

HMA WEBDCS USER MANUAL

WARRANTY

Last Updated: 11/30/2016

Author: Hyundai Motor America

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1. Overview

HMA WebDCS is a web-based dealer communications system that allows Hyundai dealerships to view, input, and update information for a variety of operational functions related to Sales, Parts, Service, Warranty, and Finance. The WEBDCS System will offer the following:

- Vehicle Sales Reporting
- Parts Ordering and Returns
- Service Warranty Claims
- Monthly Financial Statements
- Dealer Personnel Onboarding
- DCS Reports
- Link to OTD and VINS

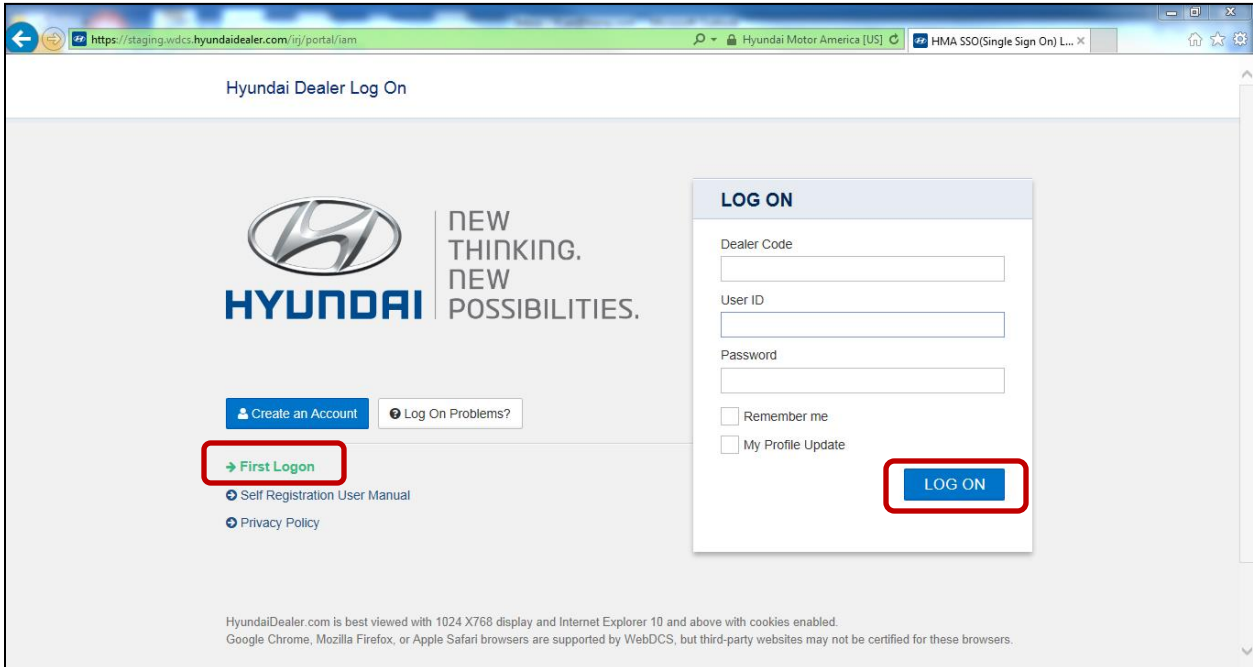
Currently, HMA is rebuilding this system to enhance functionalities and to better meet your business needs. The new secure web-based WEBDCS is scheduled to launch in November of 2016, and with its functional and aesthetic upgrades, it is expected to improve the communication channels between the HMA headquarters and the dealerships. The mobile-friendly system with the latest technology and design standards will be implemented across the entire site, achieving a more stable platform with a refined “look and feel”. Access to a wider range of information and streamlined navigation will better position HMA WEBDCS to leverage advanced technology.

This user manual will walk you through the enriched features of the newly designed WEBDCS in the areas of general information and Warranty businesses.

2. General Information

2.1 Hyundaidealer.com and WEBDCS Login

Login URL for Hyundai dealer portal : <https://www.hyundaidealer.com>



Hyundai Dealer Log On

HYUNDAI NEW THINKING. NEW POSSIBILITIES.

[Create an Account](#) [Log On Problems?](#)

[First Logon](#)

[Self Registration User Manual](#)

[Privacy Policy](#)

LOG ON

Dealer Code
User ID
Password

Remember me
 My Profile Update

LOG ON

HyundaiDealer.com is best viewed with 1024 X768 display and Internet Explorer 10 and above with cookies enabled.
Google Chrome, Mozilla Firefox, or Apple Safari browsers are supported by WebDCS, but third-party websites may not be certified for these browsers.

To log in to WEBDCS, follow the steps below:

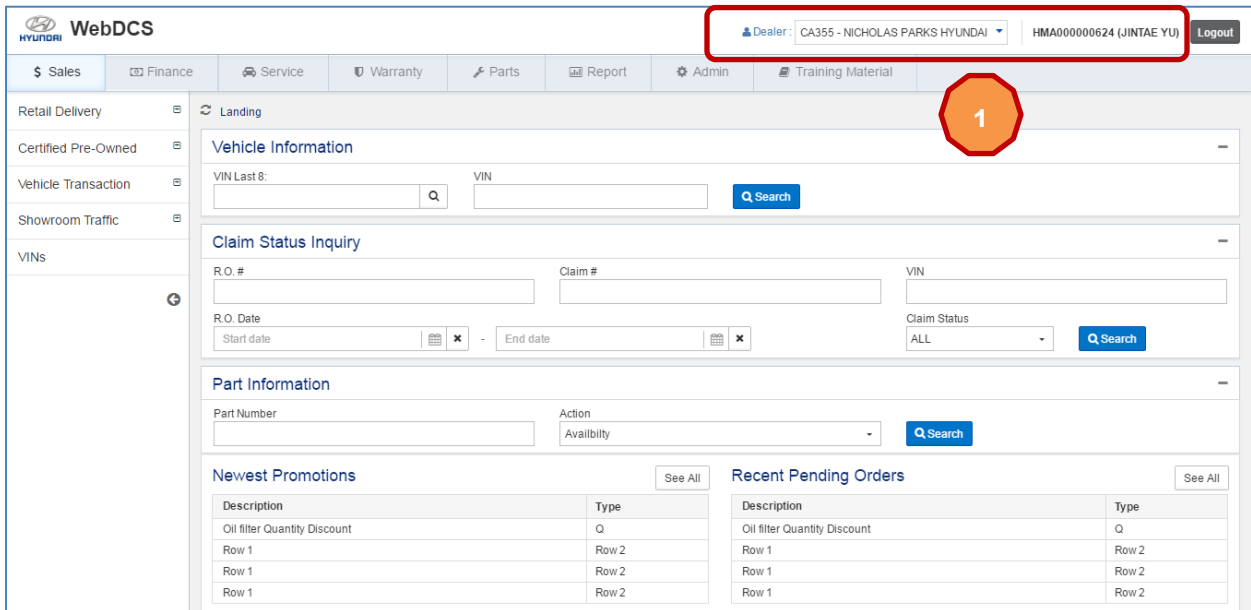
1. Start Internet Browser. You can use Internet Explorer, Fire Fox, Safari, and Chrome on your PC. Also you can access WEBDCS from your cell phone and tablet running on Android and IOS.
2. Go to the **Hyundai dealer portal** website using the url <https://www.hyundaidealer.com>
3. Enter the **Dealer Code**.
4. Enter your **Hyundai ID (HMA + 9 digits)** and **Password**.
5. Click the **Log On** button.

If this is a first time to login to new system and if you have some difficulties, please click **First Logon** link on the logon screen. It will display step by step instruction for login process.


After WEBDCS launch, please login to [hyundaidealer.com](https://www.hyundaidealer.com) (www.hyundaidealer.com) and then click WEBDCS link on the main page to access WEBDCS.

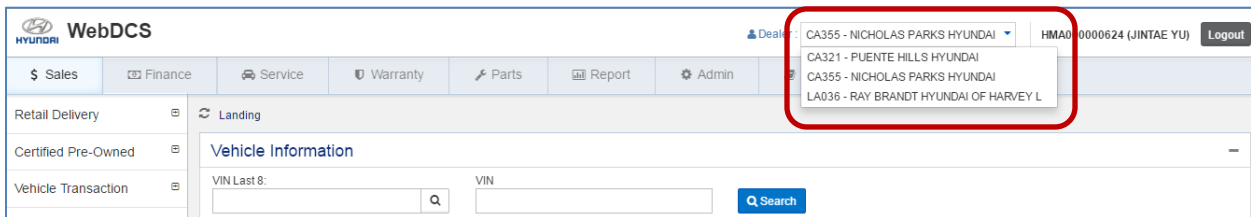
2.2 General Information for PC

Once you login to WEBDCS, you will see your Dealer Code, Dealership name, Hyundai ID, and name on the top of the screen.



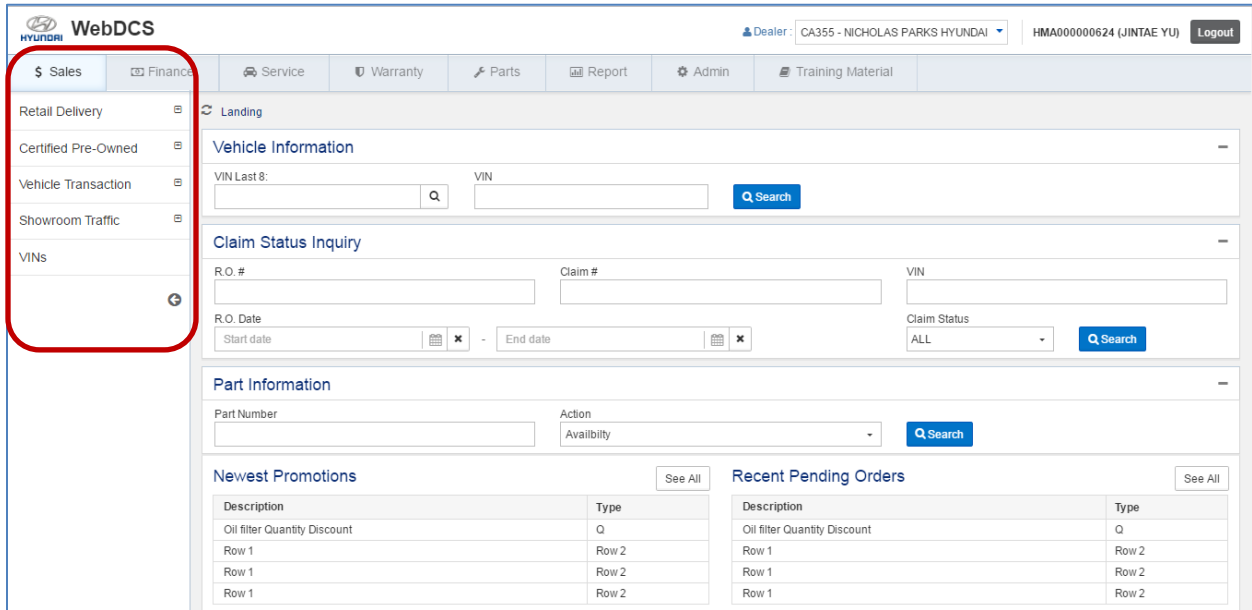
The screenshot shows the WebDCS interface. At the top right, there is a navigation bar with the following elements: Dealer: CA355 - NICHOLAS PARKS HYUNDAI, HMA000000624 (JINTAE YU), and Logout. Below this, there are several menu tabs: Sales, Finance, Service, Warranty, Parts, Report, Admin, and Training Material. The main content area is divided into several sections: Retail Delivery, Certified Pre-Owned, Vehicle Transaction, Showroom Traffic, and VINs. The Vehicle Information section includes a VIN Last 8 search field and a VIN search field. The Claim Status Inquiry section includes fields for R.O. #, Claim #, VIN, R.O. Date, and Claim Status. The Part Information section includes a Part Number search field and an Action dropdown menu. The Newest Promotions and Recent Pending Orders sections each have a table with columns for Description and Type.

To change dealer code, click  dropdown box next to Dealer. Then you will see dealer codes registered for your account. Select one dealer code you want to use.



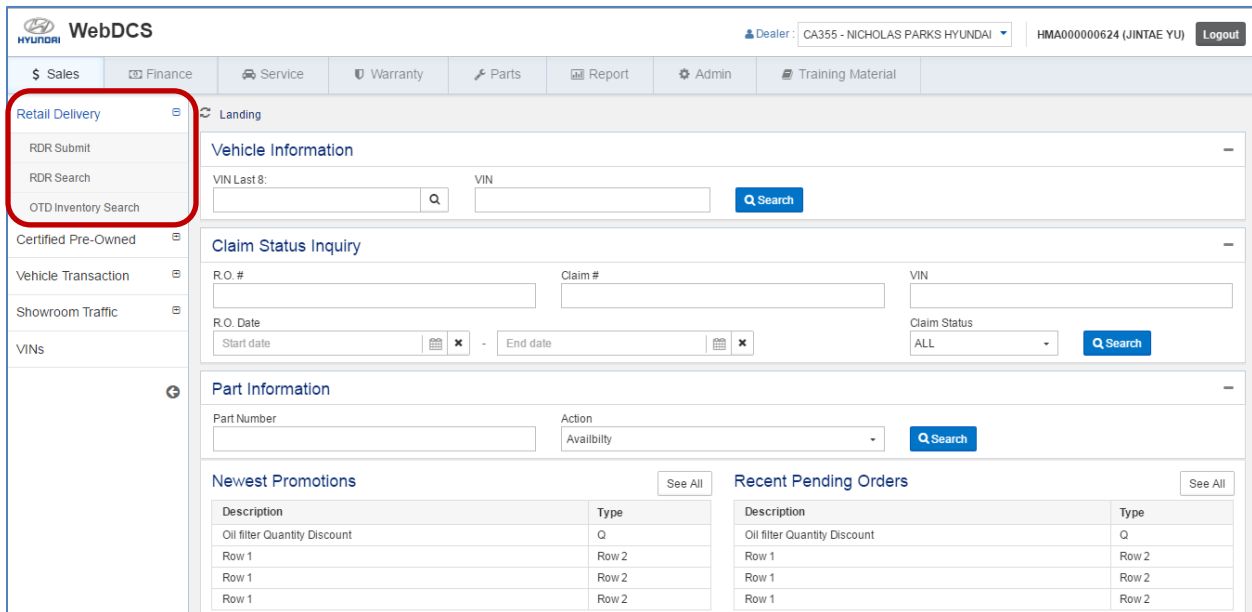
The screenshot shows the WebDCS interface with the Dealer dropdown menu open. The dropdown menu lists the following dealer codes: CA355 - NICHOLAS PARKS HYUNDAI, CA321 - PUENTE HILLS HYUNDAI, CA355 - NICHOLAS PARKS HYUNDAI, and LA036 - RAY BRANDT HYUNDAI OF HARVEY L. The rest of the interface is the same as in the previous screenshot.

Navigate to menu and sub menu by clicking a menu tab. For example, if you click Sales menu, then you will see Sales menu on the left side.



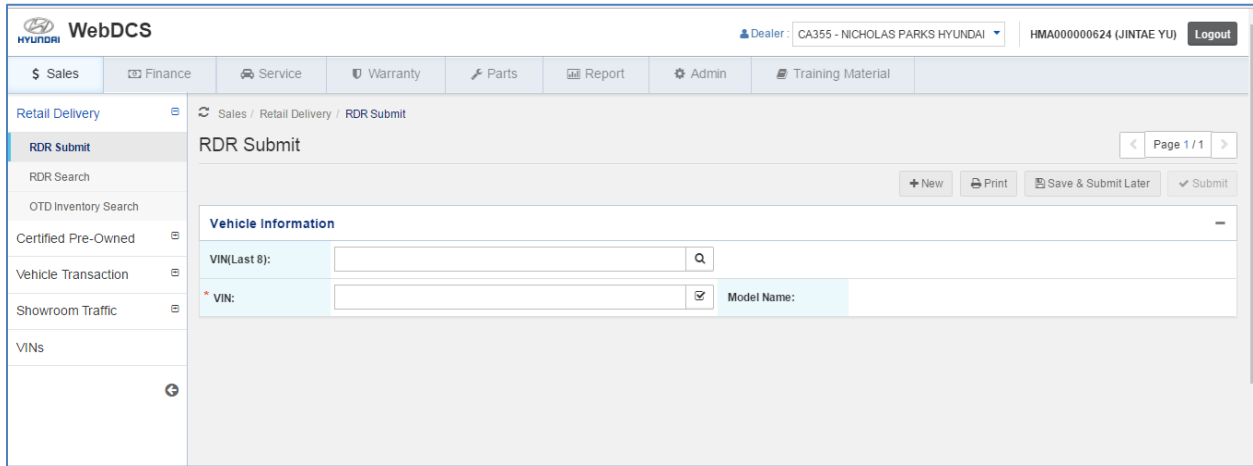
The screenshot shows the WebDCS landing page. The top navigation bar includes 'Sales', 'Finance', 'Service', 'Warranty', 'Parts', 'Report', 'Admin', and 'Training Material'. The 'Retail Delivery' menu item is highlighted with a red box. Below the navigation bar, the page is divided into several sections: 'Vehicle Information' with VIN search fields, 'Claim Status Inquiry' with R.O. #, Claim #, VIN, and R.O. Date fields, 'Part Information' with Part Number and Action fields, and two tables: 'Newest Promotions' and 'Recent Pending Orders'. Both tables show a list of 'Oil filter Quantity Discount' items with 'Row 1' and 'Row 2' entries.

Once you click Retail Delivery, you will see sub menu of Retail Delivery.



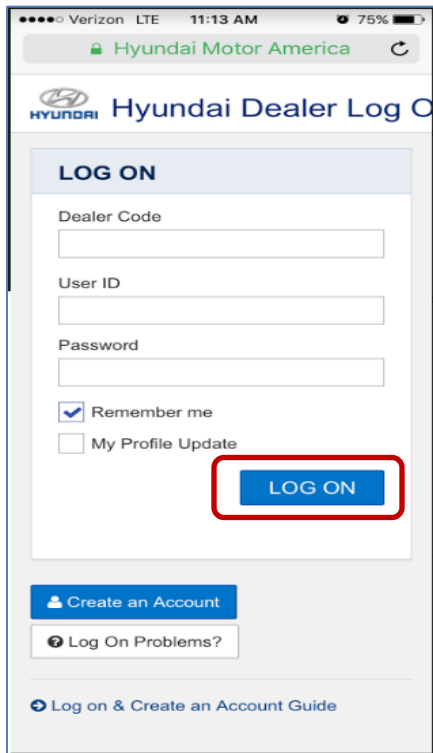
This screenshot shows the WebDCS landing page with the 'Retail Delivery' sub-menu expanded. The sub-menu items are 'RDR Submit', 'RDR Search', and 'OTD Inventory Search'. 'RDR Submit' is highlighted with a red box. The rest of the page content, including the navigation bar and the main sections (Vehicle Information, Claim Status Inquiry, Part Information, and the two tables), remains the same as in the previous screenshot.

Then click RDR Submit. You will see RDR Submit screen.

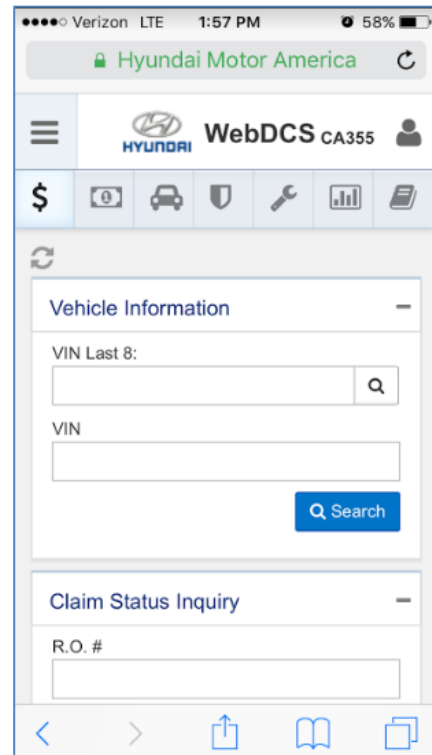


2.3 General Information for Mobile Device

You can also use mobile devices such as cell phone and tablet pc to access WEBDCS. Here is the login screen view from iPhone. Type Dealer Code, User ID, and Password and click LOG ON button. You will see WEBDCS main screen



Login screen

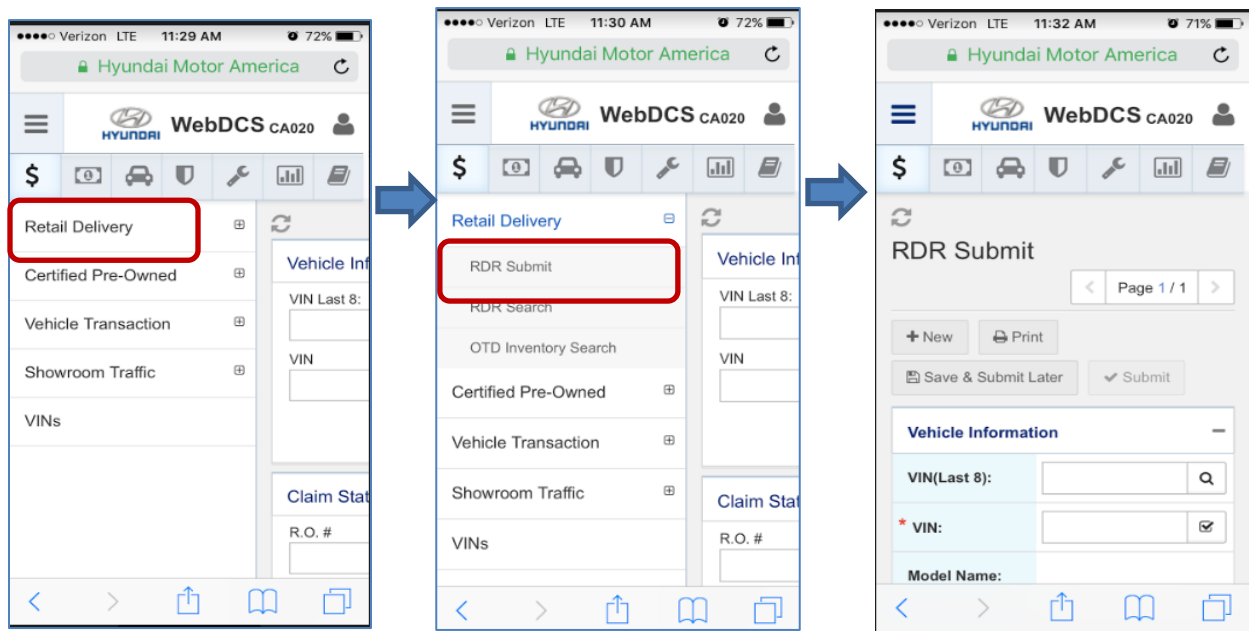


WEBDCS Main screen

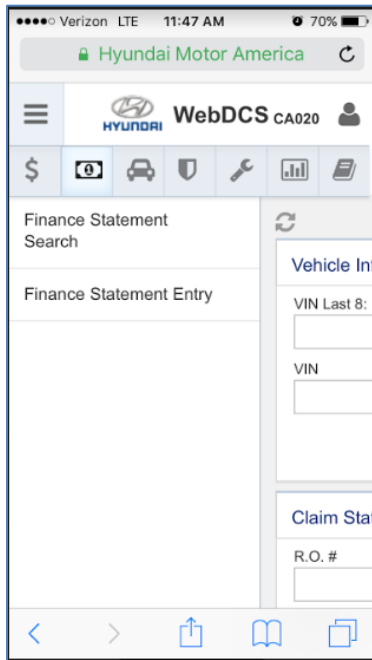
To change dealer code, click **1** Change Dealer. Then you will see **2** dealer code dropdown box. Click on the dropdown box. You will see **3** list of dealer code and names. Select one dealer code.



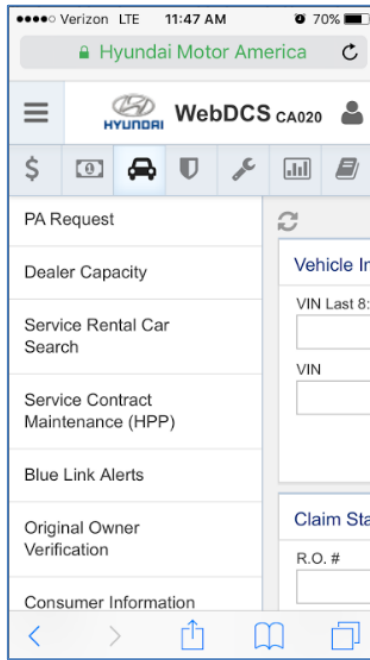
The screenshots show how to navigate to the RDR Submit screen.



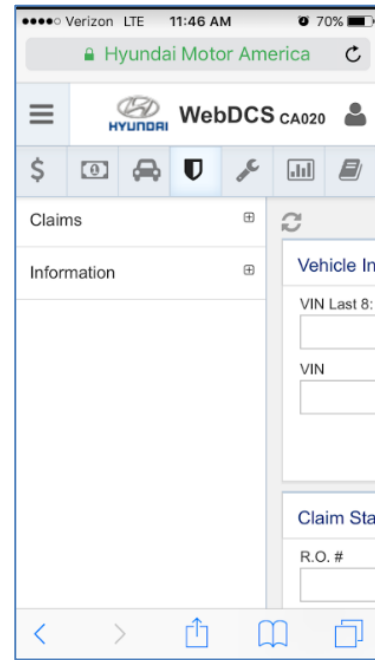
The screenshot shows mobile view for each business area.



