on a daily or weekly basis via the Dealership's DCS terminal and printer. The Parts Return Labels issued and printed via the Dealership's DCS printer are to be affixed to the back side of the applicable Warranty Parts Tags, and the parts and Parts Tags are to be returned to the respective WTC location. *Please pay special attention to the notice and label. Labels are printed to the right of each notice. This will ensure that the part is shipped to the correct requesting location.* Dealers will also receive, via the DCS terminal and printer, a weekly summary report of all outstanding parts return notices. All parts replaced in performance of a repair in which one or more parts are replaced, must be returned.

The Warranty Settlement Statement, which is issued twice a month, also contains an "outstanding part(s) not yet received" section. This section shows requested parts that have not yet been returned to HMA's WTC.

Occasionally, HMA personnel may inspect, retrieve or dispose of a part prior to the end of the 20 day parts retention period. In such cases, HMA personnel will acknowledge receipt of the part by signature and/or use of a HMA processed stamp that will be affixed to the backside of the Warranty Parts Tag, or by furnishing the Dealer with a Quality Analysis Department Parts Receipt. These stamped tags and/or Quality Analysis Parts Receipts are to be retained in place of the part. If a parts return notice appears for a part that was previously disposed of by HMA personnel, the Dealer must furnish the WTC with the stamped Warranty Parts Tag or the Quality Analysis Parts Receipt, signed by the DPSM, RWM, FTM, or other HMA employee. The Dealer should retain a photo copy of the tag or receipt that has been returned to the WTC.

- Replaced Parts or HMA processed signed and/or stamped Parts Tags or Quality Analysis Parts Receipts must be received by the WTC within 30 days from issuance of the Warranty Parts Return Notice. If not received, chargebacks/debits will be issued on an automatic basis and will occur approximately 30 days after the issuance of the first request for the replaced part(s).

- Parts replaced under warranty coverages, HMA customer satisfaction (Goodwill) funds, Campaign/Recall, or an HPP repair must be retained for 20 days from the date of claim payment approval. In cases where claims are returned for additional clarification, the Dealer must continue to retain these parts until 20 days have elapsed from the date of claim payment approval. If the parts are not requested by HMA within the 20 day retention period, the Dealer is to destroy and scrap the parts.

Note: Your Warranty Settlement Statements include a Parts Scrap Report (HMA-4330). The Parts Scrap Report includes all parts that were approved over 20 days prior to Settlement Statement date and that now may be scrapped.

PARTS RETURN LABEL	PARTS SHIPPING ADDRESS
DLR: AL000 RO: W00000 CLAIM: K00000 RO DATE: 3/27/98 BIN LOC: HMA PART#: 9379022000 PART QTY: 1 DESC: SWITCH ASSY-HAZARD REFERENCE #: DAE SUNG NATURE: N94 CAUSE: C15 OP: 93790R00 VIN: KMHVD14N2SU000000 ODOM: 20 DOFU: 0/00/00 PROD DATE: 11/08/97 NOTICE DATE: 4/01/98 CNTL: 5891	WARRANTY TECHNICAL CENTER 10550 TALBERT AVENUE FOUNTAIN VALLEY, CA 92708 ATTENTION: WTC REGION COORDINATOR

7.3

Warranty Parts Tag

The Warranty Parts Tag (P/N NP445-00011) must be completed and attached to the replaced Warranty, Customer Satisfaction, Campaign/Recall, or HPP part upon receipt of the replaced parts by the Dealership’s Parts Department personnel from the technician. The following information must be entered on the tag:

- Dealer Code (required)
- Repair Order Number (required)
- Claim Number (optional)
- Date of Repair (required)
- VIN (required)
- Mileage (required)
- Part Number (required)
- Reason Replaced? (required)

By filling out Dealer Code, repair order and part number, the Dealer can quickly locate a part requested by the WTC.

HYUNDAI

Warranty
Parts Tag

Dealer Code

R.O. Number

Claim Number

Date of Repair

VIN

Mileage

Part Number

Reason Replaced?

PartNo. NP445-00011

2/92

7.4**The Ten Bin System**

HMA requires that the Dealer utilize a 10 Bin warranty parts retention system. In the 10 Bin system, each of the 10 bins is labeled and corresponds to the last digit of the repair order number. There are 10 separate bins, each of which is large enough to contain the volume of Warranty, Customer Satisfaction, Campaign/Recall, and HPP replaced parts required.

It is imperative that a Dealer employee (preferably a Dealer Parts Department employee) be given the responsibility for maintenance and security of the warranty parts retention area. Twenty (20) days after the Dealer is notified of claim payment approval, the related parts are to be removed from the warranty parts retention area, destroyed and scrapped, provided these parts are not requested to be returned by HMA. Determination of which parts are eligible for the over Twenty (20) day scrap, can be accomplished by using the Parts Scrap Report (HMA-4330) section of your Warranty Settlement Statements or the acceptance date on the DCS claim answerback (claim status report). Regular security and maintenance of the warranty parts retention area assures that only those parts subject to retention, inspection, and possible return are in the warranty parts retention area.

