



Dealer Sales and Service Summary Report

August 18, 2002

(Jun - Aug returns)

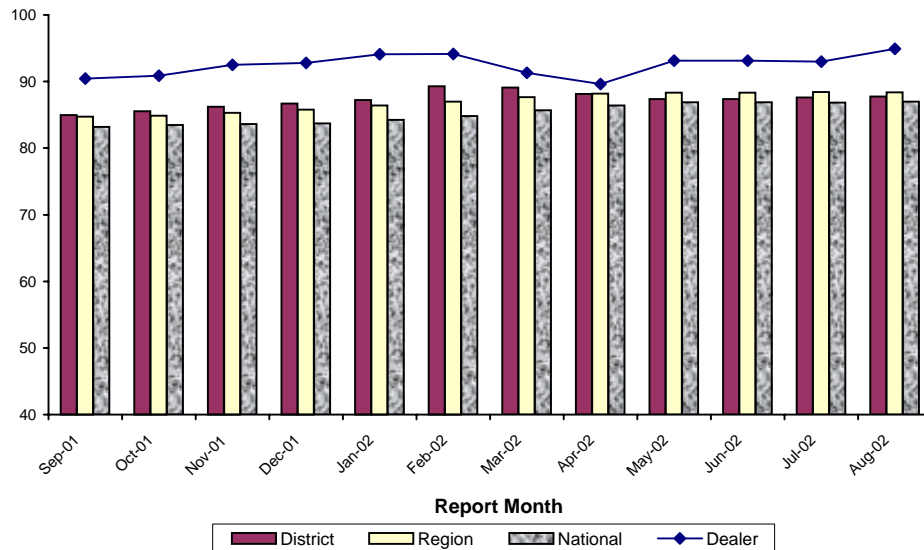
Eastern Region • Carousel Hyundai • PA030

Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	95	86	84
3-Month Rolling HVI	95	86	84
12-Month HVI	93	85	83

Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	97	88	88	87
3-Month HPI	95	88	88	87
12-Month HPI	93	88	87	85
Ranking	—	1	18	31

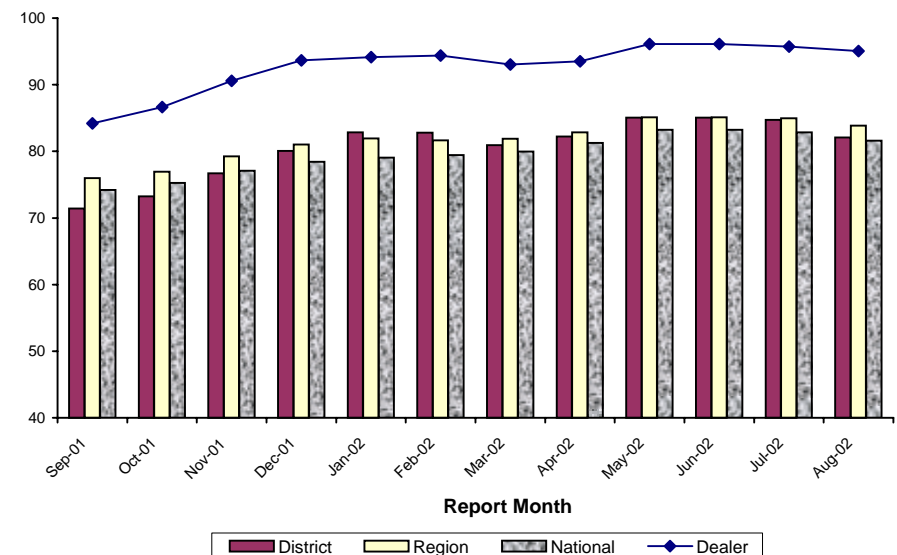


Total number of responses: 80

Note: Rolling 3-Month Response Rate

Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	93	79	83	81
3-Month HSI	95	82	84	82
12-Month HSI	94	82	82	80
Ranking	—	2	17	44



