

Monday September 20, 2010

12:49 - Dan Harrison:

Hello and welcome to the Q&A session with Hyundai Motor UK. Please feel free to submit your questions.

12:49 - Dan Harrison:

The session will run from 1pm to 2pm.

12:50 - [Comment From Brian Brian :]

Can Hyundai explain the compensation that is put in place for customers who have been waiting for delivery - Who qualifies?

12:53 - [Comment From Brian Brian :]

Can we also know what the 'Back Orders' number that some of us have been given really means. Is it dealer specific, UK wide or European wide?

• **12:53 - Tony Whitehorn:**

All those people who ordered their cars prior to May 2010 and have not yet received their car, HMUK have provided £500 accessory voucher for their use.

12:54 - Dan Harrison:

Thanks for the questions so far - please try to keep them as concise as possible.

• **12:55 - Tony Whitehorn:**

The Back Orders reference number is for UK only. This is a sequential number which prioritises the orders as they were placed.

12:55 - [Comment From MPMP:]

Why has there been a huge lack of communication with customers who have already been waiting for months with still no sign of guaranteed delivery dates?

12:56 - [Comment From Whitebeard Whitebeard :]

Already experiencing delay with my iX35 order. What are the causes of the delays and why no info via dealer network. It would be nice to know where I stand now.

12:57 - [Comment From Gary Gary :]

One of the most frustrating aspects is the not knowing what the real delivery date is. Can you give us an idea of what the actual delay is at present and how this is changing?

12:57 - [Comment From Howie Howie :]

Once we are told the car is built how long should it be until it is delivered?

- **1:00 - Tony Whitehorn:**

Demand has outstripped supply. Originally we anticipated selling 2800 ix35's this year. We have already taken almost 5000 orders for the car, and this situation is mirrored everywhere else in Europe. It has been Hyundai's fastest-selling car ever. Understandably this has placed a severe amount of pressure on the factory in trying to keep pace with demand. For them to double production in such a short period of time is very difficult. However we will have supplied 5000 ix35's by the end of the year, the factory has done a great job. We are constantly trying to secure more production than we were originally allocated. Because of this it is very difficult to provide accurate delivery dates to everybody. We realise this is very frustrating but please bear with us.

1:01 - [Comment From websharon websharon :]

Why can Hyundai not give accurate delivery dates to customers, initially given a date for end of Aug, then end of Sept and now quoted Oct - we have been told we are build number 24 for June and Hyundai are still working on May Orders. Can you give an update on May / June build / delivery dates? Car was ordered on the 16th of June - White 4wd prem no packs.

- **1:01 - Tony Whitehorn:**

All ix35's are built in Slovakia. From the time the car is built through to delivery to the dealer should be approx 2-3 weeks.

1:02 - [Comment From Douglas Russell Douglas Russell :]

Is there a phone number where HMUK can get information about their order? Or better still, an e-mail contact? The dealer can/won't provide any information.

- **1:04 - Tony Whitehorn:**

The demand for certain variants has taken us by surprise. This includes 4x4 and white unfortunately.

1:04 - [Comment From Simon Simon :]

Is it true that the people who have ordered the 4WD version will wait much longer than the standard 2WD version. For instance I ordered my 4WD version mid July and from what I am hearing this may be delivered in November.

1:05 - [Comment From ST ST :]

Does Hyundai have a communication strategy to help dealers give accurate dates to their customers?

- **1:06 - Tony Whitehorn:**

As mentioned previously we are constantly securing incremental production. Because of this providing accurate information prior to the car being built is quite difficult. As soon as we receive definite information from the factory we relay that to the dealer, i.e. weekly stock updates. All that can be done at the moment is to regularly keep in contact with your dealer.

- **1:07 - Tony Whitehorn:**

One of the major constraints that has affected us is the excessive demand for the 2 litre variant both petrol and diesel. As from October we will be building both the 1.7 diesel and the 1.6 petrol on addition to the 2 litre diesel. This should dilute the demand for the 2.0l diesel engine, thereby enabling us to satisfy demand with a greater number of engines.

1:08 - [Comment From Nigel Bradshaw Nigel Bradshaw :]

How many cars of the same specification are built at the same time?

1:08 - [Comment From Nigel Bradshaw Nigel Bradshaw :]

How do Hyundai manage the schedule for the production of cars with the orders that they've received as Hyundai Customer services are saying that the factory cannot give a build date. The factory in Slovakia is supposed to be one of the most advanced in the world with 50%+ of the initial work done by robots, I'm assuming that someone, somewhere, tells them what to produce.

