

Warranty / Policy Bulletin

SUBJECT No Warranty Coverage for Imported Hyundai Vehicles	GROUP <p style="text-align: center;">010 General</p>
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This bulletin is being issued to clarify Hyundai Auto Canada Corp.'s ("HACC") position with respect to warranty coverage on Hyundai vehicles imported from the United States (and all other Global distributors/Countries).

Hyundai Auto Canada Corp. warranty policies and procedures; Section 5.1.7 states the following:

"The warranties apply only to HYUNDAI vehicles manufactured to Canadian specifications which are distributed in Canada by the Company through its authorized dealer body, and registered and normally operated in Canada".

NO WARRANTY COVERAGE FOR IMPORTED VEHICLES

There is no warranty coverage for Hyundai vehicles imported from the United States, its territories and/or possessions, or any other country/Global distributor, **regardless of importation date**. These are referred to as "Imported Vehicles".

Customer Handling Procedures

When a customer requests warranty repairs for an Imported Vehicle, they should be advised as follows:

1. The Imported Vehicle has no warranty coverage in Canada, as it was not sold or distributed by Hyundai Auto Canada Corp.
2. The dealership is able and willing to perform repairs, but the customer will have to pay for these repairs.
3. The customer can return the vehicle to an authorized HMA dealer in the U.S. for warranty repairs.

Customers seeking additional information or assistance for these vehicles must be referred to Hyundai Motor America's Consumer Assistance Centre (1-800-633-5151).

N.B. This policy does not apply to transient U.S. vehicles, where the vehicle is registered and licensed in the United States and the owner simply requires repairs during a visit to Canada. Customers who can demonstrate they purchased an imported vehicle while they were a resident in the United States and subsequently relocated into Canada will be afforded warranty assistance as a goodwill gesture based on HACC's warranty in Canada (refer to Warranty Policy & Procedures Manual, Section 6.2.3). No other exceptions apply.

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