



Delivery

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Develop the Perfect Delivery

Delivery

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◆ 2006 Hyundai Delivery Tips

The more you know the better salesperson you can be!

◆ *The Importance of Initial Quality at Delivery*

What the Initial Quality Survey (IQS) shows us:

The Survey: J.D. Power and Associates conducts the annual Initial Quality Survey (IQS) on vehicles sold in the United States. **This survey receives wide media attention and is highly regarded by consumers as a measure of a vehicle manufacturer's ability to produce high-quality, reliable, durable vehicles.**

IQS measures 135 attributes across nine categories, including ride/handling/braking, engine and transmission, as well as a broad range of quality problems and symptoms reported by vehicle owners.

The Sales Consultant: As a Sales Consultant, you may feel that there is little you can do to impact IQS scores, as it would seem that they are based on vehicle engineering, quality and design parameters. However, the survey does not differentiate between customer comments that are strictly based on manufacturing quality and those that are based **on the consumer's frustration or inability to understand or properly operate a vehicle's feature.** For instance, a consumer may comment that there is something wrong—the vehicle shuddered when they used the brakes hard. Actually, this is normal Anti-lock Braking System (ABS) operation in all vehicles. However, unless the consumer is educated before it happens, it may result in a lower IQS score. Another instance might be that the customer does not understand the heating/air conditioning/ventilation, or that automatic climate control systems need to be reset to “Auto” mode if any manual adjustments have been made. **Things as simple as the windshield wipers, lights or the dome light operation, may be strange to operate when compared to their prior vehicle.**

The Delivery: The Delivery phase is your main opportunity to review with your customer the intricacies of their new vehicle, helping them understand the vehicle's operation thereby raising Hyundai's IQS scores. It is always a good idea to follow up with your customers and monitor any confusion they may have with the operation of their new vehicle. **Anything new can be confusing.**

Note: *In the following Delivery Tips section, features that have drawn recent IQS comments are labeled. Pay particular attention to these features and be sure your customers thoroughly understand their operation.*

◆ *Initial Quality Survey (IQS)—Key Area's of Customer Satisfaction*

There are some key customer satisfaction issues that have been reoccurring with each IQS survey. It is important to be able to explain these items in your presentation and at the time of delivery:

- Tire Pressure Monitoring System (TPMS)
- Exterior lights, including headlights, fog lights, and turn signals
- Windshield wipers and washers, both front and rear
- Overhead lights, map lights and overhead storage
- Heating, ventilation and air conditioning (HVAC)
- Defogging with both manual and automatic air conditioning
- Stereo/CD, presets, equalizer and multi-disc changer
- Steering wheel-mounted audio and cruise controls
- HomeLink®
- Integrated Memory System (IMS)

◆ **Where Do You Start?**

Where you start your delivery is up to you. Since customer attention is probably low at delivery, you will want to get all the “small stuff” out of the way first—things like the remote, gas cap, trunk. Then concentrate on the interior, driver operation and controls. At the end, finish with basic maintenance (water, washer, oil, transmission fluid).

We have provided you with a sequence of features that follows this premise. We begin with the exterior, move to the rear, move forward in the interior, then to the driver’s area and end with the engine compartment.

🔑 **KEY POINT** 🔑

Remember to be flexible

This is very important! Whatever interests your customer should be first. Remember, you are in charge of your product knowledge and you can always redirect your customer and make them aware of feature benefits of specific interest.

Note: We recommend using the “Value Delivery Check List” folder that comes with every Hyundai. It will help you remember things during your delivery and gives your customers a record of their new Hyundai since it arrived at your dealership. Become familiar with this valuable sales aid!

◆ **Remembering the Basics**

After the sale, your customers may be exhausted from the purchase process—or may be excited and want to take delivery of their new Hyundai.

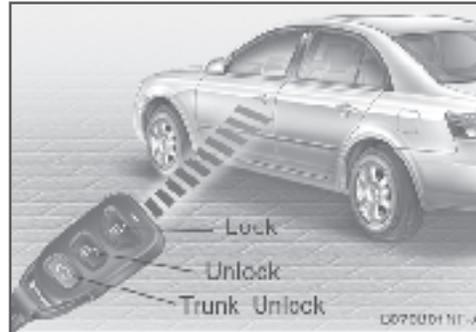
- **Rule #1:** Respect your customer’s disposition at time of delivery. Ask time questions. Once you know this, you can estimate how long you think it will take you to complete your “walkaround” delivery. Your delivery may need to be brief, or you may have time to go into more detail. In either case, give your customer an estimate of how long the delivery will take.
- **Rule #2:** Answer all your customer’s questions. Get clarification that their questions have been answered and get your customer involved with your delivery. Have them operate control features and get them acquainted with their new Hyundai.
- **Rule #3:** Don’t skip the important stuff. Safe operation of their new Hyundai is the most important part of your delivery. Adjust the driver’s seat for the most comfortable driving position; adjust seatbelt height and go over lights (high/low beam), wiper/washer, turn signal operation, heating/air conditioning/ventilation controls, radio settings and the dome light settings. These are essential parts that must be covered in every delivery. Don’t forget about your Service Department introduction.
- **Rule #4:** Follow up with your customer and follow up often. If you’ve only conducted a basic delivery, it’s a good idea to make a list of things to be covered in follow-up contacts. Let your customer know that you will be contacting them with additional information and to answer any questions that might come up after delivery.

Note: Prior to your delivery, go through the customer’s Owner’s Manual and paper-clip key sections, such as spare tire instructions, radio controls, the heating/ventilation/air conditioning system, maintenance and any special concerns your customer may have—like installing a child seat or towing. This makes it easier for the customer to find those at a later time if they have any questions.

◆ 2006 Hyundai Delivery Tips—Driver's Side

KEY POINT

The following Delivery Tips are given as basic reference delivery points. Models, equipment and options will vary with each delivery.