- **1:09 - Tony Whitehorn:**

The dealer network are able to secure information from HMUK about ix35 and we produce a weekly production update every Friday.

1:11 - [Comment From Nigel Bradshaw Nigel Bradshaw :]

On Friday, Hyundai supply told my dealer was told that my 4wd Premium + metallic pain + media pack that I ordered on 19th May 2010 was to be manufactured on 18th September 2010 (Saturday). Can you provide me with the reassurance that the information provided by Hyundai supply can be relied upon and that my car will have been manufactured now?

- **1:12 - Tony Whitehorn:**

The factory is very flexible. It has the ability to produce up to 7 models sequentially at any one time and this does not impact on the production rate. The only inhibiting factor is the availability of components at the time of production. Obviously the major issue with ix35 is excessive demand over supply availability.

- **1:13 - Tony Whitehorn:**

If the car is ordered under the name of Nigel Bradshaw we will check this for you and get back to your dealer.

1:14 - [Comment From D a v e D a v e :]

What is the official Hyundai position with regard to vehicle part exchange values agreed with dealers?

1:14 - [Comment From bobbyb bobbyb :]

ordered 4wd premium 28th April, who will pay the increase in vat if not here by Jan 2011, have already waited 20 weeks?

- **1:14 - Tony Whitehorn:**

This is a contract directly with the dealer and needs to be discussed between the two parties involved.

1:14 - [Comment From Jim Jim :]

As a loyal Hyundai customer I do hope that Hyundai will honour all deals made to date as the delay is not down to the customer or the dealer

1:15 - [Comment From Whitebeard Whitebeard :]

Shouldn't you clear your backlog before diluting the demand for 2L? How does this help clear existing orders?

1:15 - [Comment From websharon websharon :]

You have mentioned the 1.7 diesel unit - what is it tow capacity and will it be built as a 4wd prem?

- **1:16 Tony Whitehorn:**

To bobbyb - We are surprised that you have had to wait 20 weeks, and we would like to investigate this, none the less you will not be expected to be charged the increase in VAT. Please get your dealer to contact us.

- **1:17 - Tony Whitehorn:**

Whiteheard - Many of the customers who are currently waiting for one of the 2L engines may well prefer the 1.7 or 1.6 therefore we can change the orders for them if they wish.

- **1:18 - Tony Whitehorn:**

websharon - the 1.7 diesel is only available in 2wd and 1200kg Braked and it is available in Premium.

1:19 - [Comment From clive Rodgers clive Rodgers :]

I ordered 2.0 diesel premium 26th March from an internet compnay who have terms with Hyundai. Will this order be given a lesser priority than franchised dealer orders?

- **1:19 - Tony Whitehorn:**

To Jim - Once again we apologise for the delay, we will absolutely honour the delivery of the car to you.

Monday September 20, 2010 1:19 Tony Whitehorn

- **1:20 - Tony Whitehorn:**

To clive Rodgers - Who is the internet company as we don't have any terms with any internet company only directly with our dealers.

1:20 - [Comment From HurryUp&Wait HurryUp&Wait :]

Why has an order for a 2.0CRDi 4WD Premium (no packs) in InfraRed (not White!!!!) on 2nd April STILL not been fulfilled - or even built! Are different dealers given different priorities by HMUK?

1:21 - [Comment From Ron W Ron W :]

I'm surprised re the 20 week wait. I ordered mine on 30 March. Have been given a build date of 16 Sept. What will the position be?

1:21 - [Comment From Nigel Bradshaw Nigel Bradshaw :]

When do customers qualify for the £ 500 compensation voucher as a goodwill gesture for being so patient?. About 2 weeks ago HMUK told me that orders prior to the 13th May would qualify; I presume that this is a rolling period moving forward (so I will easily qualify). Yes Nigel Bradshaw is my name and an update back to my dealer today on whether my car was built on Saturday would be appreciated.

1:22 - [Comment From Howie Howie :]

Tony, you expresses surprise at a 20 week wait. My 4x4 premium was ordered on 11th April and I'm still waiting. 23 weeks and counting. What is the typical wait time for a car of this spec?

- **1:22 - Tony Whitehorn:**

To HurryUp&Wait - all back orders are placed in a queue so we would need to find out the details, it is a completely even playing field when allocating production.

