

CUSTOMER FEATURE HIGHLIGHTS

Be sure you understand and can operate the following:

- **Automatic or manual climate control system:**
 - Review defogging and defrosting procedures; turning the rear system on and off; using the dual front climate controls.
- **Tire Pressure Monitoring System:**
 - Make sure the customer knows what each icon means.
- **Windshield wiper/washer controls:**
 - Make sure the customer can wash the windshield and understands how to adjust time on the intermittent setting and operate the rear wiper/washer.
- **Audio system operation:**
 - Make sure radio stations are pre-set and the customer knows how to set them.
- **Explain the first service procedure.**
- **America's Best Warranty™**
- **Address the customer's recurring questions.**

I. APPROACHING THE VEHICLE—*Have the customer take and operate the keys, remote keyless entry system and security system*

- **Keys:** Every Veracruz has two keys that work in every lock.
NOTE: If you use a key to unlock a door and the security system is armed, opening the door will activate the alarm.
- **Remote keyless entry system:** Every Veracruz has two remote keyless entry fobs:

UNLOCK

Press (unlock icon) once to disarm the alarm and unlock the driver's door.

Press (unlock icon) twice within four seconds to unlock all of the doors.

PANIC FEATURE

Press and hold (panic icon) to activate the horn and flashing lights for 30 seconds; press (panic icon) to turn off Panic Mode:

- Your customers can use this in a parking lot as a vehicle locator.

TAILGATE

Manual: Press to unlock the tailgate.

Power: Press and hold for one second to open or close the tailgate.

SMART KEY (if equipped):

Allows you to unlock the vehicle and start the engine without inserting the key. With the smart key in your possession, press the exterior door handle button to unlock the driver's door. Once inside the vehicle, press in and turn the ignition switch to start the vehicle.



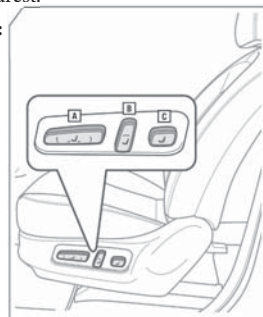
- **Theft-deterrent system:** All models have a theft-deterrent system with an alarm:
 - It is automatically armed every time the vehicle is locked via the remote keyless entry system.

ADDITIONAL FEATURES

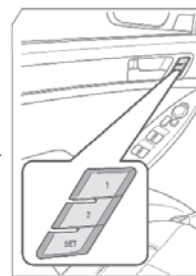
- **Alloy wheels:** Improve looks, dissipate brake heat more efficiently, lighter weight improves fuel economy and handling.
- **Aerodynamic styling:** Reduces wind resistance for quieter cabin and enhanced efficiency.

II. ENTERING—*Help your customer makes the adjustments when they sit in the vehicle*

- **Front seat adjustments:**
 - **Headrest height:** Pull up to raise; to lower, press the lock knob while pressing down on the headrest.
 - **Headrest forward or backward:** Pull forward to adjust to one of three positions; to adjust rearward, pull all the way forward, then release.
 - **Power seat controls** (if equipped)
 - **Seat forward and back**
 - **Seat height**
 - **Seatback angle**
 - **Lumbar support**



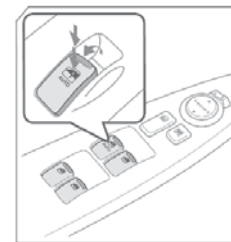
- **Driver's memory feature** (if equipped):
To store driver's seat positions:
 1. Shift transmission into Park while the ignition switch is on.
 2. Adjust the driver's seat, outside rearview mirrors and steering wheel to desired positions.
 3. Press the SET button on the control panel, the system will beep once.
 4. Press memory button 1 or 2—within 5 seconds of pressing the SET button, the system will beep twice when memory has been successfully stored to that button.



- **To recall positions from memory:**
 1. Shift the transaxle lever into Park while the ignition switch is on.
 2. To recall the position in memory, press the desired memory button—the system will beep once, then the driver's seat, outside rearview mirrors and steering wheel will automatically adjust to the stored positions.
- **Seatbelts:** Adjust the belt height so it lies across your chest and midway over your shoulder nearest the door and not your neck:
 - To raise, pull it up.
 - To lower, push it down while pressing the height adjuster button.

- **Power windows:**
 - **Auto up/down** (driver's side only)—controlled by the main switch:

- Press the AUTO switch fully down to completely open the driver's window.
- To fully close the driver's window automatically, pull the AUTO switch fully up.
- To stop the window at any desired position while the window is moving, pull up or down then release the AUTO switch.

