

DEAL # _____ NEW USED DATE _____

STOCK # _____ TIME _____

CUSTOMER _____ SALESMAN _____

SALES MGR _____ FINANCE MGR _____

FINANCE IN STOCK PAYMENT IN _____

LEASE IN-TRANSIT/ON-ORDER

CASH LOCATE CASH DOWN _____

OSF MARKETING BULLETIN INCENTIVE APPLIED \$

- | | | |
|---|---|--|
| <input type="checkbox"/> CURRENT DRIVER'S LICENSE | <input type="checkbox"/> CREDIT APPLICATION | <input type="checkbox"/> DEALER CASH |
| <input type="checkbox"/> CURRENT INSURANCE CARD | <input type="checkbox"/> CREDIT BUREAU | <input type="checkbox"/> LOYALTY |
| <input type="checkbox"/> DEAL RECAP W/INCENTIVE CODES | <input type="checkbox"/> RISK-BASED PRICING | <input type="checkbox"/> CONQUEST |
| <input type="checkbox"/> SIGNED WORKSHEET | <input type="checkbox"/> PRIVACY ACT FORM | <input type="checkbox"/> MILITARY |
| <input type="checkbox"/> INCENTIVE PROGRAM SUMMARY | <input type="checkbox"/> DMV (TWIX) FORM | <input type="checkbox"/> COLLEGE GRAD |
| <input type="checkbox"/> VEHICLE INVOICE | <input type="checkbox"/> REGISTRATION (IF OUT-OF STATE TRADE) | <input type="checkbox"/> BOOKOUT SHEET |
| <input type="checkbox"/> WE-OWE FORM SIGNED | <input type="checkbox"/> TITLE TO TRADE | <input type="checkbox"/> BUYER'S GUIDE |
| <input type="checkbox"/> VIN VERIFICATION W/KAHU SN# | <input type="checkbox"/> PAY-OFF FORM | <input type="checkbox"/> CARFAX SIGNED |
| <input type="checkbox"/> EMAIL INFO SHEET | <input type="checkbox"/> APPRAISAL FORM | |

NOTES _____



WE OWE

NAME	STK. NO.	NEW/USED
ADDRESS	YEAR	MAKE
CITY	STATE	ZIP
PHONE	VIN NO.	
Email		
SALESPERSON		DEL. DATE

QTY	NAME OF ITEM	PART	LABOR

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.
(FOR APPOINTMENT CALL SERVICE DEPT.)

DATE _____

APPROVED _____
MGR.

CUSTOMER _____

YOU OWE

YOU OWE	TO BE RECEIVED		YOU OWE	TO BE RECEIVED	
	DATE	TIME		DATE	TIME
1) Title to Trade In Vehicle			5)		
2) All Money			6)		
3) Valid Insurance Card			7)		
4)			8)		

I hereby agree to provide such items in a timely manner.

DATE _____

APPROVED _____
MGR.

CUSTOMER _____

BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

VEHICLE MAKE

MODEL

YEAR

VEHICLE IDENTIFICATION NUMBER (VIN)

WARRANTIES FOR THIS VEHICLE:

AS IS - NO DEALER WARRANTY

THE DEALER DOES NOT PROVIDE A WARRANTY FOR ANY REPAIRS AFTER SALE.

DEALER WARRANTY

FULL WARRANTY.

LIMITED WARRANTY. The dealer will pay ____% of the labor and ____% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty, and for any documents that explain warranty coverage, exclusions, and the dealer's repair obligations. *Implied warranties* under your state's laws may give you additional rights.

SYSTEMS COVERED:

DURATION:

NON-DEALER WARRANTIES FOR THIS VEHICLE:

- MANUFACTURER'S WARRANTY STILL APPLIES. The manufacturer's original warranty has not expired on some components of the vehicle.
- MANUFACTURER'S USED VEHICLE WARRANTY APPLIES.
- OTHER USED VEHICLE WARRANTY APPLIES.

Ask the dealer for a copy of the warranty document and an explanation of warranty coverage, exclusions, and repair obligations.

- SERVICE CONTRACT. A service contract on this vehicle is available for an extra charge. Ask for details about coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of your purchase of this vehicle, *implied warranties* under your state's laws may give you additional rights.