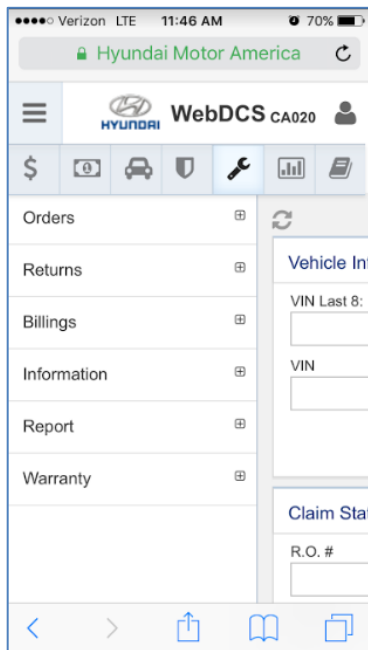
Finance



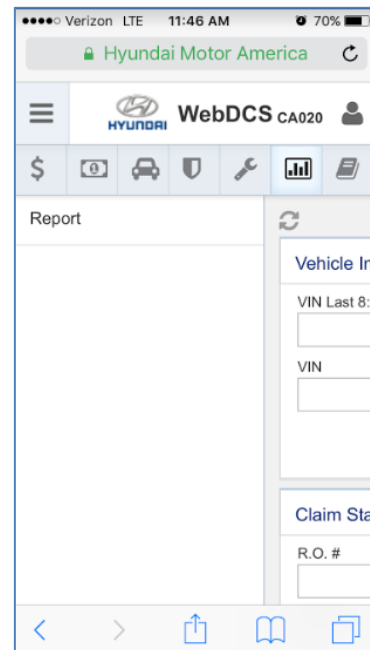
Service



Warranty



Parts



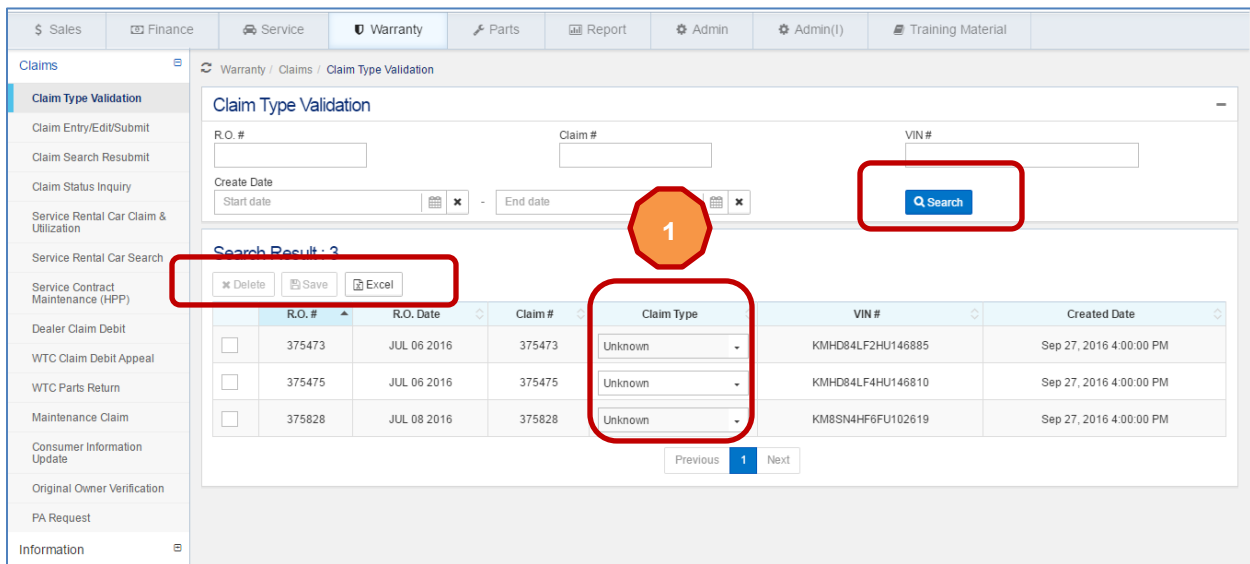
Report

3. Warranty

3.1 Claims



3.1.1 Claim Type Validation

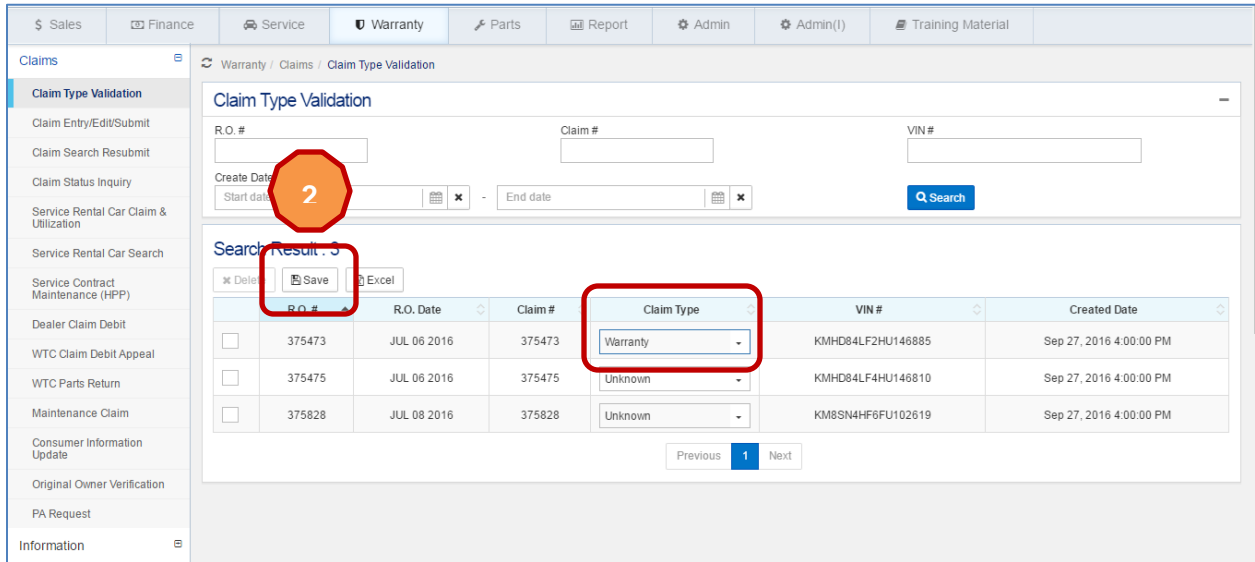
This screen is to inquire Claims from DMS with invalid claim type. User can view the list of claims and change the claim type. Also user can delete claims.



Button Information

Action Button	Definition
Search	Search claim by R.O number, Claim number, VIN, and Create Date.
Delete	Select claims and click on Delete to delete claims.
Save	Change the Claim Type in the list and then click on Save button. The updated claims will be removed from the list.
Excel	The results list is downloaded to excel.

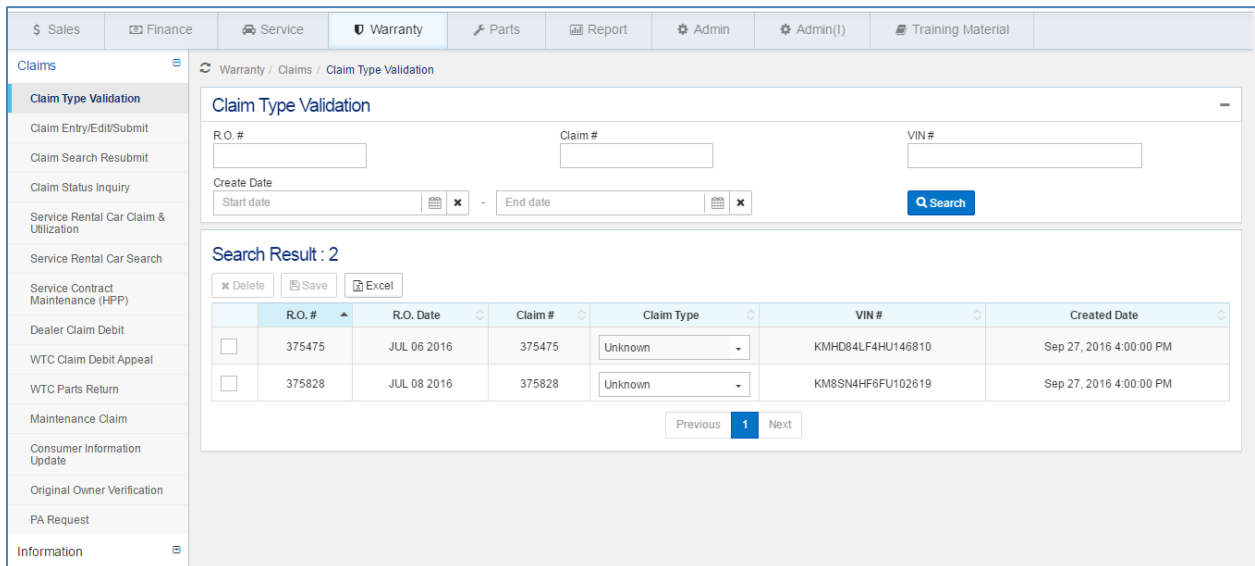
If you click  the Claim Type dropdown box, then you will see Claim Types as below. Then change claim type and click  Save button.



The screenshot shows the 'Claim Type Validation' page in the HMA WEBDCS system. The interface includes a navigation menu on the left with options like 'Claim Type Validation', 'Claim Entry/Edit/Submit', and 'Claim Search Resubmit'. The main area contains search filters for R.O. #, Claim #, VIN #, and Create Date. Below the filters, a table displays search results. A red circle highlights the '2' in the search result count, and another red circle highlights the 'Warranty' claim type in the first row of the table.

R.O. #	R.O. Date	Claim #	Claim Type	VIN #	Created Date
375473	JUL 06 2016	375473	Warranty	KMHD84LF2HU146885	Sep 27, 2016 4:00:00 PM
375475	JUL 06 2016	375475	Unknown	KMHD84LF4HU146810	Sep 27, 2016 4:00:00 PM
375828	JUL 08 2016	375828	Unknown	KM8SN4HF6FU102619	Sep 27, 2016 4:00:00 PM

After submission, you will see only claims with Unknown Claim Type in the list. The removed claim will be found in Claim Entry / Edit / Submit screen.

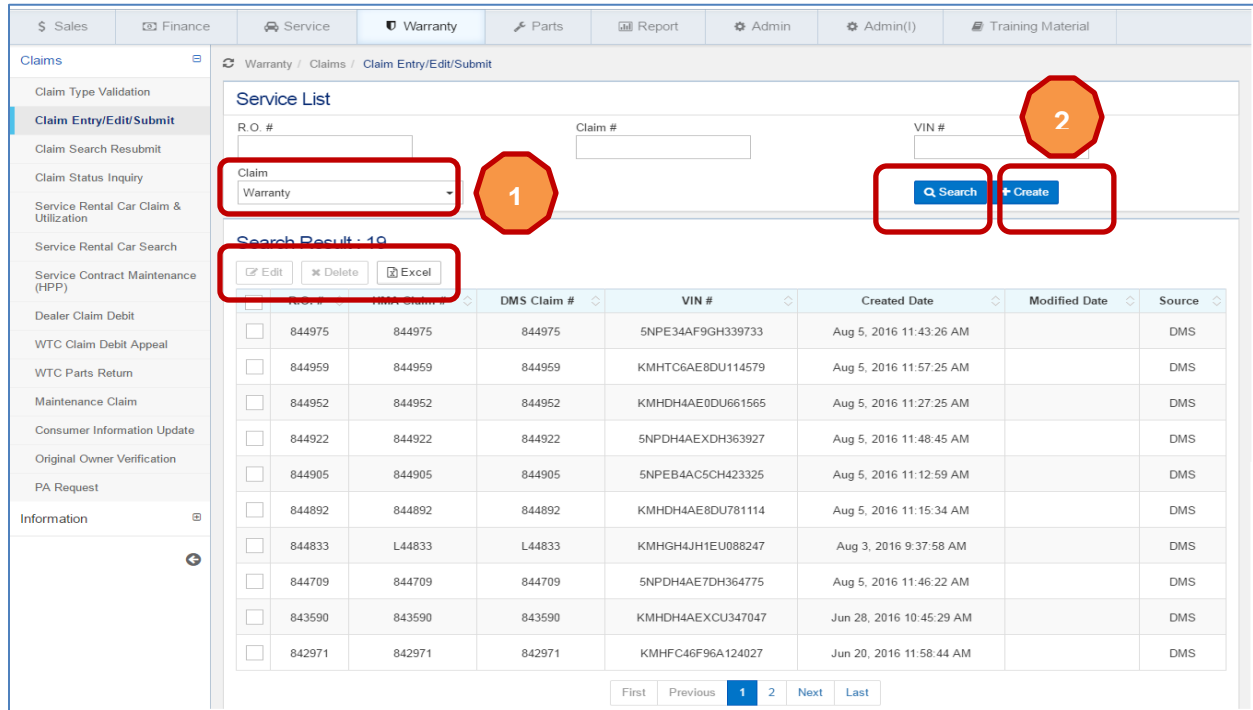


This screenshot shows the 'Claim Type Validation' page after a search. The search results table now only contains claims with an 'Unknown' claim type. The 'Warranty' claim from the previous screenshot is no longer present.

R.O. #	R.O. Date	Claim #	Claim Type	VIN #	Created Date
375475	JUL 06 2016	375475	Unknown	KMHD84LF4HU146810	Sep 27, 2016 4:00:00 PM
375828	JUL 08 2016	375828	Unknown	KM8SN4HF6FU102619	Sep 27, 2016 4:00:00 PM

3.1.2 Claim Entry / Edit / Submit

You can search claims by R.O number, Claim number, VIN, and Claim Type to modify and submit. Also user can create a new claim using Create button.



Service List

R.O. # Claim # VIN #

Claim:

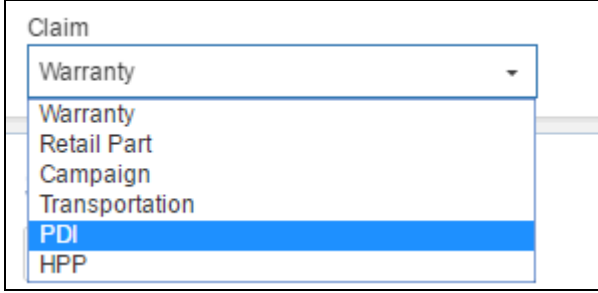
Search Result: 10

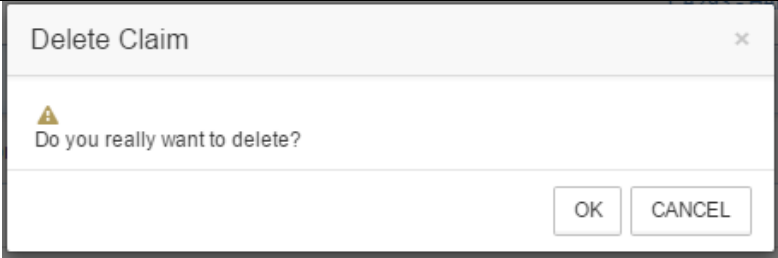
Edit Delete



	R.O. #	HMA Claim #	DMS Claim #	VIN #	Created Date	Modified Date	Source
<input type="checkbox"/>	844975	844975	844975	5NPE34AF9GH339733	Aug 5, 2016 11:43:26 AM		DMS
<input type="checkbox"/>	844959	844959	844959	KMHTC6AE8DU114579	Aug 5, 2016 11:57:25 AM		DMS
<input type="checkbox"/>	844952	844952	844952	KMHDH4AE8DU661565	Aug 5, 2016 11:27:25 AM		DMS
<input type="checkbox"/>	844922	844922	844922	5NPDH4AEXDH363927	Aug 5, 2016 11:48:45 AM		DMS
<input type="checkbox"/>	844905	844905	844905	5NPEB4AC5CH423325	Aug 5, 2016 11:12:59 AM		DMS
<input type="checkbox"/>	844892	844892	844892	KMHDH4AE8DU781114	Aug 5, 2016 11:15:34 AM		DMS
<input type="checkbox"/>	844833	L44833	L44833	KMHGH4JH1EU088247	Aug 3, 2016 9:37:58 AM		DMS
<input type="checkbox"/>	844709	844709	844709	5NPDH4AE7DH364775	Aug 5, 2016 11:46:22 AM		DMS
<input type="checkbox"/>	843590	843590	843590	KMHDH4AEXCU347047	Jun 28, 2016 10:45:29 AM		DMS
<input type="checkbox"/>	842971	842971	842971	KMHFC46F96A124027	Jun 20, 2016 11:58:44 AM		DMS

First Previous **1** 2 Next Last

Button Information

Action Button	Definition
Search	<p>Search claims by R.O number, Claim number, VIN, and Claim Type.</p> <p>Claim :</p> 
Create	Select Claim type in Claim dropdown box and then click Create button. It will open new Claim Entry screen.
Edit	Select claims and click Edit button. It will open Claim Create/ Edit / Submit screen with details.
Delete	Select claims and click Delete button. It will pop up Delete Claim screen. Once you click OK, then the selected claimes will be deleted. If you click Cancel, the selected claims will not be deleted.

	
Excel	The results list is downloaded to excel.

If you select Warranty in  the Claim dropdown box and click  Create button. Warranty Claim Create / Edit / Submit screen is displayed.

[Sales](#)
[Finance](#)
[Service](#)
[Warranty](#)
[Parts](#)
[Report](#)
[Admin](#)
[Admin\(I\)](#)
[Training Material](#)
Page 1 / 1

Claims

- Claim Type Validation
- Claim Entry/Edit/Submit**
- Claim Search Resubmit
- Claim Status Inquiry
- Service Rental Car Claim & Utilization
- Service Rental Car Search
- Service Contract Maintenance (HPP)
- Dealer Claim Debit
- WTC Claim Debit Appeal
- WTC Parts Return
- Maintenance Claim
- Consumer Information Update
- Original Owner Verification
- PA Request

Information

Warranty Claim Create/Edit/Submit

← Back to List

Labor Time Standard(LTS)

PRINT
SAVE
CHECK VALID
SUBMIT

Basic Information

* R.O. #	* Claim #
* VIN	* HMA Pay %
* Repair Date (In)	* Repair Date (Out)
* Mileage (In)	* Mileage (Out)
Owner Verification Verify Original Owner	
* Service Advisor	* Technician

Condition Description	Sublet Code
Sublet Amount	Towing
Rental Reason	Causal Part Description
* Causal Part #	* Cause
Nature Grp/Code	PA #
Goodwill Requested	

OP Code Information

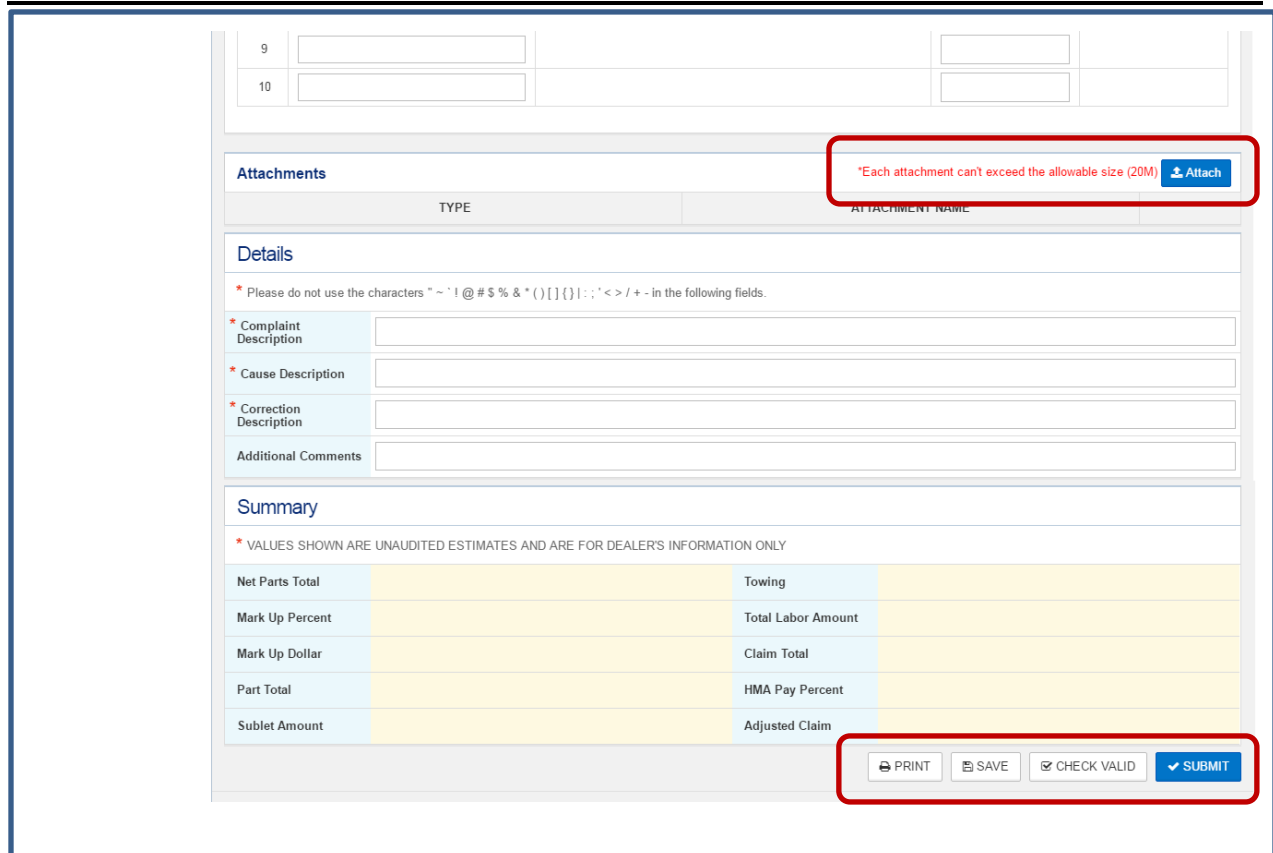
LINE	OP CODE	OP CODE DESCRIPTION	OP CODE HRS	OP CODE QTY	LABOR DOLLARS
1	28325R00	MOTOR ASSY - VARIABLE CHARGE MOTION (VCM)	0.5	1	
2	28325RQ0	DIAGNOSTIC TOOL OPERATION	0.3	1	
3					
4					
5					
6					
Labor Rate					108
Total Amount					0.00

Scan Tool Test Code 1	Scan Tool Test Code 2	Scan Tool Test Code 3
Battery Test Code 1:	Battery Test Code 2:	

Part Information

➕Add 10 Rows

LINE	PART NUMBER	PART DESCRIPTION	PART QUANTITY	PART DOLLARS
1			1	0
2				
3				
4				
5				
6				
7				
8				



Button Information

Action Button	Definition
Verify Original Owner	After you enter R.O number, VIN, and Repair date, click Verify Original Owner button to verify original owner. This will open Original Owner Verification screen.
Add 10 Rows	New 10 rows will be added.
Save	Save a claim.
Check Valid	It will validate all the fields and display error or warning messages.
Submit	It will submit a claim if there is no error.
Attach	Windows explorer will be opened to select files. Once you attach file(s), you will see the attached file in the Attachements section.
Print	Prints the current screen.

If you click  Labor Time Standard (LTS) link, it will open LTS site.

To select Service Advisor and Technician, click  , you will see HOUSEDEAL, last 3 digits of Hyundai ID, Last name, and First Name.

* Service Advisor	<input type="text"/>
Condition Description	*605 RYU,JAMES *624 YU,JINTAE

* Technician	<input type="text"/>
	*624 YU,JINTAE

Select claims and click Edit button on Claim /Edit / Submit screen. It will open Claim Create/ Edit / Submit screen with details.

\$ Sales
Finance
Service
Warranty
Parts
Report
Admin
Admin(I)
Training Material

Claims
Warranty Claim Create/Edit/Submit
Page 1 / 1

← Back to List
Labor Time Standard (LTS)

PRINT
SAVE
CHECK VALID
SUBMIT

Basic Information

* R.O. #	844975	* Claim #	844975
* VIN	5NPE34AF9GH339733	* HMA Pay %	100
* Repair Date (In)	08/04/2016	* Repair Date (Out)	08/05/2016
* Mileage (In)	9555	* Mileage (Out)	9572
Owner Verification	Verify Original Owner		
* Service Advisor		* Technician	
Condition Description			
Sublet Amount	0.00	Sublet Code	
Rental Reason		Towing	
* Causal Part #	28323-2GGA1	Causal Part Description	
Nature Grp/Code	Active Causal Part does not exist	* Cause	
Goodwill Requested	NO	PA #	

OP Code Information

LINE	OP CODE	OP CODE DESCRIPTION	OP CODE HRS	OP CODE QTY	LABOR DOLLARS
1	28325R00	MOTOR ASSY - VARIABLE CHARGE MOTION (VCM)	0.5	1	
2	28325R00	DIAGNOSTIC TOOL OPERATION	0.3	1	
3					
4					
5					
6					
Labor Rate					108
Total Amount					0.00

Scan Tool Test Code 1:

Scan Tool Test Code 2:

Scan Tool Test Code 3:

Battery Test Code 1:

Battery Test Code 2:

Part Information

+Add 10 Rows

LINE	PART NUMBER	PART DESCRIPTION	PART QUANTITY	PART DOLLARS
1	28323-2GGA1		1	0
2	Part Does Not Exist			
3				

4				
5				
6				
7				
8				
9				
10				

Attachments *Each attachment can't exceed the allowable size (20M) [Attach](#)

TYPE	ATTACHMENT NAME

Details

* Please do not use the characters " ~ ` ! @ # \$ % & * () [] { } | : ; ' < > / + - in the following fields.

* **Complaint Description**

* **Cause Description**

* **Correction Description**

Additional Comments

Summary

* VALUES SHOWN ARE UNAUDITED ESTIMATES AND ARE FOR DEALER'S INFORMATION ONLY

Net Parts Total	0.00	Towing	
Mark Up Percent		Total Labor Amount	0.00
Mark Up Dollar	0.00	Claim Total	0.00
Part Total	0.00	HMA Pay Percent	100%
Sublet Amount	0.00	Adjusted Claim	

Button Information

Action Button	Definition
Verify Original Owner	After you enter R.O number, VIN, and Repair date, click Verify Original Owner button to verify original owner. This will open Orginal Owner Verification screen.
Add 10 Rows	New 10 rows will be added.
Save	Save a claim.
Check Valid	It will validate all the fields and display error or warning messages.
Submit	It will submit a claim if there is no error.

Attach	Windows explorer will be opened to select files. Once you attach file(s), you will see the attached file in the Attachements section.
---------------	---

If you select multiple claims using checkbox and Edit button, you will see Page number on the top of the screen. For example if you select three Warranty claims and click Edit button.

Search Result : 27

Edit Delete Excel

<input type="checkbox"/>	R.O. #	HMA Claim #	DMS Claim #	VIN #	Created Date	Modified Date	Source
<input checked="" type="checkbox"/>	162740	162740	162740	5XYZW3LA9EG130453	Sep 26, 2016 1:14:05 PM	Sep 30, 2016 12:47:02 AM	DMS
<input checked="" type="checkbox"/>	162438	162438	162438	KM8SR4HF7HU183797	Sep 23, 2016 8:48:31 PM		DMS
<input checked="" type="checkbox"/>	162422	162422	162422	5NPDH4AE5BH005552	Sep 26, 2016 5:05:02 PM	Sep 29, 2016 4:05:56 PM	DMS
<input type="checkbox"/>	162299	162299	162299	5NPE24AF3GH292556	Sep 16, 2016 4:58:02 PM	Sep 30, 2016 11:05:20 AM	DMS

You will see Warranty Claim Create/Edit/Submit screen as below. This screenshot is for Page 1/3. Click



the arrow button to move to next page.

Warranty / Claims / Claim Entry/Edit/Submit

Warranty Claim Create/Edit/Submit

Page 1 / 3

Basic Information

* R.O. #	162740	* Claim #	162740
* VIN	5XYZW3LA9EG130453	* HMA Pay %	100
* Repair Date (In)	09/20/2016	* Repair Date (Out)	09/26/2016
* Mileage (In)	16895	* Mileage (Out)	16895

Then you will Page 2/3. Click  the arrow button to go to Page 3/3.

Warranty / Claims / Claim Entry/Edit/Submit


Warranty Claim Create/Edit/Submit

Page 2 / 3

Back to List Labor Time Standard(LTS) PRINT SAVE CHECK VALID SUBMIT

Basic Information

* R.O. #	162438	* Claim #	162438
* VIN	KM8SR4HF7HU183797	* HMA Pay %	100
* Repair Date (In)	09/16/2016	* Repair Date (Out)	09/22/2016
* Mileage (In)	7411	* Mileage (Out)	7445

You will see Page 3/3. To go back to the previous page, click  the arrow button.

Warranty / Claims / Claim Entry/Edit/Submit

Warranty Claim Create/Edit/Submit

Page 3 / 3

Back to List Labor Time Standard(LTS) PRINT SAVE CHECK VALID SUBMIT

Basic Information

* R.O. #	162422	* Claim #	162422
* VIN	5NPDH4AE5BH005552	* HMA Pay %	100
* Repair Date (In)	09/16/2016	* Repair Date (Out)	09/26/2016
* Mileage (In)	77653	* Mileage (Out)	77655

3.1.3 Claim Search Resubmit

Claims can be searched by R.O number, Claim number, VIN, Claim type, and Claim status. For returned claims, you can edit claims and resubmit.