Total number of responses: 26

Carousel Hyundai • PA030

Graphs depict 3-month rolling score



Dealer Sales Performance Report

August 18, 2002

(Jun - Aug returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	1-Month HPI Score			3-Month HPI Score			12-Month HPI Score		
		Dealer	District	Region	Dealer	District	Region	Dealer	District	Region
Salesperson	22.4	100	92	92	98	92	92	96	92	91
3a. Took time to seriously understand your needs	3.2	100	92	92	98	92	92	97	92	91
3b. Overall Appearance	3.2	100	93	92	99	93	92	97	92	91
3c. Ease of doing business with	3.2	100	92	92	99	93	93	97	92	92
3d. Knowledge of competitive vehicles	3.2	98	90	90	96	89	89	94	88	88
3e. Knowledge of Hyundai models and features	3.2	100	93	93	98	92	93	97	92	92
3f. Ability to answer your questions	3.2	100	91	92	98	91	92	97	91	91
3g. Provided a non-intimidating sales experience	3.2	100	93	93	98	94	94	96	93	93
Purchase Transaction	18.3	97	87	88	95	86	87	92	87	86
4a. Layout of dealership was inviting and friendly	3.7	100	88	88	97	86	87	94	86	85
4b. Fulfillment of promises made during the sales process	5.4	97	87	88	96	87	88	95	87	87
4c. Overall honesty and integrity	3.2	100	87	88	98	87	88	95	87	86
4d. Provided a non-intimidating sales process	1.4	100	90	90	98	89	90	96	89	89
5. How much pressure did you feel from your dealership	4.6	93	86	86	91	85	86	84	86	86
Deal Received	21.1	94	84	84	90	84	84	86	83	82
6. How would you rate the value represented by your new Hyundai?	8.6	95	89	88	94	88	88	90	86	86
7. How satisfied are you with the purchase price of your vehicle?	12.5	93	81	81	88	81	82	83	80	80
Finance and Insurance Process	14.2	99	84	84	93	82	84	92	81	82
10b. How the application process was handled	5.5	98	84	83	92	82	83	91	81	81
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	98	83	84	92	81	84	92	81	81
10f. F & I Manager's knowledge of financing and leasing options	3.2	100	86	86	94	84	86	94	83	84
Delivery Process	24.0	98	92	92	97	92	92	95	92	92
13. Length of time taken to deliver your vehicle	6.5	98	86	86	97	84	86	93	85	85
14a. Salesperson spend enough time with you at delivery	1.7	100	98	97	100	98	98	99	98	98
14b. Were the owner's manual and operating controls explained to you?	1.0	100	96	96	100	96	96	99	96	96
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	100	97	97	100	97	97	99	97	97
14d. Was the Service Department shown to you?	1.4	93	86	83	96	85	83	91	85	83
14e. Were the service requirements of your new Hyundai explained to you?	2.1	97	92	91	97	92	91	97	91	90
14f. Were your questions answered at the time of delivery?	2.6	100	99	99	100	99	99	100	99	99
14g. Contacted after delivery to ensure everything was satisfactory	3.0	97	91	91	94	93	91	90	92	91
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	100	96	97	98	97	97	97	97	97
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	97	91	93	94	93	94	92	94	95
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	99	99	100	99	99	99	99	99
Hyundai Purchase Index	100.0	97	88	88	95	88	88	93	88	87