1:22 - [Comment From clive Rodgers clive Rodgers :]

The company is Autofinders Bakewell Ltd

1:22 - [Comment From websharon websharon :]

Thanks I will be waiting for 2.0 l diesel order.

- **1:23 - Tony Whitehorn:**

To Ron W - Please contact your dealer who in turn will talk to us and we can verify the build date has taken place.

1:24 - [Comment From Gary Gary :]

re-inforcing Howies question. What is the current delay on a 2L 4WD ?

- **1:24 - Tony Whitehorn:**

To Howie - If you supply us with the name of your dealer we can find out for you.

1:25 - [Comment From D a v e D a v e :]

So given that my car was ordered in early July when might I realistically expect to see it?
Monday September 20, 2010 1:25 D a v e

- **1:25 - Tony Whitehorn:**

To clive Rodgers - We will check as to whether we have an order with the name of Autofinders Bakewell Ltd.

- **1:27 - Tony Whitehorn:**

To Gary - on a new order we will be looking to produce this vehicle in February 2011

1:29 - [Comment From HurryUp&Wait HurryUp&Wait :]

Tony Whitehorn: To HurryUp&Wait - all back orders are placed in a queue so we would need to find out the details, it is a completely even playing field when allocating production. OK - the order was placed with Verve, Kilmarnock, Ayrshire on 2nd April, under my (real) name - Dr Douglas Russell. Tony has offered to look into the details for me; I happily accept his kind offer - thank you.

- **1:29 - Tony Whitehorn:**

To D a v e - its a case by case basis and unfortunately you will have to ask your dealer to talk to us regarding the status of your order.

1:29 - [Comment From Howie Howie :]

Dealer is Phoenix Hyundai in Paisley. Have been told that the car was built on 9th sep but no delivery date yet.

1:29 - [Comment From Brian Brian :]

Can Tony say how many UK customers have been waiting longer than 18 weeks - I think those of us over this date would like to know we haven't been forgotten.

1:31 - [Comment From Debbie Debbie :]

Hi, I ordered my 2L white 4WD in early June from Arnold Clark Ayrshire would it be possible to find out how much longer I have to wait?

- **1:32 - Tony Whitehorn:**

To clive Rodgers - we have no relationship with Autofinders Bakewell and we have no order in their name. However this doesn't necessarily mean that we don't have the order, it is just the name of that internet company against any order.

1:32 - [Comment From gary.b gary.b :]

Why have the USA, Australia & other markets got the auto gearbox but not UK?

- **1:34 - Tom Barnard:**

The automatic gearbox option is now available with the 2-litre diesel engine with 4x4. It is now available to order - details are on the website.

- **1:34 - Tony Whitehorn:**

Debbie - I am sorry but you will have to go via Arnold Clark as they will have a specific order number against your name and we will then update them on that order number status.

1:36 - [Comment From howard howard :]

Where can i find the spec, fuel consumption, etc for the 1.7?

- **1:36 - Tony Whitehorn:**

howard - The website will be updated this week with the 1.7 diesel information. The 1.6 petrol is already available.

1:37 - [Comment From brian brian :]

When can people like myself who ordered an ix35 4wd premium in piston grey at the beginning of september expect a likely delivery date from the dealer, who by the way, never mentioned any production delays and was quoted 12 weeks from order?

1:37 - [Comment From iain R iain R :]

Are the ix35 and the Sportage built at the same factory? If so, are Kia experiencing similar delays with new Sportage orders?

1:37 - [Comment From Brian Brian :]

I was given this info on the 1st Sept - "1010151897 - Backorder 4, May production, expecting this late Sept " How can back order No. 4 stil not be built?

- **1:38 - Tony Whitehorn:**

To Brian - I can absolutely assure you that your order has not been forgotten. We have 175 orders which were taken prior to the 30th April and have not yet been fulfilled. We have managed to secure more than 700 2.0 litre diesel engines for this months production and we are hopeful that this will considerably reduce our backorders.

1:40 - [Comment From Nigel Bradshaw Nigel Bradshaw :]

Mr Whitehorn, can you just confirm that as promised (at 1:13) you have taken a note to check to see if my car was built on Saturday on revert to my dealer (Mr John Brook, Evanshalshaw, Gateshead) as I couldn't see a reply to my confirmation that Nigel Bradshaw is my real name. The car is a 2.0 4WD Premium in metallic black with the media pack. Thank you for your help

1:40 - [Comment From Jim Jim :]

Why have Hyundai released the Kia Sportage when they can not keep up with demand for the ix35 when it is built on the same platform? This is only going to make matters worse

- **1:40 - Tony Whitehorn:**

brian - In September we advised our dealers that we would be able to fulfil new orders taken via February production for the 2.0L diesel this is due to the high number of back orders.

