

SUPPLEMENT TO

# Automotive News

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SPONSORED BY:



*Guide to*  
**CERTIFIED  
PRE-OWNED  
VEHICLE**  
*Programs*

# CERTIFIED PRE-OWNED PROFITS:

## An Effective CPO Program Builds a Symbiotic Relationship That Benefits All Parties

Established as a category in the 1990s, Certified Pre-Owned (CPO) vehicles now make up a growing percentage of total vehicle sales. In fact, through July, there had been 1.02 million CPO sales, a gain of almost seven percent over a year ago.

The primary reason that consumers have embraced the CPO model is that the “quality certified pre-owned” stamp provides them with the peace of mind that comes with knowing that the car, even though used, has the manufacturer’s seal of approval.

This demand has created a market that is a “win-win” for the OEM and the dealer. That is where MSX International (MSXI) enters the picture. The qualified professionals at MSXI leverage their extensive industry

knowledge and experience to ensure that each party supports the other, with an increase in the bottom line for both being the shared objective.

### CPO advantages for the OEM

Remarketing has always been a focus for OEMs but the birth of the leased vehicle placed a greater focus on its importance.

The primary objective for OEMs is to increase the residual values of their leased vehicles. By doing so, the manufacturer is able to maximize future sales.

The natural law of supply and demand dictates that this can only happen when there is sufficient demand for the product. OEMs rely on a successful dealer-driven CPO program to make this work. If the

leased vehicles that are returned to the dealer are sent directly to auction, the increasing number of popular units available at lower auction prices drives down their residual values.

A customer is more likely to consider a CPO purchase if the OEM warranty is applied. The sale of the CPO enrollment itself is profitable but the warranty also drives customers back to the dealership for service requests. This strengthens the relationship with the customer and creates new business opportunities.

### MSXI PARTNERS WITH ITS OEM CUSTOMERS TO:

1. Build brand loyalty by attracting first-time buyers to a brand and also encouraging customers who are returning a leased vehicle to trade-up to a CPO model
2. Manage, maintain and improve residual values
3. Raise revenue by increasing the sales of parts
4. Realize benefits of new warranty enrollments
5. Keep a quality fleet of popular models in the market, thus resulting in the brand maintaining its quality status

Another important benefit of a successful dealer CPO program is the related requirement that the vehicles be serviced with original OEM parts. The sale of parts is a critically important piece of an OEM’s revenue stream and built-in demand is created by a CPO sale at the dealer level.

### CPO advantages for the dealer

An effective CPO business presents a tremendous opportunity for a dealer to expand its customer base, increase traffic flow and ultimately boost the bottom line. MSXI serves as the bridge between the dealer and the OEM, helping each party understand the other’s needs and realize the value created when all of the pieces of the CPO puzzle fit together.

The revenues realized from a vehicle sale are multiplied when that unit is pre-owned because that transaction ultimately touches

every department within the dealership. Sales, service, parts and finance all benefit. Extended warranty and service plans are also more likely to be considered by the customer with a CPO vehicle purchase.

On the expense side, unlike new vehicles, the pre-owned units are depreciating on a daily basis. This, combined with the holding costs that result from keeping vehicles on the lot or in the showroom too long, can result in the dealer leaving thousands of dollars on the table each month. MSXI helps dealers manage their inventory to increase

### MSXI PARTNERS WITH ITS DEALERS TO:

1. Drive additional Pre-Owned sales, thereby maximizing flow of inventory and increasing gross profits
2. Reduce Pre-Owned and operational costs
3. Assist with transitional shift from new to Pre-Owned focus
4. Develop employee education and sales training programs
5. Reinforce current Pre-Owned facility capacity and business process framework

the turn rate. The dealer benefits because more units are sold and the OEM benefits in the form of increased residual values.

The MSXI team of professionals coaches the sales team — one that is typically much more comfortable on the new car side of the showroom — on how to best package, present and sell a CPO vehicle. By doing so, the dealer is able to maximize the flow of inventory in the CPO operation and boost the bottom line.

For more information please visit [www.msxi.com](http://www.msxi.com).



**msx**  
INTERNATIONAL



# Guide to CERTIFIED PRE-OWNED VEHICLE PROGRAMS

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## INTRODUCTION

Sales of certified used vehicles rose in the first seven months of this year from the year-earlier period. Analysts predict certified used-vehicle sales will end the year flat to higher.