7.5**Parts Shipping Procedures**

When replaced Warranty, Customer Satisfaction (Goodwill), Campaign/Recall, and HPP parts are requested to be returned to HMA's Warranty Technical Center, the following procedures must be followed:

- Each Warranty, Customer Satisfaction, Campaign/Recall, or HPP part returned must be tagged with an accurately completed Warranty Parts Tag.
- Affix the DCS Warranty Parts Request Return label to the back of the Warranty Parts Tag.
- Requested Warranty, Customer Satisfaction, Campaign/Recall, or HPP parts must be returned to HMA in the original packaging of the replacement part. Parts, such as air conditioning parts which are susceptible to moisture contamination or damage to thread fittings, must be properly capped. Caps removed from the new replacement part can be used to cap the return part.
- Use only one (1) box for returning parts for the same repair since not all shipments are received on the same day

Note: All parts replaced in performance of a Warranty, Customer Satisfaction, Campaign/Recall, or HPP repair must be returned when one or more parts are requested as per the claim. All parts associated with the repair claimed must be returned in the same box.

- Do not ship gas tanks, batteries, or glass. If HMA inadvertently issues a Warranty Parts Return Notice for these parts, only ship these parts under specific request and authorization by HMA's National Office.
- Include a copy of the DCS Warranty Parts Return Notice(s), including a check off in the column provided for each part contained in the box.

Note: Retain a copy of each DCS Warranty Parts Return Notice, identifying the parts shipped, along with your shipping invoice receipt.

- Include a copy of your dealership's repair order when requested. Check the Parts Return Label and/or Parts Return Notice.
- List all the applicable claim numbers and/or repair order numbers for parts being returned on the shipping invoice receipt.
- Obtain insurance for the parts being shipped in case damage or loss occurs due to shipping.
- All requested warranty parts must be returned to the location indicated on the respective shipping label opposite each notice. That location is either your facing Region WTC or the National WTC at the following address:

Warranty Technical Center
10550 Talbert Avenue
Fountain Valley, CA 92708

- Affix the pre-addressed shipping return label (P/N NP445-00121 for the National WTC) to the box being shipped. Include the Dealership's return address and Dealer code in the space provided on the return label.

- Ship the warranty parts freight prepaid. Freight charges incurred in returning HMA requested warranty, Customer Satisfaction, Campaign/ Recall, or HPP parts are reimbursed by submission of a warranty freight claim over DCS.

Note: Shipments of parts that are sent to the WTC collect, or other than freight prepaid will not be accepted by the WTC.

Shipment of parts to the WTC must always be boxed separately from any parts being returned for credit to the PDC.

7.6**Warranty Technical Center Policies**

All parts returned to the Warranty Technical Center are subject to the following requirements:

- The least expensive method of shipment must be used in order to ensure the lowest possible shipment charges. Shipment made by motor carrier must contain specific descriptions on the bill of lading. The description “Used Auto Parts” class 85 allows for a relatively low shipping rate and can be used for most shipments. To qualify for the low rate, the description “Used Auto Parts” must be shown exactly as such. “Used Auto Parts” cannot be used as a description when shipping the following:
 - Body Parts
 - Instrument Panels
 - Radiators

These parts must be specifically described as such.

- Parts not received by HMA within 30 days from issuances of the DCS Warranty Parts Return Notice will result in chargeback of the claim to the Dealer.
- All parts damaged in shipment to HMA’s Warranty Technical Center due to improper packaging will be subject to chargeback.
- All inquiries concerning parts return should be initially directed to the DPSM or RWM.
- In situations where parts are sent but not received by HMA’s Warranty Technical Center, the Dealer should follow the procedures identified in Subject 7.8 – Warranty Technical Center Appeals.

7.7**Warranty Technical Center Rejected Part**

Any Warranty, Customer Satisfaction, Campaign/Recall, or HPP part returned to the HMA Warranty Technical Center that does not comply with HMA policy and procedures will be subject to chargeback. The following are examples of reasons that could qualify return parts for chargeback:

- Parts found not to be defective, or not defective as stated on claim.
- Parts damaged due to the use of improper tools or repair procedures.
- Parts damaged in transit to HMA's Warranty Technical Center due to improper packaging.
- Wrong parts received compared to those requested and stated as replaced on the Warranty claim.
- Assembly received in disassembled or incomplete condition.
- Parts found to be repairable or a repairable assembly.
- Warranty Part Tag(s) received without the parts attached or other indication of HMA removal/scraping.
- Parts found to be non-Genuine Hyundai parts or non approved HMA parts or parts claimed as HMA parts which are not HMA parts.
- Parts received without a Warranty Parts Tag or notice.
- Parts stated as replaced on the claim which are not received.
- Parts received beyond 30 days from DCS request to return.
- Parts not received.

HMA reserves the right to make the final decision as to the defectiveness of the part. Rejected returned parts will be held for 30 days from the date of chargeback pending any Dealer's request for return.

To request the return of a rejected part, contact your DPSM or the Regional Warranty Manager.

Rejected parts that are requested by the Dealership for return will be shipped back freight collect to the Dealership. If you have information that reflects shipment of the part to HMA, please follow the procedure identified in Section 7.8 – Warranty Technical Center Appeals.

7.8**Warranty Technical Center Appeals**

To appeal WTC chargebacks, please adhere to the following procedures rather than contacting WTC personnel directly (no appeals will be accepted after 90 days from date of WTC debit).

Non-Receipt of Parts

If parts are not received at the WTC within 30 days of the initial request for parts we have requested, your claim will be charged back. If your Dealership records confirm shipment of the part and you wish to appeal such a debit, the following procedure should be followed:

- Document the appeal on a Warranty Technical Center (WTC) Debit Appeal Request (P/N NP445-00221) including an explanation of appeal.
- Attach the following documentation to the request form.
 - Copy of the original WTC Parts Return Request, verifying date and part number(s) requested.
 - Copy of the UPS Shipper showing the claim(s) and corresponding part number(s) shipped.
 - Copy of the UPS Tracer verifying WTC receipt of part(s).
 - Copy of the UPS Shipping Log which provides description of part(s) shipped.
- Present the completed request form along with the required attachments to the DPSM for his/her review and action.

