

# Automotive News

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## Guide to **CERTIFIED PRE-OWNED VEHICLE PROGRAMS**

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# Guide to CERTIFIED PRE-OWNED VEHICLE PROGRAMS

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## INTRODUCTION

Industry wide certified used-vehicle sales shifted into reverse this year, but some brands' sales moved into high gear.

The industry sold 1,031,130 certified used cars and trucks in the first seven months of 2009, down 8.4 percent from the year-earlier period. The drop is a sharp reversal after seven years of solid growth.

Of the 29 certified programs documented by *Automotive News* in this guide, 17 — more than half — sold fewer vehicles in the first seven months of 2009 than in the same period last year.

Joe Spina, senior remarketing manager at Edmunds.com, predicts that certified sales will continue to retreat for the rest of the year.

### 'Distracted' dealers

Spina says he is surprised that certified sales have held up as well as they have, considering all the turmoil of the year.

"Dealers have been distracted by manufacturers' filing for bankruptcy, cash-for-clunkers programs" and other issues, Spina says. "Some are struggling to make payroll and some are not sure if they're going to keep their franchise."

"There have been so many distractions for dealers, I think it's commendable that CPO have sold at the number they have so far this year."

General Motors Co. and Chrysler Group, both of which underwent bankruptcy restructuring this year, were the biggest certified sales losers.

Chrysler's sales plummeted 26.1 percent to 58,332 units in the first seven months of this year compared to the year-earlier period. GM's sales fell 21.6 percent to 233,676 in the same period.

But some vehicle brands are swimming against the tide.

Volkswagen division sales, for example, increased 29.3 percent to 28,153 in the January-July period.

Rob Martin, VW certified pre-owned manager, says a good supply of off-lease vehicles plus incentives, such as a free three-month subscription to Sirius satellite radio, helped dealers sell more of the brand's certified used vehicles.

This year, for the first time, the company has extended its special finance rates to include all of its vehicles, instead of just a select few. So far this year, rates have varied from 2.9 percent to 4.9 percent on contracts with durations of up to 60 months, Martin says.

### Taking confusion out

"Last year, we focused on being model specific with our financing, but this year we've blanketed the entire lineup," Martin says. "We felt we're taking some of the confusion out of it for the customer."

Lexus sold 35,001 certified vehicles from January through July, up 13.6 percent.

Chuck Yaeger, national Lexus certified pre-owned manager, says the brand got a lift from new-car intenders who switched to a certified used Lexus to fit their budgets.

"In the last 18 months or so, the economy has been

the tipping point," he says. "Let's face it, consumers may want to be a part of a luxury brand but may not have the disposable cash to get into a new car."

"But they certainly can get into certified pre-owned and we've kept them in the brand."

BMW division sold 67,140 certified used vehicles in the first seven months of this year, up 11.9 percent.

Peter Miles, BMW of North America executive vice president for operations, says the company expects approximately 130,000 units to come off lease in 2009. About 120,000 of those will be sold as certified used vehicles, he says.

Miles says certified used-vehicle sales bolster new-car residual values, introduce new customers to the brand and provide a profit source for dealers, which is important because new-car sales are down this year. In the first seven months, new-vehicle sales for BMW Group, including Mini, fell 27.4 percent to 135,911.

Says Miles: "Our dealer network remains profitable which means they can invest in customer service."

"Let's face it, consumers may want to be a part of a luxury brand but may not have the disposable cash for a new car. But they can certainly get into a certified pre-owned."

### CHUCK YAEGER

LEXUS CERTIFIED PRE-OWNED MANAGER

# CERTIFIED PRE-OWNED VEHICLE CHECKLIST

## Interior

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> air conditioning       | <input type="checkbox"/> fabric/leather           | <input type="checkbox"/> odors           |
| <input type="checkbox"/> airbags                | <input type="checkbox"/> fuel and trunk release   | <input type="checkbox"/> panel           |
| <input type="checkbox"/> alarm                  | <input type="checkbox"/> glove box & compartments | <input type="checkbox"/> power outlets   |
| <input type="checkbox"/> antenna                | <input type="checkbox"/> head restraints          | <input type="checkbox"/> power windows   |
| <input type="checkbox"/> ashtrays               | <input type="checkbox"/> headliner                | <input type="checkbox"/> radio           |
| <input type="checkbox"/> audio system           | <input type="checkbox"/> heat                     | <input type="checkbox"/> seat belts      |
| <input type="checkbox"/> carpet                 | <input type="checkbox"/> horn                     | <input type="checkbox"/> seat adjusters  |
| <input type="checkbox"/> convertible top        | <input type="checkbox"/> lighter                  | <input type="checkbox"/> steering system |
| <input type="checkbox"/> cupholders             | <input type="checkbox"/> lighting system          | <input type="checkbox"/> sun visor       |
| <input type="checkbox"/> dash pads              | <input type="checkbox"/> mats                     | <input type="checkbox"/> sunroof         |
| <input type="checkbox"/> dashboard illumination | <input type="checkbox"/> mirror controls          | <input type="checkbox"/> trim            |
| <input type="checkbox"/> defogger               | <input type="checkbox"/> moonroof                 | <input type="checkbox"/> vanity mirror   |
| <input type="checkbox"/> defrost                | <input type="checkbox"/> navigation systems       | <input type="checkbox"/> vent            |
| <input type="checkbox"/> entertainment package  | <input type="checkbox"/> no debris                | <input type="checkbox"/> window tinting  |