Through July, sales of certified vehicles rose 7 percent to 1,019,359 units. In 2010, industry-wide certified sales gained 7 percent to 1,638,241.

Jesse Toprak, vice president of industry trends at TrueCar.com, says the industrywide tight supply of late-model used cars and trucks will constrain certified used-vehicle sales this year and in 2012. He expects sales this year to be flat or slightly above the 2010 level.

Lower new-vehicle sales starting in 2008 have reduced the pool of late-model used vehicles dealers can tap for their certified used-vehicle programs.

"I think we're going to see a shortage of newer used cars for the rest of the year going into next year," Toprak says. "That will limit potential growth in overall used-car sales, but particularly certified pre-owned vehicles.

"The factory that produces these vehicles is new-vehicle sales, and that factory hasn't worked well in the last few years."

### Be more creative

Jie Du, an analyst with J.D. Power and Associates' Power Information Network, agrees that the overall supply of used vehicles is constricted. "Dealers have to be more creative, especially when searching for the younger, low-mileage vehicles," Du says.

But he notes that certified sales make up such a small part of the used-car market that some certified programs still have a lot of room for growth.

Hyundai Motor America's certified program, for instance, is showing substantial growth this year, building on its 51 percent gain in 2010. Its sales of 23,920 through July exceeds the 22,688 it sold all of last year and is more than twice its sales in the first seven months of 2010.

Jose Froehlich, manager of Hyundai's program, attributes its success to training for dealers, strategic use of incentives and other enhancements.

For example, the company gives certified buyers a free 90-day subscription to satellite radio. Through the third quarter, the Hyundai program is offering finance rates of 2.49 percent for up to 60 months to those

who qualify.

Froehlich says growth starts with listening to the needs of customers, dealers and field employees, and "figuring out a way to implement the things that matter to all parties involved."

### Audi: CPO record

Audi is on track to sell a record number of certified used vehicles this year, says Jeremy Meyer, Audi national certified pre-owned manager.

The brand increased its sales through July by 37 percent, to 22,348 certified used cars and trucks. In 2010, Audi's certified used sales edged up 1 percent.

This year Audi added TV spots promoting its certified pre-owned vehicles to its advertising lineup, a first for the brand.

Also, a summer promotion allowed qualified buyers to skip their first vehicle payment. Audi first tried the program in 2010 and brought it back because it works, Meyer says.

He adds: "It's easy to communicate to the customer, the benefit is clear and helps drive the business." – Arlena Sawyers, *Automotive News*

Growth starts with listening to the needs of customers, dealers and field employees, and "figuring out a way to implement the things that matter to all parties involved."

### JOSE FROEHLICH

MANAGER, HYUNDAI  
CERTIFIED PRE-OWNED

# 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     | <input type="checkbox"/> tailgate               |
| <input type="checkbox"/> deck            | <input type="checkbox"/> from rust or     | <input type="checkbox"/> trim                   |
| <input type="checkbox"/> doors           | <input type="checkbox"/> natural disaster | <input type="checkbox"/> wheels                 |
| <input type="checkbox"/> door locks      | <input type="checkbox"/> outside mirrors  | <input type="checkbox"/> wheel covers           |
| <input type="checkbox"/> exterior lights | <input type="checkbox"/> paint            | <input type="checkbox"/> windows and windshield |
| <input type="checkbox"/> grille          | <input type="checkbox"/> molding          | <input type="checkbox"/> wipers                 |