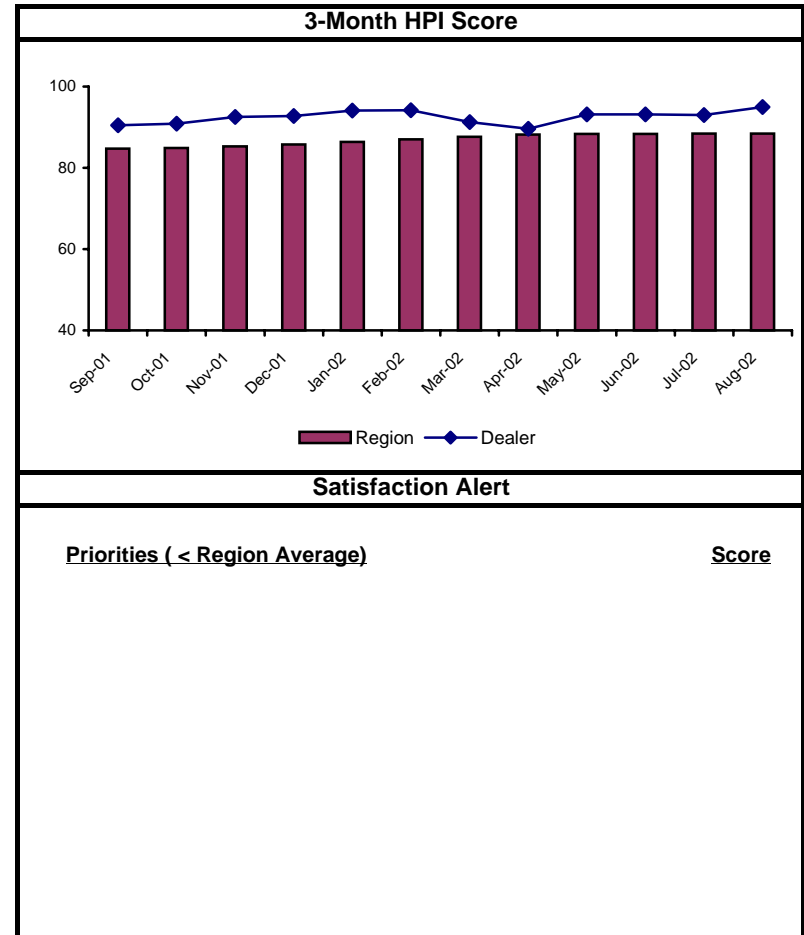
Dealer 3-Month HPI Report

August 18, 2002

(Jun - Aug returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	98	92
3a. Took time to seriously understand your needs	3.2	98	92
3b. Overall Appearance	3.2	99	92
3c. Ease of doing business with	3.2	99	93
3d. Knowledge of competitive vehicles	3.2	96	89
3e. Knowledge of Hyundai models and features	3.2	98	93
3f. Ability to answer your questions	3.2	98	92
3g. Provided a non-intimidating sales experience	3.2	98	94
Purchase Transaction	18.3	95	87
4a. Layout of dealership was inviting and friendly	3.7	97	87
4b. Fulfillment of promises made during the sales process	5.4	96	88
4c. Overall honesty and integrity	3.2	98	88
4d. Provided a non-intimidating sales process	1.4	98	90
5. How much pressure did you feel from your dealership	4.6	91	86
Deal Received	21.1	90	84
6. How would you rate the value represented by your new Hyundai?	8.6	94	88
7. How satisfied are you with the purchase price of your vehicle?	12.5	88	82
Finance and Insurance Process	14.2	93	84
10b. How the application process was handled	5.5	92	83
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	92	84
10f. F & I Manager's knowledge of financing and leasing options	3.2	94	86
Delivery Process	24.0	97	92
13. Length of time taken to deliver your vehicle	6.5	97	86
14a. Salesperson spend enough time with you at delivery	1.7	100	98
14b. Were the owner's manual and operating controls explained to you?	1.0	100	96
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	100	97
14d. Was the Service Department shown to you?	1.4	96	83
14e. Were the service requirements of your new Hyundai explained to you?	2.1	97	91
14f. Were your questions answered at the time of delivery?	2.6	100	99
14g. Contacted after delivery to ensure everything was satisfactory	3.0	94	91
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	98	97
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	94	94
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	99
Hyundai Purchase Index	100.0	95	88
Total number of Responses:		80	13328



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

August 18, 2002

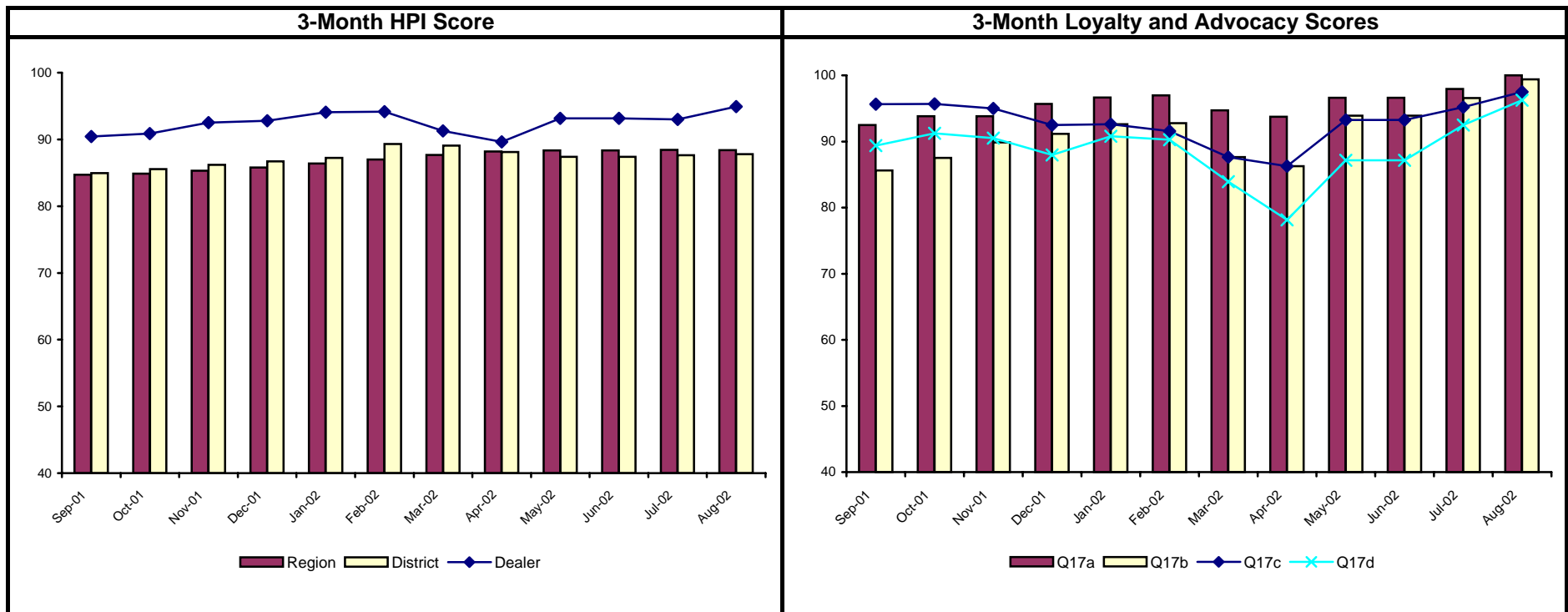
(Jun - Aug returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	1-Month HPI Score			3-Month HPI Score			12-Month HPI Score		
	Dealer	District	Region	Dealer	District	Region	Dealer	District	Region
Hyundai Purchase Index	97	88	88	95	88	88	93	88	87