Navigation: \$ Sales | Finance | Service | **Warranty** | Parts | Report | Admin | Admin(I) | Training Material

Claims > Warranty / Claims / Claim Search Resubmit

Claim Search Resubmit

R.O. # Claim # VIN #

Claim: Status:

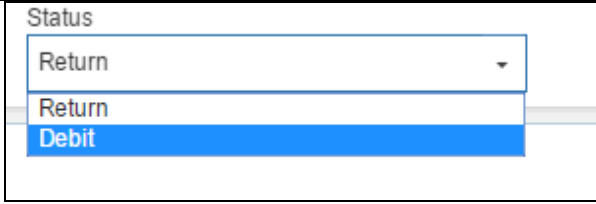
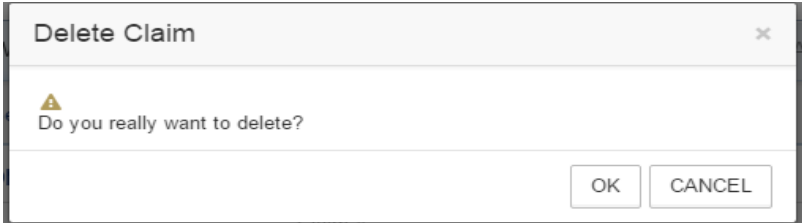
Search Result : 71

	R.O. #	HMA Claim #	DMS Claim #	Claim Type	VIN #	R.O Date	Adjustment Date	Status
<input type="checkbox"/>	844267	844267	844267	Warranty Claim	5NPEC4AB0BH295854	Jul 14, 2016 12:00:00 AM	Jul 29, 2016 12:00:00 AM	Return
<input type="checkbox"/>	841612	841612	841612	Warranty Claim	KMHGH4JH4CU055224	May 10, 2016 12:00:00 AM	Jun 2, 2016 12:00:00 AM	Return
<input type="checkbox"/>	841340	841340	841340	Warranty Claim	5NPDH4AE8FH622921	May 3, 2016 12:00:00 AM	Jul 27, 2016 12:00:00 AM	Return
<input type="checkbox"/>	840243	840243	840243	Warranty Claim	5NPDH4AE3GH709207	Apr 5, 2016 12:00:00 AM	Jun 9, 2016 12:00:00 AM	Return
<input type="checkbox"/>	840146	C40146	C40146	Warranty Claim	5NPEB4AC1CH474062	Apr 2, 2016 12:00:00 AM	Jun 2, 2016 12:00:00 AM	Return
<input type="checkbox"/>	838911	838911	838911	Warranty Claim	KMHEC4A40CA035198	Mar 3, 2016 12:00:00 AM	Mar 17, 2016 12:00:00 AM	Return
<input type="checkbox"/>	838596	838596	838596	Warranty Claim	KM8SR4HF5EU063248	Feb 25, 2016 12:00:00 AM	Apr 6, 2016 12:00:00 AM	Return
<input type="checkbox"/>	838567	838567	838567	Warranty Claim	KMHEC4A41CA062829	Feb 24, 2016 12:00:00 AM	Apr 7, 2016 12:00:00 AM	Return
<input type="checkbox"/>	838560	838560	838560	Warranty Claim	5NPEB4AC4DH611349	Feb 24, 2016 12:00:00 AM	Apr 6, 2016 12:00:00 AM	Return
<input type="checkbox"/>	838554	838554	838554	Warranty Claim	KM8NU4CC6BU150967	Feb 24, 2016 12:00:00 AM	Apr 6, 2016 12:00:00 AM	Return

First Previous **1** 2 3 4 5 ... 8 Next Last

Button Information

Action Button	Definition
Search	<p>Search claims by R.O number, Claim number, VIN, Claim type, and Claim status.</p> <p>Claim :</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>Claim</p> <ul style="list-style-type: none"> Warranty Warranty Retail Part Campaign Transportation PDI HPP </div> <p>Status :</p>

		
Edit	<p>Select claims and click Edit button. It will open Claim Create/ Edit / Submit screen with details.</p>	
Delete	<p>Select claims and click Delete button. The selected claimes will be deleted. Once you click OK, then the selected claimes will be deleted. If you click Cancel, the selected claims will not be deleted.</p> 	
Excel	<p>The results list is downloaded to excel.</p>	

Select claims and click Edit button on Claim Search Resubmit. It will open Claim Create/ Edit / Submit screen with details.

\$ Sales
Finance
Service
Warranty
Parts
Report
Admin
Admin(I)
Training Material

Claims
Warranty Claim ReSubmit
Page 1 / 1

← Back to List
Labor Time Standard (LTS)
PRINT
SAVE
CHECK VALID
SUBMIT

▲ 405: Claim submission or resubmission > 30 day limit
▲ 841: Claim Submitted/Resubmitted Over 30 Days - DPSM

Basic Information

* R.O. #

* VIN

* Repair Date (In)

* Mileage (In)

* Service Advisor

Condition Description

Sublet Amount

Rental Reason

* Causal Part #

Nature Grp/Code

Goodwill Requested

* Claim #

* HMA Pay %

* Repair Date (Out)

* Mileage (Out)

* Technician

Sublet Code

Towing

Causal Part Description

* Cause

PA #

Verify Original Owner

Remark History

Type	UserID	Date	Remark

Please Do Not Use The Characters " ~ ` ! @ # \$ % & * () [] { } | : ; ' < > / + - In The Following Fields.

* Dealer PWA Reply

OP Code Information

LINE	OP CODE	OP CODE DESCRIPTION	OP CODE HRS	OP CODE QTY	LABOR DOLLARS
1	35100R1A	BODY ASSY-THROTTLE AND/OR GASKET (THETA ENGINE)	<input type="text" value="0.3"/>	<input type="text" value="1"/>	0
2	Op code 35100R1A and part 351002G700 not compatible. Check TSB.	DIAGNOSTIC TOOL OPERATION	<input type="text" value="0.3"/>	<input type="text" value="1"/>	0
3	<input type="text"/>		<input type="text"/>	<input type="text"/>	
4	<input type="text"/>		<input type="text"/>	<input type="text"/>	
5	<input type="text"/>		<input type="text"/>	<input type="text"/>	
6	<input type="text"/>		<input type="text"/>	<input type="text"/>	
Labor Rate					108
Total Amount					0.00

Scan Tool Test Code 1 Scan Tool Test Code 2

Battery Test Code 1: Battery Test Code 2:

Part Information

+Add 10 Rows

LINE	PART NUMBER	PART DESCRIPTION	PART QUANTITY	PART DOLLARS
1	351002G700	BODY ASSY-THROTTLE	1	187.93
2	283122G700	GASKET-THROTTLE BODY	1	3.47
3				
4				
5				
6				
7				
8				
9				
10				

* Each attachment can't exceed the allowable size (20M)

Attachments

Attach -

TYPE	ATTACHMENT NAME

Details

* Please do not use the characters " ~ ` ! @ # \$ % & * () [] { } | : ; ' < > / + - in the following fields.

* **Complaint Description** CUSTOMER STATES VEHICLE HAD LOSS OF POWER AND WOULD NOT GO MORE THAN 10MPH. CHECK ENGINE LIGHT COMES ON AND OFF. CHECK AND ADVISE.

* **Cause Description** SCAN TEST SYSTEM WITH GDS AND FOUND CODE P2118 THROTTLE ACTUATOR CONTROL MOTOR CURRENT RANGE PERFORMANCE, FOUND THROTTLE ACTUATOR FAILING CAUSING LACK OF POWER AND ENGINE LIGHT COMING ON AND OFF.

* **Correction Description** REPLACED THROTTLE BODY ASSEMBLY, CLEARED CODE AND RETEST. OPERATING NORMAL NOW

Additional Comments REPLACED THROTTLE BODY ASSEMBLY, CLEARED CODE AND RETEST. OPERATING NORMAL NOW

Summary

* VALUES SHOWN ARE UNAUDITED ESTIMATES AND ARE FOR DEALER'S INFORMATION ONLY

Net Parts Total	191.40	Towing	0.00
Mark Up Percent	40.00%	Total Labor Amount	0.00
Mark Up Dollar	76.56	Claim Total	267.96
Part Total	267.96	HMA Pay Percent	100%
Sublet Amount	0.00	Adjusted Claim	267.96

PRINT SAVE CHECK VALID SUBMIT

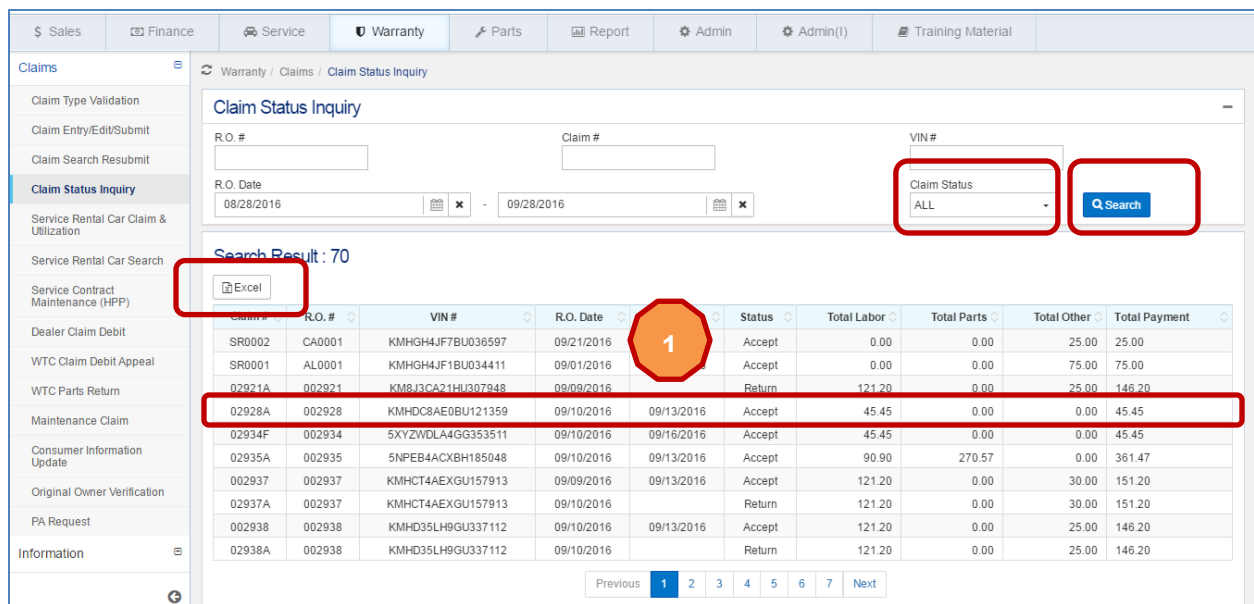
Button Information

Action Button	Definition
Verify Original Owner	After you enter R.O number, VIN, and Repair date, click Verify Original Owner button to verify original owner. This will open Original Owner Verification screen.
Add 10 Rows	New 10 rows will be added.

Save	Save a claim.
Check Valid	It will validate all the fields and display error or warning messages.
Submit	It will submit a claim if there is no error.
Attach	Windows explorer will be opened to select files. Once you attach file(s), you will see the attached file in the Attachements section.

3.1.4 Claim Status Inquiry

Submitted claims can be searched by R.O number, Claim number, VIN, R.O. date, and Claim status. The result list includes claim details. Once you click the claim number, claim detail screen will be displayed




The screenshot displays the 'Claim Status Inquiry' page. The search form includes fields for R.O. #, Claim #, VIN #, and R.O. Date (08/28/2016 to 09/28/2016). The 'Claim Status' dropdown is set to 'ALL'. The search results table shows 70 results. The table columns are: Claim #, R.O. #, VIN #, R.O. Date, Status, Total Labor, Total Parts, Total Other, and Total Payment. The row for claim 02928A is highlighted with a red box. The 'Excel' button is also highlighted with a red box. A red circle with the number '1' is placed over the 'Status' column header.

Claim #	R.O. #	VIN #	R.O. Date	Status	Total Labor	Total Parts	Total Other	Total Payment	
SR0002	CA0001	KMHGH4JF7BU036597	09/21/2016	Accept	0.00	0.00	25.00	25.00	
SR0001	AL0001	KMHGH4JF1BU034411	09/01/2016	Accept	0.00	0.00	75.00	75.00	
02921A	002921	KM8J3CA21HU307948	09/09/2016	Return	121.20	0.00	25.00	146.20	
02928A	002928	KMHDC8AE0BU121359	09/10/2016	09/13/2016	Accept	45.45	0.00	0.00	45.45
02934F	002934	5XYZWDLA4GG353511	09/10/2016	09/16/2016	Accept	45.45	0.00	0.00	45.45
02935A	002935	5NPEB4ACXBH185048	09/10/2016	09/13/2016	Accept	90.90	270.57	0.00	361.47
002937	002937	KMHCT4AEXGU157913	09/09/2016	09/13/2016	Accept	121.20	0.00	30.00	151.20
02937A	002937	KMHCT4AEXGU157913	09/10/2016	Return	121.20	0.00	30.00	151.20	
002938	002938	KMHD35LH9GU337112	09/10/2016	09/13/2016	Accept	121.20	0.00	25.00	146.20
02938A	002938	KMHD35LH9GU337112	09/10/2016	Return	121.20	0.00	25.00	146.20	

Button Information

Action Button	Definition
Search	Search submitted claims by R.O number, Claim number, VIN, R.O. date, and Claim status. Claim Status :

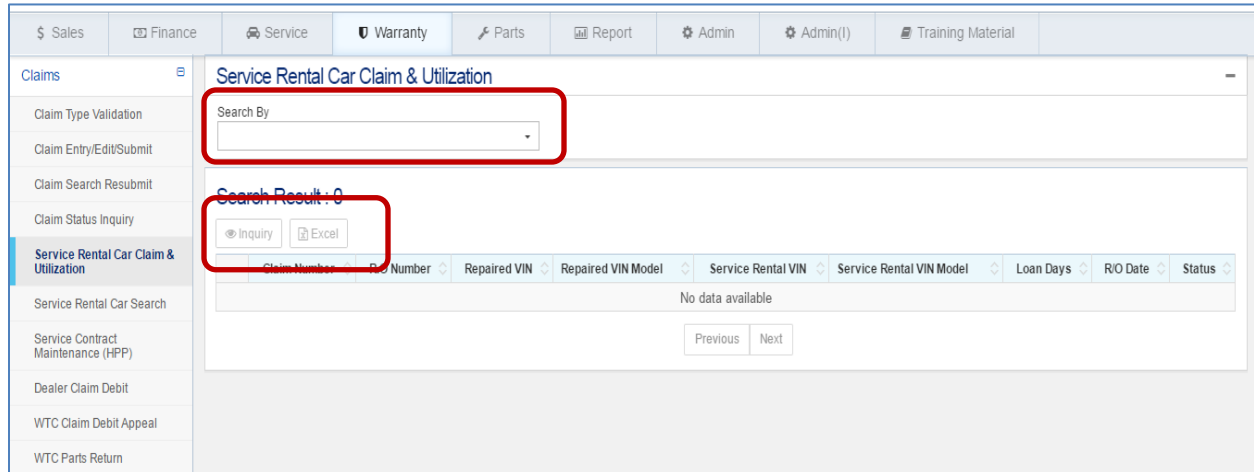
	<p>Claim Status</p> <div style="border: 1px solid black; padding: 5px;"> <p>ALL</p> <p>ALL</p> <p>Accept</p> <p>Return</p> <p>Suspend</p> <p>Hold</p> <p>Pending</p> <p>Debit</p> <p>Deleted</p> </div>	
<p>Excel</p>	<p>The results list is downloaded to excel.</p>	

If you click  the line item in the list, Claim Status Inquiry Detail screen is displayed.

Sales Finance Service Warranty Parts Report Admin Admin(l) Training Material																																																																																																											
<p>Claims</p> <ul style="list-style-type: none"> Claim Type Validation Claim Entry/Edit/Submit Claim Search Resubmit Claim Status Inquiry Service Rental Car Claim & Utilization Service Rental Car Search Service Contract Maintenance (HPP) Dealer Claim Debit WTC Claim Debit Appeal WTC Parts Return Maintenance Claim Consumer Information Update Original Owner Verification PA Request Information 																																																																																																											
<p>Claim Status Inquiry Detail</p> <p>← Back to List</p> <p>Claim Detail</p> <table border="1"> <tr> <td>R.O Number</td><td>161874</td><td>Claim Number</td><td>161874</td><td>Claim Status</td><td>A</td><td>Claim Type</td><td>I: Pre-delivery Inspection/Service</td></tr> <tr> <td>VIN</td><td>5NPD74LF4HH097013</td><td>Model</td><td>2017</td><td>InService Month</td><td>XXX</td><td>Condition Description</td><td></td></tr> <tr> <td>R.O Open Date</td><td>20160908</td><td>R.O Close Date</td><td>20160908</td><td>Mileage In</td><td>5</td><td>Mileage Out</td><td>0</td></tr> <tr> <td>Nature Code</td><td></td><td>Cause Code</td><td></td><td>Technician</td><td></td><td>Service Advisor</td><td></td></tr> <tr> <td>Causal Part</td><td>PREDELIVER</td><td>Causal Part Description</td><td></td><td>Sublet Code</td><td></td><td>Rental Reason</td><td></td></tr> <tr> <td>Scan Tool Code1</td><td></td><td>Scan Tool Code2</td><td></td><td>Scan Tool Code3</td><td></td><td>Battery Test Code</td><td></td></tr> <tr> <td>Customer Name</td><td></td><td>Original Owner</td><td></td><td>IQS / CSI / VDS / Other</td><td></td><td>DMV Transfer Date</td><td>0</td></tr> <tr> <td>Total Part Amount</td><td>0.00</td><td>Total Labor Amount</td><td>88.00</td><td>Total Sublet Amount</td><td>0.00</td><td>Towing Amount</td><td>0.00</td></tr> <tr> <td>Total Claim Amount</td><td>118.00</td><td>PWA Type1</td><td></td><td>PWA Type2</td><td></td><td>HMA PAY%</td><td>0</td></tr> <tr> <td>Create User</td><td>WPR100</td><td>Create Date</td><td>20160912</td><td>PA Number</td><td>0</td><td>Claim Goodwill Flag</td><td></td></tr> </table> <p>OP Code Information</p> <table border="1"> <thead> <tr> <th>OP Code</th><th>Description</th><th>Hours</th><th>Quantity</th></tr> </thead> <tbody> <tr> <td>PREDELIV</td><td>PRE-DELIVERY INSPECTION/SERVICE</td><td>0.8</td><td>1</td></tr> </tbody> </table> <p>Part Information</p> <table border="1"> <thead> <tr> <th>No</th><th>Part Number</th><th>Part Description</th><th>Part Quantity</th><th>Part Dollars</th></tr> </thead> <tbody> <tr> <td colspan="5" style="text-align: center;">No Data</td></tr> </tbody> </table>										R.O Number	161874	Claim Number	161874	Claim Status	A	Claim Type	I: Pre-delivery Inspection/Service	VIN	5NPD74LF4HH097013	Model	2017	InService Month	XXX	Condition Description		R.O Open Date	20160908	R.O Close Date	20160908	Mileage In	5	Mileage Out	0	Nature Code		Cause Code		Technician		Service Advisor		Causal Part	PREDELIVER	Causal Part Description		Sublet Code		Rental Reason		Scan Tool Code1		Scan Tool Code2		Scan Tool Code3		Battery Test Code		Customer Name		Original Owner		IQS / CSI / VDS / Other		DMV Transfer Date	0	Total Part Amount	0.00	Total Labor Amount	88.00	Total Sublet Amount	0.00	Towing Amount	0.00	Total Claim Amount	118.00	PWA Type1		PWA Type2		HMA PAY%	0	Create User	WPR100	Create Date	20160912	PA Number	0	Claim Goodwill Flag		OP Code	Description	Hours	Quantity	PREDELIV	PRE-DELIVERY INSPECTION/SERVICE	0.8	1	No	Part Number	Part Description	Part Quantity	Part Dollars	No Data				
R.O Number	161874	Claim Number	161874	Claim Status	A	Claim Type	I: Pre-delivery Inspection/Service																																																																																																				
VIN	5NPD74LF4HH097013	Model	2017	InService Month	XXX	Condition Description																																																																																																					
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No	Part Number	Part Description	Part Quantity	Part Dollars																																																																																																							
No Data																																																																																																											


3.1.5 Service Rental Car Claim & Utilization

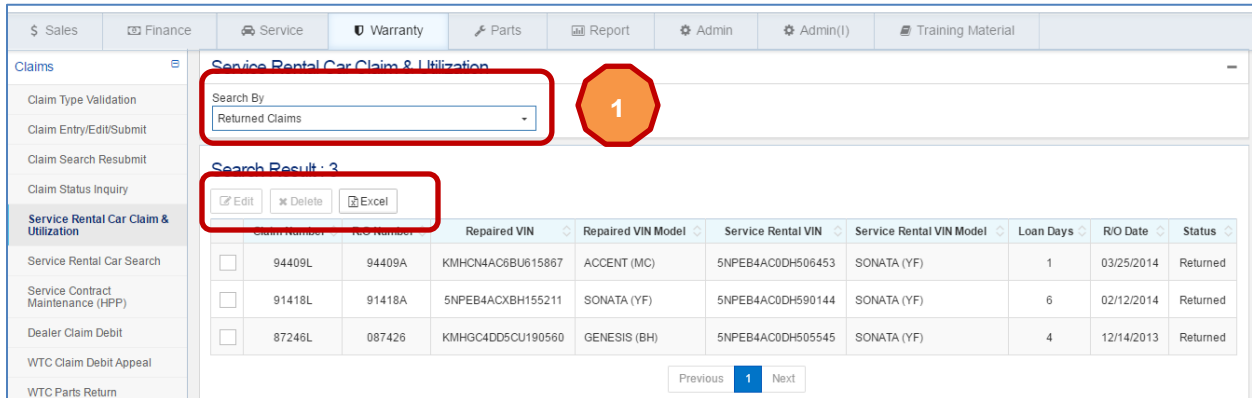
This screen is to maintain claims for Service Rental Cars (SRC). You can search Service Rental Car claim by Today's submission, Returned, Approve/Pending, and Others. Also you can create a new Service Rental Car claim and submit.



Button Information

Action Button	Definition
Searched By	Click Search By dropdown box, then you will see the below options. <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Search By</p> <ul style="list-style-type: none"> Today's Submissions Returned Claims Approved / Pending Claims Repaired VIN SRC VIN RO Number </div>
Inquiry	Select Service Rental Car claim and click Inquiry button. It will open Service Rental Car Claim & Utilization Detail screen.
Excel	The results list is downloaded to excel.

If you select Return Claims in  Search By dropdown box, then you will see the result list for return claims.



Service Rental Car Claim & Utilization

Search By
Returned Claims

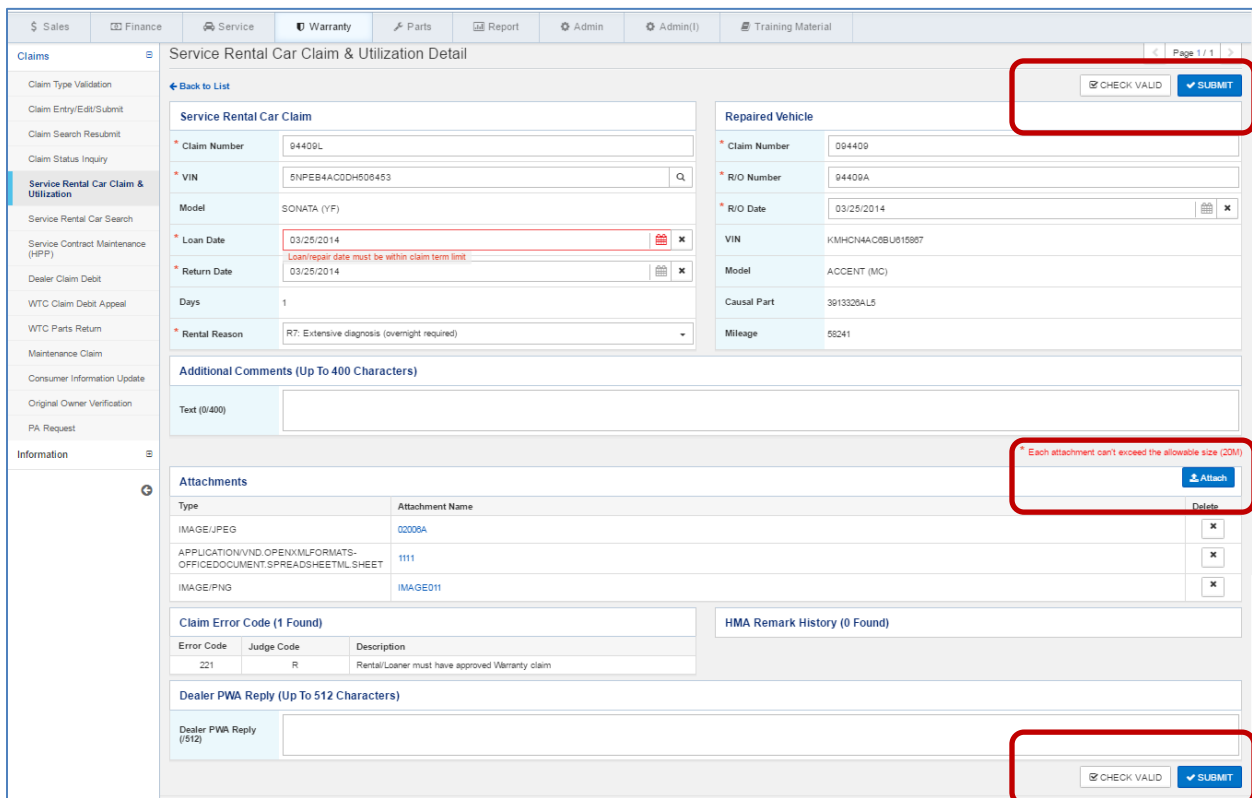
Search Result - 3

Edit Delete Excel

Claim Number	R/O Number	Repaired VIN	Repaired VIN Model	Service Rental VIN	Service Rental VIN Model	Loan Days	R/O Date	Status
<input type="checkbox"/> 94409L	94409A	KMHCM4AC06BU615967	ACCENT (MC)	5NPEB4AC0DH506453	SONATA (YF)	1	03/25/2014	Returned
<input type="checkbox"/> 91418L	91418A	5NPEB4ACXBH155211	SONATA (YF)	5NPEB4AC0DH590144	SONATA (YF)	6	02/12/2014	Returned
<input type="checkbox"/> 87246L	087426	KMHGC4DD5CU190560	GENESIS (BH)	5NPEB4AC0DH505545	SONATA (YF)	4	12/14/2013	Returned

Previous 1 Next

Select claims and click Edit button. Service Rental Car Claim & Utilization Detail screen is displayed.



Service Rental Car Claim & Utilization Detail

← Back to List

CHECK VALID SUBMIT

Service Rental Car Claim

* Claim Number: 94409L

* VIN: 5NPEB4AC0DH506453

Model: SONATA (YF)

* Loan Date: 03/25/2014

* Return Date: 03/25/2014

Days: 1

* Rental Reason: R7: Extensive diagnosis (overnight required)

Repaired Vehicle

* Claim Number: 094400

* R/O Number: 94409A

* R/O Date: 03/25/2014

VIN: KMHCM4AC06BU615967

Model: ACCENT (MC)

Causal Part: 3913326AL5

Mileage: 58241

Additional Comments (Up To 400 Characters)

Text (0/400)

* Each attachment can't exceed the allowable size (20M)

Attachments

Type	Attachment Name	Delete
IMAGE/JPEG	02006A	<input type="checkbox"/>
APPLICATION/VND.OPENXMLFORMATS-OFFICEDOCUMENT.SPREADSHEETML SHEET	1111	<input type="checkbox"/>
IMAGE/PNG	IMAGE011	<input type="checkbox"/>

Claim Error Code (1 Found)

Error Code	Judge Code	Description
221	R	Rental/Loaner must have approved Warranty claim

HMA Remark History (0 Found)

Dealer PWA Reply (Up To 512 Characters)

Dealer PWA Reply (/512)

CHECK VALID SUBMIT

Button Information

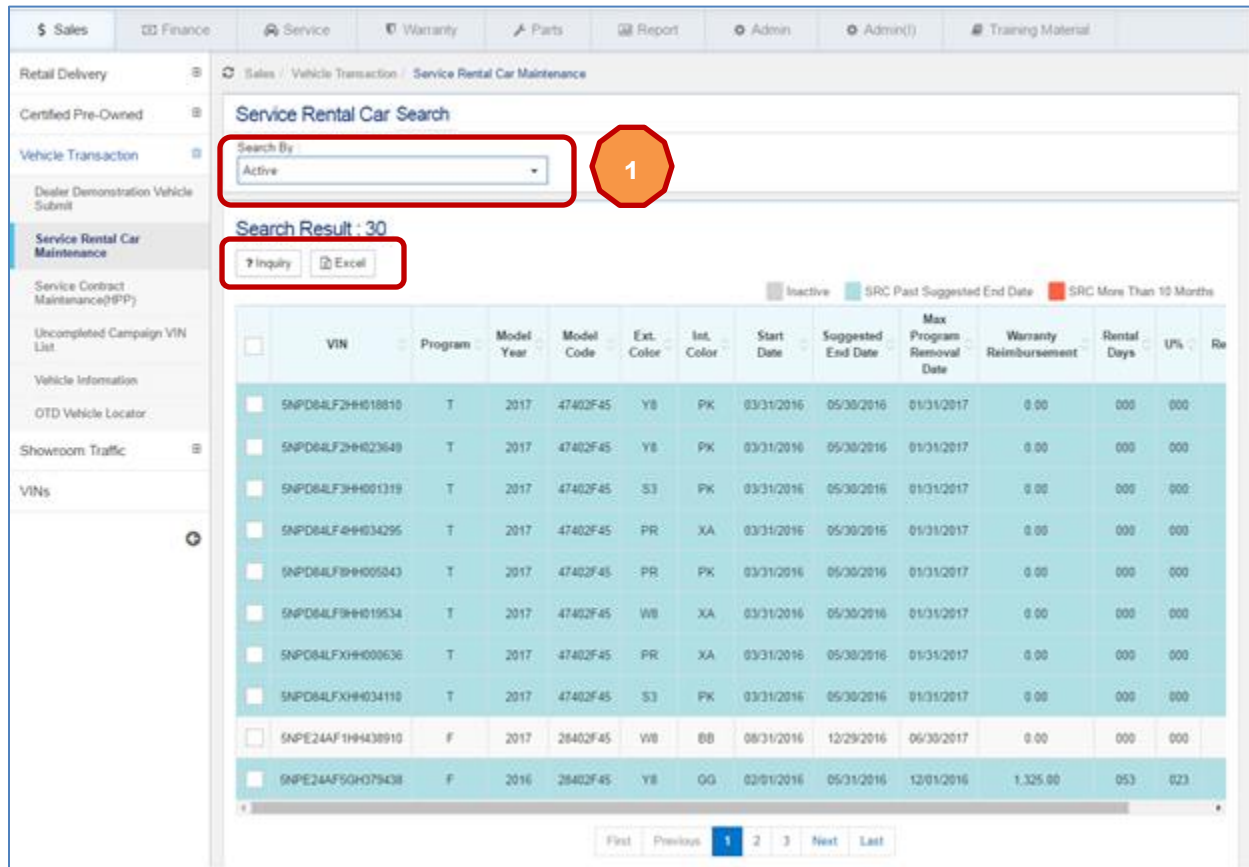
Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.