Keyless Entry System with Alarm (IQS)

◆ Keyless Entry System

- **To lock the doors and “ARM” the alarm:**
 1. Close all doors.
 2. Push the “LOCK” button on the transmitter.
 3. All doors will lock and the turn signal light will blink once to indicate that the system is armed.
- **To unlock the doors and “DISARM” the alarm:**
 1. Push the “UNLOCK” button on the transmitter.
 2. All doors will unlock and the turn signal light will blink twice to indicate that the system is disarmed.
- **Releasing the trunk lid:**
 1. Push and hold the trunk release button on the transmitter for longer than one second.
- **Programming keyless entry (Sonata and Azera):**

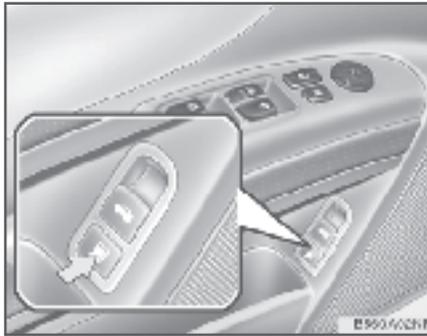
The keyless entry system on both Sonata and Azera can be programmed to:

 1. Auto lock the doors at a set speed of 5, 15 or 25 mph.
 2. Use the ignition key to unlock the doors even though the alarm is in active mode (important if the remote battery fails).
 3. Activate the horn to confirm that the doors are locked.

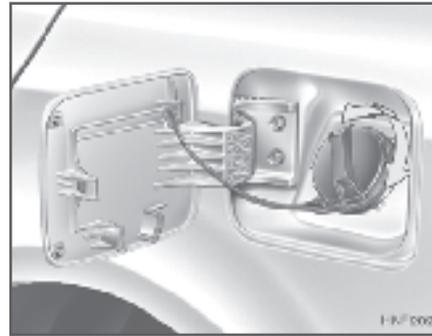
Refer to the Owner's Manual for complete programming details.

◆ *Fuel Filler Door Release (IQS)*

- Show your customers how to open fuel filler door and remind them that Hyundais use 87-octane unleaded gasoline.



Fuel Filler Door Release



Fuel Filler Door

◆ *Moving to the Rear of the Vehicle*

◆ *Trunk Lid Lock*

- If the trunk lid lock knob (located near the latch) is in the “LOCK” position when the trunk lid is closed, it will not be possible to open the trunk lid by using the remote release. In this instance, use the master key to unlock and open the trunk lid. To allow the trunk lid to be opened with the remote release, push the trunk lid lock knob down to the opposite direction of the “LOCK” position.
- For Valet Parking (IQS):
 - Mention to your customers that, when they activate the trunk lid lock and the rear seat locks, the trunk is secure and can only be accessed with the master key. For maximum security, lock both of these items and then use the valet key for valet parking.

◆ *In the Cargo Area*

- Point out the location of the spare tire.
- Point out the location of the tire tools-jack and wheel nut wrench:
 - Temporary spare tires, used in many Hyundai vehicles, are inflated to 60 psi, while the regular tires on the vehicle are usually inflated 30–35 psi, depending on tire type. Always remember to check the spare for adequate pressure whenever checking the other tires. Use of a temporary spare tire at speeds continuously over 50 mph is not recommended.
- Point out the location of the seatback lock/unlock switch (IQS).
- Point out the location of the inside trunk release:
 - There is a glow-in-the dark emergency trunk release lever located inside the trunk. It will glow after the trunk is closed. When pulled, this lever will release the trunk latch mechanism and open the trunk.

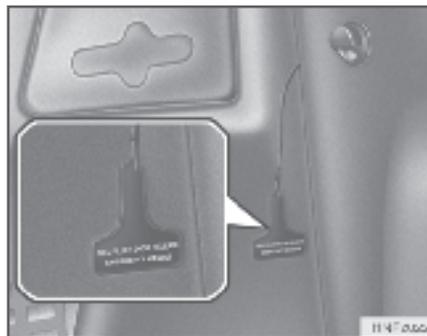
- Point out the location of the fuel filler door manual release inside the trunk.



Rear Seatback Lock

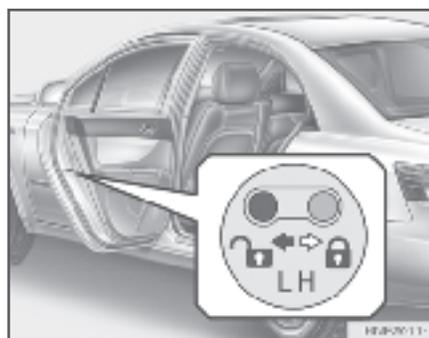
Location of Trunk Lid
Emergency Release

Warning: Parents should be reminded to teach children about the emergency trunk release lever and how to open the trunk lid if they are accidentally locked in the trunk.



Manual Fuel Filler Door Release

◆ Moving to the Rear Seat



Child-Protector Locks

◆ Child-Protector Rear Door Locks (IQS)

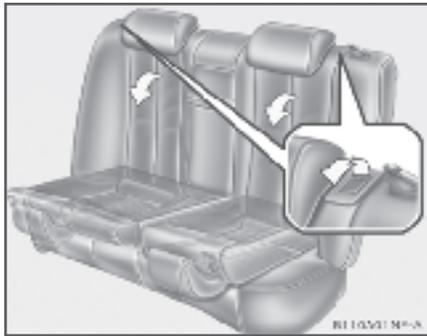
- Every 4-door Hyundai is equipped with child-proof rear door locks. When the lock mechanism is engaged, the rear doors cannot be opened from the inside. Its use is recommended whenever there are small children in the rear seat:
 - To engage the child-protector feature so the door cannot be opened from the inside, move the child-protector lever to the “locked” position and close the door.
 - Move the lever to the “unlocked” position for normal door operation.