## Exterior appearance and condition

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> aftermarket components  | <input type="checkbox"/> free of dents                      | <input type="checkbox"/> no residue     |
| <input type="checkbox"/> color consistency       | <input type="checkbox"/> glass is clear and free of repairs | <input type="checkbox"/> no swirl marks |
| <input type="checkbox"/> even, high-luster paint | <input type="checkbox"/> no cracked or broken lenses        | <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 jams 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 manager, automobile remarketing www.acura.com	269/ 271	\$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; powertrain 84 months/100,000 miles from original in-service date</li> <li>• 12 months/12,000 miles comprehensive after new-car warranty expires; powertrain 12 months/30,000 miles after new-car warranty expires</li> <li>• 12 months/12,000 miles emergency roadside assistance and towing, trip interruption, concierge service, free 3-month trial period of XM Radio</li> </ul>	Yes	No/\$0	Yes/\$0	3-day exchange only
<b>Audi</b> <b>Audi Certified Pre-Owned</b> Jeremy Meyer national certified pre-owned manager www.audiusa.com/certified	275/ 275	\$1,350- \$1,950	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	Yes/\$150	None
<b>Bentley</b> <b>Bentley Certified Pre-Owned</b> Tom Holtman franchise development manager www.preowned.bentleymotors.com	40/ 40	ContinentalTrained and series certified staff, \$2,575	meets CSI, never fails audit car preparation	<ul style="list-style-type: none"> <li>• 79-point inspection</li> <li>• 7 model years or newer</li> </ul>	No	<ul style="list-style-type: none"> <li>• 7 model years or newer receive one-year comprehensive warranty</li> <li>• Invitation to factory warranty</li> <li>• Same full benefits of new vehicle</li> <li>• Roadside assistance</li> </ul>	Yes	No/\$0	Yes/\$50	Varies by dealer
<b>BMW</b> <b>Certified Pre-Owned by BMW</b> Stephen Saward manager, pre-owned sales and corporate fleet www.bmwusa.com/cpo	338/ 338	\$1,260- \$2,960	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 6 years/unlimited miles</li> </ul>	Yes	Yes/\$50	Yes/\$0	Dealer option
<b>Cadillac</b> <b>Cadillac Certified Pre-Owned Vehicles</b> Kurt McNeil vp, U.S. sales and service www.cadillac.com	907/ 950	N.A.	Available to all Cadillac dealers; participation is voluntary	<ul style="list-style-type: none"> <li>• 172-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 and XM Radio at no additional cost</li> <li>• Roadside assistance and trip interruption service</li> </ul>	Yes	No/\$0	Yes/\$0	None

Note: Total new-car dealers as of Sept. 2011. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.

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> Eric Swanson head of certified pre-owned vehicle sales www.certifiedpreowned.chrysler.com	1,140/ 2,317	\$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 75,000 miles</li> </ul>	No	<ul style="list-style-type: none"> <li>• Powertrain 7 years/100,000 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*</b> <b>Ford Certified Pre-Owned Programs</b> Glenn Burke manager, certified pre-owned www.fordcpo.com <i>*Ford division dealers have the option to participate and sell Mercury certified pre-owned vehicles</i>	2,435/ 3,178	\$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>• 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> Brian Small general manager, GM Fleet and Commercial www.gmcertified.com; www.gm.com <small>*Includes Buick, Chevrolet, GMC, Oldsmobile, Pontiac, and Saturn</small>	3,200/ 4,500	N.A.	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• 172-point inspection and reconditioning process</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>• New 2 years/30,000 miles standard CPO maintenance</li> <li>• Roadside assistance and 24/7 courtesy transportation</li> </ul>	Yes	No/\$0	Yes/\$0	3 days/ 150 miles customer satisfaction guarantee
<b>Honda</b> <b>Honda Certified Used Cars</b> Dan Crowe manager, automobile remarketing www.hondacars.com/certified	1,030/ 1,036	\$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 24 months/40,000 miles after new-car warranty expires</li> <li>• Free 3-month trial of XM Radio</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Hyundai</b> <b>Hyundai Certified Pre-Owned</b> Jose Froehlich manager, certified pre-owned www.hyundaicertified.com	590/ 811	\$399 -\$499 Varies by model	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> <li>• Must pass Carfax VHR</li> </ul>	No	<ul style="list-style-type: none"> <li>• Remainder of 5 years/60,000 miles new-vehicle limited warranty from original in-service date</li> <li>• Powertrain 10 years/10,000 miles from original in-service date</li> <li>• 10 years/unlimited miles roadside assistance, trip interruption protection, first day rental car for covered repairs and free 3-month trial of XM Radio</li> </ul>	Yes	Yes/\$50	Yes/\$0	None