Summing It All Up

16.	Overall Satisfaction with the dealership	97	86	86	97	86	86	92	86	84
17a.	Likelihood of recommending this dealer to a friend or relative	100	92	92	100	92	92	96	92	91
17b.	Likelihood of purchasing or leasing another Hyundai from this dealership	100	87	87	99	87	87	92	88	86
17c.	Likelihood of using same dealer for service and repair	98	86	85	98	86	86	93	85	84
17d.	Likelihood of purchasing or leasing another Hyundai	97	86	86	96	86	86	89	86	84





Dealer 3-Month Sales Information Report

August 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Jun - Aug returns)

	Dealer	District	Region
About Your Purchase Intentions			
1. Are you the primary driver of this vehicle? (%)	81	90	88
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	13	16	18
- Recommendation of family or friends.....	21	31	29
- Drive by.....	18	9	9
- Newspaper ads.....	33	32	33
- Radio ads.....	1	4	6
- TV ads.....	8	8	7
- Manufacturer/dealer web page.....	36	26	26
- Internet buying service.....	11	14	14
- Direct mail.....	0	1	2
About The Purchase Transaction			
8. From the time at which you agreed on the vehicle, how long did it take you to complete the entire sales transaction, excluding delivery? (%)			
- Less than 45 minutes.....	28	29	36
- 45 minutes to an hour.....	33	27	31
- 1 to 2 hours.....	26	28	21
- More than 2 hours.....	14	16	13
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	98	93	93
- Sales Manager.....	26	41	34
- General Manager.....	4	13	10
- Finance and Insurance Manager.....	34	30	26
About The Delivery Process			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	99	91	91
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	11	13	28
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	84	82	82
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	6	19	21
- An ADDITIONAL vehicle.....	19	23	25
- REPLACED a vehicle you no longer have.....	75	58	55
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Toyota.....	18	5	7
Hyundai.....	9	13	18
Dodge.....	9	7	8
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	24	16	13
Chevrolet.....	16	14	11
Dodge.....	7	7	8
21. Are you:.....			
Male (%).....	44	44	46
Female (%).....	56	56	54
22. Median Age (Years).....	44	47	46
23. Ethnicity (%).....			
White/Caucasian.....	97	85	86
Black/African-American.....	1	10	7
Asian.....	0	2	2
Hispanic.....	1	2	3
Other (Specify).....	0	1	1
24. Median Household Income (\$)......	67,143	51,853	53,176