ASK THE DEALER IF YOUR MECHANIC CAN INSPECT THE VEHICLE ON OR OFF THE LOT.

OBTAIN A VEHICLE HISTORY REPORT AND CHECK FOR OPEN SAFETY RECALLS. For information on how to obtain a vehicle history report, visit ftc.gov/usedcars. To check for open safety recalls, visit safecar.gov. You will need the vehicle identification number (VIN) shown above to make the best use of the resources on these sites.

SEE OTHER SIDE for important additional information, including a list of major defects that may occur in used motor vehicles.

Si el concesionario gestiona la venta en español, pídale una copia de la Guía del Comprador en español.

Here is a list of some major defects that may occur in used vehicles.

Frame & Body

Frame-cracks, corrective welds, or rusted through
Dog tracks—bent or twisted frame

Engine

Oil leakage, excluding normal seepage
Cracked block or head
Belts missing or inoperable
Knocks or misses related to camshaft lifters and push rods
Abnormal exhaust discharge

Transmission & Drive Shaft

Improper fluid level or leakage, excluding normal seepage
Cracked or damaged case which is visible
Abnormal noise or vibration caused by faulty transmission or drive shaft
Improper shifting or functioning in any gear
Manual clutch slips or chatters

Differential

Improper fluid level or leakage, excluding normal seepage
Cracked or damaged housing which is visible
Abnormal noise or vibration caused by faulty differential

Cooling System

Leakage including radiator
Improperly functioning water pump

Electrical System

Battery leakage
Improperly functioning alternator, generator, battery, or starter

Fuel System

Visible leakage

Inoperable Accessories

Gauges or warning devices
Air conditioner
Heater & Defroster

Brake System

Failure warning light broken
Pedal not firm under pressure (DOT spec.)
Not enough pedal reserve (DOT spec.)
Does not stop vehicle in straight line (DOT spec.)
Hoses damaged
Drum or rotor too thin (Mfgr. Specs)
Lining or pad thickness less than 1/32 inch
Power unit not operating or leaking
Structural or mechanical parts damaged

Air Bags

Steering System

Too much free play at steering wheel (DOT specs.)
Free play in linkage more than 1/4 inch
Steering gear binds or jams
Front wheels aligned improperly (DOT specs.)
Power unit belts cracked or slipping
Power unit fluid level improper

Suspension System

Ball joint seals damaged
Structural parts bent or damaged
Stabilizer bar disconnected
Spring broken
Shock absorber mounting loose
Rubber bushings damaged or missing
Radius rod damaged or missing
Shock absorber leaking or functioning improperly

Tires

Tread depth less than 2/32 inch
Sizes mismatched
Visible damage

Wheels

Visible cracks, damage or repairs
Mounting bolts loose or missing

Exhaust System

Leakage
Catalytic Converter

DEALER NAME

ADDRESS

TELEPHONE

EMAIL

FOR COMPLAINTS AFTER SALE, CONTACT:

IMPORTANT: The information on this form is part of any contract to buy this vehicle. Removing this label before consumer purchase (except for purpose of test-driving) violates federal law (16 C.F.R. 455).

HILL COUNTRY HONDA
VIN VERIFICATION FORM

VIN #

HN CODE

MILES

SALES
PERSON

CUSTOMER

TRADE

VIN

YEAR

MAKE

MODEL

MILES

NUMBER OF KEYS

HILL COUNTRY HONDA

We want your e-mail address!

Don't miss out on ...

- SPECIAL EVENTS
- INTERNET SALES
- INTERNET SPECIAL PROMOTIONS
- SERVICE DISCOUNT COUPONS

Name: _____

Email Address: _____

HILL COUNTRY HONDA will not disclose or distribute your e-mail address to any other vendors or third parties. Additionally, we have an **Information Security Program**, which ensures the confidentiality of your e-mail address

Signature: _____

Print Name: _____

Date: _____

Hill Country Honda

CUSTOMER NAME _____ DEAL# _____

PAYOFF INFORMATION

BANK/FINANCE COMPANY: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE#: _____ ACCOUNT#: _____ SPOKE TO: _____

AMOUNT: _____ GOOD UNTIL: _____ DAILY PER DIEM: _____

VEHICLE TO BE PAID OFF

YEAR: _____ MAKE: _____ MODEL: _____ VIN: _____

I understand that if there is any difference between the actual pay-off on the vehicle traded in and the balance as stated herein, I am responsible to pay the difference to Hill Country Honda upon demand.