Note: Total new-car dealers as of Sept. 2011. 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>Infiniti</b> Infiniti Certified Pre-Owned Martin Gleason senior manager, CPO and pre-owned www.infinitiusa.com/fapps/cpo	185/ 187	\$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>	Yes	<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 months/100,000 miles from the original in-service date</li> <li>• Roadside assistance and trip interruption protection</li> </ul>	Yes	Yes/\$50	Yes/\$0	None
<b>Jaguar</b> Jaguar Select Certified Pre-Owned Michael Ashton national remarketing manager www.jaguarusa.com	162/ 162	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>• 6 years/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 service</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Kia</b> Kia Certified Pre-Owned Program Tom Loveless vp, sales www.kia.com	475/ 745	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</li> <li>• Original 10 years/100,000 miles is nontransferable</li> <li>• Roadside assistance and car allowance</li> </ul>	Yes	Yes/\$50	Yes/\$0	See dealer for details
<b>Land Rover*</b> Land Rover Certified Pre-Owned Michael Ashton national remarketing manager www.landroverusa.com/cpo <i>*Certified pre-owned program is effective as of October 1, 2011</i>	162/ 162	Varies by model	Available to all Land Rover dealers	<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>• 6 years/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 service</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Lexus</b> Lexus Certified Pre-Owned Denise Jacobson national manager Lexus market rep. and www.lexus.com/cpo	229/ 229	\$995	None	<ul style="list-style-type: none"> <li>• 161-point inspection</li> <li>• 6 model years or newer</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>• 24-hour roadside assistance, trip interruption coverage, loaner vehicles and first basic service is free</li> </ul>	Yes	No/\$0	No/\$0	None

Note: Total new-car dealers as of Sept. 2011. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.

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>Lincoln*</b> <b>Lincoln Certified Pre-Owned</b> Glenn Burke manager, certified pre-owned www.lincoln.com/used-cars <i>*Lincoln dealers have the option to participate and sell Mercury certified pre-owned vehicles</i>	944/ 1,080	\$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> Eric Watson manager, remarketing and CPO www.mazdausa.com	475/ 638	\$0 \$349 per vehicle fee	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>	Yes	<ul style="list-style-type: none"> <li>• Powertrain 7 years/100,000 miles limited warranty from original in-service date</li> <li>• 12 month/12,000 mile additional limited warranty from CPO date of sale</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	\$495-\$1,480 MBCPO base warranty	Dealers must meet training and performance criteria as outline in the MBCPO program	<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>• 5 years/100,000 miles from original in-service date</li> <li>• 12 months/120,000 or 24 months/135,000 extended limited warranty vehicle coverage available</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	96/ 96	N.A.	Dealers sign a participation agreement	<ul style="list-style-type: none"> <li>• Mini Next vehicle inspection checklist</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/60,000 miles from original in-service date</li> <li>• 2 year unlimited miles roadside assistance</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Mitsubishi</b> <b>Mitsubishi Certified Pre-Owned Program</b> Jake Egami director, sales operations www.mitsubishicars.com	139/ 398	\$199-\$699	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	<ul style="list-style-type: none"> <li>• 10 years/100,000 miles from original in-service date</li> </ul>	Yes	No/\$0	No/\$0	None

Note: Total new-car dealers as of Sept. 2011. 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>Nissan</b> <b>Nissan Certified Pre-Owned</b> Martin Gleason senior manager, CPO and pre-owned <a href="http://www.nissanusa.com/cpo/apps">www.nissanusa.com/cpo/apps</a>	1,029/ 1,059	\$379	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 <a href="http://www.porsche.com/usa/pre-owned-vehicles/">www.porsche.com/usa/pre-owned-vehicles/</a>	197/ 197	\$1,890- \$2,390	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>• Similar to new-car warranty</li> <li>• 24 months/50,000 miles limited warranty not to exceed 100,000 miles</li> <li>• 24-hour roadside assistance</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Saab</b> <b>Saab Certified Pre-Owned Vehicles</b> James Sweeting national sales director <a href="http://www.saabusa.com">www.saabusa.com</a>	196/ 203	N.A.	Dealers sign a participation agreement and are in good standing	<ul style="list-style-type: none"> <li>• 114-point inspection</li> <li>• 4 model years or newer</li> <li>• Less than 60,000 miles</li> <li>• Clean history report</li> </ul>	No	<ul style="list-style-type: none"> <li>• 6 years/100,000 miles limited warranty</li> <li>• 6 months of OnStar service</li> <li>• 24-hour roadside assistance and courtesy transportation</li> <li>• Free 3-month trial of Onstar Safe and Sound service and XM Radio</li> </ul>	Yes	No/\$0	Yes/\$0	None
<b>Subaru</b> <b>Subaru Certified Pre-Owned Vehicle</b> Bill Cyphers senior vp, sales <a href="http://www.subaru.com">www.subaru.com</a>	405/ 622	\$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>	Yes	<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</b> <b>Toyota Certified Used Vehicles*</b> Scott Heyer corporate manager, certified used vehicles <a href="http://www.toyota.com/certified">www.toyota.com/certified</a> <i>*go to <a href="http://www.toyotacertifiedhybrids.com">www.toyotacertifiedhybrids.com</a> for details on Toyota's hybrid CPO program</i>	1,174/ 1,239	\$450	Must be a franchised Toyota dealer and 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>• 12 months/12,000 miles comprehensive from date of purchase or balance of new-vehicle warranty, whichever applies</li> <li>• One year roadside assistance from date of CPO date of sale</li> </ul>	Yes	Yes/\$50	Yes/\$0 option	Dealer option