Parts Determined to be Damaged or Not Defective (NTF)

Some parts are received in a damaged or broken state at the WTC. Also, parts may be found to be “No Trouble Found” (NTF) as a result of testing and technical evaluation at the WTC. To contest such a finding, adhere to the following procedures:

- Document your appeal on a Warranty Technical Center (WTC) Debit Appeal Request form, (P/N NP445-00221), including an explanation of appeal.
- Attach a copy of your repair order to indicate customer comments and/or technician comments that relate to your appeal.
- Present the completed request form along with the required attachments to the DPSM for his/her review and action.

Note: Warranty Technical Center (WTC) Debit Appeal Request forms can be obtained free of charge through the parts system under P/N NP445-00221.

8.0**Service Campaign Handling Procedure**

The National Traffic and Motor Vehicle Safety Act of 1966 places specific responsibilities upon authorized Hyundai Motor America Dealers in the handling of product safety and emission service campaigns.

Hyundai vehicles suspected of having safety or emission related problems will be recalled as appropriate by HMA for inspection and/or corrective service.

Dealers will perform an inspection and/or correction on all service campaigns conducted by HMA in accordance with the Service Campaign Notification materials and as outlined in this manual.

In the event of a service campaign for a correction of a safety-related defect or noncompliance with a Federal Motor Vehicle Safety Standard, all inspections and/or corrections will be provided on a “No Charge” basis to owners. Because of the importance of customer safety and satisfaction, it is mandatory that all these vehicles be corrected at the earliest possible opportunity. In view of the urgency associated with this type of situation, owners of vehicles requiring campaign correction must be notified immediately. HMA will announce each service campaign directly to the Dealer. Service Campaign Notification materials (Technical Service Bulletins) will be mailed to assure that all authorized HMA Dealers will have the information to perform the inspection and/or correction on any vehicles involved. Materials will contain:

Vehicle Involved

Vehicle Information Number ranges or production date ranges and other specific data regarding body style, options, or accessories, where applicable.

Parts

Part(s) number or replacement parts and instructions on shipment and invoicing. Reimbursement information on the applicable labor operation(s), time allowance(s), part number(s), part prices, and other information as required.

Recall Completion

The initial responsibility for completion of a service Responsibility campaign is that of the selling Dealer. All authorized Hyundai Motor America Dealers are also responsible for completing service campaigns on visiting owners as well. HMA will provide each selling Dealer a computer printout listing all vehicles not completed as per HMA's record of the selling Dealer. These computer printouts will be sent to the regional office and to the Dealer for follow-up.

Each Dealer should review its sales records to determine if any vehicles have been transferred to other Dealers. They should also review their stock list for vehicles that may have been sold or traded subsequent to the date of issuance of the service campaign notification. It is important that the Dealer perform the recall procedure on any stock vehicle before it is delivered to the customer. The Act prohibits retail sale of affected vehicles prior to correction. A civil penalty not to exceed \$1,000.00 may be imposed for each violation. In the event that a notice is received for a vehicle that is no longer in Dealer stock and the Dealer is unaware of the location of the vehicle, the Dealer should immediately notify HMA accordingly.

8.0.1**Notification to Customers**

A mailing list for affected VIN's will be generated for customers on record at HMA with valid addresses. Notification letters will be sent by "First Class" mail from HMA to these customers including a letter of explanation and instructions to the customer to have their car inspected and repaired.

If, during routine servicing, a vehicle is found to be in need of modification, the customer should be asked for permission to perform the repair.

Dealers should take extra care in properly completing the RDR form prior to submission. If an owner moves, the Dealer can submit a change of address using the RDR CHANGE option on their DCS system or have the owner complete and mail the Owner Name and Address card enclosed with their Owner's Handbook.

Visiting owners may come to the Dealer in need of work under a service campaign. These owners, like all others, are entitled to prompt and courteous service.

At the onset of a service campaign, HMA may decide to ship a quantity of parts that HMA estimates will meet the Dealer's requirements. However, HMA may also elect to rely on the Dealer's use of normal parts ordering procedures.

8.0.2**Service Campaign Follow-Up Notification**

A Dealer's initial vehicle list contains a complete listing of involved vehicles shipped to the Dealer, sold by the Dealer, or vehicles that are registered within the vicinity of the dealership, complete with names and addresses of owners. Follow-up notifications will include a list of vehicles which have not been reported as completed. These lists will include the most current information relative to the owners. Dealers will be counseled when completion rates are unsatisfactory.

8.0.3**Checking for Open Campaigns**

The Dealer DCS Interactive System has an option, Warranty Vehicle Information, that lists open campaign(s) on any vehicle. Refer to Section 5 for instructions on how to access the DCS Interactive System.

8.0.4**Service Campaign Claim Preparation**

Claim preparation requirements for service campaigns will be provided and contained in the Service Campaign Notification materials (Technical Service Bulletins).

