



Dealer Sales and Service Summary Report

January 31, 2002

(Nov - Jan returns)

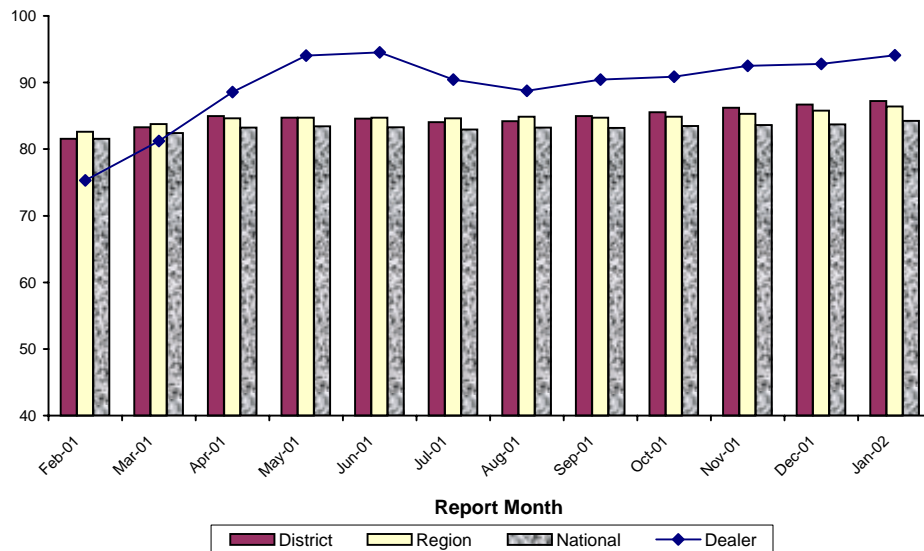
Eastern Region • Carousel Hyundai • PA030

Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	96	84	82
3-Month Rolling HVI	94	84	82
12-Month HVI	91	82	80

Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	97	89	87	85
3-Month HPI	94	87	86	84
12-Month HPI	92	85	85	84
Ranking	—	1	9	18

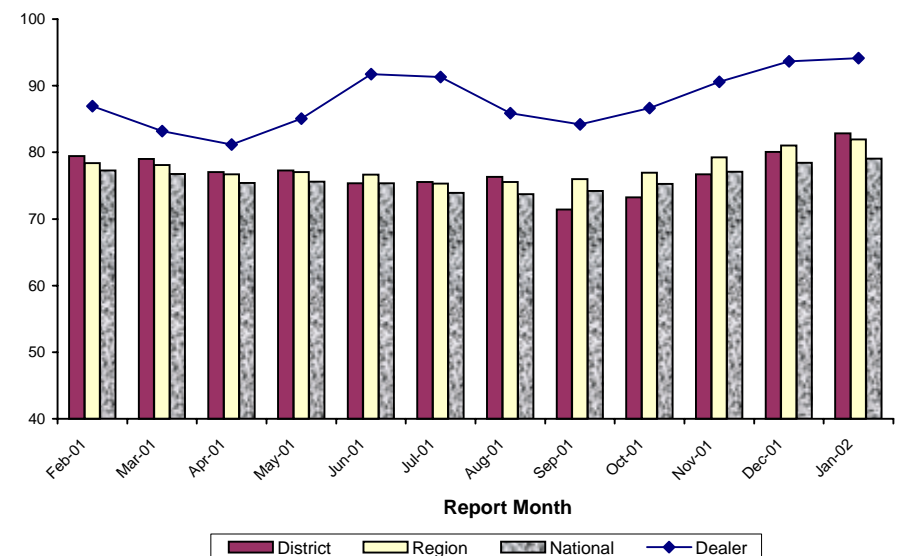


Total number of responses: 89

Note: Rolling 3-Month Response Rate

Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	95	84	81	79
3-Month HSI	94	83	82	79
12-Month HSI	90	79	78	76
Ranking	—	1	16	41