◆ **Rear Child Restraint System (IQS)**

- See the Owner's Manual for complete details on how to use a child safety seat in the back seat of a Hyundai.

◆ **Demonstrate How the Rear Seat Locks Function (IQS)**

- Using the rear seatback lock levers located at the top outside edge of the rear seatback, demonstrate how each side of the rear seatbacks can be folded down independently of each other.
- If the rear seatback lock knob (located on the backside of the rear seatback) is in the "LOCK" position when the rear seatbacks are closed, it will not be possible to fold the rear seatback by using the seatback release lever. In this instance, move the lock knob to the "UNLOCK" position and fold the rear seatback. The rear seatback lock knob is designed to provide protection from unauthorized entry into the trunk.



Folding Rear Seatbacks

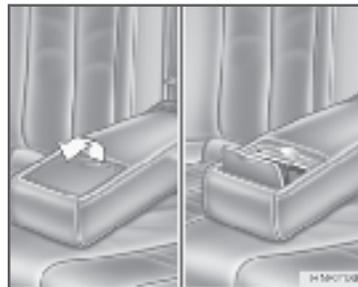


Rear Seatback Safety Locks

◆ **Demonstrate the Rear-Seat Drink Holders, Rear-Seat Center Console and Rear Seat-Storage (If Equipped)**



Rear-Seat Console/Armrest



Rear-Seat Drink Holders

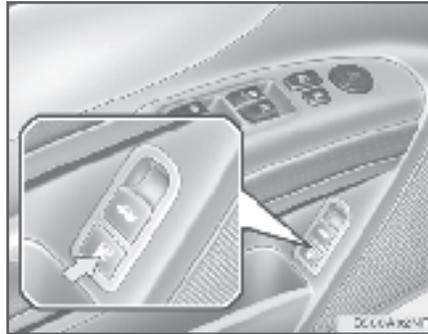


Seatback Storage

◆ Moving to the Driver's Area

◆ Remote Releases (IQS)

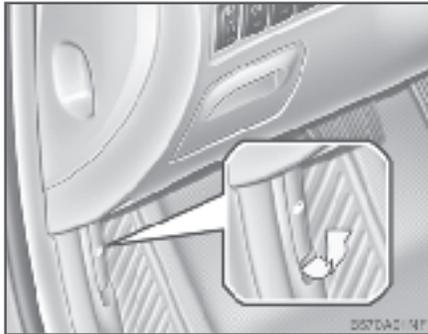
- Show your customers how to open the fuel filler door and remind them that Hyundais use 87-octane unleaded gasoline.



Fuel Filler Door Release

- Show your customers the hood and trunk releases.

Hood Releases



1. Pull the Release Knob to Unlatch the Hood.



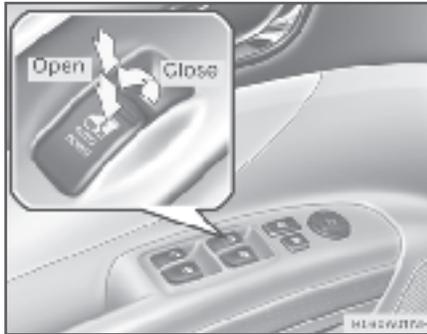
2. Pull the Secondary Latch Up and Lift the Hood.

Trunk Release



◆ *Power Windows with Auto-Down and Window Lock Controls*

- Demonstrate the window controls.



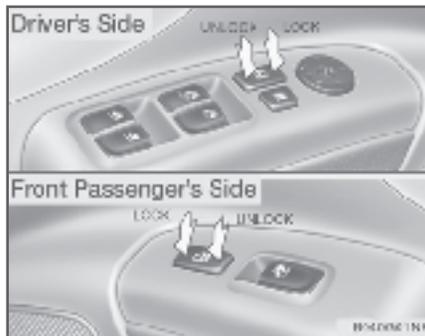
Driver's Power Window Switches



Power Window Lock Switch

◆ *Central Door Lock Controls*

- Demonstrate the door lock controls.



Door Lock Switches

◆ *Remote Mirror Controls*

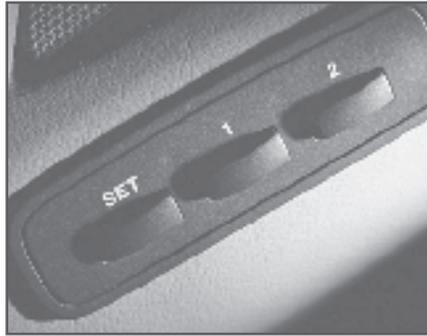
- Demonstrate the mirror controls.



Remote Mirror Controls

◆ *Integrated Memory System (IMS) (IQS) (If Equipped)*

Optional on the Azera Limited, IMS will memorize the driver's setting for the driver's seat, outside mirrors, steering column position and adjustable foot pedals. At the press of a button, it will return to those preset positions for two different drivers.



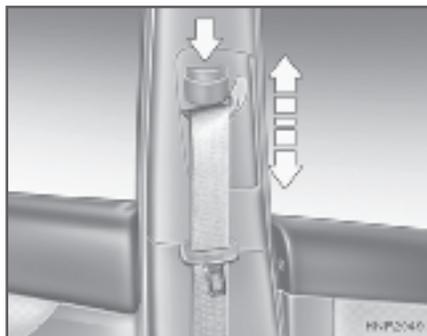
IMS Controls

◆ *8-Way Adjustable Front Driver's Seat*

- Dual height adjustment, front and rear of the cushion (4)
- Front/back sliding (2) and front/back reclining (2)
- Manual (two types—lever and knob)
- Power adjustment

◆ *Seat Shoulder Belt*

- You can adjust the height of the shoulder belt anchor to one of three positions for maximum comfort and safety.
- The shoulder belt height should be adjusted so that it just rests lightly on the driver's or passenger's shoulder.
- To raise the height adjuster, pull it up. To lower it, push it down while pressing the height adjuster button.
- Release the button to lock the anchor into position.