9.0

Warranty Publications

Warranty Publications, Manuals, and Forms

SERVICE PUBLICATION DESCRIPTION	PART NUMBER
Warranty Policy and Procedures Manual	NP445-00103
Warranty Claim Processing Manual	NP447-00011
Warranty Coverage Guide	NP448-00010
Warranty Claim Form	ZZ446-00121
Warranty Claim Register	NP449-MV010
Warranty Technical Center (WTC) Appeal Request Form	NP445-00221
Anti-Perforation Vehicle Inspection Report	NP430-00000
Replacement Parts and Accessories Limited Warranty Information Sheets	NP431-00000
Warranty Parts Tag	NP445-00011
Warranty Parts Return Shipping Labels	NP445-00121
Labor Time Standard Manual Binder and Inserts	NP466-MV000
Request for Labor Time Review Form	NP448-21030
Warranty Labor Rate Request Form	ZZ445-00031
Warranty Labor Rate Survey Form	ZZ446-00101
Competitive Labor Rate Evaluation Form	ZZ445-00031
Owner's Handbook (99 model) Accent	EUX-980701
Owner's Handbook (99 model) Elantra, Tiburon	EUL-980701
Owner's Handbook (99 model) Sonata	EUS-980701
Owner's Handbook (2000 model) Accent	EUX-990801
Owner's Handbook (2000 model) Elantra, Tiburon	EUL-990701
Owner's Handbook (2000 model) Sonata	EUS-990701
Owner's Handbook (2001 model) XG300	EUXG-000701
Owner's Handbook (2001 model) Santa Fe	EUSM-000601
Owner's Handbook (2001 model) Elantra XD	EUL-000701
Owner's Handbook (2001 model) Accent	EUX-000701
Owner's Handbook (2001 model) Sonata	EUS-000701
Owner's Handbook (2002 model) Accent	EUX-010601
Owner's Handbook (2002 model) Elantra	EUL-010601
Owner's Handbook (2002 model) Sonata	EUS-010501
Owner's Handbook (2002 model) Santa Fe	EUSM-010701
Owner's Handbook (2002 model) XG350	EUXG-010801
Owner's Handbook (2003 model) Tiburon	EUALL-020401
Owner's Handbook (2003 models)	EUALL-020701
Owner's Handbook (2004 models)	EUXG-030217

- ☐ Warranty Claim
- ☐ Replacement Parts/Accessories Claim
- ☐ Campaign/ValueCare Maintenance Claim
- ☐ PDI Claim

INFORMATION MUST BE TYPED

[illegible]

ZZ446-00121

HYUNDAI**WARRANTY TECHNICAL
CENTER (WTC)
DEBIT APPEAL REQUEST**

Dealership Signature _____ Date _____

DPSM Signature _____ Date _____

Region Warranty Manager Signature _____ Date _____

Dealership Name: _____ Dealer Code _____

Address: _____ City _____ State _____ Zip _____

NOTE:

- A total of up to three WTC Parts Return Appeals may be included on this form.
- Attach copies of the original WTC Parts Return Request, UPS Shipper, UPS Shipping Log, DCS Claim Status (answerback for debited claim), and Repair Order.

CLAIM NUMBER	REPAIR ORDER NUMBER	AMOUNT PAID	DATE OF PAYMENT	AMOUNT DEBITED	DATE OF DEBIT	DEBIT CODE

Explanation of Appeal _____

(HMA USE ONLY)☐ Accepted☐ Denied

Amount Credited: \$ _____

Warranty Processing Signature: _____ Date: _____

Warranty, National Manager Signature: _____ Date: _____

CLAIM NUMBER	REPAIR ORDER NUMBER	AMOUNT PAID	DATE OF PAYMENT	AMOUNT DEBITED	DATE OF DEBIT	DEBIT CODE

Explanation of Appeal _____

(HMA USE ONLY)☐ Accepted☐ Denied

Amount Credited: \$ _____

Warranty Processing Signature: _____ Date: _____

Warranty, National Manager Signature: _____ Date: _____

CLAIM NUMBER	REPAIR ORDER NUMBER	AMOUNT PAID	DATE OF PAYMENT	AMOUNT DEBITED	DATE OF DEBIT	DEBIT CODE

Explanation of Appeal _____

(HMA USE ONLY)☐ Accepted☐ Denied

Amount Credited: \$ _____

Warranty Processing Signature: _____ Date: _____

Warranty, National Manager Signature: _____ Date: _____

DISTRIBUTION: White — HMA Canary — Region Pink — Dealer Goldenrod — DPSM

Part No. NP445-00221 11/00

HYUNDAI

**ANTI-PERFORATION LIMITED WARRANTY
VEHICLE INSPECTION REPORT**

VIN: _____ **Dealer Name:** _____ **Dealer Code:** _____

	<u>YES</u>	<u>NO</u>
1. Has the corrosion been caused by lack of proper maintenance, misuse or abuse?	_____	_____
2. Is the corrosion a result of stone chipping, accident or fire, airborne "fallout", tree sap, hail, windstorm, or other Acts of God?	_____	_____
3. Is the corrosion other than perforation (Cosmetic or surface corrosion due to defects in material or workmanship is covered for 12 months or 12,000 miles, whichever occurs first)?	_____	_____
4. Has the body panel(s) been previously repaired, refinished or replaced after the date of original retail delivery or date of first use, except for body panels replaced under the Hyundai Anti-Perforation Limited Warranty?	_____	_____
5. Has the odometer mileage been altered?	_____	_____
6. Has a dealer or customer installed accessory or device been installed without proper anti-corrosion precautions?	_____	_____
7. Has a part or accessory been used in an application for which it was not designed or not approved by Hyundai?	_____	_____

Circle the affected area(s) of the body panel(s) on the reverse side of this report.