Note: Total new-car dealers as of Sept. 2011. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.

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>Volkswagen</b> <b>Volkswagen Certified Pre-Owned</b> Scott Weitzman general manager, used-vehicle operations <a href="http://www.vw.com/preloved">www.vw.com/preloved</a>	583/ 583	\$450- \$750	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 comprehensive coverage that is added after the expiration on the new-car warranty</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 <a href="http://www.volvocars.us/tools/CertifiedPreOwned">www.volvocars.us/tools/CertifiedPreOwned</a>	315/ 315	\$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
<small>Note: Total new-car dealers as of Sept. 2011. Dealer fees may include per-vehicle certification fees, advertising fees and warranty fees.</small>							<small>N.A. = Not available</small>		<small>Source: Automotive News Data Center and company sources</small>	

## 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.

### 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 2010

	January	February	March	April	May	June	July	August	September	October	November	December	2010 Total	2009 Total	Percent change
BMW division	7,443	8,469	11,655	10,621	10,169	8,325	9,871	9,427	9,189	9,144	8,124	9,764	112,201	114,423	-2%
Mini	146	148	206	212	220	188	194	184	132	143	144	136	2,053	1,892	9%
<b>BMW GROUP</b>	<b>7,589</b>	<b>8,617</b>	<b>11,861</b>	<b>10,833</b>	<b>10,389</b>	<b>8,513</b>	<b>10,065</b>	<b>9,611</b>	<b>9,321</b>	<b>9,287</b>	<b>8,268</b>	<b>9,900</b>	<b>114,254</b>	<b>116,315</b>	<b>-2%</b>
Chrysler Division	1,839	2,005	2,719	2,612	2,611	2,545	2,643	2,284	2,343	2,423	2,291	2,352	28,667	26,112	10%
Dodge	2,761	3,343	3,998	3,848	3,600	3,567	3,633	3,464	3,474	3,768	3,166	3,245	41,867	37,845	11%
Jeep	2,197	2,435	3,021	3,166	3,263	3,147	3,348	3,174	3,121	3,264	3,120	3,413	36,669	28,160	30%
<b>CHRYSLER GROUP</b>	<b>6,797</b>	<b>7,783</b>	<b>9,738</b>	<b>9,626</b>	<b>9,474</b>	<b>9,259</b>	<b>9,624</b>	<b>8,922</b>	<b>8,938</b>	<b>9,455</b>	<b>8,577</b>	<b>9,010</b>	<b>107,203</b>	<b>92,117</b>	<b>16%</b>
Ford Div., Lincoln, Mercury	9,805	11,329	12,722	11,829	11,987	11,091	11,821	10,799	10,064	10,819	9,926	10,145	132,337	131,808	0%
Volvo†	1,447	1,317	1,632	1,527	1,722	1,489	1,729	-	-	-	-	-	10,863	22,882	-53%
<b>FORD MOTOR CO.</b>	<b>11,252</b>	<b>12,646</b>	<b>14,354</b>	<b>13,356</b>	<b>13,709</b>	<b>12,580</b>	<b>13,550</b>	<b>10,799</b>	<b>10,064</b>	<b>10,819</b>	<b>9,926</b>	<b>10,145</b>	<b>143,200</b>	<b>154,690</b>	<b>-7%</b>
GM Certified††	19,609	20,339	24,532	22,789	23,399	24,486	26,428	23,942	22,064	22,217	20,224	21,036	271,065	303,541	-11%