## Exterior

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> body panels     | <input type="checkbox"/> hinges                                     | <input type="checkbox"/> remotes                |
| <input type="checkbox"/> brackets        | <input type="checkbox"/> hood                                       | <input type="checkbox"/> roof rack              |
| <input type="checkbox"/> bumpers/fenders | <input type="checkbox"/> major damage from rust or natural disaster | <input type="checkbox"/> tailgate               |
| <input type="checkbox"/> deck            | <input type="checkbox"/> outside mirrors                            | <input type="checkbox"/> trim                   |
| <input type="checkbox"/> doors           | <input type="checkbox"/> paint                                      | <input type="checkbox"/> wheels                 |
| <input type="checkbox"/> door locks      | <input type="checkbox"/> molding                                    | <input type="checkbox"/> wheel covers           |
| <input type="checkbox"/> exterior lights |   | <input type="checkbox"/> windows and windshield |
| <input type="checkbox"/> grille          |   | <input type="checkbox"/> wipers                 |

## Exterior appearance and condition

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> aftermarket components  | <input type="checkbox"/> free of dents                      | <input type="checkbox"/> no dents       |
| <input type="checkbox"/> color consistency       | <input type="checkbox"/> glass is clear and free of repairs | <input type="checkbox"/> no residue     |
| <input type="checkbox"/> even, high luster paint | <input type="checkbox"/> no cracked or broken lenses        | <input type="checkbox"/> no swirl marks |
|  |   | <input type="checkbox"/> no water spots |
|  |   | <input type="checkbox"/> no water leaks |

## Hybrid components

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> air refiner filter                     | <input type="checkbox"/> hybrid electronic control unit | <input type="checkbox"/> multi-information display |
| <input type="checkbox"/> auxiliary battery                      | <input type="checkbox"/> hybrid engine                  | <input type="checkbox"/> power unit                |
| <input type="checkbox"/> electric motor assisted power steering | <input type="checkbox"/> hybrid immobilizer system      | <input type="checkbox"/> software updates          |
| <input type="checkbox"/> electronically controlled transmission | <input type="checkbox"/> inverter coolant level         |  |
| <input type="checkbox"/> equalizing charge                      | <input type="checkbox"/> module air intake duct         |  |
| <input type="checkbox"/> hybrid battery                         | <input type="checkbox"/> motor power cable              |  |

## Underhood

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> alternator    | <input type="checkbox"/> fans            | <input type="checkbox"/> power steering |
| <input type="checkbox"/> battery       | <input type="checkbox"/> filters         | <input type="checkbox"/> pumps          |
| <input type="checkbox"/> belts         | <input type="checkbox"/> hoses           | <input type="checkbox"/> radiator       |
| <input type="checkbox"/> cables        | <input type="checkbox"/> ignition system | <input type="checkbox"/> starter        |
| <input type="checkbox"/> engine        | <input type="checkbox"/> leaks           | <input type="checkbox"/> tanks          |
| <input type="checkbox"/> engine fluids | <input type="checkbox"/> mounts          | <input type="checkbox"/> wires          |

## Underbody

- |                                       |   |   |
|---------------------------------------|---|---|
| <input type="checkbox"/> bars         | <input type="checkbox"/> drums          | <input type="checkbox"/> shafts           |
| <input type="checkbox"/> brakes       | <input type="checkbox"/> exhaust system | <input type="checkbox"/> shoes            |
| <input type="checkbox"/> bushings     | <input type="checkbox"/> frame          | <input type="checkbox"/> steering         |
| <input type="checkbox"/> calipers     | <input type="checkbox"/> hoses          | <input type="checkbox"/> suspension       |
| <input type="checkbox"/> chassis      | <input type="checkbox"/> joints         | <input type="checkbox"/> tires and wheels |
| <input type="checkbox"/> clutch       | <input type="checkbox"/> lines          | <input type="checkbox"/> transaxle        |
| <input type="checkbox"/> cylinders    | <input type="checkbox"/> pads           | <input type="checkbox"/> transfer case    |
| <input type="checkbox"/> differential | <input type="checkbox"/> rotors         | <input type="checkbox"/> transmission     |

## Trunk/luggage compartment

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> carpet                   | <input type="checkbox"/> no odors      | <input type="checkbox"/> trim             |
| <input type="checkbox"/> clean and free of debris | <input type="checkbox"/> spare tire    | <input type="checkbox"/> trunk latches    |
| <input type="checkbox"/> fiber board tire cover   | <input type="checkbox"/> storage areas | <input type="checkbox"/> trunk light      |
| <input type="checkbox"/> jack                     | <input type="checkbox"/> tool kit      | <input type="checkbox"/> weatherstripping |

## Road test

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> engine performance | <input type="checkbox"/> noise and vibration | <input type="checkbox"/> transmission and clutch operation |
| <input type="checkbox"/> indicator lights   | <input type="checkbox"/> squeaks and rattles | <input type="checkbox"/> steering and suspension           |
| <input type="checkbox"/> gauges             | <input type="checkbox"/> cruise control      | <input type="checkbox"/> ABS/brakes                        |

## Vehicle history

- |   |   |                                  |
|---|---|----------------------------------|
| <input type="checkbox"/> vehicle VIN plates match engine compartment, door jambs and dash | <input type="checkbox"/> vehicle history report | <input type="checkbox"/> recalls |
|   | <input type="checkbox"/> scheduled maintenance  |                                  |
|   | <input type="checkbox"/> service bulletins      |                                  |