Dealer 1-Month Salesperson Report

August 18, 2002

(August Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	BELS71	CLOC03	DELA46	JENK70	LETT22	RAYS84
Salesperson	22.4	92	92	100	100	100	100	100	100	99
3a. Took time to seriously understand your needs	3.2	92	92	100	100	100	100	100	100	100
3b. Overall Appearance	3.2	92	93	100	100	100	100	100	100	100
3c. Ease of doing business with	3.2	92	92	100	100	100	100	100	100	100
3d. Knowledge of competitive vehicles	3.2	90	90	98	100	100	100	100	100	94
3e. Knowledge of Hyundai models and features	3.2	93	93	100	100	100	100	100	100	100
3f. Ability to answer your questions	3.2	92	91	100	100	100	100	100	100	100
3g. Provided a non-intimidating sales experience	3.2	93	93	100	100	100	100	100	100	100
Sample Size		4355	426	29	5	4	4	4	4	8
Share of Dealer Responses (%)					17	14	14	14	14	28
Hyundai Purchase Index					100	100	98	93	98	97



3 Month Sales STAR Report

August 18, 2002

(Jun - Aug returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	CLOC03	HANE43	STIL44	JENK70	RAYS84	LETT22
Salesperson STAR Score	34.3	90	90	97	100	100	100	98	98	97
3a. Took time to seriously understand your needs	3.2	92	92	98	100	100	100	100	100	95
3b. Overall Appearance	3.2	92	93	99	100	100	100	100	100	100
3c. Ease of doing business with	3.2	93	93	99	100	100	100	100	98	95
3d. Knowledge of competitive vehicles	3.2	89	89	96	100	100	100	100	95	95
3e. Knowledge of Hyundai models and features	3.2	93	92	98	100	100	100	100	95	100
3f. Ability to answer your questions	3.2	92	91	98	100	100	100	100	95	95
3g. Provided a non-intimidating sales experience	3.2	94	94	98	100	100	100	100	98	91
4b. Fulfillment of promises made during the sales process	5.4	88	87	96	100	100	100	92	95	100
13. Length of time taken to deliver your vehicle	6.5	86	84	97	100	100	100	96	100	100
Sample Size		13328	1305	80	5	3	2	13	22	11
Share of Dealer Responses (%)					6	4	3	16	28	14
Hyundai Purchase Index					100	100	100	96	93	96

	Weight (%)	Region	District	Dealer	DELA46	BELS71
Salesperson STAR Score	34.3	90	90	97	96	95
3a. Took time to seriously understand your needs	3.2	92	92	98	96	96
3b. Overall Appearance	3.2	92	93	99	96	100
3c. Ease of doing business with	3.2	93	93	99	100	100
3d. Knowledge of competitive vehicles	3.2	89	89	96	92	92
3e. Knowledge of Hyundai models and features	3.2	93	92	98	92	100
3f. Ability to answer your questions	3.2	92	91	98	96	100
3g. Provided a non-intimidating sales experience	3.2	94	94	98	100	96
4b. Fulfillment of promises made during the sales process	5.4	88	87	96	96	96
13. Length of time taken to deliver your vehicle	6.5	86	84	97	96	88
Sample Size		13328	1305	80	12	12
Share of Dealer Responses (%)					15	15
Hyundai Purchase Index					92	95

Note: All scores are 3 - Month

1 of 1 for Carousel Hyundai • PA030



Dealer 1-Month HPI VIN Report

August 18, 2002
(August Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

- 3a. Took time to understand your needs
- 3b. Overall Appearance
- 3c. Ease of doing business with
- 3d. Knowledge of competitive vehicles
- 3e. Knowledge of Hyundai models and features
- 3f. Ability to answer your questions
- 3g. Provided a non-intimidating sales experience
- 4a. Layout of dealership inviting and friendly
- 4b. Fulfillment of commitments
- 4c. Overall honesty and integrity
- 4d. Provided a non-intimidating sales process
- 5. How much pressure did you feel
- 6. Rate the value represented by your new Hyundai
- 7. Satisfaction with purchase price of vehicle
- 10b. How the application process was handled
- 10e. Honesty and integrity of the F & I Manager
- 10f. F & I knowledge of financing and leasing options
- 13. Length of time taken to deliver your vehicle
- 14a. Salesperson spent enough time with you
- 14b. Owner's manual was explained
- 14c. Warranty booklet was explained
- 14d. Service Department was shown to you
- 14e. Service requirements were explained
- 14f. Questions answered at delivery
- 14g. Contacted after delivery
- 14h. Interior clean and free of defects
- 14i. Exterior clean and free of defects
- 14j. Personally thanked
- HPI Score**

