

# BUYER'S MANUAL

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## YOU DRIVE, YOU CHOOSE.

### CONGRATULATIONS ON YOUR NEW PURCHASE!

At HGregoire, we believe that the person best suited to find the vehicle that perfectly suits your lifestyle, is you. Our qualified team is happy to help you find the exact car that meets your needs, taste, and budget.

The buyer's manual is your reference tool. Discover step by step details of every single vehicle inspected at HGregoire, from their warranties to their terms, and every other important detail in between.

**Enjoy the ride!**





**150 POINT  
INSPECTION**

Before even being put up for sale, our vehicles are put to the test! Our experienced technicians ensure every vehicle undergoes a diligent and thorough 150-point inspection. This inspection covers the vehicle's mechanical condition, structure, and trim.

**CERTIFIED**  
**H GREGOIRE**

**QUALITY**





# CERTIFIED QUALITY



## THE MECHANICS

To ensure our vehicles function to the highest standards of performance and quality, our experienced technicians put every vehicle to the test. Explore the list of items that are verified during the inspection.

### **Lights and indicators:**

Brake, hazard, turn, tail, and plate lights; the horn, headlights, fog lights, and dashboard.

### **Brakes:**

Brake pipes, wheel cylinder, front and rear discs and trimmings, drums, front and rear calipers, cylinders, pedal stroke, ABS system and parking brake.

### **Glass and mirrors:**

Windshield, window mechanism, rear window, defrost, interior and exterior mirrors.

### **Tires and wheels:**

Tires, wheel bearings, valves, jack and emergency tools.

### **Suspension:**

Front and rear shock absorbers, stabilizer and torsion bar, connecting rod, lower and upper suspension arms, springs, air suspension, and brake caliper.

### **Steering:**

Bar and connecting rod, idler arm, steering column, pipes and fittings, rack, nozzle, pump, ball joint and alignment.

### **Engine, exhaust and transmission:**

Indicator failure, oil leakage, engine performance, fuel tank, line, tank cap, exhaust system, engine mount and transmission, transmission performance, clutch and master cylinder.

### **Electrical system:**

Generator and battery.

### **Security and accessories:**

Seatbelt, airbag, front and rear seat mechanism, opening of the hood and trunk, door lock, air conditioning, heating and windshield wiper systems including front and rear windscreen wipers. entertainment, glove box, power socket, door remote control, overhead light and sunroof.







# CERTIFIED QUALITY



## THE STRUCTURE

At HGregoire, we don't accept any vehicle that has been seriously damaged. Upon arrival, the structure of each vehicle is thoroughly examined by our experts, who examine over 20 elements, in order to report any irregularities.

Our priority is to ensure the satisfaction and safety of our customers, which is why we place the highest importance in offering you high quality products.





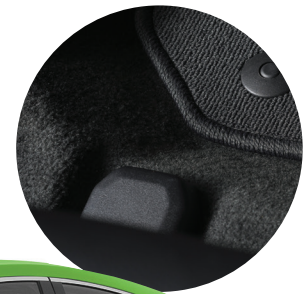
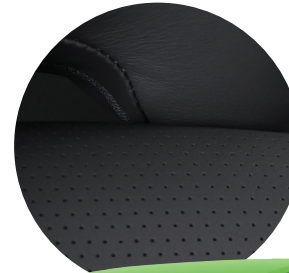
# CERTIFIED QUALITY



## THE TRIMS

After having carried out the first two stages of the inspection, including checking the mechanics and structure of the vehicle, we execute the same diligence with the vehicle's trim. The assessment will determine whether a repair is deemed necessary or not.

- Carpets
- Fabrics
- Leather
- Vinyl
- Exterior and interior moldings
- Plastics
- Wheel covers
- Alloy wheels
- Sun visor
- Gas tank door
- Painting
- Bumper
- Squeaks / creaking







# THE GUARANTEE



## QUALITY PERFORMANCE GUARANTEED

Depending on the age and mileage of your vehicle, the Consumer Protection Act gives you a guarantee for proper functioning and performance.

The following chart allows you to identify which category best suits your car and allows you to match the according warranty.

Category	Usage and Mileage	Period of Guarantee
A	2 years or less, provided the vehicle has less than 40,000km	6 months or 10,000 km, based on the first limit reached
B	3 years or less, provided the vehicle has less than 60,000km	3 months or 5,000 km, based on the first limit reached
C	5 years or less, provided the vehicle has less than 80,000km	1 month or 1,700 km, based on the first limit reached
D	Over 5 years or if the vehicle has over 80,000km	Does not qualify for the guarantee







# THE GUARANTEE



## 7-DAY TEST DRIVE

Buying a car is an important decision. That's why HGregoire offers a 7-day Satisfaction Guarantee or your money back. That's right, you have one week to test if your vehicle perfectly suits your needs and lifestyle. If not, simply bring it back!







# ON A LAST NOTE

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## **A big thank you**

to all of our dear customers, who have trusted us with their car buying journey, and allowed us to continuously progress, and impress, over the past 25 years.

We have become leaders in the industry because of our commitment to provide you with an unmatched quality service. This achievement would have not been possible without your confidence in us. We count on your collaboration to enable us to continue to fulfill our mission, and remain THE leaders in the industry.

If you have questions, suggestions or comments, please do not hesitate to contact us by phone or via our website at [www.hgregoire.com](http://www.hgregoire.com). It will be our pleasure to help you.





## EXTENDED WARRANTY

### THE SIMPLEST AUTO WARRANTY, EVER.

HGregoire also offers additional protection against mechanical breakdowns: the Elite Warranty, an investment that allows you to hit the road in total confidence.

Elite Warranty offers coverage tailored to your needs with three distinct plans: the electric group, the powertrain or a combination of both. The coverage period can vary between 12 and 36 months and all vehicles under 10 years or 190,000 km are eligible.

You could be protected from repair, towing and vehicle rental costs in Canada and even the United States. You'll even make the most of your investment, as the guarantee is transferable if you were to sell your vehicle—an important factor to help increase its resale value.

For more information, about inclusions, exclusions and application conditions, please consult your HGregoire representative or financial advisor.



### CHARGED WARRANTY

Looking to obtain a complete warranty specialized for your electric vehicle? No problem, HGregoire offers you full coverage!

In order to protect you from mechanical problems that may arise in the future, HGregoire offers the Charged Warranty, the first-ever extended warranty completely adapted to used electric cars.