## Additional items, where applicable

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> owner's manual             | <input type="checkbox"/> radio security code | <input type="checkbox"/> truck bedliner |
| <input type="checkbox"/> new-car warranty manual    | <input type="checkbox"/> navigation code     | <input type="checkbox"/> truck tailgate |
| <input type="checkbox"/> certified warranty booklet | <input type="checkbox"/> truck bed           | <input type="checkbox"/> USB port       |

Inspection points may not apply to all manufacturers or vehicles

Program name/Top executive/Web address	No. of dealers in program/ Total new-car dealers	Dealer fees per vehicle	Dealer criteria	Vehicle criteria	Independent third-party inspection	Warranty details	Vehicle history report provided	Is there a warranty deductible?/ cost	Is the warranty transferable?/ fee	Dealer return/exchange program
<b>Acura</b> <b>Acura Certified Pre-Owned Vehicles</b> Dan Crowe national remarketing manager www.acura.com	270/ 270	\$445	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• 150-point inspection</li> <li>• 6 model years or newer</li> <li>• Less than 80,000 miles</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• 60 months/62,000 miles from original in-service date;</li> <li>• Powertrain 84 months/100,000 miles from original in-service date</li> <li>• 12 months/12,000 miles comprehensive after new-car warranty expires;</li> <li>• Powertrain 36 months/50,000 miles after new-car warranty expires</li> <li>• Roadside assistance, trip interruption, concierge service, free XM Radio trial period</li> </ul>	Yes	No/\$0	Yes/\$0	3-day exchange only
<b>Audi</b> <b>Audi Certified Pre-Owned</b> Mark Ilijanic national certified pre-owned manager www.audiusa.com/certified	268/ 268	\$1,150- \$1,675	Audi franchised dealer in good standing	<ul style="list-style-type: none"> <li>• 300+ point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 60,000 miles</li> <li>• Vehicle must have been in service for at least 4 months or 4,000 miles</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• Remainder of new vehicle limited warranty</li> <li>• 24 months/50,000 miles comprehensive after new-car warranty expires</li> <li>• Total vehicle miles not to exceed 100,000 miles</li> <li>• Roadside assistance</li> </ul>	Yes	Yes/\$85	No/\$0	None
<b>Bentley</b> <b>Bentley Certified Pre-Owned</b> Stephen Worrall head of aftersales www.bentleycertified.com	40/ 40	Varies by model	Trained and certified staff, meets CSI standards, must pass all car audits	<ul style="list-style-type: none"> <li>• 154-point inspection</li> <li>• 5 model years or newer</li> </ul>	No	<ul style="list-style-type: none"> <li>• 5 model years or newer receive one year comprehensive warranty</li> <li>• Same full benefits of new vehicle</li> <li>• Invitation to factory warranty</li> <li>• Roadside assistance</li> </ul>	Yes	No/\$0	Yes/\$50	Varies by dealer
<b>BMW</b> <b>Certified Pre-Owned by BMW</b> Russ Lucas manager, pre-owned sales www.bmwusa.com/cpo	338/ 338	\$1,100- \$2,800	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• Comprehensive inspection</li> <li>• 5 model years or newer</li> <li>• Less than 60,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• 24 months/50,000 miles comprehensive after new-car warranty expires</li> <li>• Roadside assistance</li> </ul>	Yes	Yes/\$50	Yes/\$0	Dealer option
<b>Cadillac</b> <b>Cadillac Certified Pre-Owned Vehicles</b> John Roth director, retail operations premium channel sales www.cadillac.com	1,283/ 1,500	N.A.	Available to all Cadillac dealers, participation is voluntary	<ul style="list-style-type: none"> <li>• 117-point inspection</li> <li>• 48 months from original in-service date</li> <li>• Less than 50,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• 6 years/100,000 miles comprehensive, bumper to bumper from original in-service date</li> <li>• 24 months/50,000 miles comprehensive beyond new-car warranty</li> <li>• 6 months of OnStar at no additional cost</li> <li>• Roadside assistance and trip interruption</li> </ul>	Yes	No/\$0	Yes/\$0	None

Note: Total new-car dealers as of Sept. 2009. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.

