



## 2014 VOLVO - HARMAN KARDON

### "BEAUTIFUL SOUND BY DESIGN" INCENTIVE PROGRAM

#### Data Reporting Error Corrected and Extension of Program through May 2015

There was an unfortunate data reporting error that has now been corrected - here's what happened:

- It was determined that there was a data feed error that was occurring since the start of the program
- The feed was inaccurately including Volvo vehicles that were sold WITHOUT the Harman Kardon system
- This resulted in non-Harman VIN's being included as eligible for the program, and a percentage of those VIN's were claimed by participants
- The non eligible claimed VINs resulted in points being awarded that shouldn't have been

How is this being resolved?

- The non-Harman VIN's have been removed and are no longer being included AND all of the points awarded for non-Harman VIN's have been removed
- Volvo's position is consistent – points from non-Harman VINs will be removed and participants will only be awarded with points that are truly eligible
- **Volvo and Harman Kardon apologize for the error - we are confident the program will still be rewarding and successful**

What changes will happen with the program?

- To make up for the points being removed, the program is being **extended by three (3) months, through the end of May**
- This will allow Sales Professionals to sell for more than 4 months to earn more points, allowing them to move into higher reward levels
- This will allow Sales Managers extended time to order additional Harman Kardon equipped vehicles allowing them more time to earn the bonus for achieving their Wholesale Goal

What happens next?

- Updated program reports and email notifications will resume the week of 1/19/2015

All participants have the chance to keep earning points towards great rewards from Harman Kardon!

**Thank you for your program participation and support!**