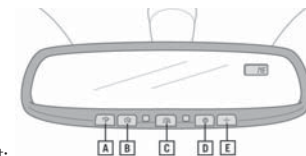


- **Mirrors:**

Inside: Rearview mirror/compass/HomeLink® (if equipped):

HomeLink® "A," "B," "C": Replaces radio frequency (RF) transmitters used for garage doors, security gates, etc.:

- **Additional HomeLink®:** Information can be found at: www.homelink.com or by calling 800-355-3515.

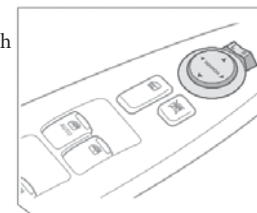


Auto dimming on/off function "D": When turned on, this feature will automatically detect and reduce rearview mirror glare.

Compass function "E": Press to turn compass on and off.

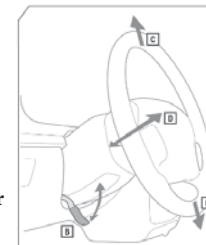
Outside: To adjust the position of either mirror: Move the selecting switch to the L (left) or R (right), adjust mirror angle by pressing the appropriate direction on the perimeter switch.

NOTE: Heated lenses are activated automatically when the defroster is switched on.



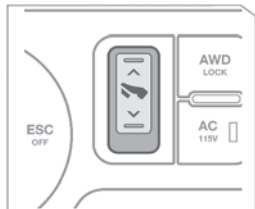
III. DRIVING POSITIONING—*Help your customer make these adjustments before taking a test-drive in the vehicle*

- **Tilt and telescopic steering wheel—manual:** Push the lever downward to unlock, adjust upward or downward, forward or backward to the desired position, then securely tighten lever by pulling it upward.
- **Tilt and telescopic steering wheel—power** (if equipped): Move adjusting switch upward or downward, forward or backward to the desired position.
- **Heated front seats** (if equipped): With ignition on, push the appropriate button to warm the driver's seat or the front passenger's seat.



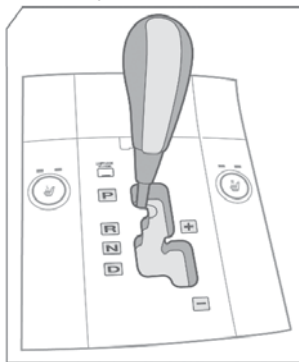
III. DRIVING POSITIONING (continued)

- **Adjustable pedals** (if equipped): With the transmission in Park, turn the ignition key on:
 - Push pedal position switch ▲ to move the pedals towards you.
 - Push switch ▼ to move the pedals away from you.
- **Parking brake:**
 - To engage the parking brake, depress the parking brake pedal.
 - To release the parking brake, depress the parking brake pedal a second time.



IV. DRIVER CONTROLS AND INCLEMENT WEATHER—
Explain these features before the test-drive

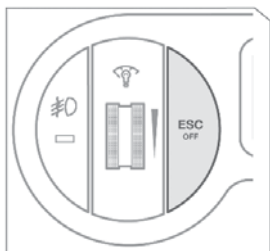
- **Automatic transmission:**
 - **Shiftronic®:** Move shift lever into Shiftronic® gate to the right:
 - Push the lever forward to shift up one gear.
 - Pull backwards once to shift down one gear.
 - Start in second gear when wheel slippage may occur from a stop.
 - Manually shift the transmission when driving up a hill to control gear hunting and when driving downhill to assist in braking.
 - The transmission will not let you up- or downshift outside of a safe operation level.
- **Electronic Stability Control (ESC):** ESC is designed to help the driver maintain control under adverse driving conditions:



ESC ON (recommended): ESC OFF light is not lit up on the instrument panel.

ESC OFF: Press ESC OFF button, ESC OFF will light up on the instrument panel. Press again for ESC ON.

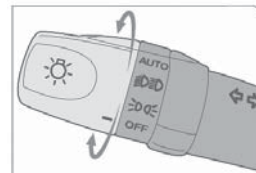
NOTE: When the key is removed from the ignition, ESC is reset to the on state.