Cadillac	1,936	2,023	2,558	2,280	2,118	2,026	2,090	2,205	1,998	2,143	1,787	1,921	25,085	32,142	-22%
Hummer	133	130	142	101	124	108	86	75	69	58	46	52	1,124	2,320	-52%
Saab‡	211	228	-	-	-	-	-	-	-	-	-	-	439	4,862	-91%
Saturn†††	533	517	-	-	-	-	-	-	-	-	-	-	1,050	9,446	-89%
<b>GENERAL MOTORS</b>	<b>22,422</b>	<b>23,237</b>	<b>27,232</b>	<b>25,170</b>	<b>25,641</b>	<b>26,620</b>	<b>28,604</b>	<b>26,222</b>	<b>24,131</b>	<b>24,418</b>	<b>22,057</b>	<b>23,009</b>	<b>298,763</b>	<b>352,311</b>	<b>-15%</b>
Acura	2,761	2,851	3,681	3,672	4,123	3,732	4,723	4,141	3,679	3,916	3,706	4,318	45,303	39,793	14%
Honda Division	13,378	13,765	16,717	16,484	19,141	17,664	19,654	18,749	18,204	17,048	15,991	17,106	203,901	162,541	25%
<b>AMERICAN HONDA</b>	<b>16,139</b>	<b>16,616</b>	<b>20,398</b>	<b>20,156</b>	<b>23,264</b>	<b>21,396</b>	<b>24,377</b>	<b>22,890</b>	<b>21,883</b>	<b>20,964</b>	<b>19,697</b>	<b>21,424</b>	<b>249,204</b>	<b>202,334</b>	<b>23%</b>
Hyundai division	1,066	1,149	1,757	1,582	1,753	1,961	2,170	2,271	2,195	2,444	2,066	2,274	22,688	15,020	51%
Kia	446	537	569	684	598	635	698	658	562	519	574	572	7,052	4,380	61%
<b>HYUNDAI-KIA AUTOMOTIVE</b>	<b>1,512</b>	<b>1,686</b>	<b>2,326</b>	<b>2,266</b>	<b>2,351</b>	<b>2,596</b>	<b>2,868</b>	<b>2,929</b>	<b>2,757</b>	<b>2,963</b>	<b>2,640</b>	<b>2,846</b>	<b>29,740</b>	<b>19,400</b>	<b>53%</b>
Jaguar	311	295	297	377	365	320	450	417	387	384	324	455	4,382	5,100	-14%
Land Rover	248	214	263	223	272	242	271	265	232	266	199	271	2,966	5,149	-42%
<b>JAGUAR LAND ROVER</b>	<b>559</b>	<b>509</b>	<b>560</b>	<b>600</b>	<b>637</b>	<b>562</b>	<b>721</b>	<b>682</b>	<b>619</b>	<b>650</b>	<b>523</b>	<b>726</b>	<b>7,348</b>	<b>10,249</b>	<b>-28%</b>
<b>MASERATI</b>	<b>12</b>	<b>12</b>	<b>19</b>	<b>23</b>	<b>22</b>	<b>19</b>	<b>26</b>	<b>26</b>	<b>29</b>	<b>21</b>	<b>17</b>	<b>29</b>	<b>255</b>	<b>105</b>	<b>143%</b>
<b>MAZDA</b>	<b>489</b>	<b>317</b>	<b>483</b>	<b>499</b>	<b>413</b>	<b>530</b>	<b>967</b>	<b>1,302</b>	<b>1,250</b>	<b>1,360</b>	<b>1,350</b>	<b>1,551</b>	<b>10,511</b>	<b>4,900</b>	<b>115%</b>
<b>MERCEDES-BENZ</b>	<b>6,229</b>	<b>6,153</b>	<b>7,797</b>	<b>7,755</b>	<b>6,964</b>	<b>6,425</b>	<b>6,909</b>	<b>6,488</b>	<b>6,248</b>	<b>7,120</b>	<b>6,275</b>	<b>6,335</b>	<b>80,698</b>	<b>71,886</b>	<b>12%</b>
<b>MITSUBISHI*</b>	<b>40</b>	<b>37</b>	<b>42</b>	<b>39</b>	<b>30</b>	<b>40</b>	<b>61</b>	<b>50</b>	<b>56</b>	<b>60</b>	<b>55</b>	<b>41</b>	<b>551</b>	<b>800</b>	<b>-31%</b>
Infiniti	752	857	1,163	918	1,049	949	1,002	972	885	1,043	945	878	11,413	11,557	-1%
Nissan Division	5,475	6,322	7,562	6,336	6,882	6,424	7,757	7,400	7,411	6,722	6,158	5,856	80,305	68,182	18%