Service Manager Signature

Date

DPSM Approval Signature

Date

DPSM Denial Signature

Date

Part No. NP430-00000

HYUNDAI REPLACEMENT PARTS AND ACCESSORIES LIMITED WARRANTY

WHAT IS COVERED

- ☐ Warranty coverage is for repair or replacement of any Hyundai Genuine Replacement Part or Accessory supplied from Hyundai Motor America which is found to be defective in material or workmanship under normal use and maintenance, except any item specifically referred to in the section "What Is Not Covered".
- ☐ Repairs are to be performed using New Hyundai Genuine Parts or Hyundai authorized manufactured parts.
- ☐ Parts/Accessories that were sold and installed by an Authorized Hyundai Dealer will be repaired or replaced without charge for parts/accessories and labor. If the parts/accessories were not originally installed by an Authorized Hyundai Dealer, they will be repaired or replaced without charge for parts/accessories, but labor charges will not be covered.

REPLACEMENT PART WARRANTY PERIOD

The Replacement Parts Limited Warranty period is limited to twelve (12) months from the date of installation, or twelve thousand (12,000) miles of service, whichever occurs first, for Hyundai Genuine replacement parts supplied by HMA and purchased from and installed by an authorized Hyundai Motor America Dealer. Parts replaced under the terms of the New Vehicle Limited Warranty, Powertrain Limited Warranty, Emission Defect Warranty, Emission Performance Warranty, or California Emission Control Systems Warranty, are warranted for the remainder of the applicable warranty which the part was previously replaced under. Certain Emission Control System items require scheduled replacement as part of the scheduled maintenance of the vehicle (i.e. spark plugs). Replacement of these items is warranted in normal service up to the first replacement interval only (Refer to your Owner's Manual and its scheduled maintenance section). Genuine Hyundai Parts and Accessories supplied by HMA and purchased from an authorized Hyundai Motor America Dealer, but not installed by an authorized Hyundai dealer, are covered to twelve (12) months from the date of purchase from the authorized Hyundai Motor America Dealer.

ACCESSORY WARRANTY PERIOD

An accessory installed on a new vehicle at the time of or prior to the vehicle's date of delivery to the original retail purchaser, or the date the vehicle is first put into service, whichever is earlier, is covered by the New Vehicle Limited Warranty and is limited to thirty-six (36) months from the date of original retail delivery or date of first use, or thirty-six thousand (36,000) miles whichever occurs first. Exception to this policy is: AM/FM radio is covered to thirty-six (36) months, unlimited mileage, cassette player/CD player is covered for twelve (12) months, unlimited mileage.

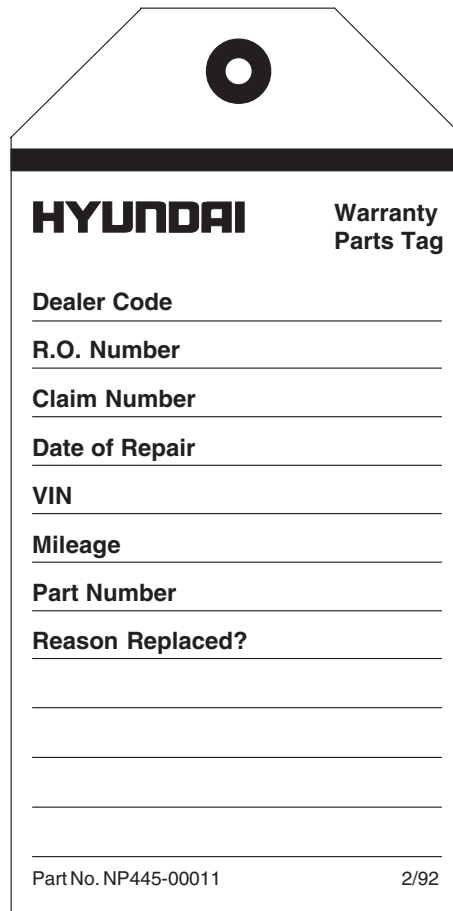
An accessory installed after the vehicle has been retailed or placed into service shall be warranted for twelve (12) months or twelve thousand (12,000) miles, whichever occurs first, from the date of purchase or installation. An accessory purchased over-the-counter is warranted for twelve (12) months.

Air conditioning system is covered for twelve (12) months or twelve thousand (12,000) miles, whichever occurs first, or the remainder of the New Vehicle Limited Warranty, whichever is greater, from the date of installation. An AM/FM radio, cassette player, or air conditioning system purchased over the counter is warranted for twelve (12) months. AM/FM radio, cassette player and CD player are covered for twelve (12) months, unlimited mileage if purchased and installed after vehicle is retailed or placed into service.

OWNER'S RESPONSIBILITIES

- ☐ Proper use, maintenance, and care of the vehicle (part) in accordance with the instructions contained in the Owner's Manual.
- ☐ Retention of maintenance service records. It may be necessary for the customer to demonstrate and prove that the required maintenance has been performed, as specified in the Owner's Manual.
- ☐ Retention of the customer's copy of the original repair order or original part counter sales receipts. The repair order or sales slip receipt will state the date of the parts sale. For parts originally installed by an authorized Hyundai Motor America Dealer, the repair order must also state the mileage of the vehicle at the time of original replacement.
- ☐ Delivery of the part or accessory and supporting documentation indicating the date and, if applicable, mileage at time of purchase and installation during regular parts and/or service hours to any authorized Hyundai Dealer to obtain warranty service.

(over)



A vertical rectangular tag with a black circle at the top center. The tag has a black header bar with the word "HYUNDAI" in white on the left and "Warranty Parts Tag" in black on the right. Below the header, there are several fields with labels and horizontal lines for input: Dealer Code, R.O. Number, Claim Number, Date of Repair, VIN, Mileage, Part Number, and Reason Replaced?. At the bottom, there are two small text fields: "Part No. NP445-00011" on the left and "2/92" on the right.