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N.A. = Not available

Source: Automotive News Data Center and company sources

Program name/Top executive/Web address	No. of dealers in program/ Total new-car dealers	Dealer fees per vehicle	Dealer criteria	Vehicle criteria	Independent third-party inspection	Warranty details	Vehicle history report provided	Is there a warranty deductible?/ cost	Is the warranty transferable?/ fee	Dealer return/exchange program
<b>Chrysler Group</b> <b>Chrysler Certified Pre-Owned Vehicles</b> Peter Fong president & CEO, Chrysler Brand Chrysler Group www.certifiedpreowned.chrysler.com	800/ 2,378	\$325	Dealer must complete dealership installation program	<ul style="list-style-type: none"> <li>• 125-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 65,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• Powertrain 6 years/80,000 miles from original in-service date</li> <li>• Upgraded warranty program available including industry-exclusive lifetime warranty upgrade</li> </ul>	Yes	Yes/\$150	Yes/\$150	No
<b>Ford and Mercury</b> <b>Ford Certified Pre-Owned Programs</b> <b>Mercury Certified Pre-Owned Programs*</b> Glenn Burke manager, certified pre-owned www.fordcpo.com <i>*No annual fee if enrolled in Ford or Lincoln CPO program</i>	3,732/ 5,065	\$425- \$595	Compliance test required, \$500-\$1,500 annual fee according to dealer planning volume	<ul style="list-style-type: none"> <li>• 169-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 80,000 miles</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• Powertrain 72 months/100,000 miles limited warranty from original in-service date and 3 months/3,000 comprehensive limited warranty from certified pre-owned purchase date</li> <li>• 36 months/64,000 miles additional limited powertrain on 2003-06 models</li> <li>• 12 months/40,000 miles additional limited powertrain on 2007-08 models</li> <li>• Roadside assistance</li> </ul>	Yes	Yes/\$100	Yes/\$0	None
<b>General Motors</b> <b>GM Certified Used Vehicles</b> Mark Mathews director, GM used vehicle activities www.gmcertified.com; www.gm.com	3,500/ 6,000	N.A.	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• 117-point inspection</li> <li>• 6 model years or newer</li> <li>• Less than 75,000 miles</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• Powertrain 5 years/100,000 miles limited warranty from original in-service date</li> <li>• Bumper-to-bumper 12 months/12,000 miles new-vehicle warranty extension after new-car warranty expires</li> <li>• 24/7 courtesy transportation and roadside assistance.</li> </ul>	Yes	No/\$0	Yes/\$0	3 days/ 150 miles customer satisfaction guarantee
<b>Honda Division</b> <b>Honda Certified Used Cars</b> Dan Crowe national remarketing manager www.hondacars.com/certified	1,010/ 1,034	\$375	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• 150-point inspection</li> <li>• 6 model years or newer</li> <li>• Less than 80,000 miles</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• 48 months/48,000 miles from original in-service date;</li> <li>• Powertrain 84 months/100,000 miles from original in-service date</li> <li>• 12 months/12,000 miles comprehensive after new-car warranty expires;</li> <li>• Powertrain 48 months/64,000 miles after new-car warranty expires</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Hummer</b> <b>Hummer Certified Pre-Owned Vehicles</b> John Roth director, retail operations premium sales channel www.hummer.com	117/ 171	N.A.	Available to all Hummer dealers, participation is voluntary	<ul style="list-style-type: none"> <li>• 117-point inspection</li> <li>• 48 months from original in-service date</li> <li>• Less than 50,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• 6 years/100,000 miles limited warranty from original in-service date</li> <li>• 6 months of OnStar at no additional cost</li> <li>• Roadside assistance and trip interruption protection</li> </ul>	Yes	No/\$0	Yes/\$0	None

Note: Total new-car dealers as of Sept. 2009. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.

N.A. = Not available

Source: Automotive News Data Center and company sources

Program name/Top executive/Web address	No. of dealers in program/ Total new-car dealers	Dealer fees per vehicle	Dealer criteria	Vehicle criteria	Independent third-party inspection	Warranty details	Vehicle history report provided	Is there a warranty deductible?/ cost	Is the warranty transferable?/ fee	Dealer return/exchange program
<b>Hyundai</b> <b>Hyundai Certified Pre-Owned</b> Tracy Bowes manager, assurance products www.hyundaiusa.com	596/ 792	\$459	Dealer must enroll and sign a participation agreement	<ul style="list-style-type: none"> <li>• 150-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 60,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• Powertrain 10 years/100,000 miles from original in-service date</li> <li>• Roadside assistance and trip interruption protection</li> </ul>	Yes	Yes/\$50	Yes/\$0	None
<b>Infiniti</b> <b>Infiniti Certified Pre-Owned</b> Neal Zirkle senior manager, CPO and pre-owned www.infinitiusa.com/iapps/cpo	181/ 183	\$895	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• 156-point inspection</li> <li>• 4 model years or newer</li> <li>• Less than 60,000 miles</li> <li>• Clean title history</li> </ul>	No	<ul style="list-style-type: none"> <li>• Powertrain 72 months/100,000 miles from the original in-service date</li> <li>• Optional extended WRAP service contract 84 month/100,000 miles from the original in-service date</li> <li>• \$0 deductible and transferability available</li> <li>• Roadside assistance and trip interruption protection</li> </ul>	Yes	Yes/\$50	No/\$0	None
<b>Jaguar</b> <b>Jaguar Select Edition Certified Pre-Owned</b> Michael Ashton national remarketing manager www.jaguarusa.com	176/ 176	Varies by model	Available to all Jaguar dealers	<ul style="list-style-type: none"> <li>• 140-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 60,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• 72 months/100,000 miles from original in-service date</li> <li>• 24 months/50,000 miles comprehensive after new-car warranty expires</li> <li>• Rental car reimbursement</li> <li>• 24-hour roadside assistance and trip interruption</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Kia</b> <b>Kia Certified Pre-Owned Program</b> Tom Loveless vp, sales www.kia.com	220/ 637	N.A.	Enrollment and adherence to certification policy and procedures	<ul style="list-style-type: none"> <li>• 150-point inspection</li> <li>• Up to 5 model years old</li> <li>• Less than 60,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• Powertrain 10 years/100,000 miles limited warranty from CPO date of sale, original 10 years/100,000 miles is nontransferable</li> <li>• Rental car allowance</li> <li>• Roadside assistance</li> </ul>	Yes	No/\$0	No/\$0	See dealer for details
<b>Land Rover</b> <b>Land Rover Certified Pre-Owned</b> Michael Ashton national remarketing manager www.landroverusa.com/cpo	177/ 177	Varies by model	Available to all Land Rover dealers	<ul style="list-style-type: none"> <li>• 140-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 60,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• 6 years/75,000 miles from original in-service date</li> <li>• 24 months/25,000 miles after new-car warranty expires</li> <li>• For vehicles purchased prior to 11/7/05, coverage is 12 months/12,000 miles after new-car warranty expires</li> <li>• Rental car reimbursement</li> <li>• 24-hour roadside assistance and trip interruption</li> </ul>	Yes	Yes/\$100	Yes/\$0	None

Note: Total new-car dealers as of Sept. 2009. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.