Total number of responses: 45

Carousel Hyundai • PA030

Graphs depict 3-month rolling score



Dealer Sales Performance Report

January 31, 2002

(Nov - Jan 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	98	93	91	98	91	90	95	89	89
3a. Took time to seriously understand your needs	3.2	98	93	91	98	92	90	96	89	89
3b. Overall Appearance	3.2	98	92	91	99	92	90	95	90	89
3c. Ease of doing business with	3.2	100	94	92	97	92	91	95	89	90
3d. Knowledge of competitive vehicles	3.2	95	90	88	95	88	87	92	85	85
3e. Knowledge of Hyundai models and features	3.2	98	93	91	98	92	91	96	89	90
3f. Ability to answer your questions	3.2	98	93	91	98	91	90	95	89	89
3g. Provided a non-intimidating sales experience	3.2	98	94	93	98	93	92	97	91	91
Purchase Transaction	18.3	96	89	86	94	86	85	91	83	84
4a. Layout of dealership was inviting and friendly	3.7	95	87	84	96	84	83	92	82	82
4b. Fulfillment of promises made during the sales process	5.4	100	91	87	98	88	86	94	84	84
4c. Overall honesty and integrity	3.2	97	89	86	95	86	86	92	83	84
4d. Provided a non-intimidating sales process	1.4	100	92	89	98	89	88	96	86	87
5. How much pressure did you feel from your dealership	4.6	90	86	86	87	85	86	83	82	85
Deal Received	21.1	95	83	82	87	82	81	85	80	80
6. How would you rate the value represented by your new Hyundai?	8.6	95	87	86	90	86	86	89	85	85
7. How satisfied are you with the purchase price of your vehicle?	12.5	95	80	79	84	79	78	82	76	77
Finance and Insurance Process	14.2	96	84	81	96	82	81	92	78	79
10b. How the application process was handled	5.5	96	83	81	96	82	80	91	78	79
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	96	85	81	95	81	80	93	78	78
10f. F & I Manager's knowledge of financing and leasing options	3.2	94	85	82	97	83	82	94	80	81
Delivery Process	24.0	98	93	92	96	92	91	95	91	90
13. Length of time taken to deliver your vehicle	6.5	98	87	85	97	86	84	93	81	82
14a. Salesperson spend enough time with you at delivery	1.7	100	99	98	99	98	98	100	98	97
14b. Were the owner's manual and operating controls explained to you?	1.0	100	98	96	99	97	96	99	96	95
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	100	99	97	100	98	96	98	97	96
14d. Was the Service Department shown to you?	1.4	93	84	83	90	84	83	88	83	82
14e. Were the service requirements of your new Hyundai explained to you?	2.1	97	93	92	99	91	90	96	90	89
14f. Were your questions answered at the time of delivery?	2.6	100	99	99	99	99	99	100	99	98
14g. Contacted after delivery to ensure everything was satisfactory	3.0	93	93	91	90	92	90	90	91	89
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	100	99	98	99	98	97	96	97	96
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	100	95	96	94	95	95	91	93	94
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	100	98	99	99	98	100	99	98
Hyundai Purchase Index	100.0	97	89	87	94	87	86	92	85	85



