



# Warranty

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*Hyundai Advantage™*

AMERICA'S BEST WARRANTY™

*10 Years/100,000 Miles*

*5 Years/60,000 Miles*

*5 Years/Unlimited Miles*

Warranty

Warranty

## 4. *Warranty Overview*

This section provides an overview of Hyundai's warranties.

**Who:** Split Sales Consultants into two groups during training, so one group can cover the floor.

**What:** Training to ensure that all Sales Consultants are familiar with the 2006 Hyundai warranties

**When:** At a convenient time when sales are slow, like a weekday morning

**Where:** Meeting room

**Why:** To make Sales Consultants more familiar with the Hyundai warranties and their advantages.

With ownership of every 2006 Hyundai, the Hyundai Advantage™ provides owners with full limited protection unlike any other manufacturer. This is the best warranty, bar none!

The Hyundai Advantage™ provides owners with the ultimate limited coverage and a decade of powertrain dependability.

### **Industry-Leading Buyer Assurance**

The "basic" warranty coverage for most cars sold in the United States is 36 months or 36,000 miles, whichever comes first. Since reliability has become a key factor in the automotive customer's buying decision, Hyundai has committed to offering more—much more. That's why Hyundai covers all of its 2006 vehicles with the industry's most comprehensive assurance package.

**How Long:** Estimated time: 20–30 minutes

### **Necessary**

**Materials:** Photocopy the exercise sheet on page 5 of this module; be sure to have two copies of this page for each participant (you will conduct a pre- and post-test) and have access to:

- The 2006 *Source Book*

### ♦ *Pre- and Post-Test*

**Before training, give Sales Consultants an option to "test-out" of this session:** To "test-out," they must fill out the exercise, getting everything correct.

**Pre-test all Sales Consultants:** Hand out the exercise sheet and have them fill it in as completely as possible.

**Post-Test Sales Consultants:** Check the exercise sheet to make sure it is complete and accurate for each participant (you will conduct a pre- and post-test).

## ◆ Meeting Content

### 5-Minute Module #1: *New Vehicle Limited Warranty, Powertrain Protection Warranty*

**ASK:**

- What are the basic time and mileage limits of the New Vehicle Limited Warranty? (Have them present what they know.)
- What does it cover?
- What about radio and sound systems, paint, battery, air conditioner refrigerant, adjustments and wear items?
- What are the basic time and mileage limits of the Powertrain Protection Warranty?
- What does it cover?
- What are the coverages for the second and subsequent owners?
- Which vehicles are excluded under this coverage?

◆ ***If Not Discussed, Review These Points***

- Radio/sound systems and paint have 3-year/36,000-mile coverage.
- Wear items (wiper blades, belts, brake pads and linings, clutched linings, filters, bulbs and fuses) have 1-year/12,000-mile coverage.
- The 10-year/100,000-mile powertrain coverage only applies to the original owner. Second and subsequent owner coverage is 5 years/60,000 miles.

◆ ***Best Practices***

- Sales Consultants need to understand that the Hyundai Advantage™ is an important feature of Hyundai products, one of which they should be proud.

### 5-Minute Module #2: *24-Hour Roadside Assistance, Anti-Perforation Warranty, Federal Emission Defect and Performance Warranty, California Emission Control System Warranty, Replacement Parts and Accessory Limited Warranty*

**ASK:**

- What are the coverage, time and mileage limits of the Road Assistance? (Have them present what they know.)
- What are the time and mileage limits of the Anti-Perforation Warranty?
- What are the time and mileage limits of the Federal Emission Defect and Performance Warranty?
- What are the time and mileage limits of the California Emission Control System Warranty?
- What are the coverage, time and mileage limits of the Replacement Parts Accessory Limited Warranty?

◆ ***Be Sure These Points Are Covered***

- Roadside Assistance covers both the original and subsequent owners.
- Roadside Assistance includes towing, accidents, jump starts, changing flat tires, lockout, out of fuel and trip interruption.
- The federal and California emission warranties are the same for all manufacturers and are mandated by law.

## ◆ Meeting Content

### 5-Minute Module #2: *24-Hour Roadside Assistance, Anti-Perforation Warranty, Federal Emission Defect and Performance Warranty, California Emission Control System Warranty, Replacement Parts and Accessory Limited Warranty (continued)*

#### ◆ *Be Sure These Points Are Covered (continued)*

- As with all manufacturers, the Anti-Perforation Warranty covers rust-through of the sheet metal from the inside out. It excludes surface corrosion.
- Accessories installed at the time of first date use are covered for 5 years/60,000 miles. Accessories installed after the first date of use are covered for 12 months/12,000 miles.

#### ◆ *Best Practices*

- Sales Consultants need to know the extent and details of the coverage for Roadside Assistance, and the Anti-Perforation and Accessory Warranties.

### 5-Minute Module #3: *Hyundai Protection Plan (HPP)*

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**ASK:** What is the Hyundai Protection Plan and what does it cover?  
(Have them present what they know.)