Account Holder's Signature

- I/We authorize the above listed lien holder to, upon receipt of the Payoff Amount in good funds and otherwise subject to the terms and conditions or my/our retail contract or lease agreement with the above listed lien holder, send the Certificate of Title for the vehicle to:

**Hill Country Honda
7338 W Loop 1604 N
SAN ANTONIO, TX 78254**

Buyer/Lessee Signature

Co-Buyer/Co-Lessee Signature

Hill Country Honda

CLEAN FOR DELIVERY

TIME _____

STOCK # _____

MODEL _____

SALES ASSOCIATE _____

DELIVERY DEPT. _____

TIME REQUESTED _____

SPECIAL INSTRUCTIONS _____

MANAGER AUTHORIZATION _____

DATE _____

RECAP

STK# _____

MODEL _____

COST _____

TRADE ALLOWANCE _____ ACV _____

WE OWE AMOUNT _____ REASON _____

PRICE _____ INCENTIVE(S) _____ HOLDBACK _____

PROFIT _____

INCENTIVES

AMOUNTS _____

PROGRAM #(s)

RATE SPECIAL _____

ROUTING

PAYMENTS _____ TERM _____ \$ DOWN _____

NOTES _____

DATE _____

MGR SIG _____

FACTS**WHAT DOES HILL COUNTRY HONDA DO WITH YOUR PERSONAL INFORMATION****Why?**

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security Number and income
- Account balances and payment history
- Credit history and credit scores

When you are *no longer* our customer, we continue to share your information as described in this notice.

How?

All financial companies need to share customer's personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customer's personal information; the reasons Hill Country Honda chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Hill Country Honda share?	Can you limit this sharing?
For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our market purposes to - offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	No
For our affiliates' everyday business purposes - Information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes - Information about your credit worthiness	No	We don't share
For our affiliates to market you	No	We don't share
For non-affiliates to market you	No	We don't share

Questions?

Call: **(210) 457-5555**

Who we are	
Who is providing this notice?	Hill Country Honda

What we do	
How does Hill Country Honda protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
How does Hill Country Honda collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> ■ Apply for Financing ■ Give us your Income Information or Provide Employment Information ■ Provide Account Information or Give us your Contact Information We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> ■ Sharing for affiliates' everyday business purposes—information about your credit worthiness ■ Affiliates from using your information to market to you ■ Sharing for non-affiliates' to market to you State laws and individual companies may give you additional rights to limit sharing.

Definitions	
Affiliates	Companies related by common ownership or control. They can be financial and non-financial companies. <ul style="list-style-type: none"> ■ <i>Hill Country Honda has no affiliates.</i>
Non-affiliates	Companies not related by common ownership or control. They can be financial and non-financial companies. <ul style="list-style-type: none"> ■ <i>Hill Country Honda does not share with non-affiliates so they can market to you.</i>
Joint Marketing	A formal agreement between non-affiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> ■ <i>Our joint marketing partners include finance companies.</i>

Other Important Information		
I/WE ACKNOWLEDGE THAT I/WE HAVE RECEIVED A COPY OF THIS NOTICE.		
_____	_____	_____
Print Customer Name	Customer Signature	Date
_____	_____	_____
Print Customer Name	Customer Signature	Date

Delivery Process Checklist

Date: _____

- Fill up vehicle with gas

- Take vehicle to make ready

- Owner's manual & spare key (headsets with remote)

- Delivery Specialist
 - Provide any important information to the Delivery specialist -
 - Introduce Client to Delivery Specialist

- Grab temporary plates from client adviser/put them on while car is being delivered.

Comments: _____

Name of client: _____

Year: _____ Make: _____ Model: _____ Trim: _____

Stock #: _____ Deal #: _____

Client Specialist: _____

Client Adviser: _____