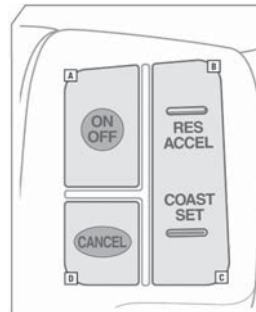
- **AWD lock** (if equipped with all-wheel drive):
 - During off-road or inclement weather conditions, pressing the AWD LOCK switch divides power evenly between front and rear wheels when speed is under 25 mph:
 - AWD LOCK indicator light on switch is illuminated.
 - At speeds over 25 miles per hour, power is automatically routed to the wheels with the best traction.



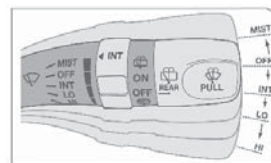
- **Headlights:**
 - Rotate switch to operate:
 - **Auto:** Headlights come on automatically as needed (if equipped).
 - **High beam activation:** Push the lever forward.
 - **Flash feature:** Pull the lever toward you and release.



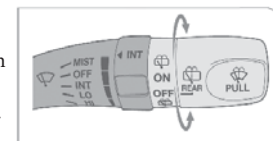
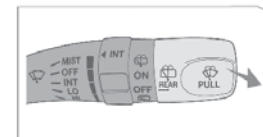
- **Cruise control:**
 - **To set cruising speed:** Press “A” to turn cruise control on. Accelerate to the desired cruising speed (above 25 mph). Press “C” and remove your foot from the accelerator pedal.
 - **To accelerate or decelerate speed:** ACCEL “B”; Press “B” to accelerate your speed with cruising speed set. COAST “C”: Press “C” to slow the set speed with the cruising speed set.
 - **To cancel cruising speed:** Press CANCEL “D” button, press the brake pedal, depress the clutch pedal or press “A” to turn off cruise control.



- **Windshield wipers:**
 - **Front:** Move the wiper/washer switch to one of the four positions:
 - **MIST:** Move the switch upward to allow the wipers to make a single wipe to clear any mist on the windshield.
 - **INT (Intermittent):** Move the switch downward to first position—the wiper speed may be varied by rotating the “INT TIME” switch: “F” allows less time between wipes, “S” allows more time between wipes.
 - **LO:** Second downward position for low-speed operation.
 - **HI:** Third downward position for high-speed operation.



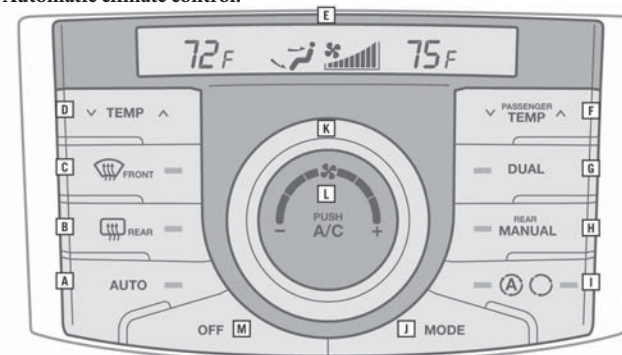
- **Wiper/washer operation:**
 - Pull the wiper/washer lever towards you.
 - When the washer is activated, the wipers automatically make two passes.
 - The washer continues to operate until the lever is released.
- **Rear wiper/washer operation:**
 - To turn ON: Rotate the stalk up one position; rear wiper will run continuously.
 - To use washer: Rotate the wiper stalk up two positions.
 - To wash with two or three wipes: Rotate the wiper stalk down one position.



V. COMFORT AND CONVENIENCE—Features that enhance the driving experience

Heater/ventilation/air conditioning:

Automatic climate control:

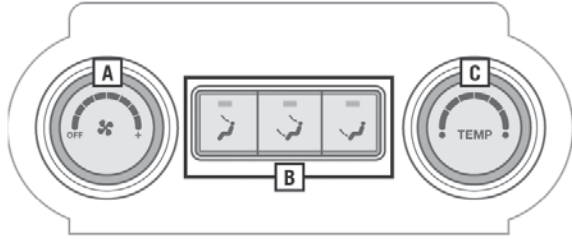


- **Automatic temperature control:** Push “A” for automatic operation.
- **Temperature control switch “D”:** Controls driver’s side temperatures; F controls passenger side; press ▲ to raise temperature, press ▼ to lower temperature.
- **Front windshield defrost button:** Press “C” to clear windshield of fog and/or thin ice.
- **Rear window defrost switch:** Press “B” to activate/deactivate the rear defroster.
- **Defrosting and defogging:**
 1. Set the temperature control “D” to the highest temperature.
 2. Set fan speed “K” to the highest setting.
 3. Press the front windshield defrost control “C.”