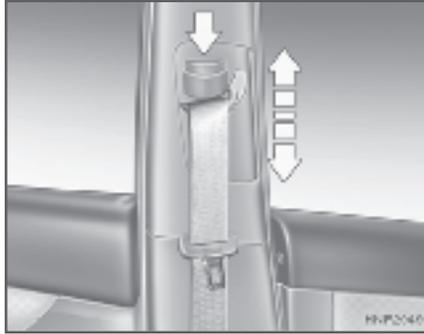
Height-Adjustable Front-Seat Shoulder Belt

◆ *Adjustable Headrests*

- Headrests are designed to help reduce the risk of neck injuries:
 - To raise the headrest, pull it up.
 - To lower it, push it down while pressing the lock knob.
- The headrest may be tilted forward to three different positions by pulling the headrest forward. To adjust the headrest rearward, pull it fully forward to the farthest position and release.

◆ *Active Headrests (If Equipped)*

- The active headrest (not featured on all models) is designed to move forward and upward when sensing a rear impact.
- This helps prevent the driver's and front passenger's head from whipping violently backward and thus prevents the neck injuries that are a common result of even comparatively minor accidents.

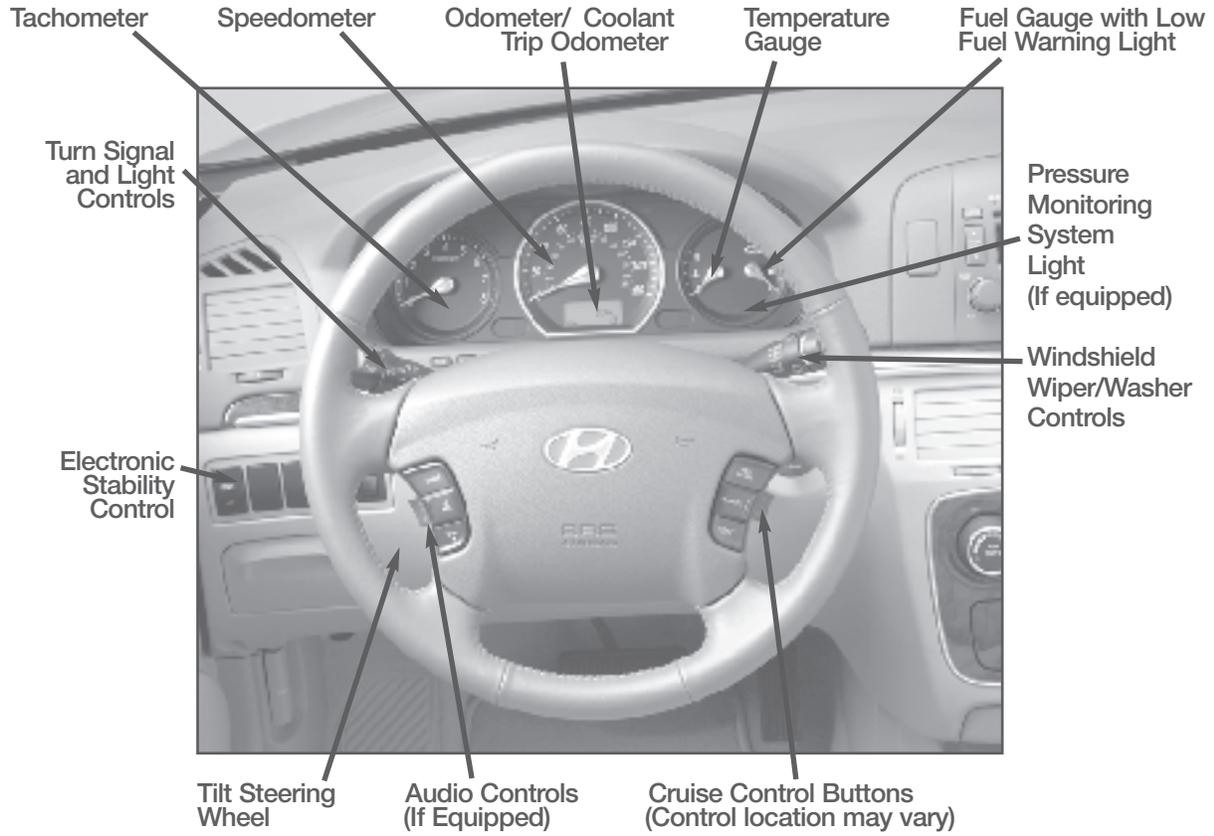


Active Headrests

◆ ***Instruments and Controls***

Instrument cluster and indicator lights. Refer to the Owner's Manual for details.

- Point out the speedometer, tachometer, gas, temp and odometer.



◆ **Stalk-Mounted Controls—Left Side (IQS)**

Headlights/Turn Signal Indicator

- To operate the headlights, turn the barrel on the end of the multi-function switch. The first position turns on the parking lights, sidelights, taillights and instrument panel lights. The second position turns on the headlights.

NOTE: The ignition must be in the “ON” position to turn on the headlights.



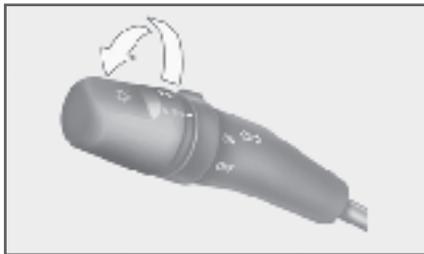
Headlights/Turn Signal Indicator

Parking Light Auto-Off

- If you do not turn the parking lights “OFF” after driving, the parking lights will automatically shut “OFF” when the driver’s door is opened. To turn them “ON” again, you must simply turn the ignition key to the “ON” position.

