

ORIGINAL OWNER VERIFICATION SCAN & INPUT SCREENS

(Related to the 10-Year/100,000 Mile Powertrain Limited Warranty)

Dealers must input original owner validated information in the Original Owner Verification Input Screen for each 10 Year/100,000 Mile Powertrain Limited Warranty related repair (RO) submitted to HMA for payment. *If a warranty claim is submitted for a 10 Year/100,000 Mile Powertrain Limited Warranty repair and there is no corresponding Original Owner Verification record on file with HMA, the powertrain repair claim will be returned with one of the following adjustment codes:*

- ⊖ 390 – Original Owner record not filed or matched from interactive input.
- ⊖ 391 – Original Owner name mismatch pending review for payment.
- ⊖ 392 – Current Owner not eligible for powertrain.

At the top of page 2 is a sample of the "new" Original Owner Verification Scan Screen. This screen is used to perform the following functions:

- To **ADD** a new Original Owner Verification record: Go directly to Step #4d in the instructions section below the copy of the Scan Screen. It will prompt to the Original Owner Verification Input Screen. Then, follow the instructions on page 3.
- An existing record can be **INQUIRED** in two ways:
 - a) To scroll through the list of RO#'s that is automatically displayed in the body of the Scan Screen when that screen is initially entered, follow the applicable steps described in #4b-c and #3a in the instructions section below the copy of the Scan Screen.
 - b) To have a specific RO# moved to the first line of the list of RO#'s that is automatically displayed in the body of the Scan Screen when that screen is initially entered, follow the applicable steps described in #2 and #3a in the instructions section below the copy of the Scan Screen.
- **Changing or Deleting a record is not an allowable action after the related warranty repair (RO) claim has been paid by HMA.** Before the related warranty repair (RO) claim has been paid by

HMA, an existing record can be **CHANGED or DELETED** in two ways:

- a) To scroll through the list of RO#'s that is automatically displayed in the body of the Scan Screen when that screen is initially entered, follow the applicable steps described in #4b-c and #3b-c in the instructions section below the copy of the Scan Screen.
- b) To have a particular RO# appear in the first line of the list of RO#'s that is automatically displayed in the body of the Scan Screen when that screen is initially entered, follow the applicable steps described in #2 and #3b-c in the instructions section below the copy of the Scan Screen.

Below is a sample of the “new” Original Owner Verification Scan Screen. Detailed instructions are listed below the screen:

WPR024	DEVA	Hyundai Motor America	xx/xx/xxxx
xxxxxx		Original Owner Verification	xx:xx:xx
Dealer:	<u>(1)</u>		
R/O #:	<u>(2)</u>		

A	R/O #	Full VIN	Original Owner
			Approved Claim
			Claim # R/O #
	<u>(3)</u>		

Action :	I=Inquiry	C=Change	D=Delete
Option :	<u>(4)</u>	1-Help	7-Backward
		8-Forward	9-Add
			99-Exit

Instructions on how to use the Original Owner Verification Scan Screen are as follows:

- 1) **Dealer Code:** The dealer code field is automatically displayed when a user accesses the input screen.
- 2) **R/O#:** To pull up the record of an Original Owner Verification file previously created by dealer, enter applicable RO # and depress the enter key. The specified R/O#, with the related Original Owner Verification information, will be displayed.
- 3) **A (Action) Column:** Enter the desired Action in the “A” column field to the left of the appropriate RO# and depress the enter key.

- a. **I=Inquiry:** To view Original Owner Verification file for specified RO#.
 - b. **C= Change:** To make a change to an Original Owner Verification file.
 - c. **D=Delete:** To delete an Original Owner Verification file.
- 4) Option: Enter the desired option number in the Option field and depress the enter key.
- a. **1= Help:** Help Screen
 - b. **7 = Backward:** To scroll backward through the list of R/O#'s.
 - c. **8 = Forward:** To scroll forward through the list of R/O#'s.
 - d. **9 = Add:** To input a new Original Owner Verification Detail record in the “new” Original Owner Verification Input Screen for 10 Year/100,000 Mile Powertrain Limited Warranty related repairs.
 - e. **99 = Exit:** To return to the Dealer DCS Interactive Screens Main Menu.

Below is a sample of the “new” Original Owner Verification Input Screen.