NOTE: If your customer complains of excessive window fogging, the filter for the evaporator blower may need replacement. This filter is located in the evaporator housing behind the glovebox.

V. COMFORT AND CONVENIENCE (continued)

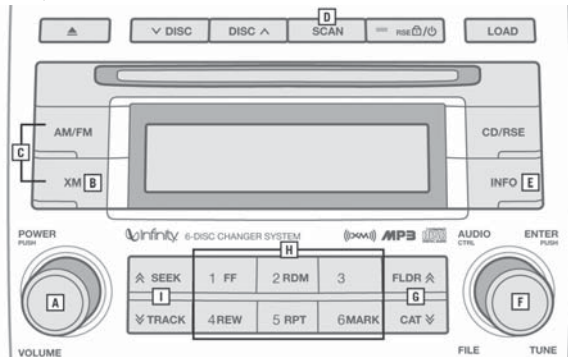
- **Rear climate controls:** Located on the rear of the center console.



- **Rear fan control switch “A”:** Use to select the blower fan speed.
- **Rear airflow control switch “B”:** Use to direct the flow of air.
- **Rear temperature control switch “C”:** Use to select the degree of heating: turn to the left for cooler temperatures, turn to the right for warmer temperatures.

Manual climate control: See *Owner’s Manual*.

Audio system:



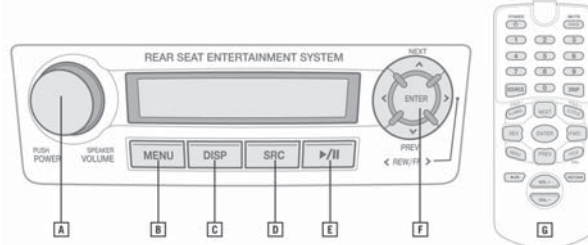
- Setting preset memory buttons (AM, FM or XM):
 1. Press the power button.
 2. Select AM, FM or XM.
 3. Tune the audio control knob to the desired channel.
 4. Press and hold any preset button (1–6) until an audible beep is heard.

NOTE: FM has two bands for up to 12 presets. XM has three bands for up to 18 presets.

- **Adjusting the equalizer:**
 1. Press the audio control knob “F” to select the following sound qualities:
 - Bass → Middle → Treble → Fader → Balance → Equalizer → Surround → Current State
 2. Turn the audio control knob “F” to adjust the sound quality.

- **XM category search:**
 1. While in XM mode, press FLDR ▲ or CAT ▼ to scroll through music categories.
 2. Press the audio control knob “F” to select the desired category.

NOTE: XM® Satellite Radio needs a clear view of the southern sky to ensure good reception. The trial XM subscription ends three months following the vehicle date of sale. Your customer should contact XM® Satellite Radio at 1-800-XM-RADIO (1-800-967-2346) to renew their XM subscription. For more XM® Satellite Radio information, call 1-800-XM-RADIO (1-800-967-2346) or go online at XMRadio.com.
- **Rear-seat entertainment system (RSE):** For more information, see *Owner’s Manual*.

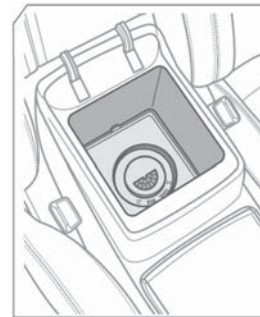


- Insert the disc into the rear CD/DVD slot (front CD slot does **not** support DVD playback).
- Open the overhead LCD display.
- To enable audio:
 - Press CD/RSE until RSE MODE appears on the front audio display screen.
 - OR press MODE button on the steering wheel-mounted controls until RSE MODE is displayed.
- To disable the rear controls, press and hold CD/RSE for two seconds.
- To re-enable the rear controls, press and hold CD/RSE for an additional two seconds.
- Eject the disc by pressing next to the rear CD/DVD slot.

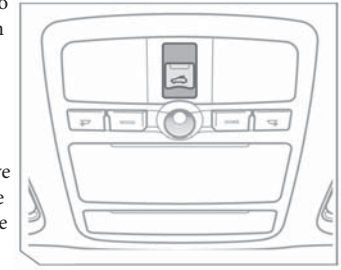
- **Cooled front center console storage:** Located in the center console, the cool box can keep items warm or cool by using the open/close knob of the vent installed in the center console box.