Headlight Auto-On

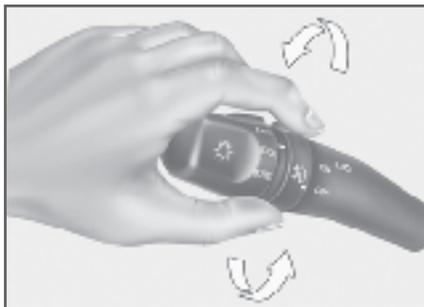
- To automatically control the headlights, turn the barrel on the end of the multi-function switch to the “AUTO” position. The taillights and headlights will be turned automatically on or off according to external illumination.



Automatic Headlight Control

Fog Lights

- Rotate the fog light switch to the “ON” position. They will illuminate whenever the headlights are turned on to the low beams and turn off whenever the high-beam headlights are on.



Fog Lights

◆ *Stalk-Mounted Controls—Right Side (IQS)*

Windshield Wipers

- The windshield wiper switch has three positions:
 1. Intermittent wiper operation
 2. Low-speed operation
 3. High-speed operation



Windshield Wipers

Intermittent Wiper Operation

- To use the intermittent wiper feature, place the wiper switch in the "INT" position. With the switch in this position, the driver can adjust the interval between wipes so the wipers wipe from approximately 1–18 seconds by turning the interval adjuster barrel.
- Pushing the wiper switch upwards will provide a single wipe. In addition, in the intermittent setting, the wiper speed varies automatically depending on vehicle speed.



Intermittent Windshield Wipers

Windshield Washers

- To use the windshield washer, pull the wiper/washer lever toward the steering wheel. When the washer lever is operated, the wipers automatically make two passes across the windshield. The washer continues to operate until the lever is released.



Windshield Washer

◆ **Trip Computer (IQS)**

- The trip computer provides information on:
 - Trip distance
 - Drive time
 - Average speed
 - Average fuel consumption
 - Distance to empty
- Use the Reset button for more than one second to individually reset each information display.
- Pushing the Trip button will cycle it from one read-out to another.



◆ **Anti-Lock Braking System (ABS) (IQS)**

ABS helps the driver maintain directional stability (steering control) during emergency braking situations. ABS is a computer-controlled braking system that modulates brake pressure during hard braking and panic stop situations, keeping the wheels from locking up and skidding. When wheel speed sensors detect that a wheel is going to lock up, the ABS computer modulates brake fluid pressure to keep the wheels rolling to maintain traction. A driver who has not experienced ABS previously will feel the pressure modulation in the brake pedal and wonder if there is a problem with the brake system. The pressure modulation is normal and indicates that the system is working properly.

◆ **Traction Control System (TCS) (IQS) (If Equipped)**

TCS helps prevent drive-wheel spin on slippery or gravel surfaces during acceleration by electronically manipulating the brakes and engine to prevent wheel slippage and control traction.

When one wheel spins, the system:

1. De-powers the engine.
2. Pulsates the brakes until the sensor detects normal traction. The traction control light will blink when the system is activated.

◆ *Electronic Stability Control (ESC) (IQS) (If Equipped)*

- The ESC switch enables the driver to turn off the stability control system if chosen.
- An ESC warning light in the instrument cluster will illuminate if the switch is turned off.
- Whenever the engine is restarted, the ESC system is turned on, even if it was previously in the off position.
- If ESC is actively braking the vehicle, the ESC warning light will flash.



ESC Switch

Note: *Electronic Stability Control Switch also Activates and De-Activates the Traction Control System (TCS) (IQS)*

◆ *Tire Pressure Monitoring System (TPMS) (IQS)– Tucson Currently Has TPMS*

TPMS is a safety system that alerts the driver if one or more of the vehicle's tires is under-inflated. When a tire's pressure runs below 30 psi, an orange/amber instrument panel light to the right of the odometer will illuminate, notifying the driver that the tire pressure is low in one or more tires. It does not indicate which tire is low, nor will it indicate over-inflated tires.

◆ *4-Wheel Drive (IQS) (If Equipped)*

Santa Fe (3.5 V6) and Tucson: This is a fully electronically controlled interactive system that routinely operates in front-wheel drive for maximum fuel economy, but automatically transfers up to 50% of available torque instantly to the rear wheels when conditions require it. The system is identical on both vehicles, except that Tucson has a driver-selectable 4WD lock function.