Salesperson ID	Sales Date	VIN	Internet	3a.	3b.	3c.	3d.	3e.	3f.	3g.	4a.	4b.	4c.	4d.	5.	6.	7.	10b.	10e.	10f.	13.	14a.	14b.	14c.	14d.	14e.	14f.	14g.	14h.	14i.	14j.	HPI Score
BELS71	05/22/02	KMHWF35HX2A644719		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	59
BELS71	06/17/02	KMHDN45D72U380127		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
BELS71	06/28/02	KMHDN45D92U278389		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/AN/A	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
BELS71	06/29/02	KM8SB12B12U273088		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
BELS71	06/29/02	KMHCG45C62U382173		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/A	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
BELS71	07/18/02	KMHWF35H62A667771		5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	98
CLOC03	06/29/02	KMHWF35H02A667037		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
CLOC03	07/05/02	KM8SC73D12U304422		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
CLOC03	07/12/02	KMHDN55D82U060837		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/AN/A	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
CLOC03	07/13/02	KMHDN45D42U418879		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
DELA46	07/01/02	KM8SB12B52U297426		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
DELA46	07/06/02	KMHWF35H92A684287		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	97
DELA46	07/17/02	KM8SC73D82U309908		5	5	5	5	5	5	5	5	5	5	5	1	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	95
DELA46	07/17/02	KM8SC13D72U306236		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
JENK70	06/15/02	KMHWF35H52A668457		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
JENK70	06/20/02	KM8SC73D12U278131		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
JENK70	06/28/02	KMHWF35H62A668001		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
JENK70	07/05/02	KM8SC13D12U226625		5	5	5	5	5	5	5	5	1	5	5	5	4	4	4	4	N/A	4	Y	Y	Y	N	N	Y	Y	Y	Y	Y	71
LETT22	06/21/02	KMHDN45DX2U389369		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100

Note: All returns are for the current month
Outlier Responses are Shaded



Dealer 1-Month HPI VIN Report

August 18, 2002
(August Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

- 3a. Took time to understand your needs
- 3b. Overall Appearance
- 3c. Ease of doing business with
- 3d. Knowledge of competitive vehicles
- 3e. Knowledge of Hyundai models and features
- 3f. Ability to answer your questions
- 3g. Provided a non-intimidating sales experience
- 4a. Layout of dealership inviting and friendly
- 4b. Fulfillment of commitments
- 4c. Overall honesty and integrity
- 4d. Provided a non-intimidating sales process
- 5. How much pressure did you feel
- 6. Rate the value represented by your new Hyundai
- 7. Satisfaction with purchase price of vehicle
- 10b. How the application process was handled
- 10e. Honesty and integrity of the F & I Manager
- 10f. F & I knowledge of financing and leasing options
- 13. Length of time taken to deliver your vehicle
- 14a. Salesperson spent enough time with you
- 14b. Owner's manual was explained
- 14c. Warranty booklet was explained
- 14d. Service Department was shown to you
- 14e. Service requirements were explained
- 14f. Questions answered at delivery
- 14g. Contacted after delivery
- 14h. Interior clean and free of defects
- 14i. Exterior clean and free of defects
- 14j. Personally thanked
- HPI Score**

Salesperson ID	Sales Date	VIN	Internet	3a.	3b.	3c.	3d.	3e.	3f.	3g.	4a.	4b.	4c.	4d.	5.	6.	7.	10b.	10e.	10f.	13.	14a.	14b.	14c.	14d.	14e.	14f.	14g.	14h.	14i.	14j.	HPI Score	
LETT22	06/29/02	KM8SC73D52U293666		5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	92	
LETT22	07/05/02	KMHHM65D53U026527		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	99	
LETT22	07/06/02	KMHDN45D72U426779		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
RAYS84	06/10/02	KMHDN55DX2U061472		5	5	5	5	5	5	5	5	5	5	5	5	4	3	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	83	
RAYS84	06/28/02	KMHWF25S62A667601		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
RAYS84	07/01/02	KMHCG35C62U217881		5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	96	
RAYS84	07/08/02	KMHDN45D02U298062		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
RAYS84	07/10/02	KMHDN45DX2U425836		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
RAYS84	07/10/02	KMHDN45DX2U430146		5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	98
RAYS84	07/11/02	KMHDN55D62U060044	Y	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	98	
RAYS84	07/13/02	KM8SB12B52U273496		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	