When in use, turn the open/close knob to the “open” position and set the climate control mode to the position.

When the cool box is not in use, turn the knob to its “closed” position.



- **Sunroof controls** (if equipped): The sunroof can only be opened, closed or tilted when the ignition switch is on:
 - Opening the sunroof: Move the control backward to the first detent position; move it to the second detent to open completely.
 - To tilt the sunroof: Push or pull the control up or down.
 - Closing the sunroof: Move the control forward to the first detent position; move it to the second detent to close completely.

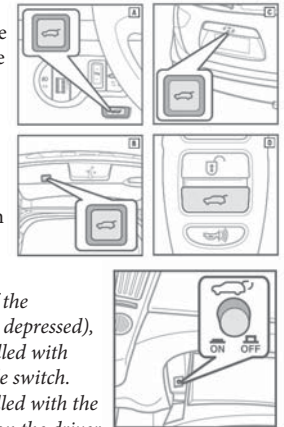


VI. KIDS AND CARGO—Rear seat features and cargo options

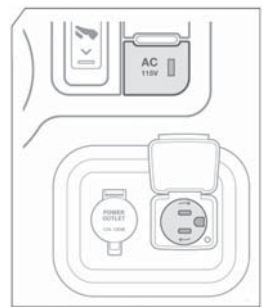
- **Power tailgate** (if equipped): There are four ways to open and close the power tailgate:

- “A” Main control button
- “B” Tailgate button
- “C” Tailgate handle switch
- “D” Key fob: Press and hold button for one second

NOTE: When the power on/off button (PWR), located to the left of the glovebox (upon opening), is off (not depressed), the power tailgate cannot be controlled with the tailgate button or tailgate handle switch. However, the tailgate can be controlled with the key fob or the main control button on the driver controls even when the power on/off button (PWR) is off.



- **AC Inverter** (if equipped):
 - The AC inverter supplies 115 volts AC/150 watts electric power to operate electric accessories or equipment when the key is in the on position.
 - The AC inverter is turned on by pushing in the switch. To turn the AC inverter off, push the switch a second time.
 - The plug is located in the cargo area.



- **Split fold-down rear seat:** One side can be folded for cargo while the other remains up for a passenger.

VI. KIDS AND CARGO (continued)

To get in or out of the 3rd-row seat:

1. Pull up on the walk-in lever located on the 2nd-row seatback.
2. The 2nd-row seatback will fold over and the seat will slide forward.

NOTE: When returning the seatback to its upright position, make sure it has locked into position by pushing/pulling on the top of the seatback.



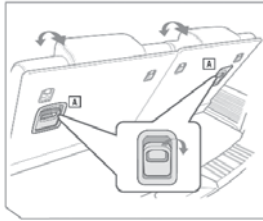
To fold the 2nd-row seat:

1. Stow the rear seat belt buckle in the pocket.
2. Set the rear seatback in the upright position; if necessary, slide the seat forward.
3. Lower the headrest to the lowest position, "A."
4. Pull seatback folding lever B, then fold seatback towards the front of the vehicle.



Folding the 3rd-row seat:

1. Pull the folding lever while folding the seatback "A" towards the front of the vehicle.
2. To return the seatback to its upright position, lift and pull the seatback backward by pulling on the folding lever "A."



NOTE: When returning the seatback to its upright position, make sure it has locked into position by pushing/pulling on the top of the seatback.

- **Child-proof rear door locks:** Can be set so rear doors cannot be opened from the inside
- **Cargo capacity:**
 - 6.5 cubic feet behind the 3rd-row seat
 - 40.0 cubic feet behind the 2nd-row seats (3rd-row seat folded)
 - 86.8 cubic feet with all the rear seats folded