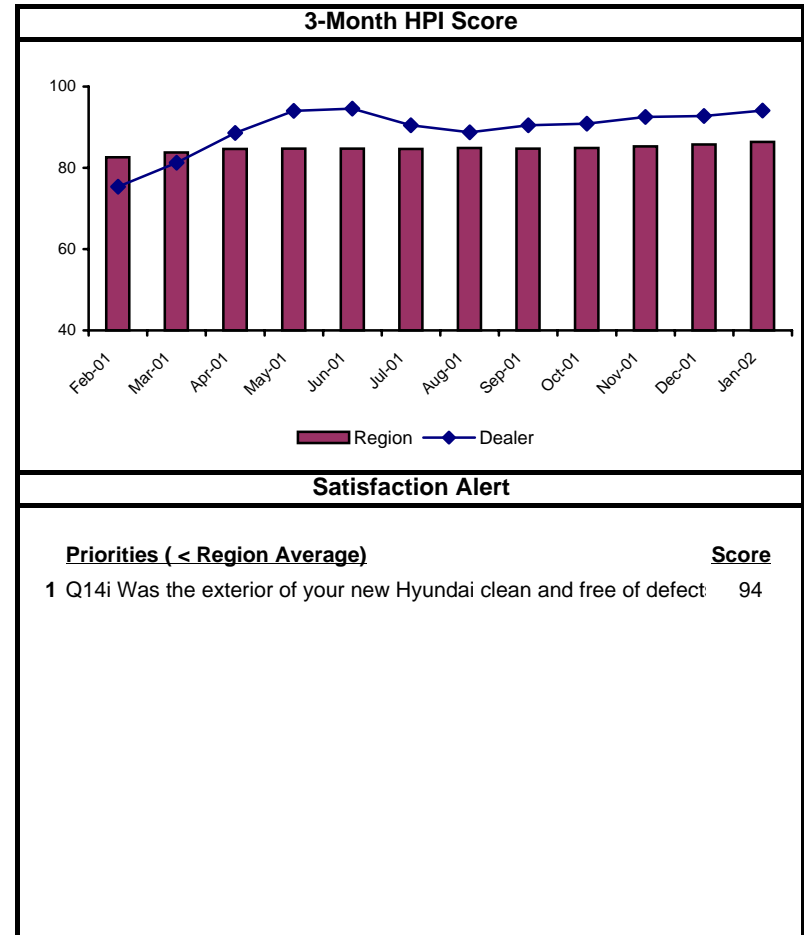
Dealer 3-Month HPI Report

January 31, 2002

(Nov - Jan returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	98	90
3a. Took time to seriously understand your needs	3.2	98	90
3b. Overall Appearance	3.2	99	90
3c. Ease of doing business with	3.2	97	91
3d. Knowledge of competitive vehicles	3.2	95	87
3e. Knowledge of Hyundai models and features	3.2	98	91
3f. Ability to answer your questions	3.2	98	90
3g. Provided a non-intimidating sales experience	3.2	98	92
Purchase Transaction	18.3	94	85
4a. Layout of dealership was inviting and friendly	3.7	96	83
4b. Fulfillment of promises made during the sales process	5.4	98	86
4c. Overall honesty and integrity	3.2	95	86
4d. Provided a non-intimidating sales process	1.4	98	88
5. How much pressure did you feel from your dealership	4.6	87	86
Deal Received	21.1	87	81
6. How would you rate the value represented by your new Hyundai?	8.6	90	86
7. How satisfied are you with the purchase price of your vehicle?	12.5	84	78
Finance and Insurance Process	14.2	96	81
10b. How the application process was handled	5.5	96	80
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	95	80
10f. F & I Manager's knowledge of financing and leasing options	3.2	97	82
Delivery Process	24.0	96	91
13. Length of time taken to deliver your vehicle	6.5	97	84
14a. Salesperson spend enough time with you at delivery	1.7	99	98
14b. Were the owner's manual and operating controls explained to you?	1.0	99	96
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	100	96
14d. Was the Service Department shown to you?	1.4	90	83
14e. Were the service requirements of your new Hyundai explained to you?	2.1	99	90
14f. Were your questions answered at the time of delivery?	2.6	99	99
14g. Contacted after delivery to ensure everything was satisfactory	3.0	90	90
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	99	97
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	94	95
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	99	98
Hyundai Purchase Index	100.0	94	86
Total number of Responses:		89	12996