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#### ◆ *Be Sure These Points Are Covered*

- HPP is a Hyundai service contract that provides additional coverage beyond the New Vehicle Limited Warranty (5 years/60,000 miles) to original owners and additional coverage beyond both the New Vehicle Limited Warranty and the Powertrain Protection warranties to non-original owners.
- Original owners of cars less than 12 months old can opt to purchase either of two plans to extend the New Vehicle Limited Warranty:
  - Plan 4A (Advantage): Extends the limited warranty to 6-year/75,000 miles.
  - Plan 4B (Advantage Plus): Extends the limited warranty to 10 years/100,000 miles.
- Non-original owners—Remember, when a car is sold, the 10-year/100,000-mile Powertrain Warranty drops to 5 years/60,000 miles. However, a buyer of a used Hyundai can upgrade those warranty terms if the car is:
  - A previously owned car purchased within 12 months of its original in-service date
  - A program car (previously registered fleet car) purchased within 24 months/24,000 miles of its original in-service date
- Four plans are available for non-original owners:
  - Plan 5A (Powertrain): Extends the Powertrain Protection Warranty to 6 years/75,000 miles
  - Plan 5B (Advantage Powertrain): Extends the Powertrain Protection Warranty and the New Vehicle Limited Warranty to 6 years/75,000 miles.
  - Plan 6A (Powertrain Plus): Extends the Powertrain Warranty to 10 years/100,000 miles.
  - Plan 6B (Advantage Powertrain Plus): Extends the Powertrain Protection Warranty and the New Vehicle Limited Warranty to 10 years/100,000 miles.
- HPP customers enjoy free rental car privileges with all HPP service visits (up to \$25 a day, four days maximum per occurrence).
- HPP covers 14,000 parts across the product lineup.

#### ◆ *Best Practices:*

- Sales Consultants need to know HPP product details in order to maximize sales.

## ◆ Meeting Content

### 5-Minute Module #4: *Competitor Warranties*

**ASK:** How do competitors' new vehicle limited and powertrain warranties compare to Hyundai's? (Have them present what they know.)

#### ◆ *Be Sure These Competitors Are Covered*

Toyota, Honda, Nissan, General Motors, Ford and Chrysler

#### ◆ *Best Practices*

- Sales Consultants need to be aware of what competitors' warranties cover and Hyundai's comparative strengths.

## ◆ *Exercise/Warranty*

### ◆ *Fill in the Blanks*

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- What are the time and mileage coverages of the New Vehicle Limited Warranty for original owners? \_\_\_\_\_
  - What are the time and mileage coverages of the New Vehicle Limited Warranty for non-original owners? \_\_\_\_\_
  - How can original owners or non-original owners extend the length of their New Vehicle Limited Warranty? \_\_\_\_\_
  - What are the time and mileage coverages of the Powertrain Protection Warranty for original owners? \_\_\_\_\_
  - What are the time and mileage coverages of the Powertrain Protection Warranty for non-original owners? \_\_\_\_\_
  - What is the warranty for Hyundai accessories installed by a vehicle owner?  
\_\_\_\_\_
  - What is the warranty for Hyundai accessories installed by a Hyundai dealer at the time of purchase? \_\_\_\_\_
  - What is the warranty coverage on sound systems? \_\_\_\_\_
  - What is the warranty coverage on paint? \_\_\_\_\_
  - What is the warranty coverage on windshield wiper blades?  
\_\_\_\_\_
  - Hyundai's HPP can extend both the \_\_\_\_\_ and \_\_\_\_\_ Warranties for non-original owners.
  - How much longer is the Hyundai Powertrain Protection Warranty in time and miles compared to the General Motors and Ford powertrain warranties? \_\_\_\_\_
  - How much longer is the Hyundai Powertrain Protection Warranty in time and miles compared to the Toyota, Honda and Nissan powertrain warranties? \_\_\_\_\_
  - How does the Hyundai Roadside Assistance coverage compare to roadside assistance coverage for Toyota, Honda and Nissan? \_\_\_\_\_  
\_\_\_\_\_

## ◆ Answer Sheet

### ◆ Fill in the Blanks

- What are the time and mileage coverages of the New Vehicle Limited Warranty for original owners? **5 years/60,000 miles**
- What are the time and mileage coverages of the New Vehicle Limited Warranty for non-original owners? **5 years/60,000 miles**
- How can original owners or non-original owners extend the length of their New Vehicle Limited Warranty? **Through the purchase of a Hyundai Protection Plan (HPP)**
- What are the time and mileage coverages of the Powertrain Protection Warranty for original owners? **10 years/100,000 miles**
- What are the time and mileage coverages of the Powertrain Protection Warranty for non-original owners? **5 years/60,000 miles**
- What is the warranty for Hyundai accessories installed by a vehicle owner? **12 months/12,000 miles**
- What is the warranty for Hyundai accessories installed by a Hyundai dealer at the time of purchase? **5 years/60,000 miles**
- What is the warranty coverage on sound systems? **3 years/36,000 miles**
- What is the warranty coverage on paint? **3 years/36,000 miles**
- What is the warranty coverage on windshield wiper blades? **1 year/12,000 miles**
- Hyundai's HPP can extend both the **New Vehicle Limited** and **Powertrain Protection** Warranties for non-original owners.
- How much longer is the Hyundai Powertrain Protection Warranty in time and miles compared to the General Motors and Ford Powertrain warranties? **7 years/64,000 miles**
- How much longer is the Hyundai Powertrain Protection Warranty in time and miles compared to the Toyota, Honda and Nissan powertrain warranties? **5 years/40,000 miles**
- How does the Hyundai Roadside Assistance coverage compare to roadside assistance coverage for Toyota, Honda and Nissan? **Toyota, Honda and Nissan do not have roadside assistance coverage.**