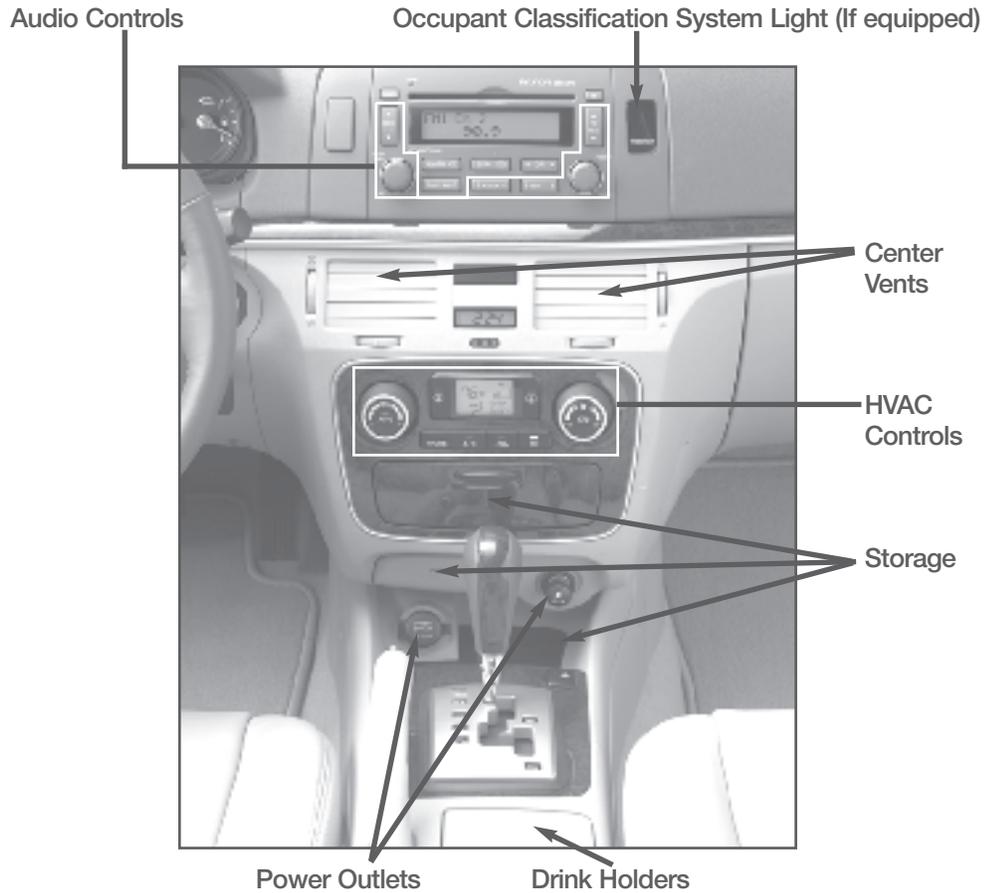


Tucson 4WD Lock Button

Santa Fe (2.7 V6): A 100% mechanical system that operates with a continuous power flow of 60% to the front wheels and 40% to the rear wheels. It's always engaged and requires no sensors or action on the driver's part.

Review the appropriate Owner's Manuals for complete details on Hyundai 4-wheel-drive systems.

◆ *Center Console*



◆ *Occupant Classification System (OCS) (IQS)*

The Occupant Classification System detects the presence of a passenger in the front passenger's seat and turns off the front passenger's airbag under certain conditions. With OCS, if the front passenger's seat is unoccupied or occupied by a passenger that it determines is a child and the indicator displays "PASSENGER AIRBAG OFF," the front passenger's airbags will be turned off and will not deploy in a frontal crash. If the "PASSENGER AIRBAG OFF" indicator is not illuminated, the passenger's front airbag will deploy in a frontal crash.

NOTE: Luggage or other cargo should not be placed on the front passenger's seat. This can allow the deployment of the front passenger's and/or side air bag in the case of an accident.

- Even with OCS, a child restraint system must never be placed in the front seat. Recommend to your customers that all children under age 13 should ride in the back seat.



OCS Indicator Light

◆ ***Heating/Ventilation/Air Conditioning System (IQS)***

Review the following HVAC operations on the vehicle so you're comfortable demonstrating them to a customer.

To Remove Interior Fog on the Windshield (IQS)

- Set the airflow control to the defrost position. The air intake control will change to fresh mode automatically on both automatic and manual air conditioning systems.
- Set the temperature control at the desired position.
- Set the fan speed control between the 1 and 4 positions.

To Remove Frost or Exterior Fog on the Windshield (IQS)

- Set the air flow control to the defrost position. The air intake control will change to fresh mode automatically.
- Set the temperature control to warm.
- Set the fan speed control to position 3 or 4.

Tips

- If air conditioning is operated continuously on the floor-defrost level or defrost level, it may fog the exterior windshield. If this occurs, set the airflow control to the face-level position and fan speed control to the low position.
- For high humidity: Use the defrost position with air conditioning and the fresh air intake position for increased defogging action.
- Air for the heating/cooling system is drawn in through grilles just ahead of the windshield. Be sure they are not blocked by leaves, snow, ice or other obstructions.
- The interior air filter (located behind the glove box), should be replaced every 10,000 miles or once a year. If driven in severe conditions, such as dusty, rough roads, more frequent air filter changes may be required.
- On models with fully Automatic Temperature Control (ATC): If drivers make any adjustments to the heating/air conditioning system, they have to push the AUTO button to return to fully automatic operation.
- Automatic Temperature Control models may also feature an Air Quality System (AQS). The AQS is a system that monitors the environment, switching to the recirculate mode when it detects harmful pollutants outside, then switching back to exterior air when it senses clean air.

◆ ***Radio Controls (IQS)—Refer to the Owner’s Manual for Details***

Modern entertainment systems are complex, yet customers expect you to know how to operate them. Practice on the vehicle until you know the following basic operations, for not only the radio, but also the CD and MP3 players.

How to Pre-Set Stations

- Six AM and 12 FM stations may be programmed into memory. To program the stations:
 1. Press band selector for AM, FM or FM2.
 2. Select the desired station using seek, scan or manual tuning.
 3. Determine the pre-set station button you wish to use.
 4. Press and hold the station button for more than two seconds. The system will beep and a select button indicator will show in the display indicating which select button you have depressed. Release the button and proceed to program the next desired station.

