



MPG Class Action Dealer Best Practice

Date: December 13, 2019

Attn: Dealer Principal/General Manager/Service Manager/Parts Manager

Subject: Class Action – MPG

Description

A settlement was reached and has been court approved in connection with a class action lawsuit alleging that, prior to November 2, 2012, the fuel economy ratings for certain Hyundai vehicles were misrepresented. The lawsuit claimed that because of the alleged misrepresentations, class members purchased vehicles they otherwise would not have purchased or paid more for the vehicles than they otherwise would have paid. The lawsuit also claimed that the Lifetime Reimbursement Program initiated by Hyundai on November 2, 2012 to reimburse class members for increased fuel costs was inadequate. Hyundai denied the lawsuit's allegations, and the parties agreed to resolve these matters before these issues were decided by the Court. .

Under the settlement, Class Members were afforded the option of claiming one of the following forms of compensation as an alternative to the Lifetime Reimbursement Program:

1. One-Time Cash Payment (via Cash Debit Card) - 100% of cash value of Lump Sum Payment (minus amounts already received from Lifetime Reimbursement Program)
2. Dealership Credit for Goods and Services (via Dealer Service Debit Card) - 150% of amount that otherwise would be paid as a Cash Debit Card (minus amounts already received from Lifetime Reimbursement Program)
3. New Car Rebate Certificate - 200% of the amount that otherwise would be paid as a Cash Debit Card (minus amounts already received from Lifetime Reimbursement Program)

The deadline to claim any of these compensation options passed several years ago. We are now in the process of mailing out payments to qualifying Class Members. As a result, Class Members will be visiting Dealers to redeem the Dealer Service Debit Cards and/or New Car Rebate Certificates they have received.

Service Action



Reservation – Class Members are able to make an appointment with an authorized Hyundai Dealer.



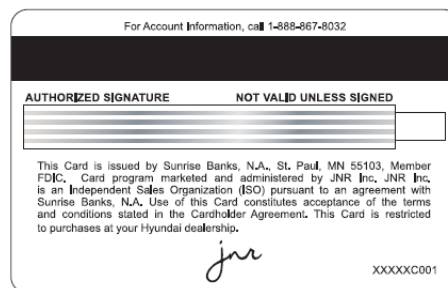
Readiness – Refer to the background information described above.



Reception –Provide SRC or an alternative vehicle, as needed.

Class Members Using a Dealer Service Debit Card:

- Class Members requiring service may use their Dealer Service Debit Card at an authorized Hyundai Dealer as payment towards merchandise, parts or service.
- The Dealer Service Debit Card is non-transferrable and expires two years after issuance.
- The Dealer Service Debit Card is currently permitted to be used at a merchant (MCC) listed as a "Automotive/ Automobile / Service". If your dealership is not listed as so, the card may be declined. HMA is working on expanding the merchant list to all auto-related merchants.
- All Hyundai Dealers are to honor the Dealer Service Debit Card as long as it meets the requirements as previously stated. If there are any issues with the card, please contact JNR Inc. at 1-888-867-8032.





Hyundai
Assurance Car Care



Class Members Using a New Car Rebate Certificate:

- Refer Class Members to the Sales Department to redeem their New Car Rebate Certificate. Instructions can be found in the Appendix of this document.



Repair – As applicable, perform repair work as needed.



Return – Review all completed campaign and repairs to answer any customer questions. Also, schedule the customer's next service.



Reconnect – Follow up for customer satisfaction.

Thank you for your prompt attention to this important matter and continued commitment to Hyundai customers.

Hyundai Motor America

Appendix

Hyundai New Car Certificates

Dealerships MUST follow the steps below to confirm the certificate is valid and to receive reimbursement:

- CUSTOMERS MUST PRESENT CERTIFICATE AT TIME OF SALE
- CERTIFICATES MAY ONLY BE USED ONCE
- CERTIFICATES ARE VALID ONLY ON PURCHASES OF NEW HYUNDAI VEHICLES AND ARE NON-TRANSFERABLE EXCEPT TO IMMEDIATE FAMILY MEMBERS

NOTE: WE RECOMMEND YOU CHECK THE STATUS OF THE CERTIFICATE PRIOR TO COMPLETING THE SALE

1. Log into your Hyundai Dealer account at www.HyundaiDealer.com.
2. Click the "Coupon Validation/Redemption" link under the Sales, Service or Parts Programs section of the page.
3. Once directed to the website, you will enter the New Car Certificate Number.
 - a. The New Car Certificate Number is located on the top right hand corner of each Certificate, indicated below:

Sample Confirmation

Sample Certificate

NOTE: Do not accept any New Car Certificates or email confirmations that have been previously redeemed. You will NOT be reimbursed for the certificate value if it was not valid at the time of use.

4. If the New Car Certificate is Unredeemed/Valid:
 - a. Input Customer Information and New VIN as indicated
 - b. Select "Redeem Certificate" button
 - c. Payment will be processed on your monthly Hyundai Parts Statement

Please contact Program Headquarters at 1-888-867-8032 with any questions or concerns regarding the redemption process or a specific Certificate.