<b>NISSAN NORTH AMERICA</b>	<b>6,227</b>	<b>7,179</b>	<b>8,725</b>	<b>7,254</b>	<b>7,931</b>	<b>7,373</b>	<b>8,759</b>	<b>8,372</b>	<b>8,296</b>	<b>7,765</b>	<b>7,103</b>	<b>6,734</b>	<b>91,718</b>	<b>79,739</b>	<b>15%</b>
<b>PORSCHE</b>	<b>495</b>	<b>517</b>	<b>701</b>	<b>713</b>	<b>796</b>	<b>581</b>	<b>622</b>	<b>603</b>	<b>628</b>	<b>565</b>	<b>642</b>	<b>665</b>	<b>7,528</b>	<b>6,659</b>	<b>13%</b>
<b>SAAB CARS N.A.‡‡</b>	<b>-</b>	<b>-</b>	<b>223</b>	<b>266</b>	<b>248</b>	<b>245</b>	<b>263</b>	<b>207</b>	<b>206</b>	<b>212</b>	<b>166</b>	<b>148</b>	<b>2,184</b>	<b>-</b>	<b>0%</b>
<b>SUBARU</b>	<b>1,316</b>	<b>1,269</b>	<b>1,663</b>	<b>1,550</b>	<b>1,609</b>	<b>1,714</b>	<b>1,907</b>	<b>917</b>	<b>2,728</b>	<b>1,955</b>	<b>2,057</b>	<b>2,275</b>	<b>20,960</b>	<b>15,602</b>	<b>34%</b>
Lexus	4,853	4,835	5,662	5,997	6,589	5,454	5,759	5,257	5,609	6,021	5,238	7,096	68,370	62,762	9%
Toyota Division	19,623	18,382	26,288	31,090	31,148	26,860	29,344	26,567	24,988	29,239	24,710	27,201	315,440	265,887	19%
<b>TOYOTA MOTOR SALES</b>	<b>24,476</b>	<b>23,217</b>	<b>31,950</b>	<b>37,087</b>	<b>37,737</b>	<b>32,314</b>	<b>35,103</b>	<b>31,824</b>	<b>30,597</b>	<b>35,260</b>	<b>29,948</b>	<b>34,297</b>	<b>383,810</b>	<b>328,649</b>	<b>17%</b>
Audi	1,690	1,794	2,551	2,285	2,596	2,590	2,766	2,479	2,275	2,400	2,217	2,877	28,520	28,351	1%
Bentley*	30	30	30	30	30	30	30	30	30	30	30	30	360	381	-6%
Volkswagen division	2,781	2,934	4,501	4,648	5,004	4,883	5,642	5,356	4,869	5,091	4,597	4,882	55,188	43,892	26%
<b>VOLKSWAGEN OF AMERICA</b>	<b>4,501</b>	<b>4,758</b>	<b>7,082</b>	<b>6,963</b>	<b>7,630</b>	<b>7,503</b>	<b>8,438</b>	<b>7,865</b>	<b>7,174</b>	<b>7,521</b>	<b>6,844</b>	<b>7,789</b>	<b>84,068</b>	<b>72,624</b>	<b>16%</b>
<b>VOLVO CARS N.A.‡‡‡</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,387</b>	<b>1,363</b>	<b>1,224</b>	<b>1,124</b>	<b>1,148</b>	<b>6,246</b>	<b>-</b>	<b>0%</b>
<b>TOTAL CERTIFIED</b>	<b>110,055</b>	<b>114,553</b>	<b>145,154</b>	<b>144,156</b>	<b>148,845</b>	<b>138,270</b>	<b>152,864</b>	<b>141,096</b>	<b>136,288</b>	<b>141,619</b>	<b>127,269</b>	<b>138,072</b>	<b>1,638,241</b>	<b>1,528,380</b>	<b>7%</b>

†Includes Volvo through July 2010

††Saturn CPO program was incorporated into GM Certified February 2010 ‡Includes Saab through February 2010 †††Includes Saturn sales through February 2010

\*Estimate ‡‡The sale of Saab was final on February 23, 2010 ‡‡‡The sale of Volvo to Zhejiang Geely Holding Group was final on Aug. 2, 2010

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



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