

Skyline Motors Dealer Handbook

1. Model Lineup

Skyline Aurora (Sedan)

- Trims: LX, EX
- Price bands: LX typically between \$17,000 and \$21,000, EX between \$21,000 and \$24,000.
- Key points: compact sedan, efficient 4-cylinder engine, good for city commuting.

Skyline Horizon (Sedan)

- Trims: Sport, Limited
- Price bands: Sport between \$26,000 and \$30,000, Limited between \$30,000 and \$34,000.
- Key points: midsize sedan with more power, comfortable ride, suitable for families and longer trips.

Skyline Trailrunner (SUV)

- Trims: AWD, Adventure
- Price bands: AWD between \$33,000 and \$37,000, Adventure between \$37,000 and \$42,000.
- Key points: all-wheel drive, higher ride height, extra cargo space, light off-road capability.

2. Warranty Coverage

Basic limited warranty:

- Coverage period: 3 years or 36,000 miles, whichever comes first.
- Covers most components against defects in materials or workmanship.
- Includes adjustments and alignment during the first 12 months or 12,000 miles.

Powertrain warranty:

- Coverage period: 5 years or 60,000 miles, whichever comes first.
- Covers engine, transmission, and drivetrain components.

Corrosion and perforation warranty:

- Coverage period: 7 years with unlimited mileage against rust perforation of body panels.

3. Maintenance Schedule (Example)

Oil and filter change:

- Recommended every 7,500 miles or 12 months for normal driving.
- For severe conditions (frequent short trips, extreme temperatures), every 5,000 miles or 6 months is recommended.

Brake inspection:

- Inspect pads, rotors, and fluid level at least once every 12 months or 12,000 miles.

4. Financing and Leasing Overview

Typical finance terms:

- Common terms: 36, 48, 60, or 72 months.
- Customers are usually encouraged to make a down payment of at least 10% of the vehicle price.
- Example: for a \$24,000 sedan with 10% down and a 60-month term, a typical monthly payment might fall in the range of \$400-\$500.

Leasing guidelines:

- Common lease terms: 36 months with annual mileage limits such as 10,000, 12,000, or 15,000 miles.
- Excess mileage charges typically range from \$0.15 to \$0.25 per mile above the contracted limit.
- Wear-and-tear guidelines require that the vehicle be returned without major damage and with all scheduled maintenance performed.

5. Model Comparison Examples

Aurora vs Horizon:

- The Aurora is better suited for drivers prioritizing low purchase price and city fuel efficiency.
- The Horizon offers more interior space, a quieter cabin, and stronger highway acceleration, making it a better choice for long-distance driving.
- In many cases, customers cross-shopping compact and midsize sedans can test drive both models on the same day.

Horizon vs Trailrunner:

- The Trailrunner provides higher seating position, available all-wheel drive, and more cargo volume for outdoor activities.
- The Horizon generally returns slightly better fuel economy and offers a smoother, more car-like ride.

6. Frequently Asked Questions

Q: How long does a typical sales visit take?

A: For a basic test drive and price discussion, many guests spend between 60 and 90 minutes at the dealership.

Q: Can customers combine national promotions with dealer offers?

A: In many cases national incentives can be combined with local dealer discounts, but certain programs may not be stackable.

Q: What happens at the end of a lease?

A: Customers typically have the option to return the vehicle, purchase it for the residual value, or explore a new lease.