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Program name/Top executive/Web address	No. of dealers in program/ Total new-car dealers	Dealer fees per vehicle	Dealer criteria	Vehicle criteria	Independent third-party inspection	Warranty details	Vehicle history report provided	Is there a warranty deductible?/ cost	Is the warranty transferable?/ fee	Dealer return/exchange program
<b>Lexus</b> <b>Lexus Certified Pre-Owned</b> Chuck Yaeger national certified pre-owned manager www.lexuscpo.com	227/ 227	\$995	None	<ul style="list-style-type: none"> <li>• 161-point inspection</li> <li>• 7 model years or newer</li> <li>• Less than 70,000 miles</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• 100,000 miles from original in-service date or 36 months from CPO date of sale, whichever occurs first</li> <li>• Roadside assistance</li> </ul>	Yes	No/\$0	No/\$0	None
<b>Lincoln</b> <b>Lincoln Certified Pre-Owned</b> Glenn Burke manager, certified pre-owned www.fordcpo.com	923/ 1,214	\$645	Compliance test required; \$500-\$1,500 annual fee based on dealer planning volume	<ul style="list-style-type: none"> <li>• 169-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 80,000 miles</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• 72 months/100,000 miles comprehensive limited warranty from original in-service date</li> <li>• 24 months/50,000 miles additional comprehensive limited warranty after new-car warranty expires</li> <li>• 72 months/100,000 miles roadside assistance from original in-service date</li> </ul>	Yes	Yes/\$100	Yes/\$0	None
<b>Mazda</b> <b>Mazda Certified Pre-Owned Vehicle Program</b> Dean Parsons manager www.mazdausa.com	234/ 638	\$399	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• 150-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 60,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• Powertrain 7 years/100,000 miles limited warranty from original in-service date</li> <li>• Additional powertrain 3 months/3,000 miles limited warranty from CPO date of sale on vehicles purchased after Sept. 3, 2008</li> <li>• 24-hour roadside assistance for the duration of warranty</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Mercedes-Benz</b> <b>Mercedes-Benz Certified Pre-Owned Program</b> Mike Slagter vp, sales operations www.mbusa.com	347/ 347	\$595- \$1,595	Dealers must meet training and performance criteria	<ul style="list-style-type: none"> <li>• Rigorous inspection</li> <li>• 6 model years or newer</li> <li>• Less than 75,000 miles</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• 100,000 miles from original in-service date</li> <li>• 12 or 24 months CPO extended limited warranty available up to 100,000 total accumulated vehicle miles</li> </ul>	Yes	No/\$0	Yes/\$0	7 days/ 500 miles exchange
<b>Mini</b> <b>Mini Next Certified Pre-Owned Mini</b> Jim McDowell vp, Mini www.miniusa.com	86/ 86	N.A.	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• Mini Next vehicle inspection checklist</li> <li>• Less than 60 months from original in-service date</li> <li>• Less than 60,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• 4 years/60,000 miles from original in-service date</li> <li>• 2 years/50,000 miles after new-car warranty expires</li> <li>• Roadside assistance</li> </ul>	Yes	No/\$	Yes/\$0	None

Note: Total new-car dealers as of Sept. 2009. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.

N.A. = Not available

Source: Automotive News Data Center and company sources

Program name/Top executive/Web address	No. of dealers in program/ Total new-car dealers	Dealer fees per vehicle	Dealer criteria	Vehicle criteria	Independent third-party inspection	Warranty details	Vehicle history report provided	Is there a warranty deductible?/ cost	Is the warranty transferable?/ fee	Dealer return/exchange program
<b>Mitsubishi</b> <b>Mitsubishi Certified Pre-Owned Program</b> Marv Baisden director, sales operations www.mitsubishicars.com	205/ 406	\$199- \$599	One-time enrollment fee of \$595	<ul style="list-style-type: none"> <li>• 123-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 60,000 miles</li> </ul>	No	• 10 years/100,000 miles from original in-service date	Yes	No/\$0	No/\$0	None
<b>Nissan Division</b> <b>Nissan Certified Pre-Owned</b> Neal Zirke senior manager, CPO and pre-owned www.nissanusa.com/cpo/apps	1,029/ 1,059	\$349	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• 156-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 60,000 miles</li> <li>• Clean title history</li> </ul>	No	<ul style="list-style-type: none"> <li>• 84 months/100,000 miles from original in-service date</li> <li>• Powertrain 24 months/40,000 miles after new-car warranty expires</li> <li>• Optional Security+Plus Pre-Owned Preferred WRAP</li> <li>• Roadside assistance and trip interruption</li> </ul>	Yes	Yes/\$50	No/\$0	None
<b>Porsche</b> <b>Porsche Approved Certified Pre-Owned Vehicle Program</b> Kevin Harvey manager, pre-owned operations www.porsche.com/usa	202/ 202	\$1,790- \$1,990	Compliance with CPO policy and procedures	<ul style="list-style-type: none"> <li>• 111+ point inspection</li> <li>• 8 model years or newer</li> <li>• Less than 100,000 miles</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• Same as new-car warranty</li> <li>• 24 months/50,000 miles limited warranty after new-car warranty expires</li> <li>• 24-hour roadside assistance</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Saab</b> <b>Saab Certified Pre-Owned Vehicles</b> John Roth director, premium channel www.saabusa.com	208/ 245	N.A.	Dealers sign a participation agreement and are in good standing	<ul style="list-style-type: none"> <li>• 117-point inspection</li> <li>• 4 model years or newer</li> <li>• Less than 60,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• 72 months/100,000 miles limited warranty</li> <li>• 6 months of Onstar service</li> <li>• Roadside assistance and courtesy transportation</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Saturn</b> <b>Saturn Certified Pre-Owned</b> James Craner director, sales operations, Saturn www.saturn.com/saturn	299/ 435	N.A.	Participation included in franchise agreement	<ul style="list-style-type: none"> <li>• 117-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 75,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• Powertrain limited warranty 5 years/100,000 miles from original in-service date</li> <li>• 12 months/12,000 miles bumper-to-bumper warranty after new-car warranty expires</li> <li>• Roadside assistance and courtesy transportation</li> </ul>	Yes	No/\$0	Yes/\$0	3 days/ 150 miles vehicle exchange