Submit	It will submit a claim if there is no error.
Attach	Windows explorer will be opened to select files. Once you attach file(s), you will see the attached file in the Attachements section.

3.1.6 Service Rental Car Search

You can search Service Rental Car by Active, Inactive, VIN, and SRC program. The result list includes VIN and program details.

If you select Active in  Search By dropdown box, you will see list of active SRC.



Service Rental Car Search

Search By: Active

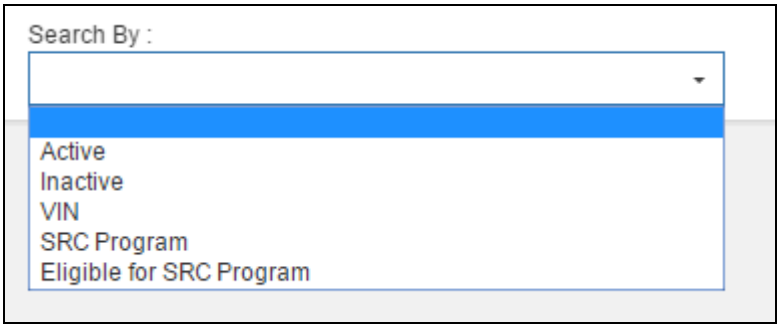
Search Result: 30

Inquiry Excel

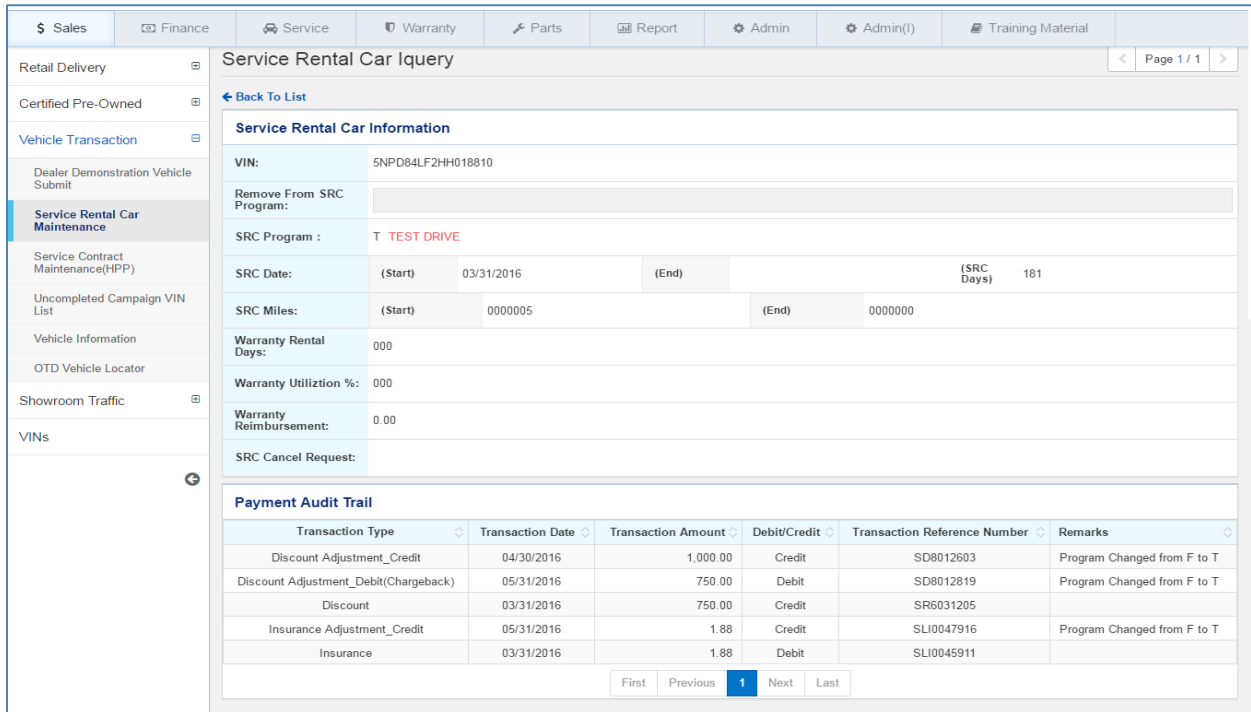
	VIN	Program	Model Year	Model Code	Ext. Color	Int. Color	Start Date	Suggested End Date	Max Program Removal Date	Warranty Reimbursement	Rental Days	UP%	Re
<input type="checkbox"/>	5NPD84F2H018810	T	2017	47402F45	Y8	PK	03/31/2016	05/30/2016	01/31/2017	0.00	000	000	
<input type="checkbox"/>	5NPD84F2H023648	T	2017	47402F45	Y8	PK	03/31/2016	05/30/2016	01/31/2017	0.00	000	000	
<input type="checkbox"/>	5NPD84F3H001319	T	2017	47402F45	S3	PK	03/31/2016	05/30/2016	01/31/2017	0.00	000	000	
<input type="checkbox"/>	5NPD84F4H034295	T	2017	47402F45	PR	XA	03/31/2016	05/30/2016	01/31/2017	0.00	000	000	
<input type="checkbox"/>	5NPD84F3H005043	T	2017	47402F45	PR	PK	03/31/2016	05/30/2016	01/31/2017	0.00	000	000	
<input type="checkbox"/>	5NPD84F3H019534	T	2017	47402F45	W8	XA	03/31/2016	05/30/2016	01/31/2017	0.00	000	000	
<input type="checkbox"/>	5NPD84FXH000636	T	2017	47402F45	PR	XA	03/31/2016	05/30/2016	01/31/2017	0.00	000	000	
<input type="checkbox"/>	5NPD84FXH034110	T	2017	47402F45	S3	PK	03/31/2016	05/30/2016	01/31/2017	0.00	000	000	
<input type="checkbox"/>	5NPE24AF1H0438910	F	2017	28402F45	W8	BB	08/31/2016	12/29/2016	06/30/2017	0.00	000	000	
<input type="checkbox"/>	5NPE24AF5H075408	F	2016	28402F45	Y8	GG	02/01/2016	05/31/2016	12/01/2016	1,325.00	053	023	

First Previous 1 2 3 Next Last

Button Information

Action Button	Definition
Search By	Click Search By dropdown box, then you will see the below options. 
Inquiry	It will display Service Rental Car Inquiry screen.
Excel	The results list is downloaded to excel.

Select SRCs and click Inquiry button. Then you will see Service Rental Car Inquiry screen.



Service Rental Car Inquiry

Service Rental Car Information

VIN: 5NPD84LF2HH018810

Remove From SRC Program:

SRC Program : T TEST DRIVE

SRC Date: (Start) 03/31/2016 (End) (SRC Days) 181

SRC Miles: (Start) 0000005 (End) 0000000

Warranty Rental Days: 000

Warranty Utilization %: 000

Warranty Reimbursement: 0.00

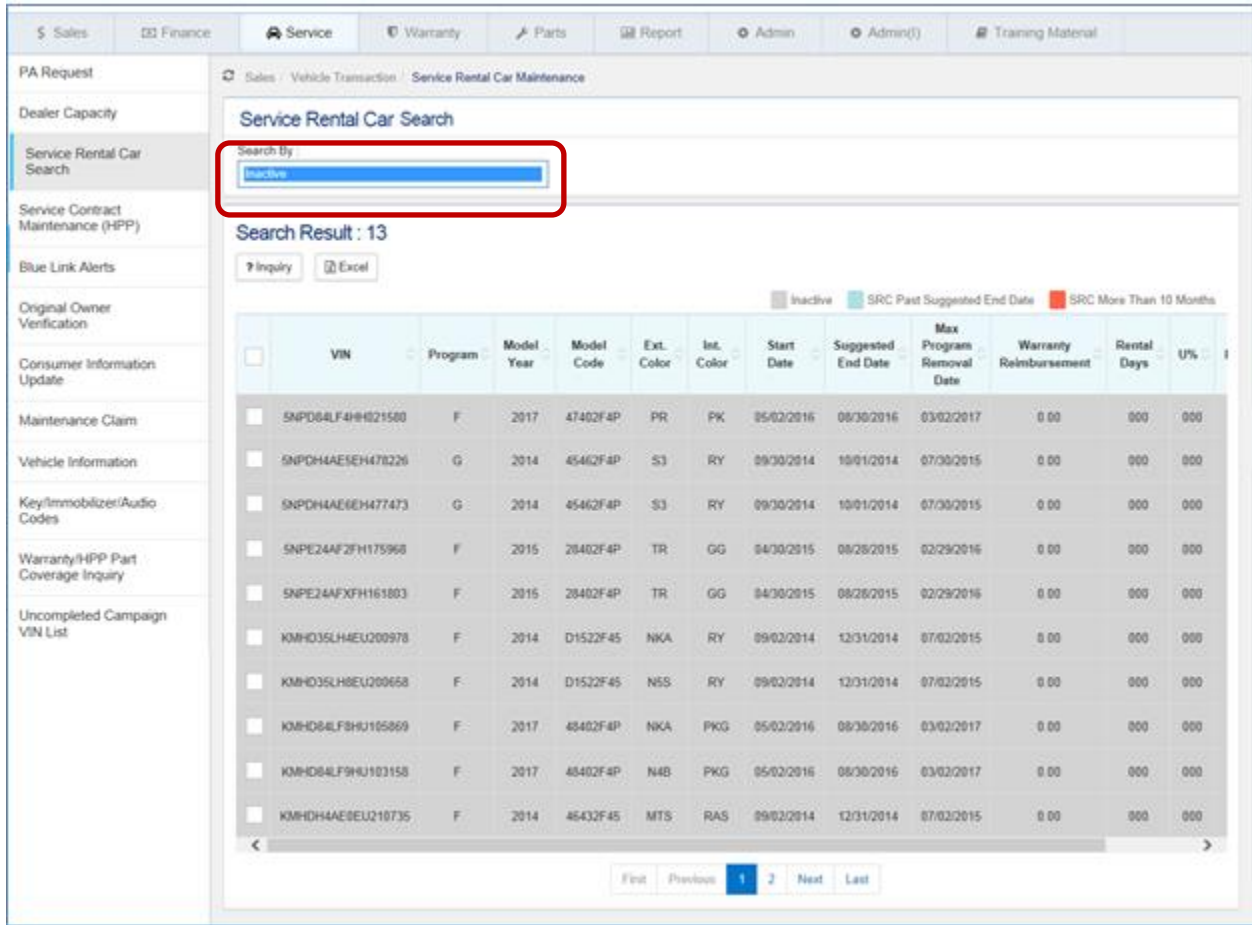
SRC Cancel Request:

Payment Audit Trail

Transaction Type	Transaction Date	Transaction Amount	Debit/Credit	Transaction Reference Number	Remarks
Discount Adjustment_Credit	04/30/2016	1,000.00	Credit	SD8012603	Program Changed from F to T
Discount Adjustment_Debit(Chargeback)	05/31/2016	750.00	Debit	SD8012819	Program Changed from F to T
Discount	03/31/2016	750.00	Credit	SR6031205	
Insurance Adjustment_Credit	05/31/2016	1.88	Credit	SLI0047916	Program Changed from F to T
Insurance	03/31/2016	1.88	Debit	SLI0045911	

First Previous 1 Next Last

If you select Inactive in Search By dropdown box, you will see list of inactive SRC.

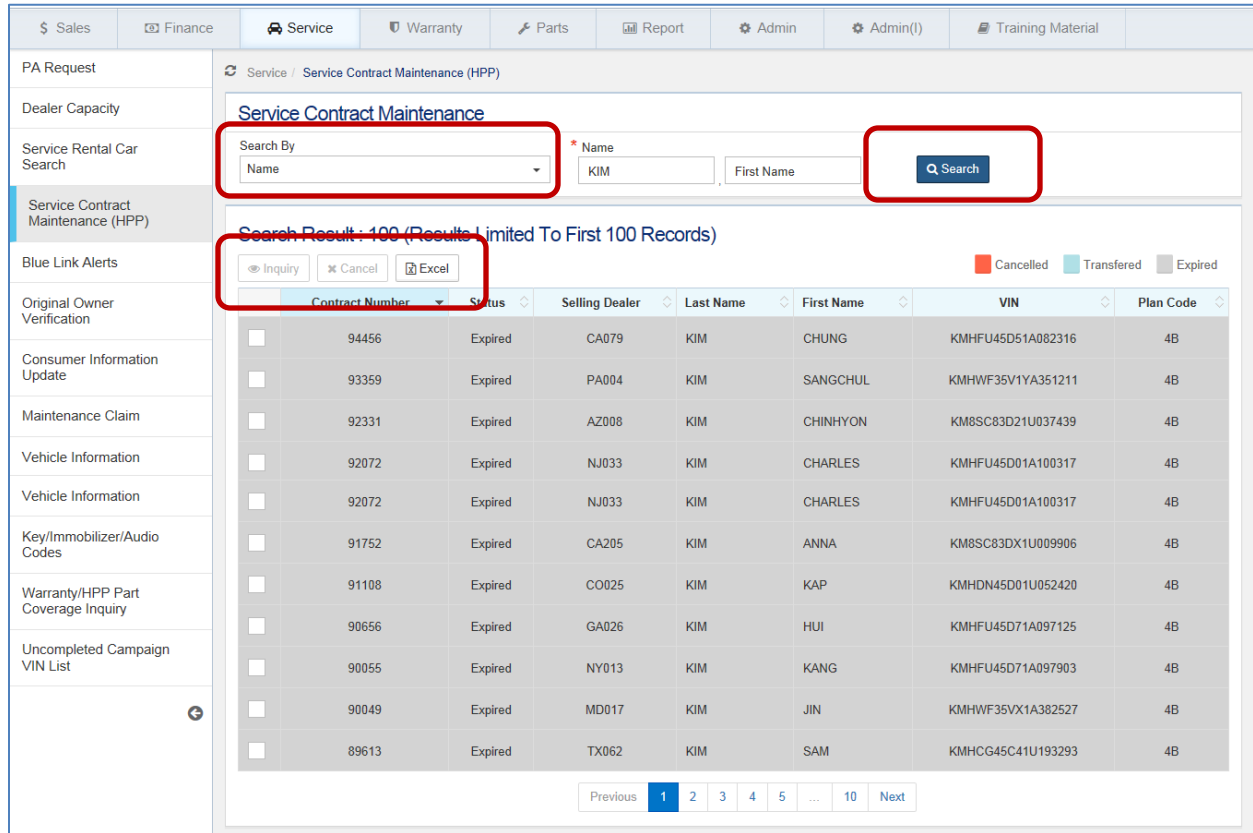


The screenshot shows the 'Service Rental Car Search' interface. The 'Search By' dropdown menu is highlighted with a red box and has 'Inactive' selected. Below the search bar, it shows 'Search Result : 13'. There are buttons for 'Inquiry' and 'Excel'. A legend indicates that grey rows represent 'Inactive' SRC, light blue rows represent 'SRC Past Suggested End Date', and red rows represent 'SRC More Than 10 Months'. The table below contains 13 rows of search results.

	VIN	Program	Model Year	Model Code	Ext. Color	Int. Color	Start Date	Suggested End Date	Max Program Removal Date	Warranty Reimbursement	Rental Days	U%
<input type="checkbox"/>	5NPD64LF4H4021580	F	2017	4T402F4P	PR	PK	05/02/2016	08/30/2016	03/02/2017	0.00	000	000
<input type="checkbox"/>	5NPDH4AE5EH470226	G	2014	45462F4P	S3	RY	09/30/2014	10/01/2014	07/30/2015	0.00	000	000
<input type="checkbox"/>	5NPDH4AE6EH477473	G	2014	45462F4P	S3	RY	09/30/2014	10/01/2014	07/30/2015	0.00	000	000
<input type="checkbox"/>	5NPE24AF2FH175968	F	2015	28402F4P	TR	GG	04/30/2015	08/26/2015	02/29/2016	0.00	000	000
<input type="checkbox"/>	5NPE24AFXFH161803	F	2015	28402F4P	TR	GG	04/30/2015	08/26/2015	02/29/2016	0.00	000	000
<input type="checkbox"/>	KMHD35LH4EU200978	F	2014	D1522F45	NKA	RY	09/02/2014	12/31/2014	07/02/2015	0.00	000	000
<input type="checkbox"/>	KMHD35LH8EU200658	F	2014	D1522F45	N5S	RY	09/02/2014	12/31/2014	07/02/2015	0.00	000	000
<input type="checkbox"/>	KMHD64LF8HJ105869	F	2017	48402F4P	NKA	PKG	05/02/2016	08/30/2016	03/02/2017	0.00	000	000
<input type="checkbox"/>	KMHD64LF9HJ103158	F	2017	48402F4P	N4B	PKG	05/02/2016	08/30/2016	03/02/2017	0.00	000	000
<input type="checkbox"/>	KMHDH4AE8EU210735	F	2014	46432F45	MTS	RAS	09/02/2014	12/31/2014	07/02/2015	0.00	000	000

3.1.7 Service Contract Maintenance (HPP)

User can search Service Contract information by Name, VIN, Selling dealer, and Contract number. The result list includes VIN's service contract information.



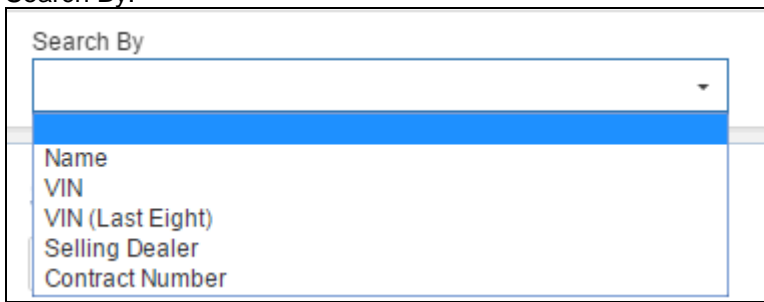
Service Contract Maintenance

Search By: Name, * Name: KIM, First Name: []

Search Result: 100 (Results Limited To First 100 Records)

Contract Number	Status	Selling Dealer	Last Name	First Name	VIN	Plan Code
94456	Expired	CA079	KIM	CHUNG	KMHFU45D51A082316	4B
93359	Expired	PA004	KIM	SANGCHUL	KMHWF35V1YA351211	4B
92331	Expired	AZ008	KIM	CHINHYON	KM8SC83D21U037439	4B
92072	Expired	NJ033	KIM	CHARLES	KMHFU45D01A100317	4B
92072	Expired	NJ033	KIM	CHARLES	KMHFU45D01A100317	4B
91752	Expired	CA205	KIM	ANNA	KM8SC83DX1U009906	4B
91108	Expired	CO025	KIM	KAP	KMHDN45D01U052420	4B
90656	Expired	GA026	KIM	HUI	KMHFU45D71A097125	4B
90055	Expired	NY013	KIM	KANG	KMHFU45D71A097903	4B
90049	Expired	MD017	KIM	JIN	KMHWF35VX1A382527	4B
89613	Expired	TX062	KIM	SAM	KMHCG45C41U193293	4B

Button Information

Action Button / Link	Definition
Search	<p>Search Service Contract information by Name, VIN, Selling dealer, and Contract number.</p> <p>Search By:</p> 
Inquiry	Select contracts and click Inquiry button. It will open Service Contract Maintenance Detail screen.
Cancel	Select contracts and click Cancel button. Service Contract Maintenance Delete screen is displayed.

Excel	The results list is downloaded to excel.
--------------	--

Select service contracts and click Inquiry button. It will open Service Contract Maintenance Detail screen.

☰ Sales
☰ Finance
☰ Service
☰ Warranty
☰ Parts
☰ Report
☰ Admin
☰ Admin(I)
☰ Training Material

PA Request

Dealer Capacity

Service Rental Car Search

Service Contract Maintenance (HPP)

Blue Link Alerts

Original Owner Verification

Consumer Information Update

Maintenance Claim

Vehicle Information

Key/Immobilizer/Audio Codes

Warranty/HPP Part Coverage Inquiry

Uncompleted Campaign VIN List

Service Contract Maintenance Detail

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[← Back to List](#)

Basic Information

Contract No	94456	VIN	KMHFU45D51A082316 XG300/350 (XG)
Contract Plan	4B 10/100 99+ADVAN.PLUS	Maintenance/Service	N
Owner	Last Name: KIM, First Name: CHUNG, Middle Initial: I		
Address	815 COBBLE COVE LN	City	SACRAMENTO
State	CA	Zip Code	95831
Telephone No	916-395-4258	Dealer Code	CA079 SENATOR HYUNDAI

Dealer Cost

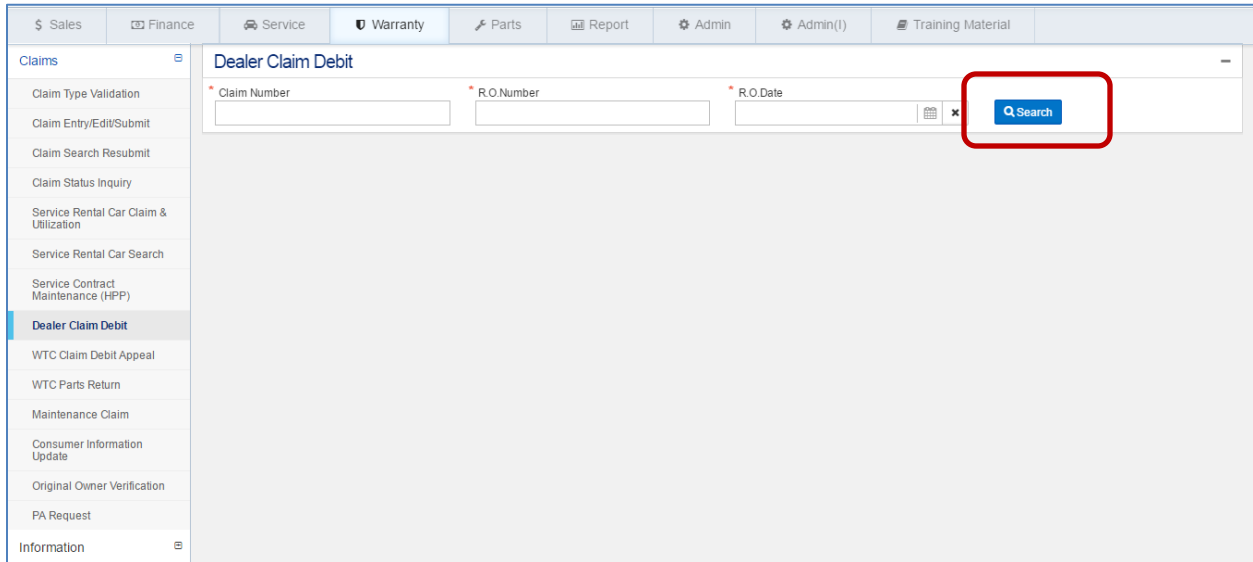
Contract	Maintenance/Service	Surcharge	Total
629.00	0.00	0.00	629.00

Contract Details

Effective Date	01/16/2001	Contract Received	03/25/2001
Start Date	01/16/2001	Expire Date	01/16/2011
Selling Mileage	24	Selling Price	1296.00
Invoice Date	02/15/2001	Invoice No.	21510
Cancel Date		Cancellation Fee	0.00
Cancel Mileage	0	Dealer Refund Amt	0.00
Transfer Mileage	0	Customer Refund Amt	0.00
Transfer Date		Transfer Fee	0.00

3.1.8 Dealer Claim Debit

Dealer claim debit can be searched by Claim number, R.O. number, and R.O. date. Once you generate the claim information, you can change Debit reason code and attach files if needed. When finished, click Submit button to submit. If there is no error, it will be submitted. For the closed Repair order, you can claim debit for various reasons such as incorrect VIN, incorrect RO date, incorrect parts, etc.



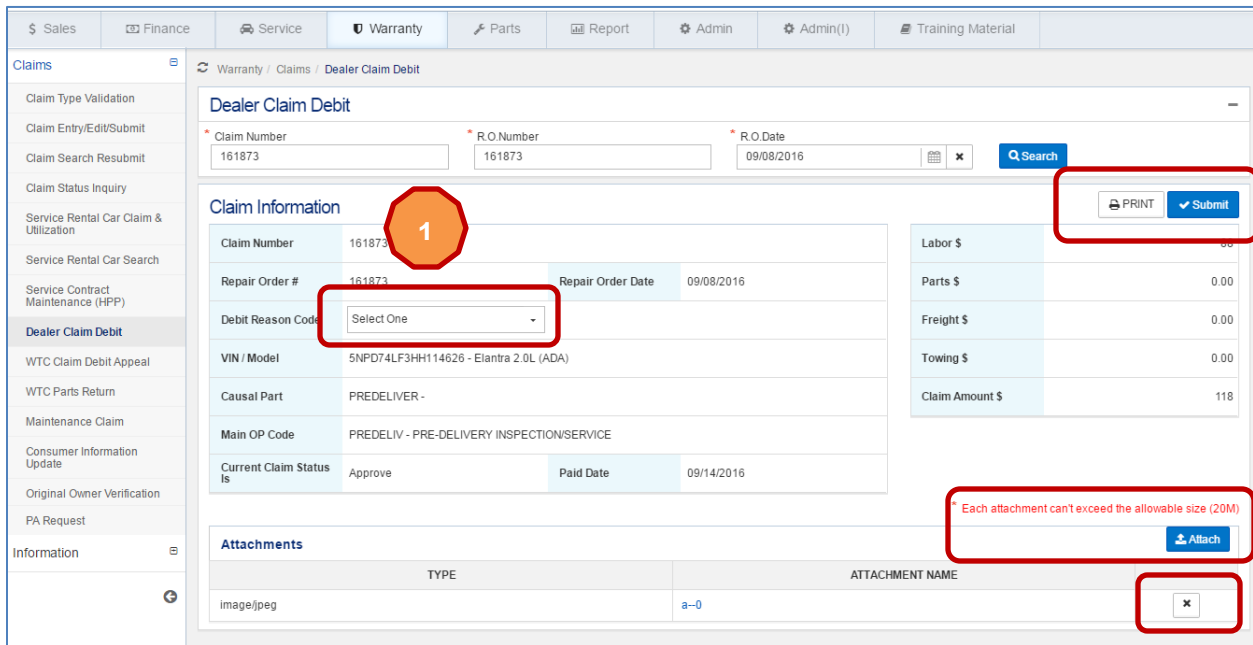
Navigation: Sales, Finance, Service, **Warranty**, Parts, Report, Admin, Admin(I), Training Material

Claims

Dealer Claim Debit

* Claim Number: * R.O. Number: * R.O. Date:

Claim Type Validation
Claim Entry/Edit/Submit
Claim Search Resubmit
Claim Status Inquiry
Service Rental Car Claim & Utilization
Service Rental Car Search
Service Contract Maintenance (HPP)
Dealer Claim Debit
WTC Claim Debit Appeal
WTC Parts Return
Maintenance Claim
Consumer Information Update
Original Owner Verification
PA Request
Information



Navigation: Sales, Finance, Service, **Warranty**, Parts, Report, Admin, Admin(I), Training Material

Warranty / Claims / Dealer Claim Debit

Dealer Claim Debit

* Claim Number: 161873 * R.O. Number: 161873 * R.O. Date: 09/08/2016

Claim Information

Claim Number: 161873

Repair Order #: 161873 Repair Order Date: 09/08/2016

Debit Reason Code:

VIN / Model: 5NPD74LF3HH114626 - Eiantra 2.0L (ADA)

Causal Part: PREDELIVER -

Main OP Code: PREDELIV - PRE-DELIVERY INSPECTION/SERVICE

Current Claim Status: Approve Paid Date: 09/14/2016


Attachments


TYPE	ATTACHMENT NAME
image/jpeg	a--0

* Each attachment can't exceed the allowable size (20M)

Button Information

Action Button	Definition
Search	Search dealer claim debit by Claim number, R.O. number, and R.O. date.
Submit	Submit claim if there is no error.