- **1:41 - Tony Whitehorn:**

Nigel Bradshaw - we will check, ask your dealer to contact us this afternoon and we will give him the information.

- **1:43 - Tony Whitehorn:**

Brian - Please get the dealer to contact us for an update.

1:45 - Dan Harrison:

Clive Rodgers - Autofinders are a broker, who will have done a deal with a franchised dealer. You should contact Autofinders to get an update on delivery from the dealer.

1:46 - [Comment From Gary Gary :]

Is the 2L diesel the only issue causing production delay s?

1:46 - [Comment From clive Rodgers clive Rodgers :]

Spoken to Autofinders they confirm that order placed via one of your dealerships so wont show in their name. But could you confirm that if my order was placed 26th March, that it has got to be one of the next orders complete

1:46 - [Comment From Brian Brian :]

I will do that but as I've been given three different build dates to date, I'm finding it hard to believe anything I'm told. I'm sure a lot of people feel the same.

Monday September 20, 2010 1:46 Brian

1:47 - [Comment From Gillian Holding Gillian Holding :]

Is it true that, all variants of IX35 being built are purely to cover orders and not for dealer stock? As I have rung around a few dealers who have been stating that they have ordered several vehicles for stock?

- **1:47 - Tony Whitehorn:**

Gary - the key reason is the 2.0L diesel, however the sheer capacity of the factory is being exceeded by European demand.

1:47 - [Comment From Martin Wells Martin Wells :]

Based upon your previous, should my dealer now be able to advise on a delivery date for my vehicle (white premium 4wd) ordered 17th April, because they are still telling me they can't

Monday September 20, 2010 1:47 Martin Wells

- **1:47 - Tom Barnard:**

The ix35 and Sportage are built in the same factory. As Kia are a separate company in the UK we cannot really comment on their supply. However, the 1.6 and 1.7-litre engines are expected to be the most popular engine choices in both the ix35 and Sportage.

- **1:48 - Tony Whitehorn:**

Clive Rodgers - Autofinders need to speak to the dealer and secure an update on their specific order number.

- **1:49 - Tony Whitehorn:**

Gillian Holding - Against the 2.0L diesel variants we have prioritised that we are only going to supply sold orders until the backlog is reduced.

1:50 - [Comment From HurryUp&Wait HurryUp&Wait :]

Tony Whitehorn: "We have 175 orders which were taken prior to the 30th April and have not yet been fulfilled. We have managed to secure more than 700 2.0 litre diesel engines for this month's production and we are hopeful that this will considerably reduce our backorders." ARE the 175 back-orders from the UK or Europe? Are the 700 engines UK or Europe? When Tony says "WE" who does he mean?

- **1:50 - Tony Whitehorn:**

Martin Wells - This really does depend when you ordered the car and where you are in the back order queue.

1:50 - [Comment From Jim Jim :]

Will the backlog orders get priority and will we get them this year?

- **1:51 - Tony Whitehorn:**

HurryUp&Wait - These are all UK figures.

- **1:51 - Tony Whitehorn:**

Jim - all back orders are in sequential order date and will be fulfilled on this basis.

1:52 - [Comment From Brian Brian :]

How do we appeal about the compensation - I lose out by 11 days which really isn't fair. I was told 8-10 weeks when I orderd in May so I feel that the OFT should look into misselling. I've not jumped ship when many have and am unhappy with the strict cut off - It should be a rolling window !!

1:52 - [Comment From Whitebeard Whitebeard :]

The sad thing in all this is we, the customers, have to chase for information. Not once in three months has anyone called me with an update. It'll get Hyundai a bad reputation.
Monday September 20, 2010 1:52 Whitebeard

1:52 - [Comment From grumpyoldwoman grumpyoldwoman :]

We ordered late July delivery 8-12 weeks, now been told December, have had to cancel sale of current vehicle now - can December delivery be guranteed for White Premium 4x4, as VAT will incurr additional expense as well as depreciation of current car
Monday September 20, 2010 1:52 grumpyoldwoman

1:54 - [Comment From Debbie Debbie :]

I agree with Whitebeard.