Note: Total new-car dealers as of Sept. 2009. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.

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N.A. = Not available

Source: Automotive News Data Center and company sources

Program name/Top executive/Web address	No. of dealers in program/ Total new-car dealers	Dealer fees per vehicle	Dealer criteria	Vehicle criteria	Independent third-party inspection	Warranty details	Vehicle history report provided	Is there a warranty deductible?/ cost	Is the warranty transferable?/ fee	Dealer return/exchange program
<b>Subaru</b> <b>Subaru Certified Pre-Owned Vehicle</b> Tim Colbeck senior vp, sales www.subaru.com	405/ 596	\$495 + surcharges	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• 152-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 80,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• Powertrain 6 years/100,000 miles from original in-service date</li> <li>• Roadside assistance</li> </ul>	Yes	No/\$0	Yes/\$35	None
<b>Toyota Division</b> <b>Toyota Certified Used Vehicles*</b> Scott Heyer corporate manager www.toyota.com/certified <i>*go to www.toyotacertifiedhybrids.com for more details on Toyota's hybrid CPO vehicle program</i>	1,149/ 1,224	\$450	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• 160-point inspection</li> <li>• 174-point inspection for hybrid vehicles</li> <li>• 7 model years or newer</li> <li>• Less than 85,000 miles</li> <li>• Must pass a Carfax history</li> </ul>	Yes	<ul style="list-style-type: none"> <li>• Powertrain 84 months/100,000 miles from original in-service date</li> <li>• 3 months/3,000 miles comprehensive warranty at CPO date of sale</li> <li>• Powertrain 12 months/40,000 miles after new-car warranty expires</li> <li>• Roadside assistance</li> </ul>	Yes	Yes/\$50	Yes/\$0	Dealer option
<b>Volkswagen</b> <b>Volkswagen Certified Pre-Owned</b> Rob Martin CPO manager www.vw.com/preloved	577/ 577	\$450- \$1,250	Volkswagen dealers in good standing	<ul style="list-style-type: none"> <li>• 112-point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 75,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• 24 months/24,000 miles from CPO date of sale</li> <li>• Complimentary membership to VW Club</li> <li>• 3-months free Sirius radio on all factory equipped CPO units</li> <li>• 2-year roadside assistance</li> </ul>	Yes	No/\$0	Yes/\$150	None
<b>Volvo</b> <b>Volvo Certified Pre-Owned</b> Diana Lidgett pre-owned car line manager www.volvocars.us/tools/CertifiedPreOwned	325/ 325	\$950- \$1,195	Volvo dealers in good standing	<ul style="list-style-type: none"> <li>• 130+ point inspection</li> <li>• 5 model years or newer</li> <li>• Less than 80,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• 6 years/100,000 miles from original in-service date</li> <li>• 2 years/50,000 miles comprehensive after new-car warranty expires</li> <li>• Roadside assistance</li> </ul>	Yes	No/\$0	Yes/\$0	None

Note: Total new-car dealers as of Sept. 2009. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.

Source: Automotive News Data Center and company sources

## GLOSSARY OF CERTIFIED PRE-OWNED VEHICLE TERMS

### Certified pre-owned vehicle

A previously owned vehicle sold with the original manufacturer's certification that the vehicle is in optimal condition. The manufacturers select vehicles based on age, mileage and a multiple-point inspection process. Age, mileage and inspection criteria vary by manufacturer.

### Certified warranty details

Most certified pre-owned warranty programs transfer and extend the existing new-car warranty terms or add terms and mileage. Warranty coverage varies by manufacturer.

### Warranty deductible

The amount the owner is responsible for when repair work is performed under CPO warranty. Many manufacturers do not require a deductible.

### Transferable warranty

If the owner of a certified pre-owned vehicle sells the vehicle and it is within the warranty period, the new owner may be eligible for a transfer of the warranty. Some manufacturers require the new owner to pay a transfer fee.

### Vehicle criteria

To be considered for certification, a vehicle must be a recent model year, have limited mileage and pass a multiple-point inspection. Each manufacturer has its own set of requirements.

### Vehicle history report

A report generated by using the 17-character vehicle identification number providing information regarding the history of a vehicle. The type of information that may be available includes salvaged or junk titles, flood damage, accident history, odometer readings, lemon history, state emissions results, number of owners, service records, lien activity, or vehicle use (taxi, rental, lease, etc.).

### Point inspection

A comprehensive vehicle inspection to ensure that the vehicle is in excellent working order. The point inspection is a list of the parts of the vehicle that are examined. Each manufacturer has its own inspection list, but most are similar. All inspections are performed under strict manufacturer guidelines.