◆ ***CD Player/Changer and MP3 Operation (If Equipped)***

- **Press the CD button:** Insert a CD and the first track will play. *The player is designed for standard 4.7-inch discs and not for irregular or mini-discs.*
- **Autoload:** Allows up to six discs to be loaded. Press and hold the Load button until Autoload is displayed, then begin loading discs each time “Insert CD” is displayed.
- **Track Up/Down:** Goes to the next or previous tracks.
- **Scan:** Plays a short piece of successive tracks. To stop scanning, press the Scan button again.
- **FF/REV:** Press and hold to audibly fast-forward or reverse through a piece. Release the button to stop. Volume is automatically lowered when using FF/RE .
- **RPT (Repeat):** Has four modes—RPT Track, RPT DIR, RPT ALL, RPT OFF. RPT Track will continuously play the current track selected.
- **RPT DIR:** Will continuously play the current MP3 directory.
- **RPT ALL:** Will continuously play all tracks on the current disc.
- **RND (Random):** Has three different modes—Random Disc, Random Directory (MP3 only) and Random Off.
- **RANDOM DISC:** Randomly plays tracks from the disc presently in the audio system.
- **RANDOM DIRECTORY:** Plays all the tracks on the current MP3 directory in random order.
- **DIR (Change Directory):** Changes the MP3 directories.
- **TXT:** Changes the MP3 text mode. Each press of the button advances through the following MP3 track information: Song title, Artist name, Album name, Filename, Directory name and number of tracks on the current disc.
- **AUDIO SEL:** Rotate the knob to view additional characters.
- **EQ modes (Equalizer):** The CD player has five equalizer modes—OFF, CLASSICAL (CLAS), POP, ROCK and JAZZ. Each press of the EQ button will advance to the next EQ setting:
 - Radio and CD have independent EQ settings.
- **Audio Sel:** Pressing and then rotating this knob allows bass, treble, midrange, speaker balance and fade to be adjusted.

◆ *Steering Wheel-Mounted Audio Controls (If Equipped)*

- The four buttons are mode, mute, volume up and volume down.
 - **Mute:** Turns off the sound; pressing it again turns on the sound.
 - **Volume Up and Down:** Increases and decreases the sound level.
 - **Mode:** Allows selection of radio, cassette player, CD player or CD changer.

◆ *Standard Day/Night Mirror*

The standard interior mirror has only two manual settings, with glare, or day, and non-glare or night. Once set in the opposite position, it will provide non-glare vision. This non-glare position can be used in day driving to cut sun glare.

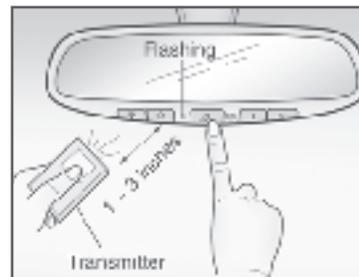
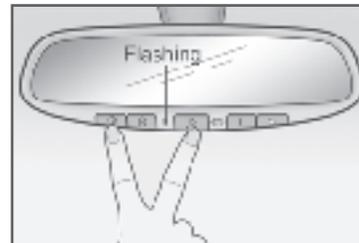
◆ *Electrochromic Auto-Dimming Mirror with HomeLink® and Compass (IQS)(If Equipped)*

- Electrochromic is an automatic-dimming night vision interior mirror. During nighttime driving, this feature automatically detects and reduces rearview mirror glare. Models with this type of mirror also come with an integrated HomeLink® Universal Transceiver and compass. HomeLink® allows the owner to program up to three buttons on the mirror to activate garage door(s), estate gate, home lighting, etc. The mirror actually learns the codes from the owner's existing transmitters.

◆ *Basic HomeLink® Programming Instructions*

Be sure to help your customer program HomeLink® to ensure that it's done right the first time:

1. Ignition key should be in the "ON" position.
2. For first-time programming: Press and hold the two outside HomeLink® buttons (buttons one and three) until the indicator light (located on the face of the mirror between HomeLink® buttons two and three) begins to flash (after 20 seconds). Release both buttons. Do not repeat Step 1 to program the remaining two HomeLink® buttons.
3. Position the end of your hand-held transmitter one to three inches away from the HomeLink® surface, keeping the indicator light in view. (NOTE: A weak battery in the remote unit will cause problems in programming.)
4. Using both hands, simultaneously push the hand-held transmitter button and the desired HomeLink® button. DO NOT release the buttons until Step 4 has been completed.
5. Continue to hold down both buttons until the HomeLink® indicator light flashes, first slowly, then rapidly. When the indicator light flashes rapidly, both buttons may be released. The rapidly flashing light indicates successful programming of the new frequency signal.
6. Press and hold the just-trained HomeLink® button. If the indicator light blinks rapidly for two seconds and turns solid, proceed to "Rolling Code Programming," which customers will need to complete at their homes. If the indicator light is solid, programming is complete. To program additional devices to the remaining HomeLink® buttons, begin with "Programming" Step 2.



NOTE: Complete programming information is in the Owner's Manual.

If a customer returns and states that their programmed device does not activate, it could be a “rolling code” system, therefore follow Rolling Code Programming below.

Rolling Code Programming (IQS)

If the garage opener has the rolling code feature, the indicator light flashes rapidly and then turns solid after two seconds. To complete the programming, instruct your customers to follow these directions when they get home. (**NOTE:** A second person may make the programming quicker and easier.)

1. Locate the training button on the garage door opener motor head unit.
2. Press the training button on the garage door opener motor head unit, which activates the “training light,” within 30 seconds, initiate Step 3.
3. Firmly press and release the programmed HomeLink® button. Press and release the HomeLink® button a second time to complete the training process (some garage door openers may require you to do this procedure a third time to complete the training).

◆ ***Map Lights/Sunglass Case (If Equipped)***

Dual map lights are one-touch on/off and direct light into a specific area to give maximum illumination in a specific area with minimum glare. The sunglass case is also a one-touch open/close.

◆ ***Sunroof (IQS) (If Equipped)***

To open, close or tilt the sunroof, the ignition switch must be in the “ON” position. Demonstrate operation. If equipped, demonstrate the Auto-Open/Close feature. (See Owner’s Manual for manual “crank” operation and further details.)

◆ ***Sun Visors/Visor Vanity Mirror Operation***

Some vehicles have illuminated vanity mirrors. Illumination has been directed to the user’s face for better lighting with less glare.

◆ ***Dome Light (IQS)***

The interior courtesy light has three buttons:

- **DOOR:** In the “DOOR” position, the interior courtesy light comes on when any door is opened regardless of the ignition key position. The light goes out gradually five seconds after the door is closed.
- **ON:** In the “ON” position, the light stays on at all times.
- **OFF:** In the “OFF” position, the light will not illuminate.