Attach	Attach files to a claim.
	Click this button to delete an attached file.
Print	Prints the current screen.

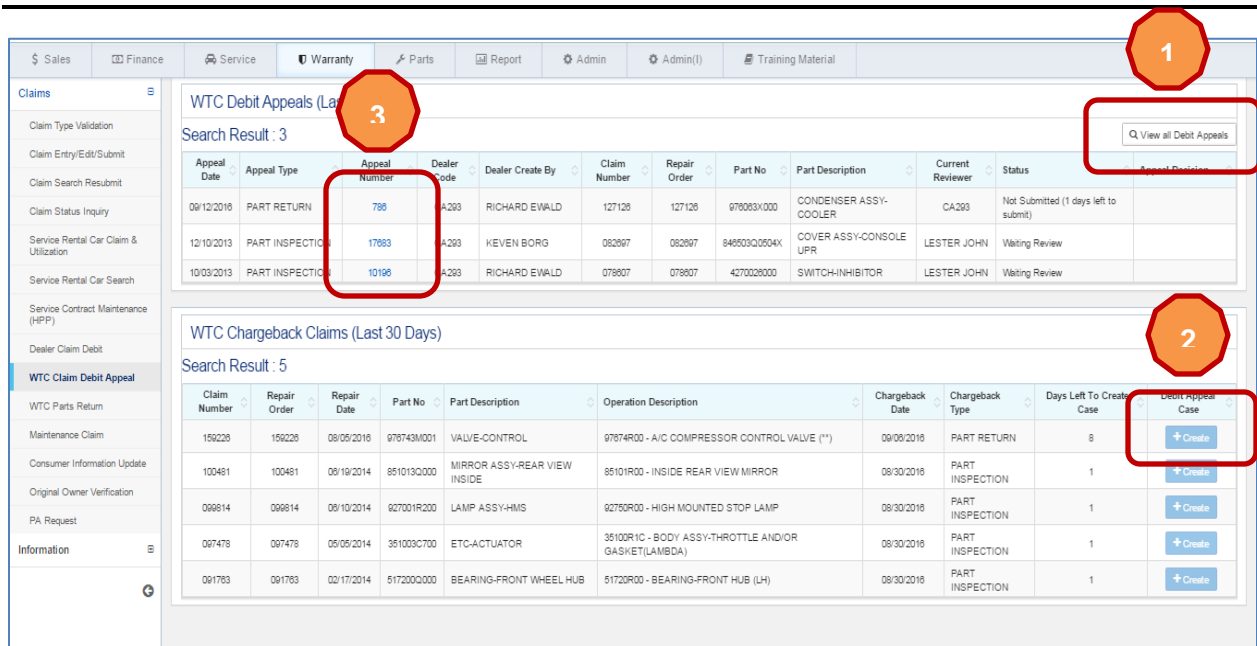
Once you click on  Debit Reason Code, you will see list of Debit reason code as below.

Claim Information

Claim Number	161873		
Repair Order #	161873	Repair Order Date	09/08/2016
Debit Reason Code	<div style="border: 1px solid gray; padding: 2px;"> Select One <ul style="list-style-type: none"> <li style="background-color: #0070C0; color: white; padding: 2px;">Select One <li style="padding: 2px;">A03: Incorrect VIN used <li style="padding: 2px;">A04: Incorrect repair order date and/or mileage <li style="padding: 2px;">A05: Incorrect nature and/or cause code <li style="padding: 2px;">A06: Incorrect prior approval type or HMA pay percent <li style="padding: 2px;">A07: Incorrect/missing sublet amount or sublet type <li style="padding: 2px;">A08: Incorrect/missing towing amount <li style="padding: 2px;">A09: Incorrect/missing labor operation or labor hours <li style="padding: 2px;">B01: Incorrect/missing part number <li style="padding: 2px;">B02: Incorrect entry(claim will not be resubmitted) </div>		
VIN / Model			
Causal Part			
Main OP Code			
Current Claim Status	Is	09/14/2016	

3.1.9 WTC Claim Debit Appeal

You can search WTC debit Appeals and WTC Chargeback claims in this screen and update the information to submit. Once you submit a claim, WTC will analyze claim and conclude if the claim is not part defect related and the claim is charged back. For these chargeback claims, you can appeal



The screenshot shows the HMA WEBDCS interface with the following sections and callouts:


- Callout 1:** A red circle highlights the 'Q View all Debit Appeals' button in the top right corner of the 'WTC Debit Appeals' section.
- Callout 2:** A red circle highlights the '+ Create' button in the 'Debit Appeal Case' column of the 'WTC Chargeback Claims' table.
- Callout 3:** A red circle highlights the 'Appeal Number' column in the 'WTC Debit Appeals' table.

Appeal Date	Appeal Type	Appeal Number	Dealer Code	Dealer Create By	Claim Number	Repair Order	Part No	Part Description	Current Reviewer	Status	Appeal Decision
09/12/2016	PART RETURN	786	A293	RICHARD EWALD	127126	127126	979083X000	CONDENSER ASSY-COOLER	CA293	Not Submitted (1 days left to submit)	
12/10/2013	PART INSPECTION	17983	A293	KEVEN BORG	082967	082967	846503Q0504X	COVER ASSY-CONSOLE UPR	LESTER JOHN	Waiting Review	
10/03/2013	PART INSPECTION	10196	A293	RICHARD EWALD	078807	078807	4270028000	SWITCH-INHIBITOR	LESTER JOHN	Waiting Review	

Claim Number	Repair Order	Repair Date	Part No	Part Description	Operation Description	Chargeback Date	Chargeback Type	Days Left To Create Case	Debit Appeal Case
159228	159228	09/09/2016	978743M001	VALVE-CONTROL	97874R00 - A/C COMPRESSOR CONTROL VALVE (**)	09/09/2016	PART RETURN	8	+ Create
100451	100451	09/19/2014	851013Q000	MIRROR ASSY-REAR VIEW INSIDE	85101R00 - INSIDE REAR VIEW MIRROR	09/30/2016	PART INSPECTION	1	+ Create
099814	099814	09/10/2014	927001R200	LAMP ASSY-HMS	92750R00 - HIGH MOUNTED STOP LAMP	09/30/2016	PART INSPECTION	1	+ Create
097478	097478	05/09/2014	351003C700	ETC-ACTUATOR	35100R1C - BODY ASSY-THROTTLE AND/OR GASKET(LAMBDA)	09/30/2016	PART INSPECTION	1	+ Create
091783	091783	02/17/2014	517200Q000	BEARING-FRONT WHEEL HUB	51720R00 - BEARING-FRONT HUB (LH)	09/30/2016	PART INSPECTION	1	+ Create

Button Information

Action Button / Link	Definition
View all Debit Appeals	It will display Dealer Debit Appeal History screen.
Create	It will open Case Edit screen. You can save, delete, or submit after validation.
Appeal Number link	It will display Case Edit screen. You can save, delete, or submit after validation.


Click  View all Debit Appeals, then you will see Dealer Debit Appeal History screen.


Dealer Debit Appeal History

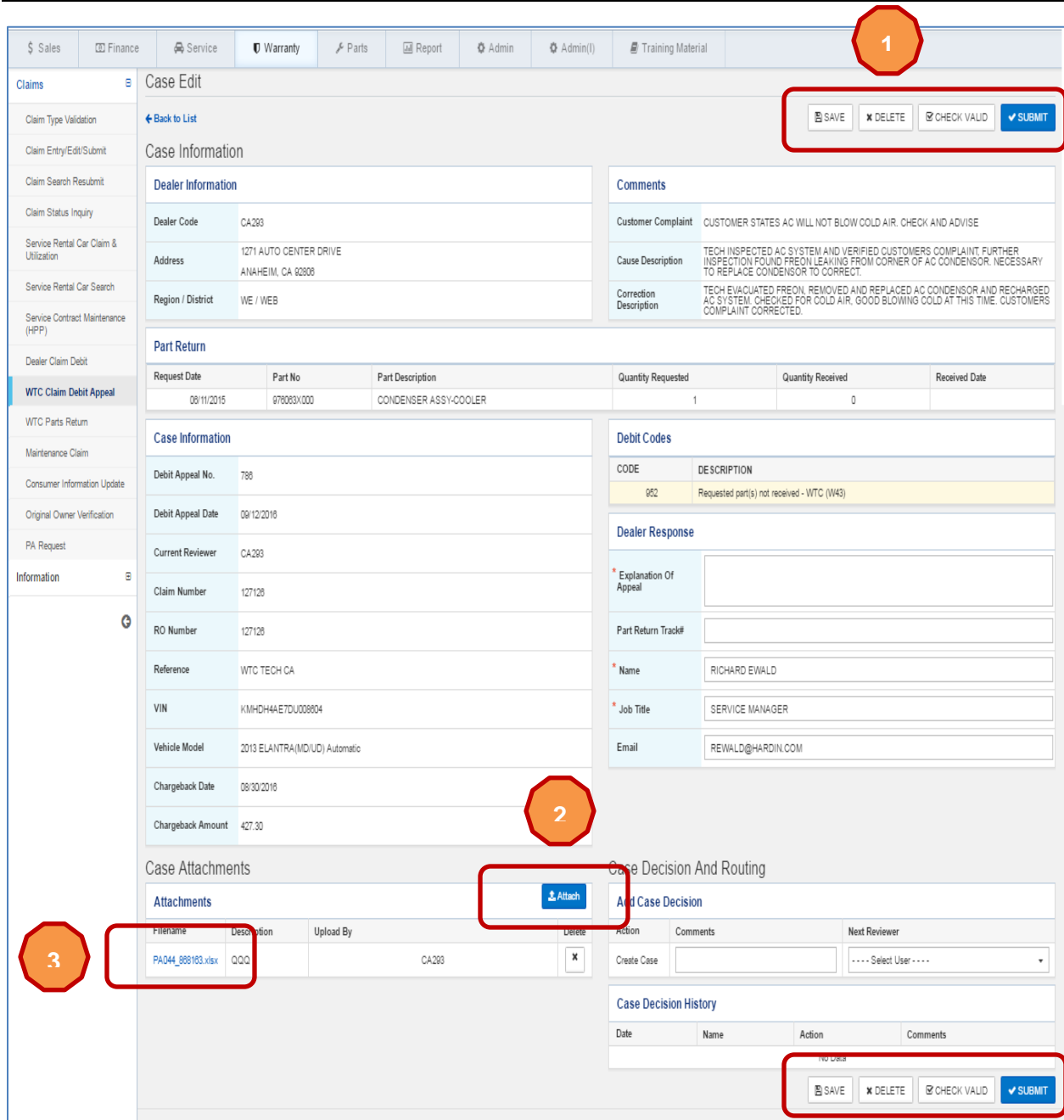
Search Result : 15

Appeal Date	Appeal Type	Appeal Number	Dealer Code	Debit Date	Claim Number	Repair Order	Part No	Part Desc
09/12/2016	PART RETURN	786	CA293	09/30/2016	127128	127128	978033X000	CONDENS ASSY-CO
06/05/2014	PART INSPECTION	37739	CA293	05/23/2014	098840	098840	495003Q300	SHAFT A: DRIVE, LH
06/05/2014	PART INSPECTION	37769	CA293	05/23/2014	094877	094877	495003Q300	SHAFT A: DRIVE, LH
06/05/2014	PART INSPECTION	38823	CA293	05/23/2014	098873	098873	495013Q360	SHAFT A: DRIVE, RH
03/18/2014	PART INSPECTION	29847	CA293	03/11/2014	091479	091479	361002E120	STARTER
02/27/2014	PART INSPECTION	27295	CA293	02/25/2014	90098B	090098	919503S051	JUNCTION ASSY-I/PI
12/10/2013	PART INSPECTION	17883	CA293	11/28/2013	082697	082697	846503Q0504X	COVER A CONSOLE
12/10/2013	PART RETURN	417	CA293	11/14/2013	082695	082695	861552H100	RETAINER TOP COV
11/21/2013	PART RETURN	383	CA293	10/23/2013	75453G	075453	285102E350	MANIFOL CATALYTI EXH
11/21/2013	PART RETURN	384	CA293	10/23/2013	74202G	074202	285102E350	MANIFOL CATALYTI EXH

CLOSE

Click  Create button to create Debit Appeal. It will display Case Edit screen.


Click  Appeal Number link, then you will see Case Edit screen.




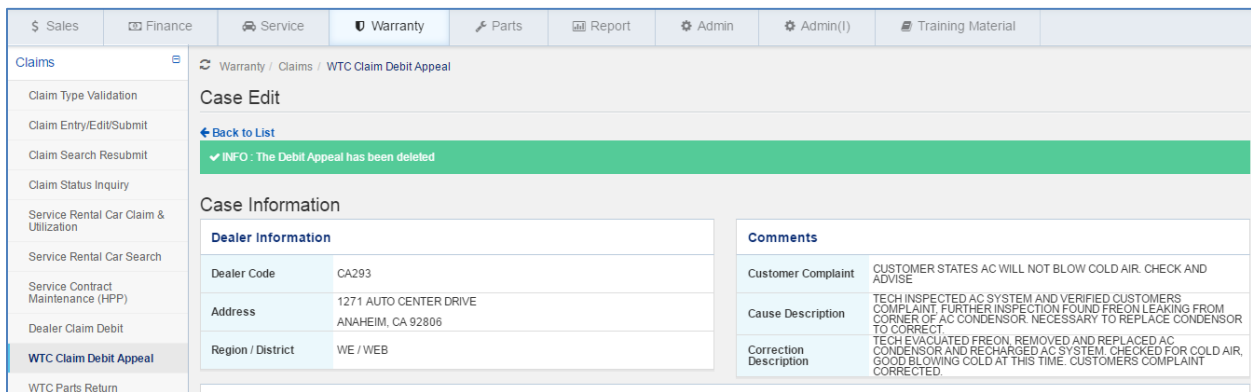
The screenshot shows the 'Case Edit' interface. Callout 1 points to the top navigation bar containing buttons for SAVE, DELETE, CHECK VALID, and SUBMIT. Callout 2 points to the 'Attach' button in the 'Attachments' section. Callout 3 points to the 'Attachments' table, which lists a file named 'PAD44_888183.xlsx' with a description of '0000' and an upload by 'CA293'.

Button Information


Action Button	Definition
Save	Save a case.
Delete	Once you click Delete, a case will be deleted. You will find the debit appeal in the WTC Chargeback Claims (Last 30 Days) section.

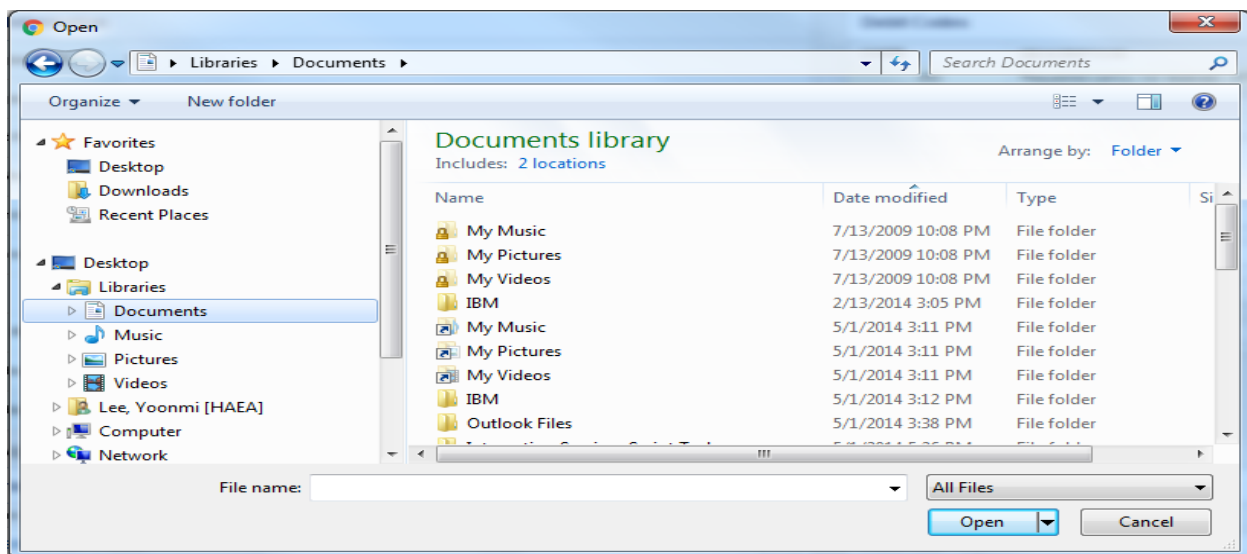
Check Valid	It will validate all the fields and display error message if there is an error.
Submit	Case will be submitted if there is no error.
Attach	Attach file to a case.
	Click this button to delete an attached file.

Once you click  Delete button, case will be deleted and you will see the below message.



The screenshot shows the 'Warranty / Claims / WTC Claim Debit Appeal' page. A green message bar at the top states: 'INFO : The Debit Appeal has been deleted'. Below this, the 'Case Information' section is visible, including 'Dealer Information' (Dealer Code: CA293, Address: 1271 AUTO CENTER DRIVE, ANAHEIM, CA 92806) and 'Comments' (Customer Complaint: CUSTOMER STATES AC WILL NOT BLOW COLD AIR, CHECK AND ADVISE; Cause Description: TECH INSPECTED AC SYSTEM AND VERIFIED CUSTOMERS COMPLAINT. FURTHER INSPECTION FOUND FREON LEAKING FROM CORNER OF AC CONDENSOR, NECESSARY TO REPLACE CONDENSOR TO CORRECT; Correction Description: TECH EVACUATED FREON, REMOVED AND REPLACED AC CONDENSOR AND RECHARGED AC SYSTEM, CHECKED FOR COLD AIR, GOOD BLOWING COLD AT THIS TIME, CUSTOMERS COMPLAINT CORRECTED).

Once you click  Attach button, you will see windows explorer to find a file.

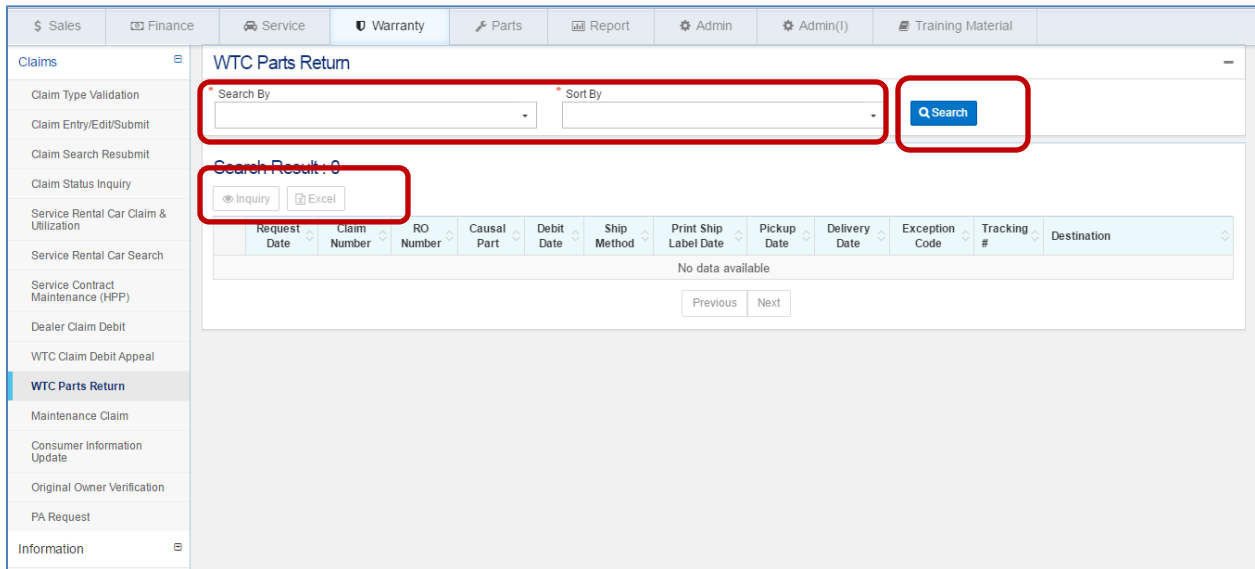


The screenshot shows a Windows Explorer window titled 'Open' with the address bar set to 'Libraries > Documents'. The main pane displays the 'Documents library' with a list of folders and files. The folders listed include 'My Music', 'My Pictures', 'My Videos', and 'IBM'. The files listed include 'My Music', 'My Pictures', 'My Videos', 'IBM', and 'Outlook Files'. The 'File name' field is empty, and the 'File type' is set to 'All Files'. The 'Open' and 'Cancel' buttons are visible at the bottom.

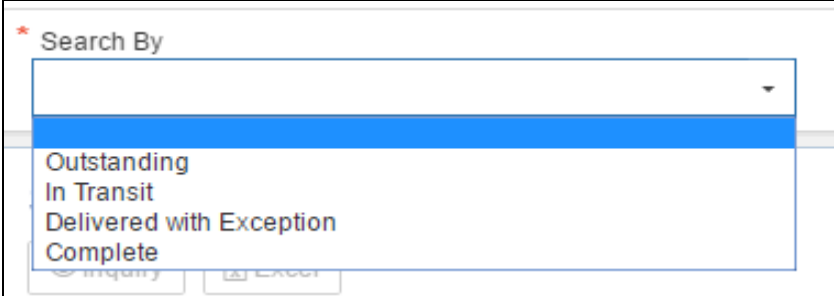
To view the attached file, please click  file name. Then you will see the attached file.

3.1.10 WTC Parts Return


WTC Parts Return can be searched by Outstanding, In transit, Delivered with Exception, and Complete. The result list includes WTC parts return details with tracking number.

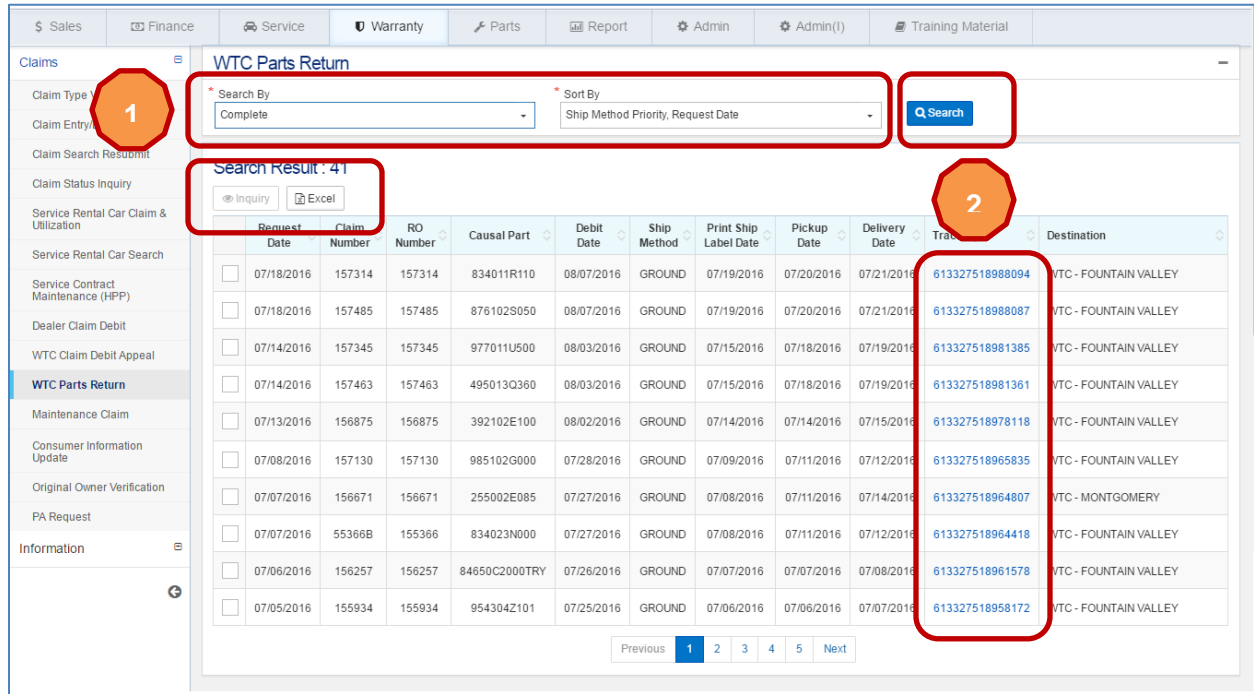


Button Information

Action Button	Definition
<p>Search</p>	<p>Search WTC Parts Return by Outstanding, In transit, Delivered with Exception, and Complete. Once you click Search By, you can see the below options.</p> <p>Search By :</p>  <p>Outstanding :</p>

	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>* Search By * Sort By</p> <p>Outstanding Ship Method Priority, Request Date</p> <hr/> <p>Search Result : 2</p> <p style="text-align: right;">Ship Method Priority, Request Date Request Date Claim Number</p> </div> <p>In Transit :</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>* Search By * Sort By</p> <p>In Transit Ship Method Priority, Request Date</p> <hr/> <p>Search Result : 0</p> <p style="text-align: right;">Ship Method Priority, Request Date Claim Number</p> </div> <p>Delivered with Exception :</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>* Search By * Sort By</p> <p>Delivered with Exception Ship Method Priority, Request Date</p> <hr/> <p>Search Result : 0</p> <p style="text-align: right;">Ship Method Priority, Request Date Claim Number</p> </div> <p>Complete :</p> <div style="border: 1px solid black; padding: 5px;"> <p>* Search By * Sort By</p> <p>Complete Ship Method Priority, Request Date</p> <hr/> <p>Search Result : 41</p> <p style="text-align: right;">Ship Method Priority, Request Date Claim Number</p> </div>
Inquiry	Select WTC Parts Return using checkbox and then click Inquiry button. It will display WTC Parts Return detail screen.
Excel	The results list is downloaded to excel.

If you select Complete in  Search By dropdown box and select Ship Method Priority, Request Date, then you will see a result list.



The screenshot shows the 'Warranty' tab in the HMA WEBDCS system. The 'WTC Parts Return' search criteria are: Search By: Complete, Sort By: Ship Method Priority, Request Date. The search results show 41 items. The table below is a representation of the data shown in the screenshot.