- **1:54 - Tony Whitehorn:**

grumpyoldwoman - Firstly please ask your dealer to contact us in respect of the VAT and delivery times.

1:56 - [Comment From John Phaff John Phaff:]

My 2-litre 4wd drive is due for delivery Dec. Can I pay the balance owing in Dec, if delivery is postponed til Jan, thus avoiding vat increase?

- **1:56 - Tony Whitehorn:**

Whitebeard and Debbie - Hopefully I have explained the situation with regard to production. The worst thing we can do at HMUK is to provide our customers with wrong information. Because of the excessive demands neither the factory or ourselves have been able to provide any accurate production dates. We are now working on an allocation basis and to this end we hope to be able to provide our dealers with a more accurate picture from February production onwards

1:56 - [Comment From Brian Brian :]

So will my order from end of august now be in the backlog queue for sequential delivery!!?

1:57 - [Comment From Mike Mike :]

Is it the same 2 litre diesel in 2wd as in the 4wd? (136 hp /184 hp)?
Monday September 20, 2010 1:57 Mike

- **1:57 - Tony Whitehorn:**

John Phaff - you need to discuss this with your dealer and ask him to contact us if there are any issues.

- **1:58 - Tom Barnard:**

Mike - yes it is the same engine. There are low and high power versions.

1:58 - [Comment From Watwy Watwy :]

I Have been give 4 different delivery dates, Why can't Hyundai just give the real dates?
Monday September 20, 2010 1:58 Watwy

- **2:00 - Tom Barnard:**

Mike - the high power is only available with the auto box though. This is because of CO2 banding.

- **2:01 - Tony Whitehorn:**

All - I appreciate the immense frustration this has caused. It is never the intention of Hyundai to make our customers wait any longer than necessary. As you can see the issue is the huge demand for this highly desirable car from all European markets. We in the UK have attempted to secure as much additional production as we possibly can in order to fulfil our customers wishes. Unfortunately we accept that we have not been able to provide you, our customers, with sufficient information, which was never our intention.

2:02 - [Comment From HurryUp&Wait HurryUp&Wait :]

Since we are ending at 2pm, may I thank Tony for his participation? I look forward to receiving his e-mailed reply regarding my order.

2:02 - [Comment From Brian [May 11th] Brian [May 11th] :]

Thank you for your time and frank answers.

2:03 - [Comment From Gary Gary :]

Thank you.

2:03 - [Comment From ST ST :]

Thank You Mr Whitehorn.

2:03 - [Comment From Iain R Iain R :]

Thanks for your time Tony.

2:04 - [Comment From websharon websharon :]

Thank You for the information.

2:04 - [Comment From Nigel Bradshaw Nigel Bradshaw :]

Thank you.

2:04 - [Comment From brian brian :]

Thank you Mr Whitehorn for your responses.

2:04 - [Comment From Gillian Holding Gillian Holding :]

Thank you Tony

2:04 - [Comment From Clive Rodgers Clive Rodgers :]

Thanks.

2:04 - [Comment From Debbie Debbie :]

thank you, this has been good for further info

2:05 - [Comment From Ron W Ron W :]

Thanks for the info - it's appreciated.

2:05 - [Comment From Jim Jim :]

Thank you.

2:05 - [Comment From Brian [May 11th] Brian [May 11th] :]

Can we get a transcript of this any place?

2:05 - [Comment From grumpyoldwoman grumpyoldwoman :]

Again thanks for responses

2:06 - [Comment From Howie Howie :]

Thanks for setting up this session and thanks to Tony for his answers

2:06 - [Comment From Nigel Bradshaw Nigel Bradshaw :]

Thanks Dan and HJ for setting this useful session up.

2:07 - Dan Harrison:

Thanks for all the questions from members of the Back Room and huge thanks to Hyundai Motor UK for taking the time to answer as many questions as they could. The entire session can be viewed again at any point as a transcript.

2:08 - Dan Harrison:

Hope it's been useful for everyone.

2:08 - [Comment From ST ST :]

Thanks Dan and HJ, yes, if you could tell us how to print a transcript that would be very useful indeed.

2:09 - [Comment From Simon Simon :]

yes, very useful many thanks.

2:10 - Dan Harrison:

All the comments will be available to view as a transcript after the event. If you want to print, it might be worth selecting, then copying-and-pasting into a word doc.

2:10 - Dan Harrison:

That's all for now. Thanks everyone.