HYUNDAI Warranty Parts Tag

Dealer Code _____

R.O. Number _____

Claim Number _____

Date of Repair _____

VIN _____

Mileage _____

Part Number _____

Reason Replaced? _____

Part No. NP445-00011 2/92

WTC

Hyundai Motor America

Warranty Technical Center
10550 Talbert Avenue
Fountain Valley, CA 92708

P/N: NP445-00121 3/99 Dealer Code: _____

HYUNDAI**REQUEST FOR
LABOR TIME REVIEW**

Operation Number				LTS Published Time (Hrs)				Publication Date of LTS			
Description of Operation											
Description of Concern				<input type="checkbox"/> Published LTS Time Insufficient <input type="checkbox"/> Published LTS Time Excessive				<input type="checkbox"/> Other (explain) <input type="checkbox"/> Diagnostic/Test Time Required. Indicate Time Required			
Model				Model Year				Engine (cc.)			
Body Style <input type="checkbox"/> 2 door <input type="checkbox"/> 4 door <input type="checkbox"/> 3 door <input type="checkbox"/> 5 door				Model Variant: <input type="checkbox"/> L <input type="checkbox"/> GLS <input type="checkbox"/> LS <input type="checkbox"/> GL <input type="checkbox"/> SE <input type="checkbox"/> GS				<input type="checkbox"/> Other			
Transmission <input type="checkbox"/> Manual <input type="checkbox"/> Automatic				Accessories Directly Affecting Repair Operation							
Drive Type <input type="checkbox"/> 2WD <input type="checkbox"/> 4WD											
Procedure Source: <input type="checkbox"/> Shop Manual <input type="checkbox"/> Technical Service Bulletin # _____ <input type="checkbox"/> Other _____											
STEPS PERFORMED				TIME REQUIRED (In Minutes)				*REMARKS/COMMENTS			
Obtain Vehicle											
Remove Component from Vehicle											
Dismantle Component											
Clean and Inspect											
Obtain Special Tools											
Obtain Parts											
Assemble Component											
Refit Component											
Adjust Component											
Return Vehicle to Lot											
Total Minutes											
*Complete the remarks column if any special problems were experienced.											
Equipment: Describe Briefly The Type Of Equipment/Tools Used In The Above Procedure: <input type="checkbox"/> Hand Tools <input type="checkbox"/> Power Tools <input type="checkbox"/> Other (explain)											
Actual Time Required For One Technician To Perform This Operation:								Hours		Minutes	
Dealership _____								Dealer Code		<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
City _____								State		<input type="text"/> <input type="text"/> <input type="text"/>	
Technician Signature _____								Date		<input type="text"/> / <input type="text"/> / <input type="text"/>	
Dealer Service Manager Signature _____								Date		<input type="text"/> / <input type="text"/> / <input type="text"/>	
District Parts & Service Manager Signature _____								Date		<input type="text"/> / <input type="text"/> / <input type="text"/>	

DISTRIBUTION: WHITE - HMA CANARY - Region PINK - Dealer GOLDENROD - DPSM

NP448-21030 11/00

HYUNDAI**WARRANTY LABOR RATE REQUEST/COMPETITIVE LABOR RATE EVALUATION**

Dealership Name _____ Dealer Code _____ Address _____ City _____ State _____ Zip _____	Check Applicable Box: <input type="checkbox"/> Initial Establishment of Warranty Rate: Requested Warranty Labor Rate is \$ _____. <input type="checkbox"/> Request for change of existing Warranty Labor Rate: Requested Warranty Labor Rate is \$ _____. Current Warranty Labor Rate is \$ _____. Date Current Labor Rate Approved ____/____/____. Posted Retail Customer Labor Rate is \$ _____.
--	---

Competitive Labor Rates (Nearest Competitive Dealer) for Retail Customers

COMPETITOR	DEALER NAME	ADDRESS	POSTED CUSTOMER RETAIL RATE	METHOD OF LABOR CHARGE (LTS, CHILTON, MITCHELL, ETC.)	EFFECTIVE DATE OF RETAIL CUSTOMER RATE	NAME OF DEALER CONTACT	DEALER PHONE NUMBER
Toyota							()
Nissan							()
Honda							()
Mazda							()
Ford							()
Chevrolet or Pontiac							()

Average Market Rate \$ _____ Highest Market Rate \$ _____ Lowest Market Rate \$ _____

I hereby certify that the information listed on this form is correct and I agree to make available upon request, all records and documents HMA deems necessary to verify and substantiate this information. I understand that non compliance to HMA written Policy and Procedure and/or discrepancies between HMA established Warranty Labor Rate and actual Retail Customer Labor Rate will result in labor chargebacks.

Dealer Signature _____	Title _____	Date _____
------------------------	-------------	------------

(HMA Regional Use Only)

\$ _____	_____	_____	_____	_____	_____
Region Recommended Rate	DSPM Approval	Date	RWM Approval	Date	RPSM Approval

Comment: _____

(HMA National Use Only)

Your request concerning your Hyundai Warranty Labor Rate:

Has been approved at \$ _____ per hour effective ____/____/____. Warranty work performed on or after the effective date will be processed at the new rate pursuant to the provisions in the Dealer Sales and Service Agreement and the current Hyundai Warranty Policy and Procedures Manual. This appraisal is without prejudice to either party. You have the right to again request review of your Hyundai Warranty Labor rate at any time that circumstances indicate a change may be justified. Periodically your DSPM or Regional Warranty Administrator will review your Customer Retail Labor Rate to verify that your warranty rate is justified.