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

January 31, 2002

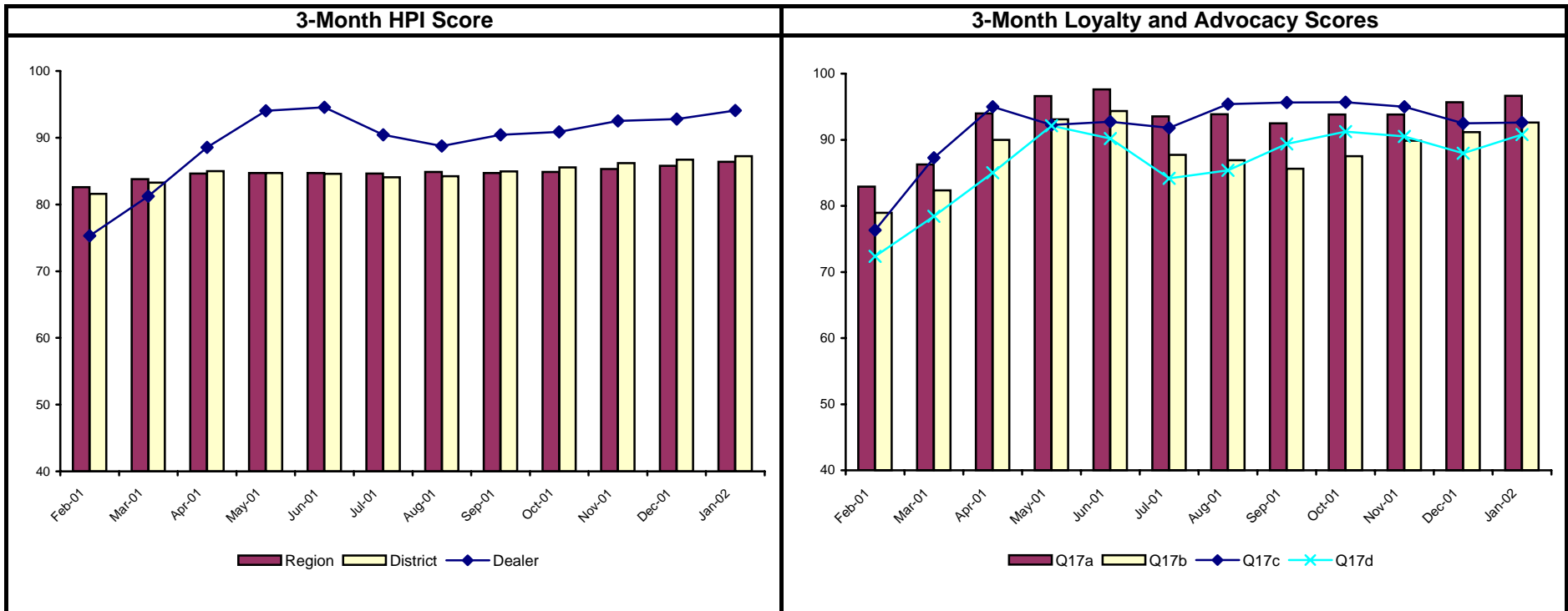
(Nov - Jan returns)

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	89	87	94	87	86	92	85	85

Summing It All Up

16.	Overall Satisfaction with the dealership	95	87	84	91	85	84	91	82	82
17a.	Likelihood of recommending this dealer to a friend or relative	98	93	91	97	92	91	95	90	90
17b.	Likelihood of purchasing or leasing another Hyundai from this dealership	95	88	86	93	87	85	90	85	84
17c.	Likelihood of using same dealer for service and repair	97	86	83	93	84	83	94	83	82
17d.	Likelihood of purchasing or leasing another Hyundai	97	85	84	91	85	83	89	83	83





Dealer 3-Month Sales Information Report

January 31, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Nov - Jan returns)

	Dealer	District	Region
About Your Purchase Intentions			
1. Are you the primary driver of this vehicle? (%)	91	90	89
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	14	19	18
- Recommendation of family or friends.....	33	29	29
- Drive by.....	6	9	8
- Newspaper ads.....	25	32	33
- Radio ads.....	3	4	4
- TV ads.....	10	7	6
- Manufacturer/dealer web page.....	34	28	28
- Internet buying service.....	14	11	12
- Direct mail.....	0	1	1
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.....	31	28	35
- 45 minutes to an hour.....	33	32	32
- 1 to 2 hours.....	27	27	21
- More than 2 hours.....	9	13	12
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	96	93	92
- Sales Manager.....	29	38	33
- General Manager.....	7	11	10
- Finance and Insurance Manager.....	31	27	26
About The Delivery Process			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	94	94	89
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	11	19	32
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	82	84	82
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	9	23	20
- An ADDITIONAL vehicle.....	30	21	25
- REPLACED a vehicle you no longer have.....	61	56	55
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Hyundai.....	17	18	17
Chevrolet.....	17	14	10
Ford.....	11	14	14
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	21	14	13
Toyota.....	15	7	6
Plymouth.....	8	5	4
21. Are you:.....			
Male (%).....	44	47	49
Female (%).....	56	53	51
22. Median Age (Years).....	44	46	46
23. Ethnicity (%).....			
White/Caucasian.....	92	90	86
Black/African-American.....	0	8	8
Asian.....	0	1	2
Hispanic.....	0	1	3
Other (Specify).....	8	1	2
24. Median Household Income (\$)......	63,571	51,953	55,096