Request Date	Claim Number	RO Number	Causal Part	Debit Date	Ship Method	Print Ship Label Date	Pickup Date	Delivery Date	Trace	Destination
07/18/2016	157314	157314	834011R110	08/07/2016	GROUND	07/19/2016	07/20/2016	07/21/2016	613327518988094	WTC - FOUNTAIN VALLEY
07/18/2016	157485	157485	876102S050	08/07/2016	GROUND	07/19/2016	07/20/2016	07/21/2016	613327518988087	WTC - FOUNTAIN VALLEY
07/14/2016	157345	157345	977011U500	08/03/2016	GROUND	07/15/2016	07/18/2016	07/19/2016	613327518981385	WTC - FOUNTAIN VALLEY
07/14/2016	157463	157463	495013Q360	08/03/2016	GROUND	07/15/2016	07/18/2016	07/19/2016	613327518981361	WTC - FOUNTAIN VALLEY
07/13/2016	156875	156875	392102E100	08/02/2016	GROUND	07/14/2016	07/14/2016	07/15/2016	613327518978118	WTC - FOUNTAIN VALLEY
07/08/2016	157130	157130	985102G000	07/28/2016	GROUND	07/09/2016	07/11/2016	07/12/2016	613327518965835	WTC - FOUNTAIN VALLEY
07/07/2016	156671	156671	255002E085	07/27/2016	GROUND	07/08/2016	07/11/2016	07/14/2016	613327518964807	WTC - MONTGOMERY
07/07/2016	55366B	155366	834023N000	07/27/2016	GROUND	07/08/2016	07/11/2016	07/12/2016	613327518964418	WTC - FOUNTAIN VALLEY
07/06/2016	156257	156257	84650C2000TRY	07/26/2016	GROUND	07/07/2016	07/07/2016	07/08/2016	613327518961578	WTC - FOUNTAIN VALLEY
07/05/2016	155934	155934	954304Z101	07/25/2016	GROUND	07/06/2016	07/06/2016	07/07/2016	613327518958172	WTC - FOUNTAIN VALLEY

If you select WTC Parts Return using checkbox and then click Inquiry button. It will display WTC Parts Return detail screen.

[Sales](#) | [Finance](#) | [Service](#) | **Warranty** | [Parts](#) | [Report](#) | [Admin](#) | [Admin\(I\)](#) | [Training Material](#)

Claims

Warranty / Claims / WTC Parts Return

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[Print Return Notice \(PDF\)](#)

[Back to List](#)

Return Information

Claim No.	157314	Repair Order #	157314	Reference	WTC TECH CA
Request Date	07/18/2016	Debit Date	08/07/2016	Received Date	07/21/2016
VIN	KMHCU4AE3CU038995	Priority	GROUND		

Request Comments

Parts Return

Part #	Part Description	Quantity Requested	Quantity Received	Receiving Comments
834011R110	REGULATOR ASSY-RR DR WDO LH	1	1	

Shipping Information

FedEx Dispatch Confirmation #

Ship Via / Tracking # FEDEX_GROUND / 613327518988094 **3**

Number Of Shipping Labels 1

* Total Weight Lb (All Packages) 1

Pickup Instructions

Ship From

Name	HARDIN HYUNDAI		
* Address	1271 AUTO CENTER DRIVE		
* City	ANAHEIM		
* State	CA	* Zip	92806
* Contact	MARIO RAMIREZ		
* Telephone	714-956-1820		
Email	MRAMIREZ@HARDIN.COM		

Weight Guide

Part Description	Weight (Lb)	Part Description	Weight (Lb)
Automatic Transmission	175	Engine Short Block	175
Engine Long Block	225	Headliner	150

Ship To

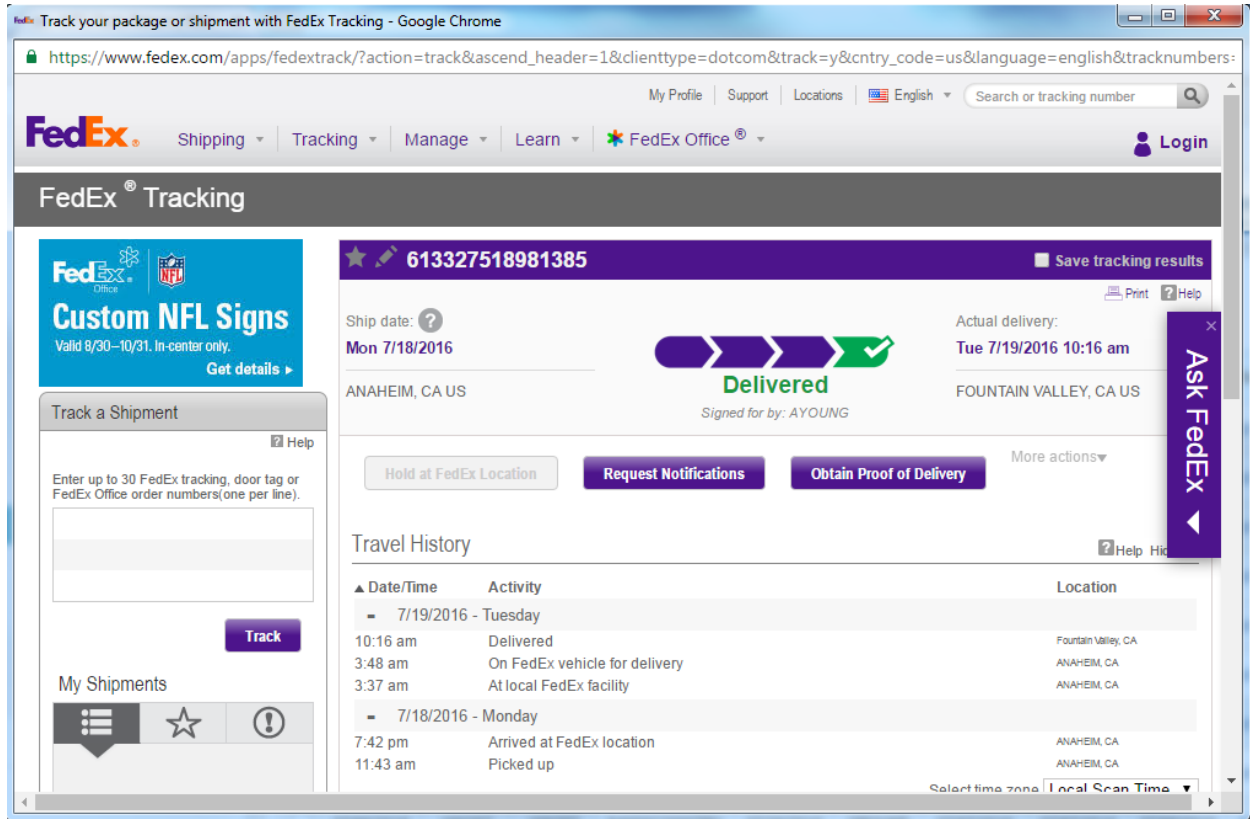
Name	WTC - FOUNTAIN VALLEY		
Address	18335 MT. LANGLEY		
	UNIT A		
City	FOUNTAIN VALLEY		
State	CA	Zip	92708
Contact	WTC SPECIALIST		
Telephone	877-446-2982		
Fax	714-378-5179		
Email	WTC@HMAUSA.COM		

[Print Return Notice \(PDF\)](#)

Button Information

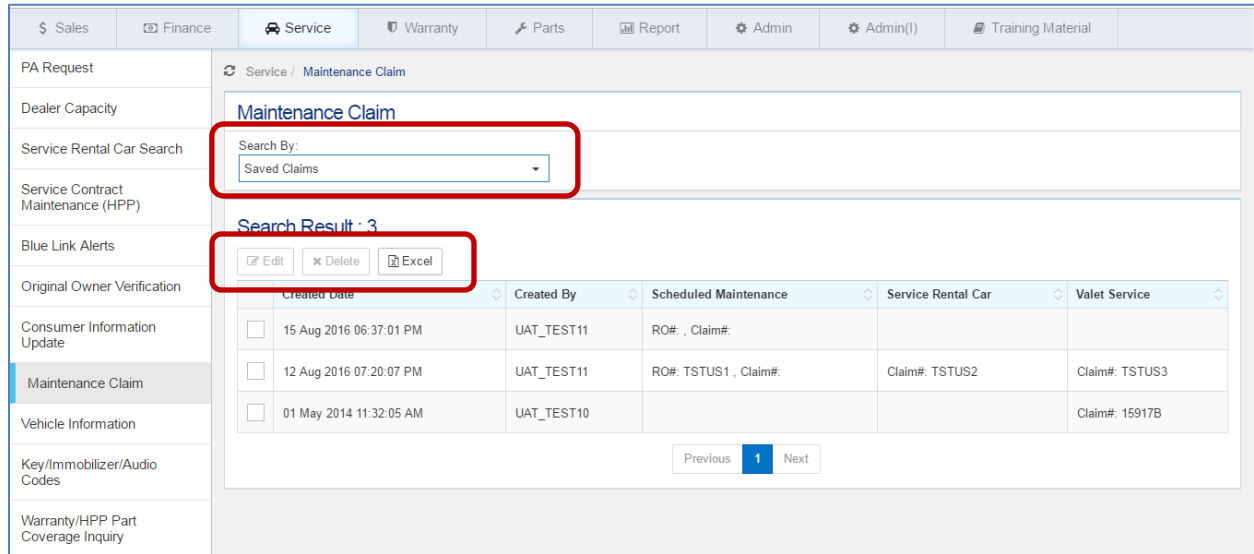
Action Button	Definition
Print Return Notice (PDF)	View Return notice in PDF and print.

If you click on **2** or **3** the tracking number link, you will see FedEx tracking information.

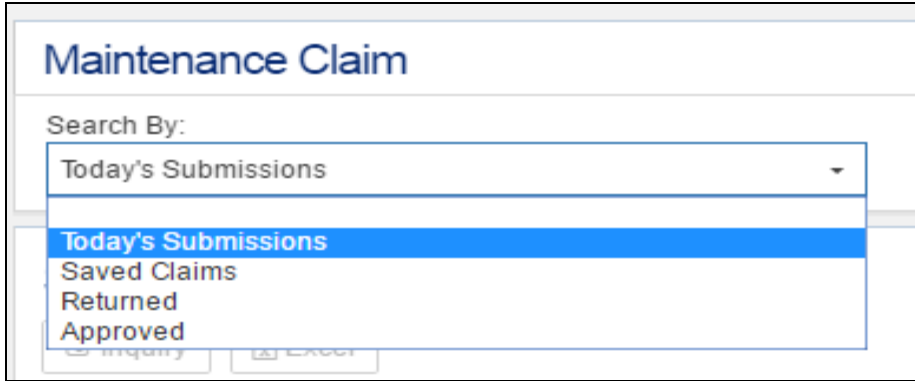


3.1.11 Maintenance Claim

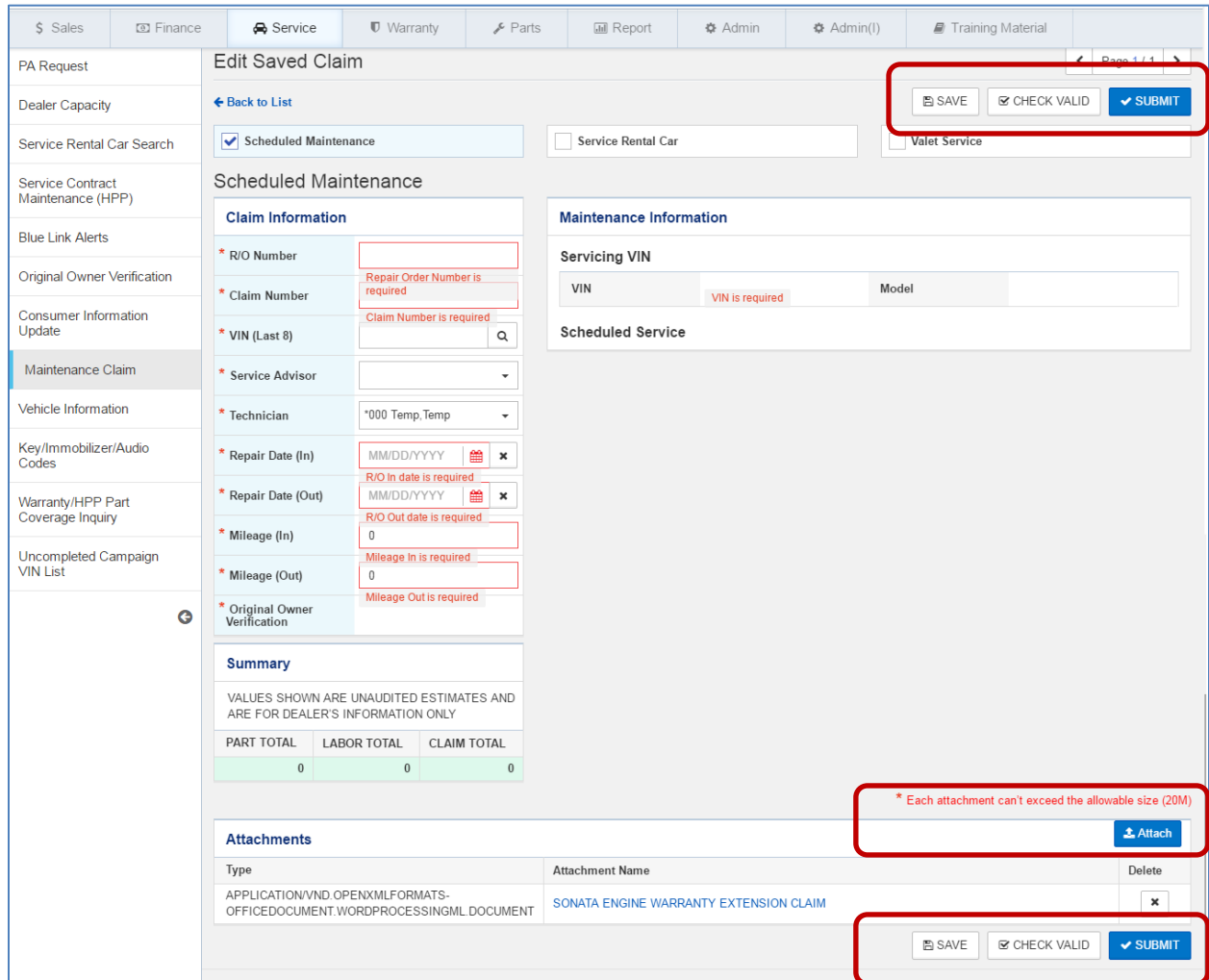
This screen is to maintain maintenance claims for special models such as Equus. User can create a new maintenance claim and save or submit the claim. Also you can search saved or submitted claims in this screen .



Button Information

Action Button	Definition
Search	<p>Search Maintenance claim by Today's Submissions, Saved Claims, Returned, and Approved. Once you click Search By, you will see the below options.</p> 
Edit	Select claims using checkbox and click Edit button. You will see claim details.
Delete	Select claims using checkbox and click Delete button. You will see Delete Save Claim screen for review. Click Delete button, then selected claim will be deleted.
Excel	The results list is downloaded to excel.

If you select claims using checkbox and click Edit button. You will see claim details.



Button Information

Action Button	Definition
Save	Save a claim.
Check Valid	It will validate all the fields and displays errors if there are errors.
Attach	Attach a file to a claim.
Submit	When finished, submit a claim. It will be submitted if there is no error.

If you select claims using checkbox and click Delete button. You will see Delete Save Claim screen for review. Click Delete button, then selected claim will be deleted .

[\\$ Sales](#)
[Finance](#)
[Service](#)
[Warranty](#)
[Parts](#)
[Report](#)
[Admin](#)
[Admin\(I\)](#)
[Training Material](#)
Page 1 / 1

PA Request

Dealer Capacity

Service Rental Car Search

Service Contract Maintenance (HPP)

Blue Link Alerts

Original Owner Verification

Consumer Information Update

Maintenance Claim

Vehicle Information

Key/Immobilizer/Audio Codes

Warranty/HPP Part Coverage Inquiry

Uncompleted Campaign VIN List

Delete Saved Claim

[← Back to List](#)

Scheduled Maintenance

Service Rental Car

Valet Service

Claim Information

* R/O Number

* Claim Number

* Service Advisor

* Technician

* Repair Date (In)

* Repair Date (Out)

* Mileage (In)

* Mileage (Out)

* Original Owner Verification

Maintenance Information

Servicing VIN

VIN	Model
-----	-------

Scheduled Service

Summary

VALUES SHOWN ARE UNAUDITED ESTIMATES AND ARE FOR DEALER'S INFORMATION ONLY

PART TOTAL	LABOR TOTAL	CLAIM TOTAL
0	0	0

Attachments

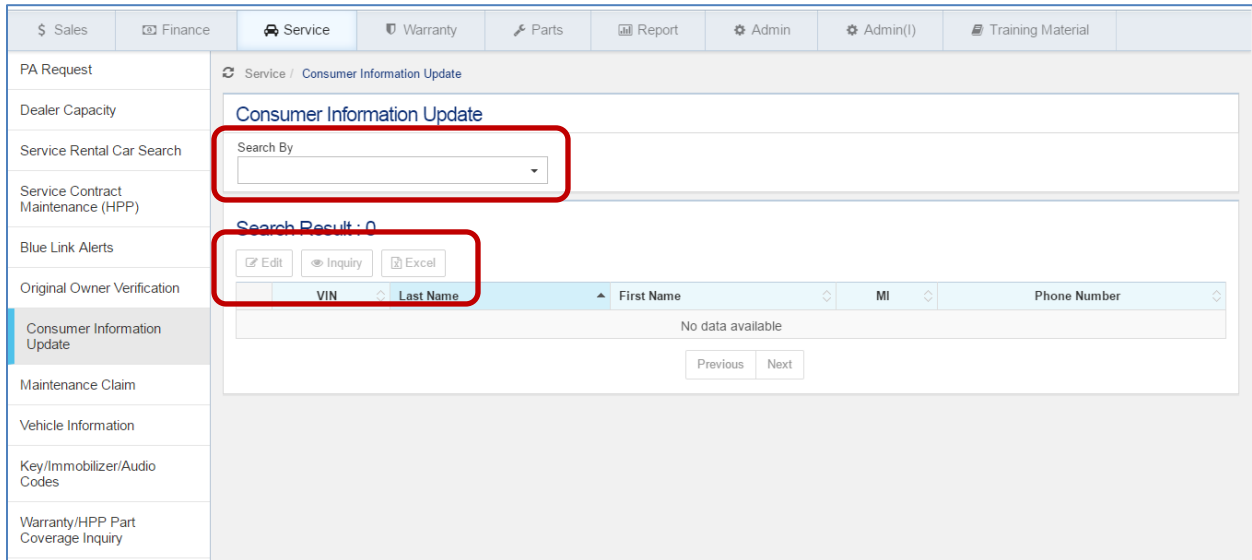
Type	Attachment Name
APPLICATION\IND OPENXMLFORMATS-OFFICEDOCUMENT.WORDPROCESSINGML_DOCUMENT	SONATA ENGINE WARRANTY EXTENSION CLAIM

[DELETED](#)

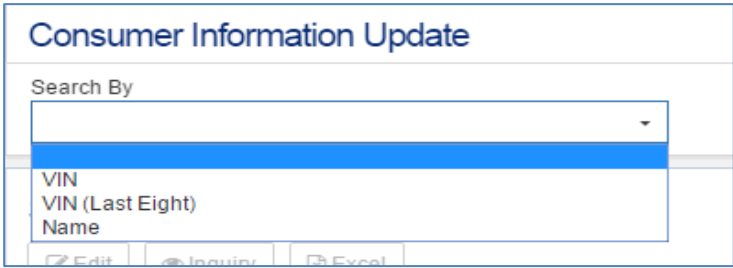
[DELETED](#)

3.1.12 Consumer Information Update

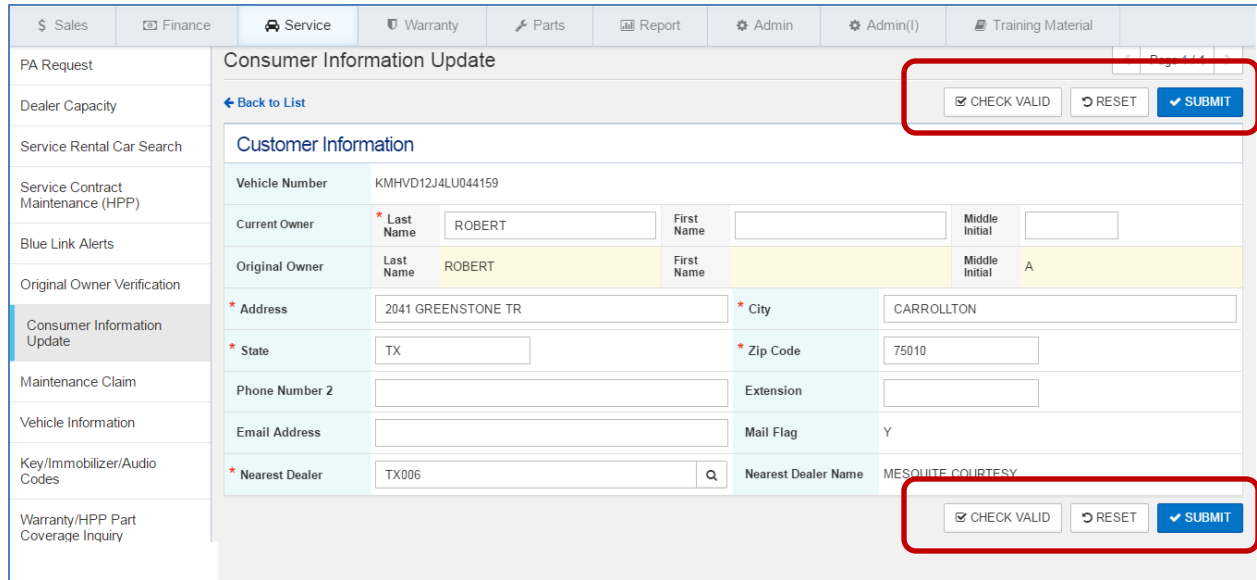
You can search for consumer information by VIN, Last 8 digits of VIN, and Name, and update consumer information.



Button Information

Action Button	Definition
Search By	<p>Search consumer information by VIN, Last 8 digits of VIN, and Name. Once you click Search By dropdownbox, you will the below options.</p> 
Edit	Select items using checkbox and then click Edit button. You will see Customer Information Update screen.
Inquiry	Select items using checkbox and then click Inquiry button. You will see Customer Information Update screen.
Excel	The results list is downloaded to excel.

Once you select items using checkbox and then click Edit button. You will see Customer Information Update screen.



Button Information

Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.
Reset	It will display the last saved data on the screen.
Submit	Customer information will be submitted if there is no error.

If you select items using checkbox and then click Inquiry button. You will see Customer Information Update screen.

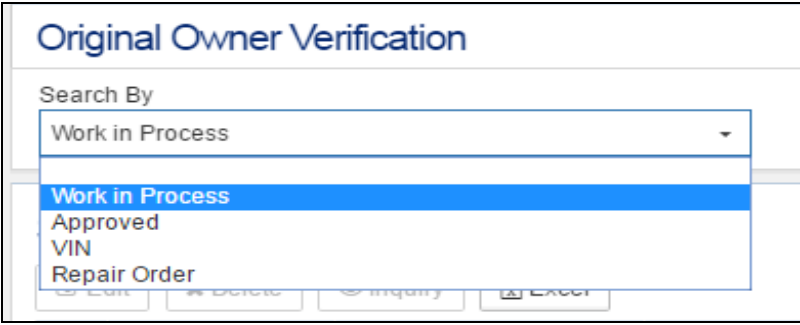
SALES FINANCE SERVICE WARRANTY PARTS REPORT ADMIN ADMIN(I) TRAINING MATERIAL	
PA Request	Consumer Information Update Page 1 / 1
Dealer Capacity	Back to List
Service Rental Car Search	Customer Information
Service Contract Maintenance (HPP)	Vehicle Number: KMHVD12J4LU044159
Blue Link Alerts	Current Owner: Last Name: ROBERT, First Name: , Middle Initial:
Original Owner Verification	Original Owner: Last Name: ROBERT, First Name: , Middle Initial: A
Consumer Information Update	Address: 2041 GREENSTONE TR, City: CARROLLTON
Maintenance Claim	State: TX, Zip Code: 75010
Vehicle Information	Phone Number 1: , Cell Phone:
Key/Immobilizer/Audio Codes	Phone Number 2: , Extension:
Warranty/HPP Part Coverage Inquiry	Email Address: , Mail Flag: Y
Uncompleted Campaign VIN List	Nearest Dealer: TX006, Nearest Dealer Name: MESQUITE COURTESY

3.1.13 Original Owner Verification

You can create requests for Original Owner Verification in this screen. Original Owner Verification is to verify original owner and add current owner and relationship to original owner.

SALES FINANCE SERVICE WARRANTY PARTS REPORT ADMIN ADMIN(I) TRAINING MATERIAL													
PA Request	Service / Original Owner Verification 1												
Dealer Capacity	Original Owner Verification												
Service Rental Car Search	Search By: <input type="text"/> + Create												
Service Contract Maintenance (HPP)	Search Result: 0												
Blue Link Alerts	Edit Delete Inquiry Excel												
Original Owner Verification	<table border="1"> <thead> <tr> <th>RO Year</th> <th>Repair Order</th> <th>Full VIN</th> <th>Original Owner</th> <th>Approved Claim #</th> <th>Claim R/O #</th> </tr> </thead> <tbody> <tr> <td colspan="6">No data available</td> </tr> </tbody> </table> Previous Next	RO Year	Repair Order	Full VIN	Original Owner	Approved Claim #	Claim R/O #	No data available					
RO Year	Repair Order	Full VIN	Original Owner	Approved Claim #	Claim R/O #								
No data available													
Consumer Information Update													
Maintenance Claim													
Vehicle Information													
Key/Immobilizer/Audio Codes													
Warranty/HPP Part Coverage Inquiry													

Button Information

Action Button	Definition
Search By	<p>Search Original Owner information by Work In Process, Approved, VIN, and Repair Order. Once you click Search By dropdown box, you will see the below options.</p> 
Create	It will open [Create] Original Owner Verification screen.
Edit	Select items using checkbox and click Edit button. You will see [Edit] Original Owner Verification screen.
Delete	Select items using checkbox and click Delete button. You will see [Delete] Original Owner Verification screen.
Inquiry	Select items using checkbox and click Inquiry button. You will see [Inquiry] Original Owner Verification screen.
Excel	The results list is downloaded to excel.

To create a new Original Owner Verification request, click [Create] Original Owner Verification screen.



Create button, then it will display

🏠 Sales
🏠 Finance
🚗 Service
🛡️ Warranty
🔧 Parts
📄 Report
⚙️ Admin
⚙️ Admin()
📖 Training Material

PA Request

Dealer Capacity

Service Rental Car Search

Service Contract Maintenance (HPP)

Blue Link Alerts

Original Owner Verification

Consumer Information Update

Maintenance Claim

Vehicle Information

Key/Immobilizer/Audio Codes

Warranty/HPP Part Coverage Inquiry

[Create] Original Owner Verification

[← Back to List](#)

CHECK VALID

Basic Information

* RO Year <input style="width: 80%;" type="text"/>	* Repair Order <input style="width: 80%;" type="text"/>
* VIN <input style="width: 95%;" type="text"/>	

Owner Information

Original Owner	Last Name	First Name	Middle Initial	
Current Owner	* Last Name <input style="width: 80%;" type="text"/>	First Name <input style="width: 80%;" type="text"/>	Middle Initial <input style="width: 80%;" type="text"/>	

DMV Transfer Date

* Relationship To Original Owner Please select one of the following

Self
 Husband/Wife
 Son/Daughter
 Stepson/Stepdaughter
 Ineligible

Remark

CHECK VALID

Button Information

Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.
Submit	Original Owner Verification will be submitted if there is no error.

If you select items using checkbox and click Edit button. You will see [Edit] Original Owner Verification screen.