Pursuant to the Dealer Sales and Service Agreement and the current Hyundai Warranty Policy and Procedures Manual, we have carefully considered your request; however, based on information available to us and careful analysis made thereof, we cannot agree to proposed increase at this time. Reason: _____

Warranty Administration Signature _____ Date _____

National Warranty Manager Signature _____ Date _____

 ZZ445-00031
7/92

HMA - White Dealer - Pink	Region - Yellow DSPM - Goldenrod
------------------------------	-------------------------------------

WARRANTY LABOR RATE SURVEY

Dealership Name: _____ Dealer Code: _____

Address: _____

City: _____ State: _____ Zip: _____

25 RETAIL (CUSTOMER PAY) REPAIR ORDERS ON HYUNDAI VEHICLES

	R.O. NUMBER	R.O. DATE	DESCRIPTION OF REPAIR	LABOR \$ CHARGED	HOURS CHARGED ON R.O.	COMMENTS
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						

TOTAL

Method of Flat Rate Used: ☐ Hyundai ☐ Chilton ☐ Mitchell ☐ Motor ☐ Other _____

DPSM Signature _____ Date _____ RWM Signature _____ Date _____ RPSM Signature _____ Date _____

ZZ446-00101 7/92

HYUNDAI**Radio Return Form**

R.O. NUMBER

Attention Dealers: This area must be completed to receive credit!**DEALER INFORMATION**

Dealer Name		Dealer Code	Claim Number	VIN Number	
City		State	In Service / Delivery Date	Mileage	Hyundai Part Number
Dealer Replace Date	Dealer Ship Date	Model Number	Brand/Make	Serial Number	

CUSTOMER COMPLAINT ANALYSIS

- A. TROUBLE IN: ① AM ② FM ③ Tape Player ④ CD Player ⑤ CD Player ⑥ AMP ⑦ MP3 Player ⑧ Faceplate
- B. TROUBLE OCCURS: ① Always ② Most Of The Time ③ Sometimes ④ Warm ⑤ Cold ⑥ Engine Running ⑦ Engine Off ⑧ Moving
- C. RETURNING: ☐ Complete Audio unit ☐ Faceplate only
- D. TYPE OF TROUBLE: ① Will Not Play ② Weak ③ Noise (Static, Squeal IG, etc.) ④ Display/Illumination ⑤ CD/MP3 Skips ⑥ Tape/CD/MP3 Not Eject or Insert ⑦ Other (Describe) ⑧ Tape Speed Not Proper ⑨ No Sound On One Side ⑩ Eats Tape ☐ Return Tape/CD/MP3 to Customer ☐ Dispose of Tape/CD/MP3 ⑪ Faceplate

EXPLAIN CUSTOMER COMPLAINT IN DETAIL

After checking fuse, speaker and antenna, I believe this unit has the following trouble: (Check all blocks that apply in above section)

Check below if this is a campaign radio and include the campaign #:

☐ Campaign #: _____

DEALER INSTRUCTIONS

1. Place the defective unit into the specialized foam-packed carton in which the exchange unit was packaged.
2. Complete the dealer information box and the complaint analysis portion box.
3. Use the shipping label shown below and ship the defective unit immediately **VIA UPS GROUND**.

(Service Center Only) TECHNICAL INFORMATION

Gray Shaded Areas **MUST** Be Filled Out By Technician

Date Unit Repaired

Code Number

Customer Complaint	Place	Your Check	Place	Cause

EXPLAIN CAUSE USING SYMBOL NO. IN 20 LETTERS OR LESS**SERVICE CENTER STATUS**

DATE RECEIVED BY SERVICE CENTER	SHIP DATE FROM SERVICE CENTER	Explain Detail of Service Performed	Tech Initial

PART NUMBER

	C	QTY	UNIT PRICE	AMOUNT	ITEM	AMOUNT
ORIGINAL FAILED PART					Total Parts	
PART 2					Mark-Up	
PART 3					Labor	
PART 4					Handling	
PART 5						
PART 6					TOTAL	

Service Center Code

☐ NTF Test Result

#1, WHITE: MANUFACTURER / #2, GREEN: MANUFACTURER-NTF HMA / #3, YELLOW: HMA / #4, PINK: HILLSIDE / #5, GOLD: DEALER NP435-00030 4/03

Return Shipping Label

Hyundai Motor America
Radio Return Center
4525 East Stearns
Long Beach, CA 90815

TAPE THIS LABEL TO CARTON!

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Warranty Claim Register Form (NP449-MV010)

HYUNDAI WARRANTY CLAIM REGISTER										PAGE NO.								
REPAIR ORDER				SUBMISSION / RESUBMISSION				REIMBURSEMENT		PARTS DISPOSITION								
J L N E	19 MONTH	DAY	YEAR	CLAIM NUMBER	CLAIM AMOUNT	DATE SUBMITTED	DATE(S) RETURNED	RETURN REASON(S)	DATE(S) RESUBMITTED	PAYMENT DATE	AMOUNT PAID	DIFF. APPEAL DATE	REQUEST DATE	RETURN DATE	DATE TO SCRAP	DATE SCRAP INIT.	J L N E	
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COL. NO.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	1

HMA PART NO. NP449-MV010

VIN DECODER

W.I.C.
MODEL
VEHICLE SERIAL NUMBER

K M H C F 3 5 G X Y U 0 0 0 0 0 1

CHECK DIGIT
0 – 9, or X

MANUFACTURING PLANT CODE
U = Ulsan Plant, Korea
B = Bromont Plant, Canada
A = Asan Plant, Korea