Dealer 1-Month Salesperson Report

January 31, 2002

(January Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	DELA46	HANE43	JENK70	RAYS84	LETT22	BELS71
Salesperson	22.4	91	93	98	100	100	100	100	98	95
3a. Took time to seriously understand your needs	3.2	91	93	98	100	100	100	100	92	100
3b. Overall Appearance	3.2	91	92	98	100	100	100	100	100	100
3c. Ease of doing business with	3.2	92	94	100	100	100	100	100	100	100
3d. Knowledge of competitive vehicles	3.2	88	90	95	100	100	100	100	92	92
3e. Knowledge of Hyundai models and features	3.2	91	93	98	100	100	100	100	100	92
3f. Ability to answer your questions	3.2	91	93	98	100	100	100	100	100	92
3g. Provided a non-intimidating sales experience	3.2	93	94	98	100	100	100	100	100	92
Sample Size		4037	511	31	3	3	5	4	6	6
Share of Dealer Responses (%)					10	10	16	13	19	19
Hyundai Purchase Index					92	99	100	98	95	96

	Weight (%)	Region	District	Dealer	STIL44
Salesperson	22.4	91	93	98	95
3a. Took time to seriously understand your needs	3.2	91	93	98	100
3b. Overall Appearance	3.2	91	92	98	83
3c. Ease of doing business with	3.2	92	94	100	100
3d. Knowledge of competitive vehicles	3.2	88	90	95	83
3e. Knowledge of Hyundai models and features	3.2	91	93	98	100
3f. Ability to answer your questions	3.2	91	93	98	100
3g. Provided a non-intimidating sales experience	3.2	93	94	98	100
Sample Size		4037	511	31	4
Share of Dealer Responses (%)					13
Hyundai Purchase Index					96



3 Month Sales STAR Report

January 31, 2002

(Nov - Jan returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	JENK70	RAYS84	LETT22	BELS71	STIL44	DELA46
Salesperson STAR Score	34.3	89	90	98	100	100	99	99	98	97
3a. Took time to seriously understand your needs	3.2	90	92	98	100	100	97	100	100	100
3b. Overall Appearance	3.2	90	92	99	100	100	100	100	97	100
3c. Ease of doing business with	3.2	91	92	97	100	100	100	100	100	97
3d. Knowledge of competitive vehicles	3.2	87	88	95	100	100	97	96	97	94
3e. Knowledge of Hyundai models and features	3.2	91	92	98	100	100	100	96	100	94
3f. Ability to answer your questions	3.2	90	91	98	100	100	100	96	100	100
3g. Provided a non-intimidating sales experience	3.2	92	93	98	100	100	100	96	100	94
4b. Fulfillment of promises made during the sales process	5.4	86	88	98	100	100	100	100	100	94
13. Length of time taken to deliver your vehicle	6.5	84	86	97	100	100	100	100	92	97
Sample Size		12996	1636	89	6	7	16	14	18	18
Share of Dealer Responses (%)					7	8	18	16	20	20
Hyundai Purchase Index					100	98	95	94	94	94

	Weight (%)	Region	District	Dealer	HANE43
Salesperson STAR Score	34.3	89	90	98	90
3a. Took time to seriously understand your needs	3.2	90	92	98	90
3b. Overall Appearance	3.2	90	92	99	95
3c. Ease of doing business with	3.2	91	92	97	80
3d. Knowledge of competitive vehicles	3.2	87	88	95	85
3e. Knowledge of Hyundai models and features	3.2	91	92	98	100
3f. Ability to answer your questions	3.2	90	91	98	90
3g. Provided a non-intimidating sales experience	3.2	92	93	98	95
4b. Fulfillment of promises made during the sales process	5.4	86	88	98	90
13. Length of time taken to deliver your vehicle	6.5	84	86	97	90
Sample Size		12996	1636	89	10
Share of Dealer Responses (%)					11
Hyundai Purchase Index					86