Note: All returns are for the current month
Outlier Responses are Shaded



Dealer 1-Month Sales Verbatim Report

August 18, 2002

(August Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	06/17/02	KMHDN45D72U380127	VERY PLEASED WITH CAROUSEL HYUNDAI WOULD DEFINITELY PURCHASE ANOTHER VEHICLE IN THE FUTURE. THANKS
BELS71	06/28/02	KMHDN45D92U278389	CAROUSAL HYUNDAI EMPLOYEES WERE EXCELLENT. I HAD DONE MY HOMEWORK AND WENT TO DIFFERENT HYUNDAI DEALERSHIPS HOWEVER EILEAN BELCER MADE SUCH A WONDERFIL IMPRESSION (AS DID THE DEALERSHIP) THAT I DROVEFROM PHILADELPHIA WHICH IS A ONE HOUR DRIVE, TO PURCHASE MY ELANTRA. WHEN I HAD A QUESTION, EVEN AFTER MY PURCHASE EILEAN AND THE MANAGER WERE VERY COURTEOUS. I HAVE TOLD EVERYONE IF YOU DECIDE TOPURCHASE A HYUNDAI, IT IS WELL WORTH THE TRIP TO DEAL WITH CAROUSAL. PS I LOVE MY HYUNDAI!
BELS71	06/29/02	KM8SB12B12U273088	I AM THRILLED WITH MY SANTA FE. I DREADED THE PURCHASE OF A NEW VEHICLE BUT EILEEN AND CAROUSEL HYUNDAI MADE THE PROCESS FAST, EASY, STRESS FREE AND ACTUALLY QUITE ENJOYABLE. I WILL DEFINITELY BE AREPEAT CUSTOMER
BELS71	06/29/02	KMHCG45C62U382173	I DID NOT COMPLETE THE LOAN & LEASE PART AND I PAID CASH. THE ENTIRE STAFF WAS VERY PLEASANT AND CAPABLE PEOPLE. THEY TOOK GOOD CARE OF ALL MY WISHES.
BELS71	07/18/02	KMHWF35H62A667771	MANY THANKS TO CAROUSEL!
CLOC03	06/29/02	KMHWF35H02A667037	THIS WAS THE BEST CAR PURCHASE EXPERIENCE THAT I HAVE EVERY HAD. CAROUSEL HAS FRIENDLY + KNOWLEDGEABLE EMPLOYEES THAT MAKE YOU FEEL COMFORTABLE. MR. CLOCKSON WAS VERY KNOWLEDGEABLE AND I DID NOT FEELPRESSURED. I FEEL HE HELPED ME. I WOULD RECOMMEND THIS DEALERSHIP.
CLOC03	07/05/02	KM8SC73D12U304422	TERRIFIC PEOPLE. A LITTLE CONCERNED RE: LOCAL GAS MILEAGE ONLY BEING 14MPG NOT 18 AS ADVERTISED. PUT TURN SIGNAL LIGHT LOWER ON DASHBOARD.
CLOC03	07/13/02	KMHDN45D42U418879	NOTE THAT MY EXPERIENCE AT CAROUSEL HYUNDAI WAS BETTER THAN EXCELLENT. FROM THE TIME THAT I CALLED TO THE TIME I RECEIVED THE CAR IT WAS A GREAT EXPERIENCE. FROM THE SALES MANAGER -MR. STILL- TO THESALESPERSON- MR CLOCKSON- GREAT GUYS AND AN EXCELLENT CUSTOMER SERVICE THANKS SO MUCH
DELA46	07/06/02	KMHWF35H92A684287	I LIKE MY NEW HYUNDAI VERY MUCH, THE ONLY PROBLEM I HAVE ARE THE SEATS ARE ROCK HARD AND I DONT HAVE OR EVER HAD A BACK PROBLEM.
DELA46	07/17/02	KM8SC73D82U309908	I WAS VERY PLEASED WITH THIS DEALERSHIP AND MY SALESPERSON. I FIRST LOOKED AT THE SANTA FE @ COLONIAL IN THORNDALE PA. THE SALES STAFF WAS AWFUL, THEY NEVER RETURNED PHONE CALLS AND SEEMED TOTALLYDISINTERESTED IN SELLING ANY VEHICLES. I FOUND A WORLD OF DIFFERENCE AT CAROUSEL AND I AM VERY VERY PLEASED WITH EVERYONE @ CAROUSEL.
DELA46	07/17/02	KM8SC13D72U306236	I HAVE NEVER HAD A MORE PLEASANT EXPERIENCE WHEN BUYING A NEW CAR. MY NEXT CAR WILL BE A HYUNDAI ALSO!