MODEL YEAR

G = 1986	N = 1992	W = 1998	4 = 2004
H = 1987	P = 1993	X = 1999	5 = 2005
J = 1988	R = 1994	Y = 2000	
K = 1989	S = 1995	1 = 2001	
L = 1990	T = 1996	2 = 2002	
M = 1991	V = 1997	3 = 2003	

ENGINE TYPE

B = 2351 cc DOHC 4 cyl. Santa Fe, 2001 –
C = 1599 cc DOHC 4 cyl. Accent, 2001 –
D = 1975 cc DOHC 4 cyl. Elantra, 2001 –
D = 1975 cc DOHC 4 cyl. Tiburon, 2003 –
D = 2656 cc DOHC V6 Santa Fe, 2001 –
D = 2972 cc DOHC V6 XG300, 2001 –
E = 3497 cc DOHC V6 XG350, 2002 –
E = 3497 cc DOHC V6 Santa Fe, 2003 –
F = 1997 cc DOHC 4 cyl. Sonata, 1992 – 1998
F = 1975 cc DOHC 4 cyl. Tiburon, 1997 – 2001, Elantra, 1999 – 2000
F = 2656 cc DOHC V6 Tiburon, 2003 –
G = 1495 cc SOHC 4 cyl. Accent, 2000 – 2002
H = 2656 cc DOHC V6 Sonata, 2002 –
J = 1468 cc SOHC 4 cyl. Excel, 1989 – 1994, Scoupe, 1991 – 1992
M = 1836 cc DOHC 4 cyl. Elantra, 1993 – 1995
M = 1795 cc DOHC 4 cyl. Elantra, 1996 – 1998, Tiburon, 1997 – 1998
N = 1495 cc SOHC 4 cyl. Scoupe "Alpha", 1993 – 1995, Accent 1995 – 1999
N = 1495 cc DOHC 4 cyl. Accent 1996 – 1997
R = 1596 cc DOHC 4 cyl. Elantra, 1992 – 1995
S = 2351 cc SOHC 4 cyl. Sonata, 1989 – 1991, Sonata, 1999 –
T = 2972 cc SOHC V6 Sonata, 1990 – 1998
V = 2493 cc DOHC V6 Sonata, 1999 – 2001

RESTRAINT SYSTEM (Passenger)

1 = active 3-point
2 = passive
3 = driver-side airbag (manual belt)
passenger-side passive
4 = dual airbag (manual belts)
5 = depowered airbags
6 = advanced airbag

GVWR (Multi-Purpose Vehicle)

2 = GVWR Class C
(> 1,814-2,268 kg. / 4,001-5,000 lbs.)
3 = GVWR Class D
(> 2,268-2,722 kg. / 5,001-6,000 lbs.)

**TRIM LEVEL (86-00 Models except
00 Accent, incl. 01-04 Sonata, 01 Tiburon)**

1 = base
2 = GL
3 = GLS, LS, LX, or GS

**BODY TYPE (All 01-04 Models, except
Sonata, 01 Tiburon, incl. 00 Accent)**

1 = wagon FWD
3 = 3-door hatchback
4 = 4-door sedan
5 = 5-door hatchback
6 = coupe
7 = wagon AWD
8 = wagon

**BODY TYPE (86-00 Models except
00 Accent, incl. 01-04 Sonata, 01 Tiburon)**

A = 5-door hatchback
D = 3-door hatchback
E = 2-door sedan
F = 4-door sedan
G = 2-door coupe
W = 5-door Wagon

**TRIM LEVEL (All 01-04 Models, except
Sonata, 01 Tiburon, incl. 00 Accent)**

B = GL Santa Fe, 2001 –
C = GLS or LX Santa Fe, 2001 –
F = Base or L Accent, 2000 –
G = GL or GS Accent, 2000, GT Accent, 2003 –
M = GL (Base)Tiburon, 2003 –
N = GLS or GT Elantra, 2001 –
N = GT Tiburon, 2003 –
U = GLS (Base or L) XG300, 2001, XG350, 2002 –

MODEL LINE AND DRIVE TYPE

B = Sonata 1989 – 1994
C = Sonata 1995 – 1998, Accent 2000 –
D = Elantra (XD) 2001 –
F = XG300 2001, XG350 2002 –
H = Tiburon 2003 –
J = Elantra 1992 – 2000, Tiburon 1997 – 2001
L = Excel 1986 – 1989
S = Santa Fe 2001 –
V = Excel 1990 – 1994, Scoupe 1991 – 1995, Accent 1995 – 1999
W = Sonata 1999 –

WORLD MANUFACTURER'S IDENTIFIER CODE (W.I.C.)

KMH = Hyundai Korea (Passenger Vehicle)
2HM = Hyundai Canada
KM8 = Hyundai Korea (Multi-Purpose Vehicle)

CAD-0695
05-07-03 rev.

10.0**Hyundai Protection Plan Policy and Procedures**

Administrative Requirements (Claim Submission/Resubmission)

It is the dealership's responsibility to assure that every HPP claim submitted contains complete, accurate information, that the claim is fully and correctly executed, and that the supporting documentation from which the claim information is obtained, including the repair order, is legible and understandable. The information supplied on the HPP claim repair order, and other supporting documentation, substantiates the reason for the repair and the dealership's claim for payment.

Check the Hyundai Protection Plan Manual, part# NP434-00020-GE for all processing and submission questions.