### Independent third-party inspection

A vehicle inspection completed by an outside party that is not affiliated with the dealership.

### Roadside assistance

Most certified pre-owned programs offer free roadside service while the vehicle is under warranty.

### Return/exchange

Some manufacturers allow for a limited time in which a customer can return or exchange a vehicle.

# CERTIFIED PRE-OWNED VEHICLE SALES 12 MONTHS 2008

	January	February	March	April	May	June	July	August	September	October	November	December	2008 Total	2007 Total	Percent change
BMW division	7,313	8,311	9,600	9,237	9,616	7,909	7,998	9,453	7,707	7,937	7,700	11,719	104,500	89,976	16.1%
Mini	73	87	134	153	211	236	219	194	175	151	123	119	1,875	1,006	86.4%
<b>BMW GROUP</b>	<b>7,386</b>	<b>8,398</b>	<b>9,734</b>	<b>9,390</b>	<b>9,827</b>	<b>8,145</b>	<b>8,217</b>	<b>9,647</b>	<b>7,882</b>	<b>8,088</b>	<b>7,823</b>	<b>11,838</b>	<b>106,375</b>	<b>90,982</b>	<b>16.9%</b>
Chrysler	3,111	3,693	4,243	4,291	4,616	3,591	3,473	3,238	2,550	2,419	2,231	2,845	40,301	39,914	1.0%
Dodge	4,225	5,090	5,216	4,846	5,218	4,247	4,151	4,150	3,259	3,448	3,560	4,415	51,825	50,705	2.2%
Jeep	2,431	2,869	2,879	2,764	2,876	2,611	2,569	2,889	2,402	2,661	2,621	3,306	32,878	31,387	4.8%
<b>CHRYSLER GROUP</b>	<b>9,767</b>	<b>11,652</b>	<b>12,338</b>	<b>11,901</b>	<b>12,710</b>	<b>10,449</b>	<b>10,193</b>	<b>10,277</b>	<b>8,211</b>	<b>8,528</b>	<b>8,412</b>	<b>10,566</b>	<b>125,004</b>	<b>122,006</b>	<b>2.5%</b>
Ford Div., Lincoln, Mercury	11,106	11,435	12,609	13,852	14,802	12,829	13,048	13,525	10,984	10,871	11,750	13,990	150,801	156,659	-3.7%
Jaguar†	550	577	639	698	733	-	-	-	-	-	-	-	3,197	9,380	-65.9%
Land Rover†	627	635	536	500	781	-	-	-	-	-	-	-	3,079	6,156	-50.0%
Volvo	2,122	1,955	2,300	2,444	2,271	2,423	2,178	2,079	2,070	1,654	1,726	2,431	25,653	23,406	9.6%
<b>FORD MOTOR CO.</b>	<b>14,405</b>	<b>14,602</b>	<b>16,084</b>	<b>17,494</b>	<b>18,587</b>	<b>15,252</b>	<b>15,226</b>	<b>15,604</b>	<b>13,054</b>	<b>12,525</b>	<b>13,476</b>	<b>16,421</b>	<b>182,730</b>	<b>195,601</b>	<b>-6.6%</b>
GM Certified††	33,339	38,166	38,162	38,861	40,393	36,445	35,799	35,168	30,375	29,167	28,607	37,632	422,114	451,565	-6.5%
Cadillac	3,226	3,270	3,324	3,565	3,707	3,270	3,700	4,023	3,269	3,051	3,453	3,740	41,598	38,777	7.3%
Hummer	129	155	163	167	191	133	161	251	193	228	256	262	2,289	1,341	70.7%
Saab	429	458	518	727	851	841	770	791	687	533	552	548	7,705	7,294	5.6%
Saturn	546	706	1,042	1,159	1,432	1,168	1,164	1,005	817	783	863	888	11,573	12,758	-9.3%
<b>GENERAL MOTORS</b>	<b>37,669</b>	<b>42,755</b>	<b>43,209</b>	<b>44,479</b>	<b>46,574</b>	<b>41,857</b>	<b>41,594</b>	<b>41,238</b>	<b>35,341</b>	<b>33,762</b>	<b>33,731</b>	<b>43,070</b>	<b>485,279</b>	<b>511,735</b>	<b>-5.2%</b>
Acura	3,080	2,946	3,408	3,303	3,473	3,133	3,357	3,691	2,724	2,714	2,830	3,494	38,153	39,050	-2.3%
Honda Division	16,039	15,044	18,623	18,170	18,445	16,211	16,791	16,131	13,083	11,957	10,951	12,957	184,402	204,601	-9.9%
<b>AMERICAN HONDA</b>	<b>19,119</b>	<b>17,990</b>	<b>22,031</b>	<b>21,473</b>	<b>21,918</b>	<b>19,344</b>	<b>20,148</b>	<b>19,822</b>	<b>15,807</b>	<b>14,671</b>	<b>13,781</b>	<b>16,451</b>	<b>222,555</b>	<b>243,651</b>	<b>-8.7%</b>
Hyundai	608	563	661	770	783	739	777	681	720	707	571	651	8,231	3,440	139.3%
Kia	5	99	171	285	330	280	282	287	227	281	199	210	2,656	-	-