Note: All returns are for the current month

1 of 2 for Carousel Hyundai • PA030



Dealer 1-Month Sales Verbatim Report

August 18, 2002

(August Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
LETT22	06/21/02	KMHDN45DX2U389369	THE TEAM AT CAROUSEL HYUNDAI WERE WONDERFUL TO WORK WITH AND WOULD BE HAPPY TO REFER A FRIEND.
RAYS84	07/10/02	KMHDN45DX2U425836	I HAVE HAD 4 HYUNDAIS. 1) ACCENT 2) ELANTRA 3) SONATA 4) ELANTRA
RAYS84	07/13/02	KM8SB12B52U273496	TIM RAYSOR WAS A WONDERFUL SALESPERSON, AND FROM NOW ON, I WILL ONLY BUY A CAR FROM HIM. SPRINGFIELD HYUNDAI NEEDS TO CHANGE THEIR WAY, BECAUSE THEY WERE VERY RUDE, AND THATS WHERE I BOUGHT MY 1STHYUNDAI.



Dealer Sales Phone Contact Report

August 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

	1-Month Score				3-Month Score				12-Month Score			
	Dealer	District	Region	National	Dealer	District	Region	National	Dealer	District	Region	National
About Your Sales Experience												
1. Overall satisfaction with the Dealership where you purchased your vehicle	90	86	87	85	91	86	87	85	90	87	87	86
2. Did you have any problem(s) during your sales experience? (% Yes)	0	7	7	8	7	8	7	8	4	7	6	7
3. Has the problem been resolved to your satisfaction? (% Yes)	N/A	52	54	55	17	58	56	58	15	52	55	56
Total number of responses:	24	463	5110	13470	86	1479	16147	40969	320	5858	59770	154851



Dealer 1-Month Sales Phone Contact Vin Report

August 18, 2002

(August completes)

Eastern Region • District EA6 • Carousel Hyundai • PA030

1A. Overall satisfaction score
 2A. Problem(s) during sales experience
 2B. Problem(s) solved to your satisfaction

Sales Consultant ID	Sales Date	VIN	Immediate Contact	Completed Date	1A. Overall satisfaction score	2A. Problem(s) during sales experience	2B. Problem(s) solved to your satisfaction
BELS71	07/18/02	KMHWF35H62A667771		07/30/02	5	N	N/A
BELS71	07/24/02	KMHDN45D42U365519	Y	08/09/02	5	N	N/A
BELS71	07/25/02	KM8SC73D32U302980		08/07/02	4	N	N/A
BELS71	08/03/02	KMHDN45D32U391741		08/15/02	5	N	N/A
CLOC03	07/10/02	KM8SC73D02U302726		07/25/02	5	N	N/A
CLOC03	07/13/02	KMHDN45D42U418879		07/25/02	5	N	N/A
DELA46	07/11/02	KM8SC73D62U302973		07/27/02	5	N	N/A
DELA46	07/17/02	KMHCG35C92U221245		07/30/02	2	N	N/A
DELA46	07/31/02	KM8SC73D62U277153		08/16/02	4	N	N/A
JENK70	07/22/02	KMHWF35H02A683853		08/09/02	5	N	N/A
JENK70	07/23/02	KMHFU45E92A171297		08/08/02	5	N	N/A
JENK70	07/23/02	KMHFU45E52A173435		08/06/02	5	N	N/A
JENK70	07/27/02	KMHDN45D32U390833		08/10/02	5	N	N/A
JENK70	07/27/02	KMHDN45D82U417380		08/10/02	5	N	N/A
JENK70	07/29/02	KMHCG45C82U383373		08/12/02	5	N	N/A
JENK70	08/03/02	KMHDN45D62U283145		08/15/02	5	N	N/A
JENK70	08/03/02	KMHHM65D23U042894		08/15/02	5	N	N/A
PERE65	07/22/02	KMHDN45D32U394025		08/05/02	5	N	N/A
PERE65	07/23/02	KMHDN45D02U353805		08/07/02	5	N	N/A
PERE65	07/29/02	KM8SC73D72U300813		08/12/02	5	N	N/A
PERE65	08/02/02	KM8SC13D82U310330		08/14/02	4	N	N/A

Note: All returns are for the current month



Dealer 1-Month Sales Phone Contact Vin Report

August 18, 2002

(August completes)

Eastern Region • District EA6 • Carousel Hyundai • PA030

1A. Overall satisfaction score
2A. Problem(s) during sales experience
2B. Problem(s) solved to your satisfaction

Sales Consultant ID	Sales Date	VIN	Immediate Contact	Completed Date			
PERE65	08/03/02	KMHWF25S42A680556		08/17/02	5	N	N/A
RAYS84	07/11/02	KMHDN55D62U060044		07/28/02	5	N	N/A
RAYS84	07/30/02	KM8SC73D42U283632		08/18/02	5	N	N/A