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WPR024A DEVA                               Hyundai Motor America                               xx/xx/xxxx
XXXXX                                       Original Owner Verification                         xx:xx:xx
ADD

Dealer:  (1) _____
R/O #:   (2) _____
VIN:    (3) _____

                                  Last Name             First Name         Middle Initial
Original Owner (4)  _____  _____  _____
Current Owner  (5)  _____  _____  _____

Please check(X) one of the following. (6)
___ Self
___ Husband/Wife
___ Son/Daughter
___ Stepson/Stepdaughter
___ Ineligible

Remarks: (7) _____

Option: (8)  1-Help  2-Prev  24-Process

```

Instructions regarding how to use the Original Owner Verification Input Screen are as follows:

- 1) **Dealer Code:** Dealer code and dealer name are automatically displayed when the user accesses the input screen.
- 2) **R/O#:** Enter the applicable 10 Year/100,000 Powertrain Limited Warranty Repair Order Number, associated with the actual repair, in this field.
- 3) **VIN:** Type the complete 17-digit VIN in this field, and depress the enter key. The Model and Model Year will be shown to the right of the VIN field.
- 4) **Original Owner:** When the VIN, Model and Model Year are displayed in the screen, the Original Owner Name will also be displayed.
- 5) **Current Owner:** This field is mandatory. Type in the Current Owner name as it appears on the applicable powertrain Repair Order (RO).
- 6) **Please check (X) one of the following (relationships):** This field is mandatory. Place an “X” in front of the applicable relationship. If an “X” appears in more than one field, an error message will appear on the screen. All records with an “X” in the “Self” or “Ineligible” relationship fields and Remarks (item #7 on page 5) will be forwarded to pending for DPSM review.
 - **2004 Model Year Vehicles and Newer:** The Current Owner’s Name as listed on the Repair Order (RO) must be identical to the Original Owner name for the vehicle to be eligible for the 10 Year/100,000 Mile Powertrain Limited Warranty. Subsequent owners have powertrain components covered under the 5 Year/60,000 Mile Hyundai New Vehicle Limited Warranty.
 - a. If an “X” is placed in front of the “Self” relationship, and the Current Owner Name does not identically match the Original Owner Name, the cursor will automatically move to the Remarks field for an explanation as to why the two names are different.

Example: The Original Owner name displayed is Johnson, Debbie

A. The Current Owner name is entered as Reynolds, Debbie A. In the Remarks Field the user types “Last name is different as customer got married after she purchased the vehicle.”

b. If an “X” is placed in front of the “Ineligible” relationship, the cursor will automatically move to the Remarks field for an explanation as to why the

dealer feels HMA should approve the powertrain repair (RO) under the 10 Year/100,000 Mile Powertrain Limited Warranty.

- c. If an “X” is placed in front of any Immediate Family Member relationship, an error message will be displayed advising that the chosen relationship is not an allowable option.
- **1999-2003 Model Year Vehicles:** Current Owner’s Name as listed on the Repair Order (RO) must be the Original Owner or an Immediate Family Member of the Original Owner (as described in #6) for the vehicle to be eligible for the 10 Year/100,000 Mile Powertrain Limited Warranty. Subsequent owners, other than an Immediate Family Member of the Original Owner (as described in #6), have powertrain components covered under the 5Year/ 60,000 Mile Hyundai New Vehicle Limited Warranty.
 - a. If an “X” is placed in front of the “Self” relationship, and the Current Owner Name does not identically match the Original Owner Name, the cursor will automatically move to the Remarks field for an explanation as to why the two names are different.
 - b. If an “X” is placed in front of the “Ineligible” relationship, the cursor will automatically move to the Remarks field for an explanation as to why the dealer feels HMA should approve the powertrain repair (RO) under the 10 Year/100,000 Mile Powertrain Limited Warranty.
 - c. If applicable, place an “X” in front of the Immediate Family Member relationship field that describes the Current Owner’s relationship to the Original Owner.

- 7) **Remarks:** Enter dealer remarks/comments when:
- An “X” is placed in front of the “Self” relationship (item #6 on pages 4-5), and the Current Owner Name does not identically match the Original Owner Name.
 - An “X” is placed in front of the “Ineligible” relationship (item #6 on pages 4-5).

Note: All records with an “X” in the “Self” or “Ineligible” relationship fields and Remarks will be forwarded to pending for DPSM review.

- 8) **Option:** Enter the applicable option number in the Option field and the depress enter key:
- a. **1 = Help:** Help Screen.
 - b. **2 = Prev:** To return to the Original Owner Verification Scan Screen.
 - c. **24 = Process:** To process (add) the Original Owner Verification file.