<b>HYUNDAI-KIA AUTOMOTIVE</b>	<b>613</b>	<b>662</b>	<b>832</b>	<b>1,055</b>	<b>1,113</b>	<b>1,019</b>	<b>1,059</b>	<b>968</b>	<b>947</b>	<b>988</b>	<b>770</b>	<b>861</b>	<b>10,887</b>	<b>3,440</b>	<b>216.5%</b>
<b>JAGUAR LAND ROVER†</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,451</b>	<b>1,616</b>	<b>1,817</b>	<b>1,576</b>	<b>1,274</b>	<b>1,191</b>	<b>1,314</b>	<b>10,239</b>	<b>-</b>	<b>-</b>
<b>MAZDA</b>	<b>424</b>	<b>391</b>	<b>362</b>	<b>458</b>	<b>393</b>	<b>461</b>	<b>445</b>	<b>392</b>	<b>403</b>	<b>404</b>	<b>389</b>	<b>455</b>	<b>4,977</b>	<b>4,989</b>	<b>-0.2%</b>
<b>MERCEDES-BENZ</b>	<b>3,624</b>	<b>4,517</b>	<b>5,110</b>	<b>7,261</b>	<b>6,037</b>	<b>4,809</b>	<b>5,175</b>	<b>6,440</b>	<b>4,973</b>	<b>4,807</b>	<b>5,312</b>	<b>6,589</b>	<b>64,654</b>	<b>50,929</b>	<b>26.9%</b>
<b>MINI</b>	<b>125</b>	<b>120</b>	<b>125</b>	<b>138</b>	<b>147</b>	<b>138</b>	<b>139</b>	<b>151</b>	<b>117</b>	<b>93</b>	<b>71</b>	<b>85</b>	<b>1,449</b>	<b>1,266</b>	<b>14.5%</b>
Infiniti	232	260	265	258	262	256	620	1,176	1,007	893	874	1,109	7,212	2,835	154.4%
Nissan Division	4,595	4,871	5,332	4,949	5,210	4,538	4,909	4,966	4,682	4,931	4,740	5,782	59,505	55,422	7.4%
<b>NISSAN NORTH AMERICA</b>	<b>4,827</b>	<b>5,131</b>	<b>5,597</b>	<b>5,207</b>	<b>5,472</b>	<b>4,794</b>	<b>5,529</b>	<b>6,142</b>	<b>5,689</b>	<b>5,824</b>	<b>5,614</b>	<b>6,891</b>	<b>66,717</b>	<b>58,257</b>	<b>14.5%</b>
<b>PORSCHE</b>	<b>564</b>	<b>549</b>	<b>675</b>	<b>689</b>	<b>722</b>	<b>568</b>	<b>627</b>	<b>606</b>	<b>474</b>	<b>390</b>	<b>415</b>	<b>454</b>	<b>6,733</b>	<b>6,593</b>	<b>2.1%</b>
<b>SUBARU</b>	<b>762</b>	<b>425</b>	<b>700</b>	<b>713</b>	<b>932</b>	<b>811</b>	<b>932</b>	<b>1,022</b>	<b>930</b>	<b>844</b>	<b>945</b>	<b>947</b>	<b>9,963</b>	<b>4,159</b>	<b>139.6%</b>
<b>SUZUKI‡*</b>	<b>-</b>	<b>34</b>	<b>-</b>												
Lexus	3,641	3,920	4,398	4,953	5,471	3,938	4,491	4,763	4,675	4,289	3,526	4,433	52,498	50,284	4.4%
Toyota Division	20,424	22,473	27,144	25,219	27,043	23,311	24,255	24,665	19,301	19,738	20,282	21,195	275,050	271,627	1.3%
<b>TOYOTA MOTOR SALES</b>	<b>24,065</b>	<b>26,393</b>	<b>31,542</b>	<b>30,172</b>	<b>32,514</b>	<b>27,249</b>	<b>28,746</b>	<b>29,428</b>	<b>23,976</b>	<b>24,027</b>	<b>23,808</b>	<b>25,628</b>	<b>327,548</b>	<b>321,911</b>	<b>1.8%</b>
Audi	2,592	3,023	3,276	3,198	3,365	2,787	2,699	2,845	1,941	2,017	1,894	2,472	32,109	27,067	18.6%
Bentley	74	86	91	61	63	44	38	54	61	90	92	77	831	752	10.5%
Volkswagen division	2,384	2,668	3,040	3,310	3,757	3,307	3,297	3,605	3,193	2,458	2,305	3,056	36,380	33,380	9.0%
<b>VOLKSWAGEN OF AMERICA</b>	<b>5,050</b>	<b>5,777</b>	<b>6,407</b>	<b>6,569</b>	<b>7,185</b>	<b>6,138</b>	<b>6,034</b>	<b>6,504</b>	<b>5,195</b>	<b>4,565</b>	<b>4,291</b>	<b>5,605</b>	<b>69,320</b>	<b>61,199</b>	<b>13.3%</b>
<b>TOTAL CERTIFIED</b>	<b>128,400</b>	<b>139,362</b>	<b>154,746</b>	<b>156,999</b>	<b>164,131</b>	<b>142,485</b>	<b>145,680</b>	<b>150,058</b>	<b>124,575</b>	<b>120,790</b>	<b>120,029</b>	<b>147,175</b>	<b>1,694,430</b>	<b>1,676,752</b>	<b>1.1%</b>

† Ford Motor Co. sold Jaguar Land Rover to Tata Motors on June 2, 2008

†† Includes Buick, Chevrolet, GMC, Oldsmobile and Pontiac

\* Estimate

‡ Suzuki no longer has an official certified pre-owned vehicle program

Source: Automotive News Data Center, Autodata Corp. and company sources

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