Note: All scores are 3 - Month



Dealer 1-Month HPI VIN Report

January 31, 2002

(January 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	01/05/02	KMHCG45C32U299980		5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	98
BELS71	01/05/02	KMHDN45D52U298414		5	5	5	4	4	4	4	5	5	4	5	3	4	5	N/AN/AN/A	5	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	77	
BELS71	11/14/01	KM8SC73D62U158986		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	12/17/01	KMHCG45C32U296285		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	12/27/01	KM8SC13D02U188210		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	12/31/01	KMHDN45D02U253882	Y	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	12/10/01	KM8SC73D32U184235		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/AN/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
DELA46	12/29/01	KMHDN55D22U042415		5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	3	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	81
DELA46	12/29/01	KMHDN45DX2U302179	Y	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
HANE43	11/28/01	KMHCG45C32U299977		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A	5	N/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
HANE43	12/07/01	KMHDN45D12U261585		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
HANE43	12/19/01	KMHWF25S32A577838		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
JENK70	11/24/01	KM8SC73DX2U167075		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	11/24/01	KMHDN55D92U044677		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	12/12/01	KMHDN55D32U046604		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	12/13/01	KM8SC13D22U181016		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	12/15/01	KMHJG25F41U232891		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
LETT22	11/19/01	KMHCG35C32U175900		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
LETT22	12/07/01	KMHDN55D32U035182		5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	94

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



Dealer 1-Month HPI VIN Report

January 31, 2002
(January 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
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- 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
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- 13. Length of time taken to deliver your vehicle
- 14a. Salesperson spent enough time with you
- 14b. Owner's manual was explained
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- 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	12/15/01	KM8SC13DX2U184116		4	5	5	4	5	5	5	4	5	4	5	4	4	4	4	4	4	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	73
LETT22	12/18/01	KMHCG45C82U302985	Y	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
LETT22	12/26/01	KMHDN45D52U280379		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
LETT22	12/29/01	KM8SC73D32U182680	Y	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	12/10/01	KMHWF35H32A569748		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	12/15/01	KMHDN45D52U285906		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	99
RAYS84	12/17/01	KMHDN45D51U191572		5	5	5	5	5	5	5	5	5	5	5	3	N/A	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	95
RAYS84	12/21/01	KMHWF35H42A579172		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100
STIL44	01/04/02	KMHDN45D72U287124		5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
STIL44	11/29/01	KM8SC13DX2U177098		5	4	5	4	5	5	5	4	5	5	5	5	5	5	N/A	N/A	N/A	4	Y	Y	Y	N	N	Y	N	Y	Y	83	
STIL44	12/15/01	KMHDN45D21U236693		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
STIL44	12/15/01	KMHDN45D32U279697		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
STIL44	12/28/01	KMHCG35C72U178279	Y	5	5	5	5	5	5	5	5	3	2	1	3	5	5	5	4	4	3	Y	Y	Y	Y	Y	Y	N	Y	Y	N	70