◆ Moving Under the Hood

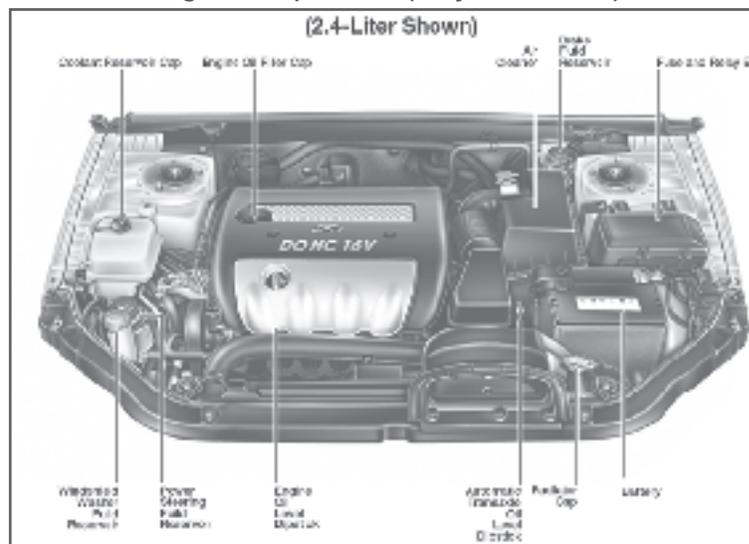
◆ Wrapping Up the Delivery

- Recent J.D. Power and Associates surveys have shown that a sure way to make your customers understand that you care about them is by doing two things at the end of the delivery.
- First, enter a few radio presets of their favorite stations so they have familiar music to listen to on the way home as they leave the dealership.
- Second, open the hood and check the engine oil. Even though you know that it has been thoroughly checked in your Service Department, this extra check shows the customer that you really care.

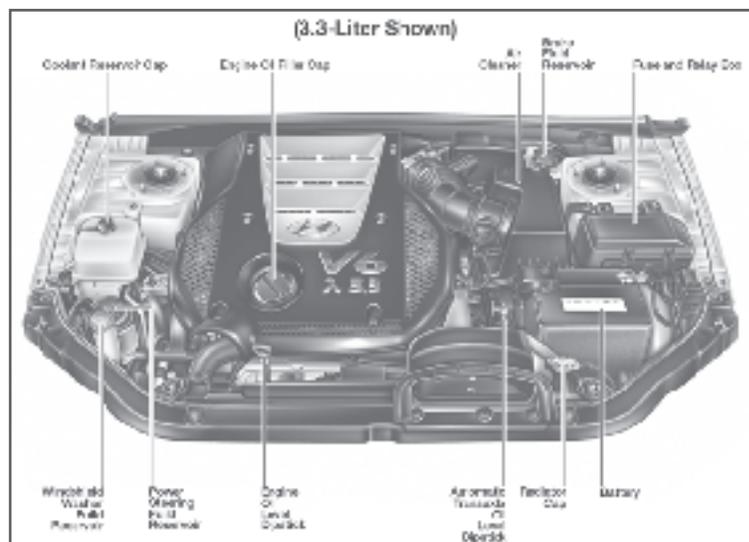
◆ Under the Hood (IQS)

Open the hood and discuss maintenance items. Refer to the Owner's Manual for the vehicle maintenance schedule.

Engine Compartment (4-Cylinder DOHC)



Engine Compartment (V6 DOHC)



◆ *Maintenance—What Will You Recommend?*

◆ *Scheduled Maintenance*

Recommend your dealership's Service Department. Be sure to take a minute and make your customers aware of the maintenance schedule in the Owner's Manual for their new Hyundai. Following those recommendations helps ensure that they get the most out of their new car while keeping their warranty intact and the vehicle operating properly. *The specified maintenance services must be performed to ensure good mileage, driving pleasure, emission control and performance.* Instruct your customers to come to the dealership for their service needs or to keep receipts for all vehicle services if done away from the dealership to protect their warranty.

◆ *Oil Changes—7,500 miles or 3,750 miles?*

- Normal Driving Conditions: For normal driving, 7,500 miles between oil changes is the recommended interval.
- **Severe Driving Conditions:** In today's congested driving, commuting in constant stop-and-go traffic leads to severe driving conditions. All manufacturers agree that, under these conditions, maintenance items such as engine oil and filter changes, air filter changes, and transmission fluid changes need to be performed more frequently. *For this driving situation, recommended oil change interval is 3,750 miles.* If you have questions on severe driving maintenance, check with your Service Department or see the maintenance schedule in the Owner's Manual.

Examples of severe driving conditions are:

- Frequently driving in stop-and-go conditions
- Repeatedly driving short distances of less than 5 miles in normal temperature or less than 10 miles in freezing temperature
- Extensive engine idling or low-speed driving for long distances
- Driving on rough, dusty, muddy, unpaved, graveled or salt-spread roads
- Driving in areas using salt or other corrosive materials or in very cold weather
- Driving in sandy areas
- Driving in heavy-traffic area in temperatures over 90°F
- Driving on uphill, downhill or mountain road
- Towing a trailer, or using a camper or roof rack
- Driving at speeds of more than 100 mph

Note: *Maintenance schedules vary between models. Point out the vehicle Owner's Manual maintenance schedule for your customer and make them aware of key service intervals for the vehicle they are purchasing.*

◆ *Trailer or Vehicle Towing*

- If your customers are considering towing with their Hyundai, they should first check with their state's Department of Motor Vehicles to determine their legal requirements. Since laws vary from state to state, the requirements for towing trailers, cars or other types of vehicles or apparatus may differ.
- Towing capabilities are different for each Hyundai model. Refer to the Owner's Manual for details.