PA Request
[Edit] Original Owner Verification
Page 1 / 1

← Back to List

CHECK VALID

Basic Information

* RO Year	<input type="text" value="14"/>	* Repair Order	<input type="text" value="806807"/>
* VIN	<input type="text" value="KMHFC46F86A100530"/>	AZERA (TG) 2006	

Owner Information

Original Owner	Last Name	CUMMINS	First Name	MICHAEL	Middle Initial	L
Current Owner	* Last Name	<input type="text" value="DOE"/>	First Name	<input type="text" value="JOHN"/>	Middle Initial	<input type="text"/>

DMV Transfer Date

*** Relationship To Original Owner**

Please select one of the following

Self
 Husband/Wife
 Son/Daughter
 Stepson/Stepdaughter
 Ineligible

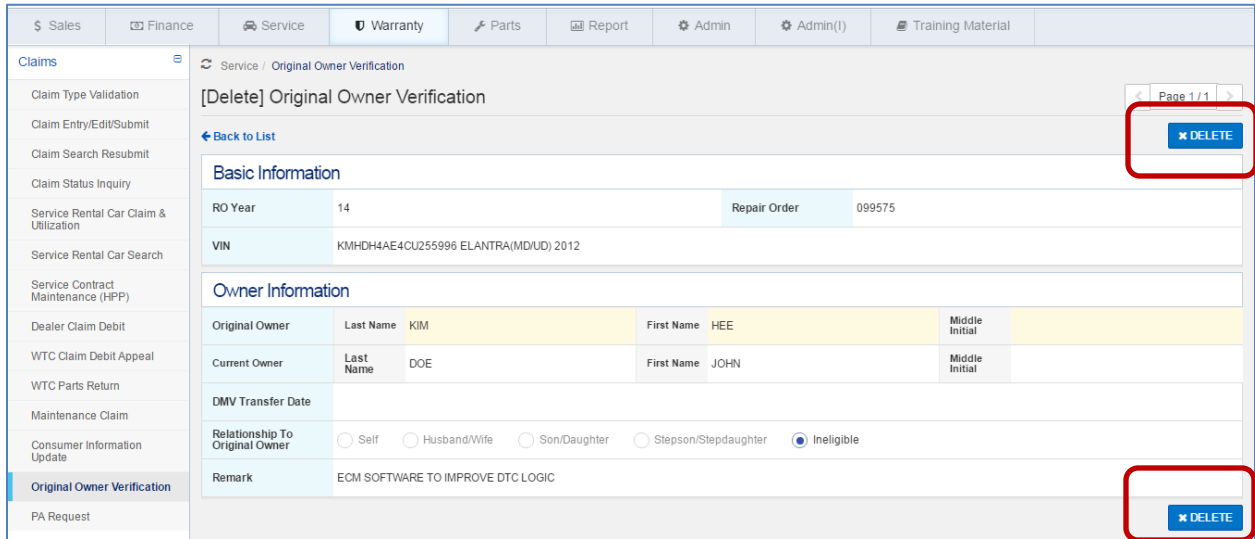
*** Remark**

CHECK VALID

Button Information

Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.
Submit	Original Owner Verification will be submitted if there is no error.
Reset	It will display the last saved data on the screen.

If you select items using checkbox and click Delete button. You will see [Delete] Original Owner Verification screen



Service / Original Owner Verification

[Delete] Original Owner Verification

Page 1 / 1

✖ DELETE

Basic Information

RO Year: 14 Repair Order: 099575

VIN: KMHDH4AE4CU255996 ELANTRA(MDIUD) 2012

Owner Information

Original Owner	Last Name	KIM	First Name	HEE	Middle Initial	
Current Owner	Last Name	DOE	First Name	JOHN	Middle Initial	

DMV Transfer Date

Relationship To Original Owner: Self Husband/Wife Son/Daughter Stepson/Stepdaughter Ineligible

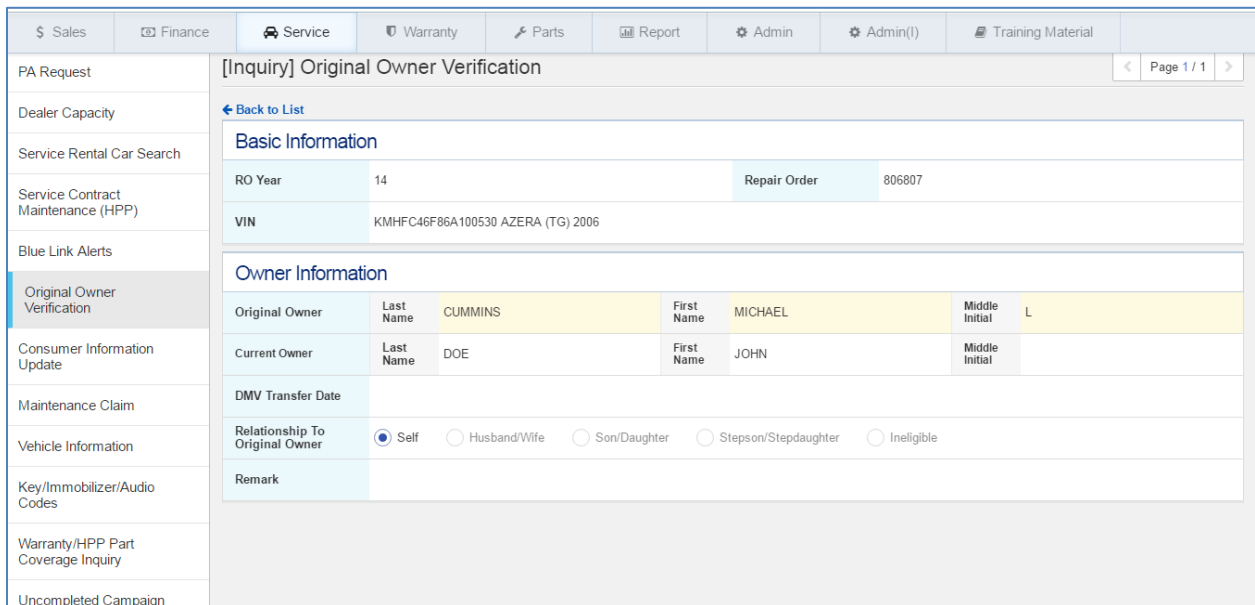
Remark: ECM SOFTWARE TO IMPROVE DTC LOGIC

✖ DELETE

Button Information

Action Button	Definition
Delete	Original Owner information will be deleted.

If you select items using checkbox and click Inquiry button. You will see [Inquiry] Original Owner Verification screen .



Service / [Inquiry] Original Owner Verification

[Inquiry] Original Owner Verification

Page 1 / 1

✖ DELETE

Basic Information

RO Year: 14 Repair Order: 806807

VIN: KMHFC46F86A100530 AZERA (TG) 2006

Owner Information

Original Owner	Last Name	CUMMINS	First Name	MICHAEL	Middle Initial	L
Current Owner	Last Name	DOE	First Name	JOHN	Middle Initial	

DMV Transfer Date

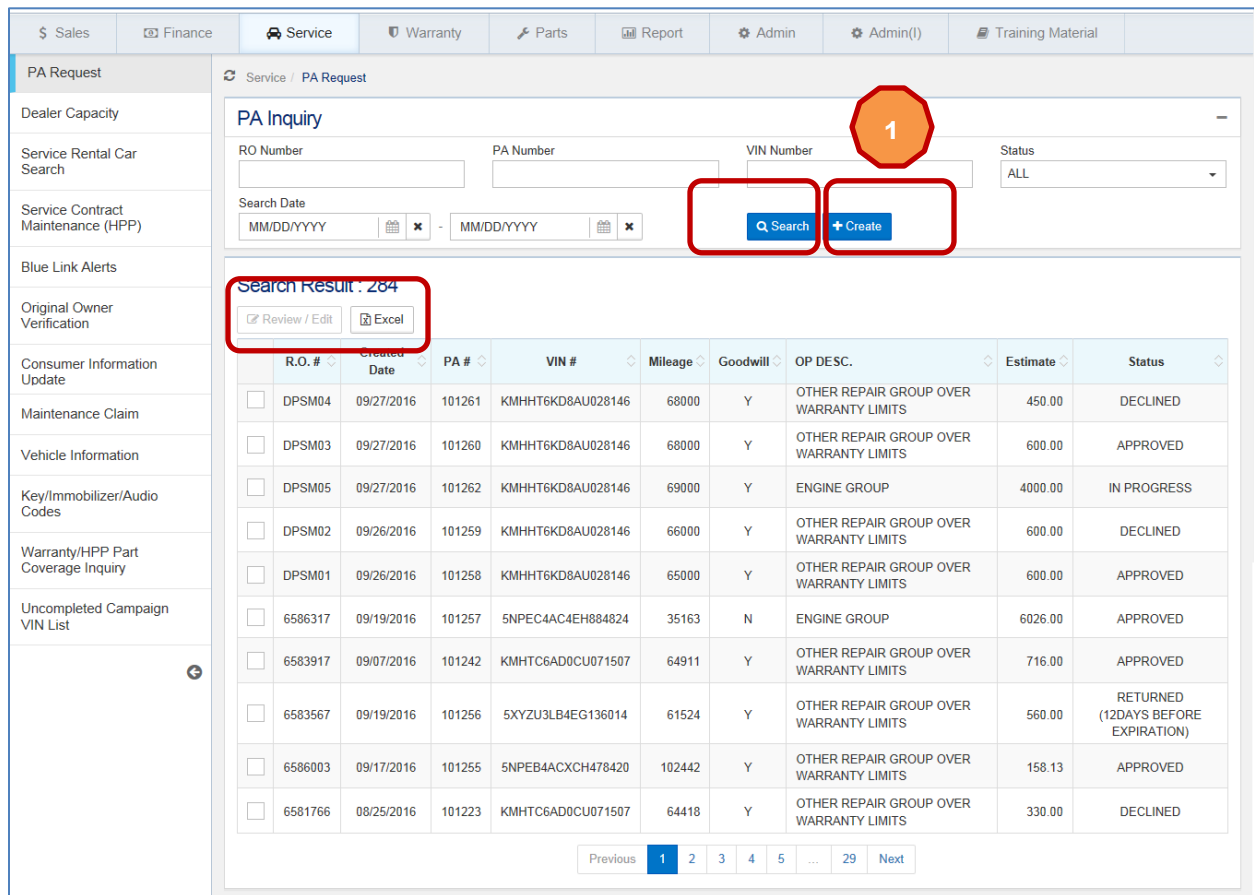
Relationship To Original Owner: Self Husband/Wife Son/Daughter Stepson/Stepdaughter Ineligible

Remark

3.1.14 PA Request

You can create Prior Approval request to submit and search submitted PA in this screen. If the RO (Repair Order) is subject to Prior Approval, you can submit the request prior to repairs being completed . Repairs completed before obtaining the required Prior Approval are subject to claim denial.

PA Inquiry




R.O. #	Created Date	PA #	VIN #	Mileage	Goodwill	OP DESC.	Estimate	Status
DPSM04	09/27/2016	101261	KMHHT6KD8AU028146	68000	Y	OTHER REPAIR GROUP OVER WARRANTY LIMITS	450.00	DECLINED
DPSM03	09/27/2016	101260	KMHHT6KD8AU028146	68000	Y	OTHER REPAIR GROUP OVER WARRANTY LIMITS	600.00	APPROVED
DPSM05	09/27/2016	101262	KMHHT6KD8AU028146	69000	Y	ENGINE GROUP	4000.00	IN PROGRESS
DPSM02	09/26/2016	101259	KMHHT6KD8AU028146	66000	Y	OTHER REPAIR GROUP OVER WARRANTY LIMITS	600.00	DECLINED
DPSM01	09/26/2016	101258	KMHHT6KD8AU028146	65000	Y	OTHER REPAIR GROUP OVER WARRANTY LIMITS	600.00	APPROVED
6586317	09/19/2016	101257	5NPEC4AC4EH884824	35163	N	ENGINE GROUP	6026.00	APPROVED
6583917	09/07/2016	101242	KMHTC6AD0CU071507	64911	Y	OTHER REPAIR GROUP OVER WARRANTY LIMITS	716.00	APPROVED
6583567	09/19/2016	101256	5XYZU3LB4EG136014	61524	Y	OTHER REPAIR GROUP OVER WARRANTY LIMITS	560.00	RETURNED (12DAYS BEFORE EXPIRATION)
6586003	09/17/2016	101255	5NPEB4ACXCH478420	102442	Y	OTHER REPAIR GROUP OVER WARRANTY LIMITS	158.13	APPROVED
6581766	08/25/2016	101223	KMHTC6AD0CU071507	64418	Y	OTHER REPAIR GROUP OVER WARRANTY LIMITS	330.00	DECLINED

Button Information

Action Button	Definition
Search	Search PA request by R.O. Number, PA Number, VIN Number, Status, and Search Date. Status :

	<p>Status</p> <div style="border: 1px solid black; padding: 5px;"> <p>ALL</p> <p style="background-color: #0070C0; color: white; padding: 2px;">ALL</p> <p>SAVED</p> <p>IN PROGRESS</p> <p>RETURNED</p> <p>RESUBMITTED</p> <p>APPROVED</p> <p>DECLINED</p> <p>COUNTER OFFER</p> </div>	
Create	It will open PA Create screen. You can save or submit.	
Review / Edit	Select items and click Review / Edit button, It will open PA Review screen.	
Excel	The results list is downloaded to excel.	

If you click  Create button, you will see PA Create screen.

🏠 Sales
🏠 Finance
🚗 Service
🛡️ Warranty
🔧 Parts
📊 Report
⚙️ Admin
⚙️ Admin()
📄 Training Material

PA Request

Dealer Capacity

Service Rental Car Search

Service Contract Maintenance (HPP)

Blue Link Alerts

Original Owner Verification

Consumer Information Update

Maintenance Claim

Vehicle Information

Key/Immobilizer/Audio Codes

Warranty/HPP Part Coverage Inquiry

Uncompleted Campaign VIN List

Service / PA Request

🖨️ PRINT
RULE LIMIT
💾 SAVE
➤ SUBMIT

PA Create

← Back to List

PA Information

* RO#	<input type="text"/>	PA#	<input type="text"/>
* RO Open Date	09/28/2016 <input type="text"/>	* Mileage	<input type="text"/>
* VIN	<input type="text"/>	Model	<input type="text"/>
Original Owner	<input type="text"/>	* Current Owner	Last Name <input type="text"/> First Name <input type="text"/>
* Repair Group	<input type="text"/>	DTC Code	<input type="text"/>
DTC Code	<input type="text"/>	DTC Code	<input type="text"/>
Case Number	<input type="text"/>		
* Customer Concern	<input type="text"/>		
	512 characters available		
* PA Request Reason	<input type="text"/>		
	512 characters available		
Remark From PWA CTR	<input type="text"/>		
* Goodwill	<input type="text"/>	HMA %	<input type="text"/>
* Estimate	<input type="text"/>	* Requesting Rental	<input type="text"/>
Status	<input type="text"/>		
History	<input type="text"/>		

* Each attachment can't exceed the allowable size (20M)

Attachments

Type	Attachment Name	Delete
No Attachment		

🖨️ PRINT
RULE LIMIT
💾 SAVE
➤ SUBMIT

Prior Approvals are based on dealers submitting the request prior to repairs being completed. Repairs completed before obtaining the required Prior Approvals are subject to claim denial. The Estimate on the PA Request may not reflect the actual claim total. Parts and Labor will be reviewed for adherence to Section 5 (Warranty Reimbursement Policies) of the Warranty Policy and Procedures Manual.

Button Information

Action Button	Definition
Save	Save PA information.
Submit	PA request will be submitted if there is no error.
Rule Limit	It will display Rule Limit.

	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: right; margin: 0;">Rule Limit x</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">PA Category</th> <th style="width: 50%;">PA Category Description</th> <th style="width: 25%;">Limit</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">200</td> <td>ENGINE GROUP</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">400</td> <td>TRANSMISSION GROUP</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">9GW</td> <td>GOODWILL</td> <td style="text-align: center;">1</td> </tr> </tbody> </table> <p style="text-align: right; margin-top: 10px;">CLOSE</p> </div>	PA Category	PA Category Description	Limit	200	ENGINE GROUP	1	400	TRANSMISSION GROUP	1	9GW	GOODWILL	1
PA Category	PA Category Description	Limit											
200	ENGINE GROUP	1											
400	TRANSMISSION GROUP	1											
9GW	GOODWILL	1											
Attach	Attach a file to PA request.												
Print	Prints the current screen.												

If you select items and click Review / Edit button, It will open PA Review screen.

\$ Sales
Finance
Service
Warranty
Parts
Report
Admin
Admin(I)
Training Material

PA Request

Dealer Capacity

Service Rental Car Search

Service Contract Maintenance (HPP)

Blue Link Alerts

Original Owner Verification

Consumer Information Update

Maintenance Claim

Vehicle Information

Key/Immobilizer/Audio Codes

Warranty/HPP Part Coverage Inquiry

Uncompleted Campaign VIN List

PA Review Page 1 / 1

[← Back to List](#)

PA Information

RO#	DPSM04	PA#	101261
RO Open Date	09/27/2016	Mileage	68000
VIN	KMHHT6KD8AU028146	Model	Genesis Coupe 2.0L (BK)
Current Owner	KELLY, MICHAEL	Repair Group	9GW : OTHER REPAIR GROUP OVER WARRANTY LIMITS
DTC Code		DTC Code	
DTC Code		Case Number	
Customer Concern	TEST PA FROM DPSM APP		
PA Request Reason	TEST PA FROM DPSM APP		
Remark From PWA CTR	DECLINED TEST PA FROM DESKTOP		
Goodwill	Y	HMA %	FIXED AMOUNT
Estimate	\$450.00	Requesting Rental	N
Status	DECLINED	Labor Hours	
History	JASON LORTON 09/27/2016	DECLINED TEST PA FROM DESKTOP	
	JOE SONG 09/27/2016	TEST PA FROM DPSM APP	

Attachments

Type	Attachment Name
No Attachment	

Prior Approvals are based on dealers submitting the request prior to repairs being completed. Repairs completed before obtaining the required Prior Approvals are subject to claim denial. The Estimate on the PA Request may not reflect the actual claim total. Parts and Labor will be reviewed for adherence to Section 5 (Warranty Reimbursement Policies) of the Warranty Policy and Procedures Manual.

3.2 Information

3.2.1 Vehicle Information

Vehicle details can be found by VIN. This screen includes open recall campaign, blue link information, Warranty Claim history and Service contracts.

\$ Sales
Finance
Service
Warranty
Parts
Report
Admin
Admin(I)
Training Material

Claims

Information

Vehicle Information

Warranty/HPP Parts Coverage Inquiry

Uncompleted Campaign VIN List

Vehicle Information

1

VIN Last 8:

2

3

VIN:

Search

Print

Basic Vehicle Information

2

Window Sticker

VIN	KMHDH4AE6DU602939	Model	ELANTRA(MD/UD) 2013 Automatic
Warranty Start Date	12/02/2012 (45 months, 24 days)	Extra Warranty	
Original Owner	MILLS, KRISTIN	DMV Transfer Date	
Current Owner	MILLS, KRISTIN	Selling Dealer	CA301 RANCHO GRANDE HYUNDAI
Date Wholesale	08/14/2012	Date Retailed	12/02/2012
Wholesale Dealer	CA301 RANCHO GRANDE HYUNDAI	Retail Dealer	CA301 RANCHO GRANDE HYUNDAI
Retail Flag	Y	Production Date	07/11/2012
Emission Type	PZEV	Allocation Date	07/27/2012
IQS / CSI / VDS / Others		Branded / Warranty Info	
Customer Loyalty	New to Hyundai	Service Interval	Not Specified
Dealer Case Management	No	Fleet Type	RETAIL

Detail Vehicle Information

Campaign Not Performed (0 Found)

Campaign Code	Recall	Campaign Description	Campaign Start Date	Vin Activation Date	Mail Date	Campaign Bulletins
No data available						

Blue Link Information

Blue Link Enrollment Status	N/A	Maintenance Alert	
Blue Link Equipped	No	Last Service Check	
Monthly Vehicle Report		SVR Status	N/A

Blue Link Outstanding Alerts (0 Found)

Last Report Date	Alert Start Date	Mileage	Code Description	Type
No data available				

Service Contract (0 Found)

Warranty Claim History (1 Found)

Dealer Code	Claim Number	Repair Order	Repair Date	Repair Mileage	Operation Description
CA301	350624	350624	08/12/2013	9,235	MD HEADLINER BRACKET ADHESIVE

Service Contract Claim History (0 Found)

Maintenance History (0 Found)

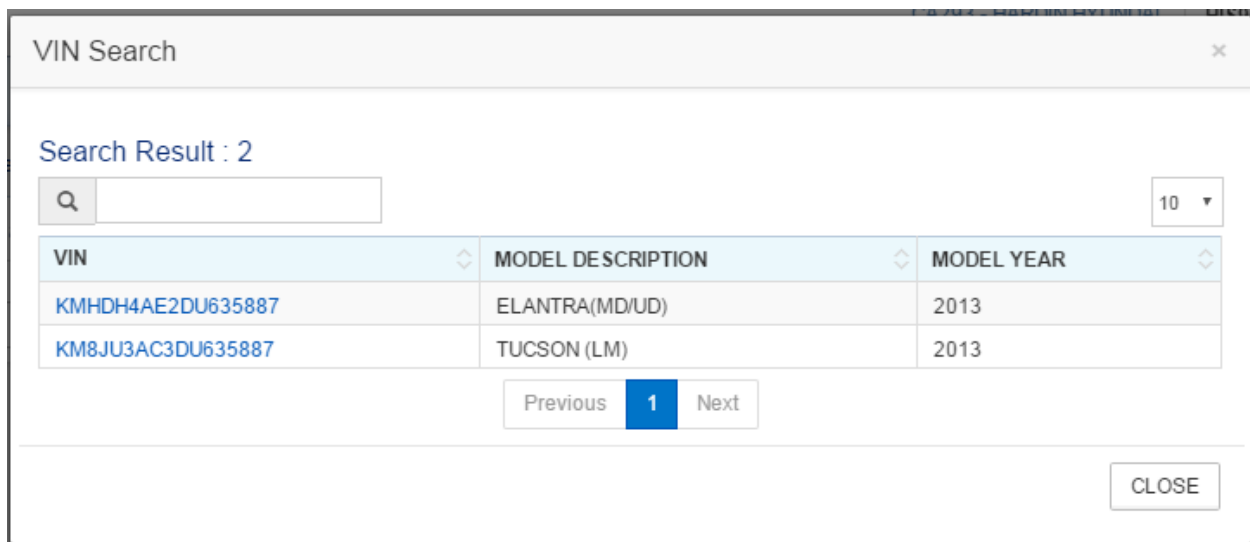
Blue Link Alert History (0 Found)


Button Information

Action Button	Definition
Search	You can search VIN details by full VIN or last 8 digits of VIN.
Window Sticker	You can print Window Sticker.
Edit	It will open Original Owner Verification screen to update original owner information.
Print	Prints the current screen.

If you type last 8 digits of VIN and click  Search icon , then you will VIN Search pop-up.

Select one VIN in the list, then the VIN will be populated in the VIN textbox. VIN information will be populated the VIN information.



To print Window Sticker, click  Window Sticker button. It will display Window Sticker in PDF.



VIN: SNPE24AFXGH260753
After FULL Label to driver side Left-Floor
VIN: SNPE24AFXGH260753

2016 SONATA SE PZEV

Rearview Camera & Android Auto Compatibility
Best-in-Class Total Interior Volume

SOLD TO: CA219 **SHIPPED TO:** CA219

SELINDORA HYUNDAI
1283 SOUTH LONG HILL AVENUE
SELINDORA CA 91760

VIN: SNPE24AFXGH260753
MODEL: 2642PUP
ENGINE: 241JF2D1768
PORT OF ENTRY: MA
EXTERIOR COLOR: VENETIAN RED
INTERIOR SEAT COLOR: BEIGE/BEIGE
TRANSPORT: TRUCK
ACCESSORY WEIGHT: 12 lbs / 6 lbs.

EMISSIONS: This vehicle meets California Emissions regulations and is Certified as a Partial Zero Emission Vehicle (PZEV)

GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★★
Based on the combined rating of frontal, side and rollover. Should ONLY be compared to other vehicles of similar size and weight.

Frontal	Driver	★★★★★
Crash	Passenger	★★★★★

Based on the risk of injury in a frontal impact. Should ONLY be compared to other vehicles of similar size and weight.

Side	Front seat	★★★★★
Crash	Rear seat	★★★★★

Based on the risk of injury in a side impact.

Rollover ★★★★★
Based on the risk of rollover in a single-vehicle crash.

star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.
Source: National Highway Traffic Safety Administration (NHTSA).
www.safercar.gov or 1-888-327-4236

EPA DOT Fuel Economy and Environment Gasoline Vehicle

Fuel Economy

30 MPG
combined city/highway

25 city
38 highway

3.3 gallons per 100 miles

You save \$1,500
in fuel costs over 5 years compared to the average new vehicle.

Annual fuel cost \$1,500

Fuel Economy & Greenhouse Gas Rating (mpg and CO₂)

1 7 10 10 (best)

fuel economy.gov
Calculate personalized estimates for complete vehicles.

STANDARD FEATURES:

AMERICA'S BEST WARRANTY

- 3-year/50,000-mile New Vehicle Warranty
- 10-year/100,000-mile Powertrain Warranty
- 7-year/100,000-mile Antirust/Pest Protection Warranty
- 5-year/Unlimited-mile Roadside Assistance
- Comprehensive maintenance plan available

ADVANCED SAFETY TECHNOLOGY

- Vehicle Stability Management (VSM) w/ Traction Control
- ABS w/ Electronic Brake Force Distribution & Brake Assist
- 11 Front, Front Side Impact, Side Curtain & Driver Knee Airbags
- Energy Absorbing Front Seats & Front Seatbelt Pre-Tensioners
- Tire Pressure Monitor w/ Individual Tire Pressure Indicator
- Rearview Camera

POWERTRAIN TECHNOLOGY

- 2.4L Gasoline Direct Injection (GDI) 4-Cylinder Engine
- 183 Horsepower @ 6,000 rpm / 178 ft-lb Torque @ 4,000 rpm
- Start-Stop Continuous Variable Valve Timing
- 6-Speed Automatic Transmission w/ SHIFTRONIC
- Shine Brake System

COMFORT & CONVENIENCE

- 18-Speakers Audio w/Beats & iPod/iPhone
- 11-speaker Headlights w/ Automatic Light Control
- Power Side Mirrors w/ Driver Side Blind Spot Mirror
- Steer Control Window Glass
- Remote Keyless Entry w/ Alarm
- Power Locks & Windows w/ Auto Up/Down Driver Window
- 17-Inch Cloth Seat Trim
- Multi-Point Appearance Restorer
- 16-Way Adjustable Front Seats w/ Height Adjust
- 16-Way Adjustable Rear Seat
- 18140 Sport-riding Rear Seat
- 181 & 182-Stage Steering Wheel w/ Cruise, Audio & Phone Controls
- Advanced Trip Computer w/ Custom Settings
- 64 Configurations of Cabin Air Filter
- 17-Inch Color Touchscreen Display Audio
- Android Auto™ Integration for Compatible Smartphones
- AMP MP3/MP4/WMA/FLAC/MP3 w/ HomeLink & Auxiliary Input Jacks
- Bluetooth® Hands-free Phone System
- Bluetooth® Streaming Music System
- Hyundai Blue Link® Telematics System
- Blue Link Connected Care (complementary trial (activation required))
- Full Tank of Gas

ADDED FEATURES:

- 17-Inch Alloy Wheels
- 181 Horsepower @ 6,000 rpm / 178 ft-lb Torque @ 4,000 rpm
- 181 & 182-Stage Steering Wheel w/ Cruise, Audio & Phone Controls
- Advanced Trip Computer w/ Custom Settings
- 64 Configurations of Cabin Air Filter
- 17-Inch Color Touchscreen Display Audio
- Android Auto™ Integration for Compatible Smartphones
- AMP MP3/MP4/WMA/FLAC/MP3 w/ HomeLink & Auxiliary Input Jacks
- Bluetooth® Hands-free Phone System
- Bluetooth® Streaming Music System
- Hyundai Blue Link® Telematics System
- Blue Link Connected Care (complementary trial (activation required))
- Full Tank of Gas

Manufacturer's Suggested Retail Price: \$21,790.00

17-Inch Alloy Wheels \$200.00
181 Horsepower @ 6,000 rpm / 178 ft-lb Torque @ 4,000 rpm \$200.00
181 & 182-Stage Steering Wheel w/ Cruise, Audio & Phone Controls \$700.00

Wash, Wax & Sealant \$200.00
Total Price: \$22,820.00

Manufacturers suggested retail price includes manufacturer's recommended pre-delivery service, destination, license and title fee, state and local taxes and dealer-installed options and accessories are not included in the manufacturer's suggested retail price. This price has been applied to this vehicle by Hyundai Motor America, pursuant to the requirements of 16 U.S.C. 1231 et seq., which prohibits its removal or alteration prior to delivery to the ultimate purchaser.