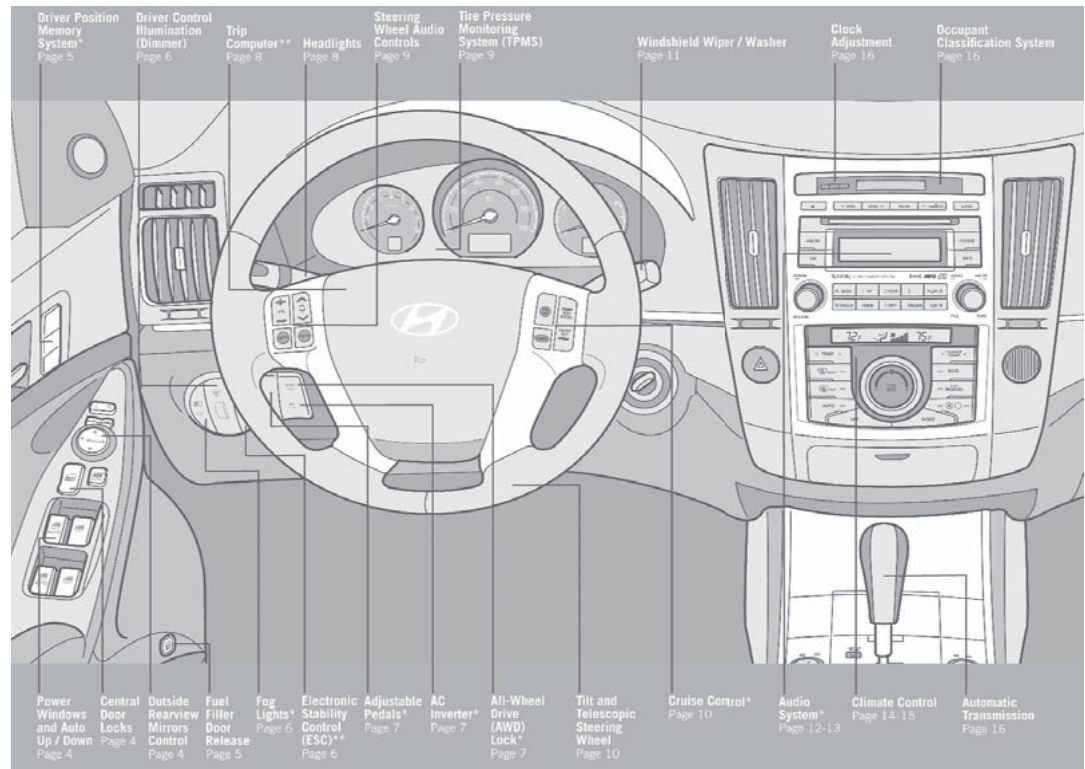
VII. SECURITY SYSTEM

- **Steering wheel lock:** Locks automatically when the ignition key is turned to the LOCK position.
- **After exiting—how to lock doors:**

Push (lock icon) once on the fob to lock all doors.

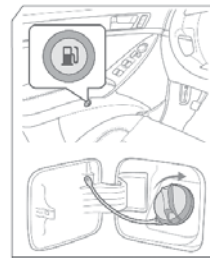
Push (lock icon) a second time to hear a confirmation chirp and for the lights to flash:

 - All Veracruz models have a theft-deterrent system with an alarm that is armed automatically every time the vehicle is locked via the remote keyless entry system. When the system is armed, a red light on the driver's side dash blinks.



Fuel door—refueling (driver's side):

1. Pull on the fuel release lever.
2. Open the fuel-filler door.
3. Remove the fuel cap.
4. Pump fuel (regular 87 octane): 20.6-gallon capacity.
5. Replace fuel cap tightly: minimum 3–5 clicks.
6. Close the fuel-filler door.



*NOTE: After adding fuel, always reinstall the fuel cap fully and make sure it clicks a minimum of 3–5 times. Failure to do this may result in the **Check Engine** light illuminating.*

VIII. INSTRUMENT PANEL—What you see from the driver's seat

Directly in front of driver:

Instruments:

- **Trip computer:** See *Owner's Manual*
- **Tire Pressure Monitoring System (TPMS):**
 - **Low Tire Pressure Indicator light:** Illuminates when one or more of the tires is significantly under-inflated. Safely park the car and check the tires as soon as possible; inflate them to the proper pressure.



- **Low Tire Pressure Position Indicator:** Indicates which tire is significantly under-inflated by illuminating the corresponding position light.



- **TPMS Malfunction Indicator light:** Illuminates and stays illuminated when there is a malfunction with the TPMS. Have the system checked by an authorized Hyundai dealer as soon as possible.



Steering wheel-mounted controls:

- Cruise control
- Steering wheel-mounted audio controls: See *Owner's Manual*

Stalk-mounted controls:

- Left-hand stalk: turn signals and headlights
- Right-hand stalk: windshield wiper/washer

Center of instrument panel—upper portion:

- Audio controls
- Clock adjustment

Center of instrument panel—lower portion:

- Heater/ventilation/air conditioning controls