PART CONTENT INFORMATION FOR VEHICLE IN THIS COUNTRY:
U.S./CANADIAN PARTS CONTENT: 46%
MAJOR SOURCES OF FOREIGN PARTS CONTENT: KOREA: 53%

Note: Parts content does not include final assembly, distribution, or other non-parts costs.

FOR THIS VEHICLE:
FINAL ASSEMBLY POINT: MONTGOMERY, ALABAMA U.S.A.
COUNTRY OF ORIGIN:
ENGINE: U.S.A.
TRANSMISSION: U.S.A.

239 A

VIN: SNPE24AFXGH260753

To update customer information, click Edit button. The you will see Consumer Information Update screen. You can update customer information and submit.

SALES
FINANCE
SERVICE
WARRANTY
PARTS
REPORT
ADMIN
ADMIN(I)
TRAINING MATERIAL

PA Request

Dealer Capacity

Service Rental Car Search

Service Contract Maintenance (HPP)

Blue Link Alerts

Original Owner Verification

Consumer Information Update

Maintenance Claim

Vehicle Information

Key/Immobilizer/Audio Codes

Warranty/HPP Part Coverage Inquiry

Consumer Information Update

[← Back to List](#)

Customer Information

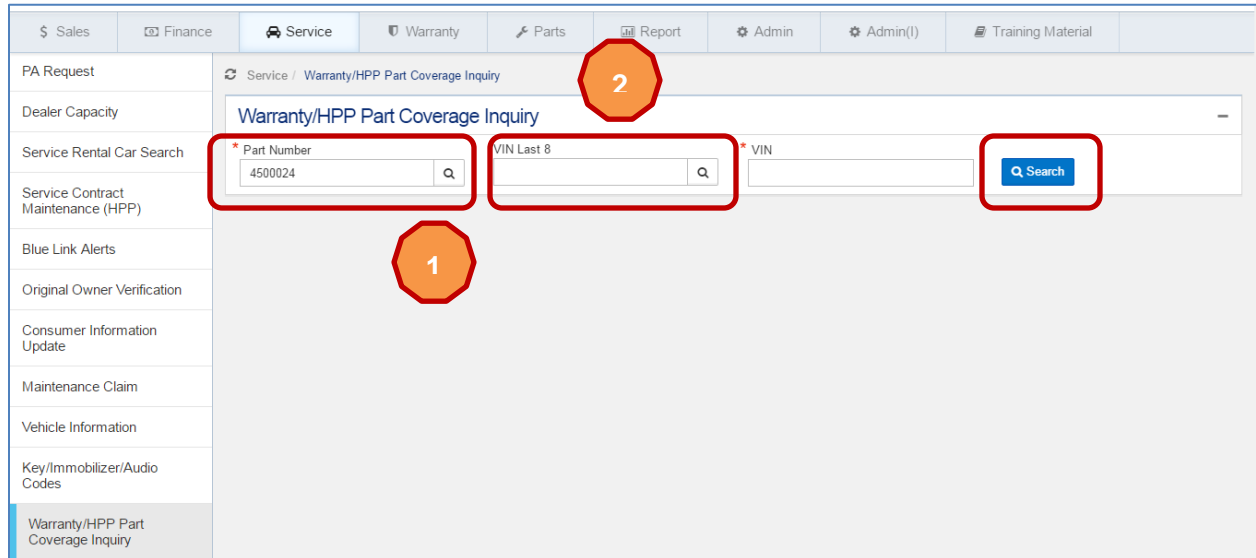
Vehicle Number	KMHVD12J4LU044159		
Current Owner	* Last Name	ROBERT	First Name
Original Owner	Last Name	ROBERT	First Name
	Middle Initial	A	
* Address	2041 GREENSTONE TR		* City
	CARROLLTON		
* State	TX	* Zip Code	75010
Phone Number 2			Extension
Email Address			Mail Flag
			Y
* Nearest Dealer	TX006	Nearest Dealer Name	MESQUITE COURTESY

Button Information

Action Button	Definition
Check Valid	It will validate all the fields and display error messages if there are errors.
Reset	It will display the last saved data on the screen.
Submit	Customer information will be submitted if there is no error.

3.2.2 Warranty / HPP Part Coverage Inquiry


You can inquire Warranty/HPP Parts Coverage for Part and VIN and view warranty information such as Type, Coverage, Term, and Mileage along with HPP coverage for the parts.

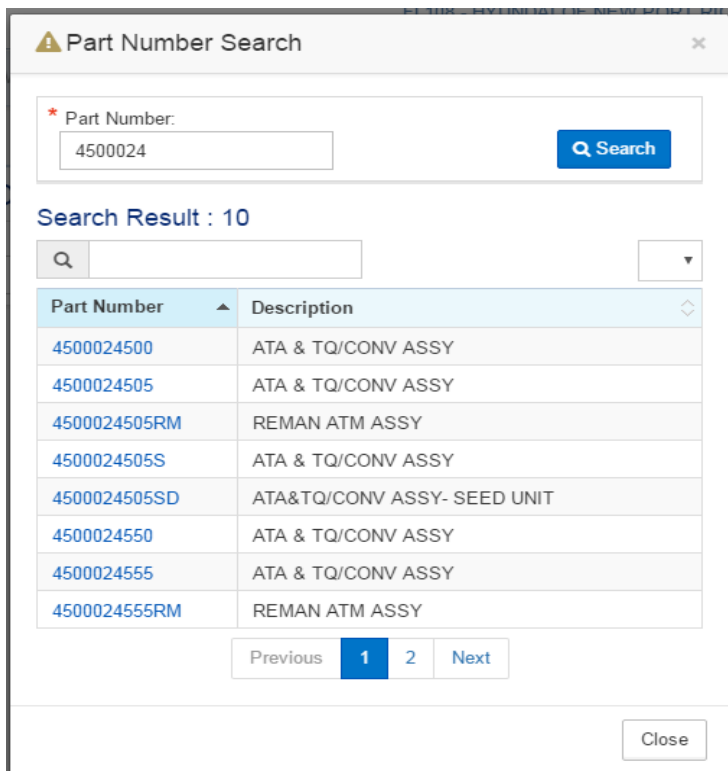


The screenshot shows the 'Warranty/HPP Part Coverage Inquiry' form. The left sidebar contains navigation options: PA Request, Dealer Capacity, Service Rental Car Search, Service Contract Maintenance (HPP), Blue Link Alerts, Original Owner Verification, Consumer Information Update, Maintenance Claim, Vehicle Information, Key/Immobilizer/Audio Codes, and Warranty/HPP Part Coverage Inquiry. The main content area has a search form with the following fields:

- Part Number**: Input field containing '4500024' with a search icon.
- VIN Last 8**: Input field with a search icon.
- VIN**: Input field.
- Search Button**: A blue button with a magnifying glass icon and the text 'Search'.

 Orange callouts '1' and '2' are placed over the search icon in the Part Number field and the Search button, respectively.


Type partial part number (at least 5 characters) and click  search icon, then you will see Parts Number Search pop-up window. Select one part number, then the selected part number will be populated in Part Number text box. Also you can change part number and search again. You will get result list.



The 'Part Number Search' pop-up window displays the search results for the part number '4500024'. The search result table is as follows:

Part Number	Description
4500024500	ATA & TQ/CONV ASSY
4500024505	ATA & TQ/CONV ASSY
4500024505RM	REMAN ATM ASSY
4500024505S	ATA & TQ/CONV ASSY
4500024505SD	ATA&TQ/CONV ASSY- SEED UNIT
4500024550	ATA & TQ/CONV ASSY
4500024555	ATA & TQ/CONV ASSY
4500024555RM	REMAN ATM ASSY

At the bottom of the window, there are navigation buttons: 'Previous', '1' (highlighted), '2', and 'Next'. A 'Close' button is located at the bottom right.

Type last 8 digits of VIN and click  search icon. Then you will see VIN Search pop-up window. Select one VIN. The selected VIN will be populated in VIN textbox.

VIN Search x

Search Result : 2

10 ▾

VIN	MODEL DESCRIPTION	MODEL YEAR
KMHDH4AE2DU635887	ELANTRA(MD/UD)	2013
KM8JU3AC3DU635887	TUCSON (LM)	2013

Previous 1 Next

CLOSE

Click Search button. You will see Parts and Warranty information.

\$ Sales
Finance
Service
Warranty
Parts
Report
Admin
Admin(I)
Training Material

PA Request

Dealer Capacity

Service Rental Car Search

Service Contract Maintenance (HPP)

Blue Link Alerts

Original Owner Verification

Consumer Information Update

Maintenance Claim

Vehicle Information

Key/Immobilizer/Audio Codes

Warranty/HPP Part Coverage Inquiry

Service / Warranty/HPP Part Coverage Inquiry

Warranty/HPP Part Coverage Inquiry

* Part Number
VIN Last 8
* VIN

Q Search

PRINT

Part Information

Part Number	4500024505RM	REMAN ATM ASSY	
Model Name	Elantra(MD/UD)/E.Coupe (JK)	Model Year	2013

Warranty Information

Type	Coverage	Term	Mileage
All Vehicles	Powertrain	120	100000

HPP Coverage For Part

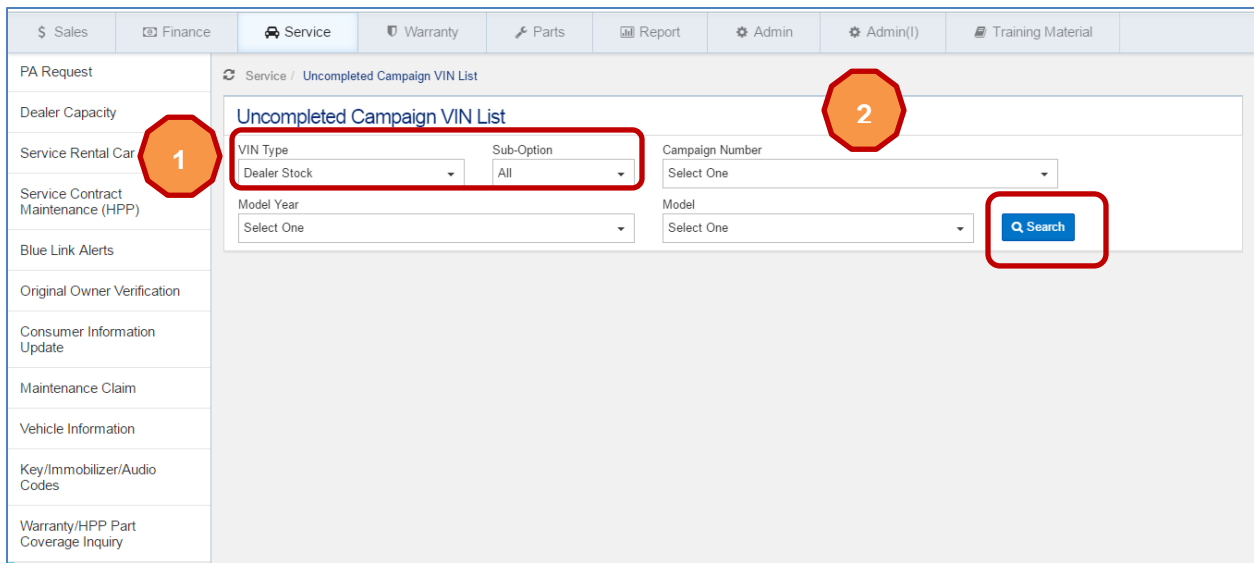
Cover in Plan 5A, 6A, 5B, 6B only

Button Information

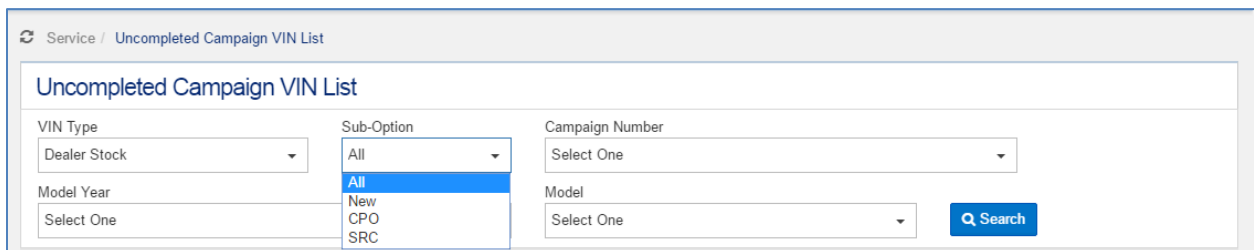
Action Button	Definition
Search	Search Part and Warranty information by Part number and VIN.
Print	Prints the current screen.

3.2.3 Uncompleted Campaign VIN List

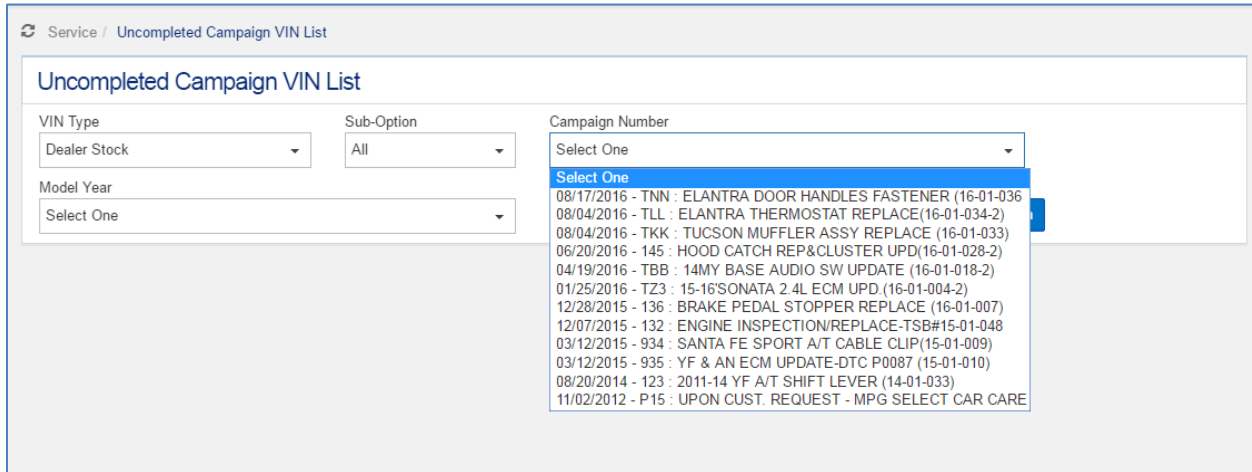
You can search uncompleted campaign information by campaign number, VIN, Model year, and Model. The result list includes VIN's campaign information.



If you select Dealer Stock in  VIN Type, you will see sub-options as below.



To find Campaign Number, click  Campaign Number.




Service / Uncompleted Campaign VIN List

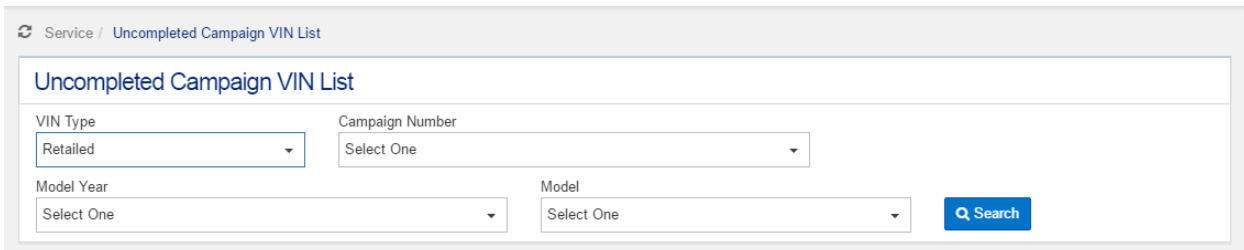
Uncompleted Campaign VIN List

VIN Type: Dealer Stock | Sub-Option: All | Campaign Number: Select One

Model Year: Select One

- Select One
- 08/17/2016 - TNN : ELANTRA DOOR HANDLES FASTENER (16-01-036)
- 08/04/2016 - TLL : ELANTRA THERMOSTAT REPLACE(16-01-034-2)
- 08/04/2016 - TTK : TUCSON MUFFLER ASSY REPLACE (16-01-033)
- 06/20/2016 - 145 : HOOD CATCH REP&CLUSTER UPD(16-01-028-2)
- 04/19/2016 - TBB : 14MY BASE AUDIO SW UPDATE (16-01-018-2)
- 01/25/2016 - TZ3 : 15-16SONATA 2.4L ECM UPD.(16-01-004-2)
- 12/28/2015 - 136 : BRAKE PEDAL STOPPER REPLACE (16-01-007)
- 12/07/2015 - 132 : ENGINE INSPECTION/REPLACE-TSB#15-01-048
- 03/12/2015 - 934 : SANTA FE SPORT A/T CABLE CLIP(15-01-009)
- 03/12/2015 - 935 : YF & AN ECM UPDATE-DTC P0087 (15-01-010)
- 08/20/2014 - 123 : 2011-14 YF A/T SHIFT LEVER (14-01-033)
- 11/02/2012 - P15 : UPON CUST. REQUEST - MPG SELECT CAR CARE

If you select Retailed in  VIN Type, you will see below search section.



Service / Uncompleted Campaign VIN List

Uncompleted Campaign VIN List

VIN Type: Retailed | Campaign Number: Select One

Model Year: Select One | Model: Select One

Select Dealer Stock, Sub-Option, and Campaign Number, click search button to get a uncompleted campaign VIN list.

Navigation: Sales | Finance | **Service** | Warranty | Parts | Report | Admin | Admin(I) | Training Material

Left Sidebar: PA Request, Dealer Capacity, Service Rental Car Search, Service Contract Maintenance (HPP), Blue Link Alerts, Original Owner Verification, Consumer Information Update, Maintenance Claim, Vehicle Information, Key/Immobilizer/Audio Codes, Warranty/HPP Part Coverage Inquiry, **Uncompleted Campaign VIN List**

Service / Uncompleted Campaign VIN List

Uncompleted Campaign VIN List

VIN Type: Dealer Stock | Sub-Option: All | Campaign Number: 08/17/2016 - TNN : ELANTRA DOOR HANDLES FASTENER (16-01- | Model Year: Select One | Model: Select One | **Search**

Search Result : 19

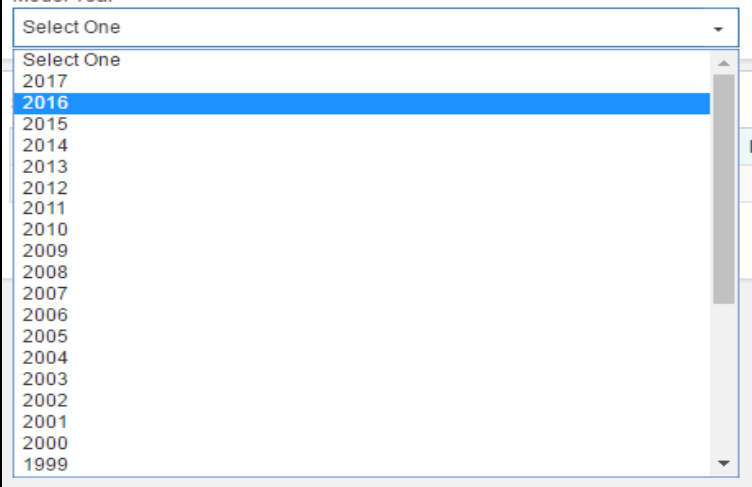
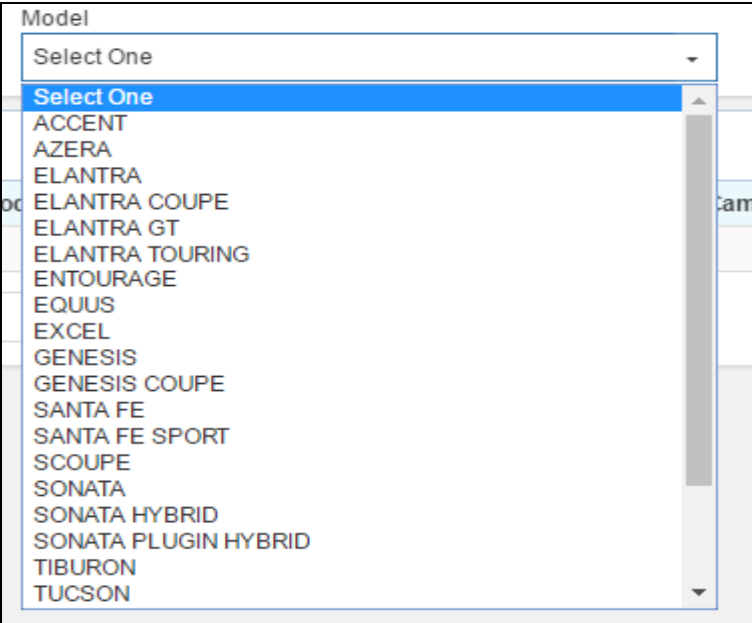
Print | Excel

Campaign	VIN	VIN Type	Open Campaign(S)&Service Action(S)	Model
TNN	5NPD84LF1HH027191	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF1HH058862	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF3HH058426	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF3HH058443	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF3HH058877	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF3HH067773	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF4HH057351	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF5HH057973	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF5HH058878	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF7HH057036	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF7HH057201	NEW	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LFXHH000636	SRC	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LFXHH034110	SRC	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF2HH018810	SRC	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF2HH023649	SRC	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF3HH001319	SRC	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF4HH034295	SRC	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF8HH005043	SRC	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)
TNN	5NPD84LF9HH019534	SRC	ELANTRA DOOR HANDLES FASTENER (16-01-036	2017 ELANTRA (ADa)

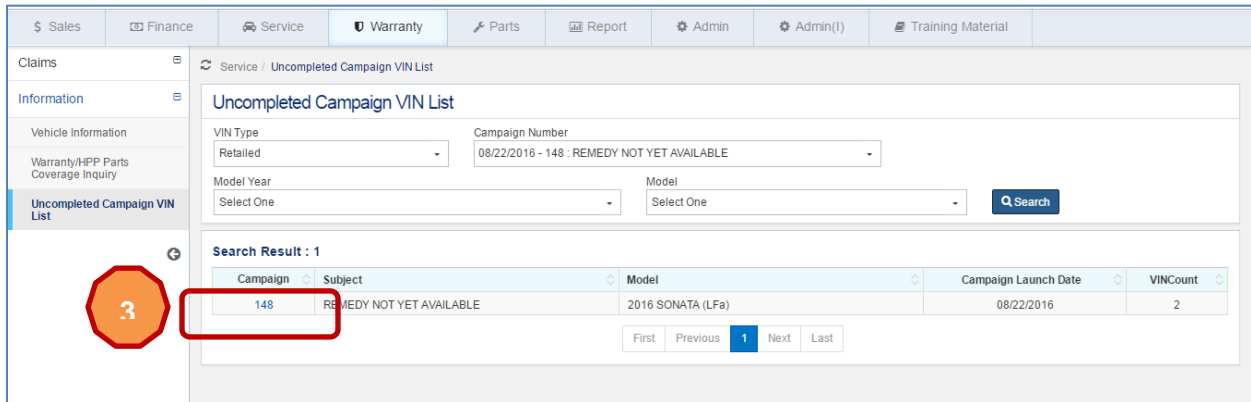
Page: 1 | First | Previous | Next | Last

Button Information

Action Button	Definition
Search	Search uncompleted campaign Vin list by VIN Type, Campaign number, Model Year, and Model. Model Year :

	<p>Model Year</p>  <p>Model :</p> 
Excel	The results list is downloaded to excel.
Print	Prints the current screen.

Select Retailed and Campaign Number, click search button to get a uncompleted campaign VIN list.



Service / Uncompleted Campaign VIN List

Uncompleted Campaign VIN List


VIN Type: Retailed Campaign Number: 08/22/2016 - 148 : REMEDY NOT YET AVAILABLE

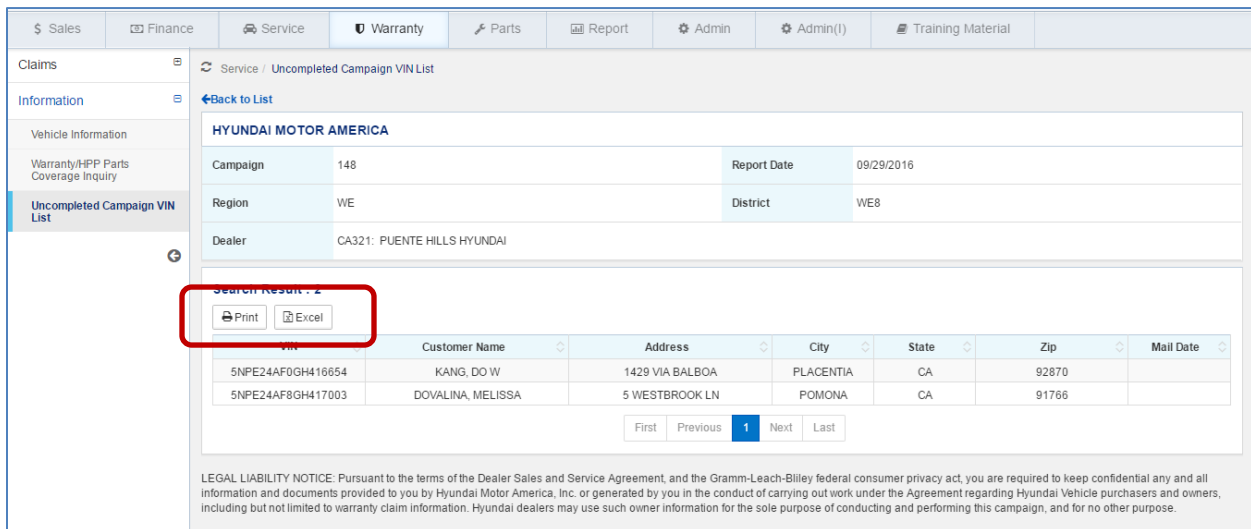
Model Year: Select One Model: Select One

Search Result : 1

Campaign	Subject	Model	Campaign Launch Date	VINCount
148	REMEDY NOT YET AVAILABLE	2016 SONATA (LFa)	08/22/2016	2

First Previous 1 Next Last

Click  campaign number in Campaign column in the list, then you will see a list of VIN information.



Service / Uncompleted Campaign VIN List

[Back to List](#)

HYUNDAI MOTOR AMERICA

Campaign	148	Report Date	09/29/2016
Region	WE	District	WE8
Dealer	CA321: PUENTE HILLS HYUNDAI		

Search Result : 2

VIN	Customer Name	Address	City	State	Zip	Mail Date
5NPE24AF0GH416654	KANG, DO W	1429 VIA BALBOA	PLACENTIA	CA	92870	
5NPE24AF8GH417003	DOVALINA, MELISSA	5 WESTBROOK LN	POMONA	CA	91766	

First Previous 1 Next Last

LEGAL LIABILITY NOTICE: Pursuant to the terms of the Dealer Sales and Service Agreement, and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Hyundai Motor America, Inc. or generated by you in the conduct of carrying out work under the Agreement regarding Hyundai Vehicle purchasers and owners, including but not limited to warranty claim information. Hyundai dealers may use such owner information for the sole purpose of conducting and performing this campaign, and for no other purpose.

Button Information

Action Button	Definition
Excel	The results list is downloaded to excel.
Print	Prints the current screen.