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



Dealer 1-Month Sales Verbatim Report

January 31, 2002

(January Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	12/17/01	KMHCG45C32U296285	THIS IS OUR SECOND HYUNDAI PURCHASED WITHIN THE LAST 3 MONTHS FROM CAROUSEL.WE ARE EXTREMELY HAPPY AND COMFORTABLE WITH THE PRODUCT AND HOW WE ARE TREATED HERE,MANY THANKS GOES OUT TO OUR SALESPERSONBECAUSE SHE IS THE ONE THAT BROUGHT US BACK TO BUYING A SECOND HYUNDAI AND MANY MORE IN THE FUTURE.
BELS71	12/31/01	KMHDN45D02U253882	I FELT CAROUSEL WAS A VERY PLEASANT PLACE TO SHOP FOR A CAR. MY SALESPERSON WAS VERY HELPFUL AND KNOWLEDGEABLE. I WOULD DEFINATELY GO BACK TO CAROUSEL IF I WERE IN THE MARKET FOR ANOTHER CAR.
DELA46	12/10/01	KM8SC73D32U184235	GREAT DEALERSHIP FRIENDLY PEOPLE. I TOOK OVER A MONTH OF COMPARING SUVS HYUNDAI WAS THE BEST VALUE, AND WARRANTY IS THE BEST OFFERED, IF I NEED IT. THIS IS A FAN SUV TO DRIVE.
DELA46	12/29/01	KMHDN45DX2U302179	I HAD A WONDERFUL EXPEREINCE AT CAROUSEL HYUNDAI. / /I HAD AN ABSOLUTELY HORRIBLE EXPERIENCE AT A DIFFERENT HYUNDAI DEALERSHIP - SPRINGFIELD HYUNDAI.
HANE43	12/07/01	KMHDN45D12U261585	BOTH BLAINE AND ANNIE WERE KNOWLEDGEABLE AND VERY SENSITIVE TO OUR PARTICULAR NEEDS.
JENK70	11/24/01	KM8SC73DX2U167075	MY ANSWERS SUMED IT ALL UP! FANTASTIC.
JENK70	11/24/01	KMHDN55D92U044677	EVERYONE WAS WONDERFUL, IT WAS A TERRIFIC EXPERIENCE, AND I PLAN ON DOING IT AGAIN.
JENK70	12/12/01	KMHDN55D32U046604	DON JENKINS WAS AN EXCEPTIONAL SALES PERSON. I REFUSE TO BUY A CAR FROM A HIGH PRESSURE SALES AND DON WAS LAID BACK, MADE ME FEEL COMFORTABLE AND REALLY WORKED WITH ME TO GET THE CAR I WANTED.(SPECIAL ORDER)! AT A GREAT PRICE THANKS!!
JENK70	12/13/01	KM8SC13D22U181016	I HAVE WORKED FOR CAR DEALERSHIPS FOR OVER 40 YEARS, MR. DON JENKINS AND CAROUSEL HYUNDAI WAS THE BEST EXPERIENCE I EVER HAD. THANK YOU MR. & MRS. JOSEPH M. PRO SR.
LETT22	11/19/01	KMHCG35C32U175900	MY SALES EXPERIENCE WAS DIFFERENT FROM ANY OTHER. IT MADE BUYING A CAR AN ENJOYABLE EXPERIENCE. I HAVE JUST RECOMMENDED CAROUSEL TO MY FUTURE SISTER IN LAW.
LETT22	12/29/01	KM8SC73D32U182680	AFTER SEARCHING FOR MONTHS FOR A SMALL SUV, I KEPT COMING BACK TO THE SANTA FE. I LOVE THE EXTERIOR STYLE; ITS SO DIFFERENT. IT HANDLES LIKE A CAR AND I FEEL MORE CONFIDENT DRIVING THIS IN BAD WEATHER. THE SALEPERSON AND FINANCE PERSON WERE A GREAT HELP AND VERY PERSONABLE.
RAYS84	12/15/01	KMHDN45D52U285906	I HAD NOT PLANNED TO PURCHASE A VEHICLE THE DAY I TEST DROVE THE CAR. I HAD BROUGHT ALONG MY SIX YEAR OLD NIECE. SHE IS VERY ENERGETIC AND TENDS TO BORE EASILY. TIM RAYSOR MY SALES REP. WAS VERY KINDTO HER. HE GAVE HER TOYS TO PLAY WITH AND EVEN MADE BALLOONS FOR HER. THANK YOU!

Note: All returns are for the current month

1 of 2 for Carousel Hyundai • PA030



Dealer 1-Month Sales Verbatim Report

January 31, 2002

(January Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
STIL44	01/04/02	KMHDN45D72U287124	I RECEIVED THE PRICE THAT WAS LISTED IN THE NEWSPAPER AD AND WAS NOT PRESSURED INTO A HIGHER PRICED CAR. I GOT THE ONE I WANTED, AND THE SALESMAN GOT THE PAPERWORK ON IT DONE. I REALLY LIKE MY CAR.
STIL44	12/15/01	KMHDN45D21U236693	BILL STILL WAS GREAT DURING THE SALES/DELIVERY PROCESS IN THAT HE WAS PATIENT, ASKED MANY QUESTIONS, AND GOT ME INTO A CAR THAT FIT MY NEEDS.
STIL44	12/28/01	KMHCG35C72U178279	MY SALESPERSON BILL STILL WAS GREAT. UNFORTUNATELY, I DIDN'T HAVE A SAFE FEELING ABOUT THE DEALERSHIP. THEY WERE NOT THAT FRIENDLY. CHERYL WAS ANOTHER PERSON THAT STUCK OUT IN MY MIND. SHE WAS VERYKNOWLEDGABLE ABOUT THINGS AND TOOK THE EXTRA TIME TO EXPLAIN EVERYTHING THAT WAS BEING SIGNED. BILL WAS VERY HONEST WITH ME FROM THE BEGINNING AND ANSWERED QUESTIONS TO THE BEST OF HIS ABILITY. I THINK THE OTHER STAFF NEEDS TO WORK ON THEIR PEOPLE SKILLS A LITTLE BIT MORE, AND SMILE AND SAY HELLO TO CUSTOMERS.



Dealer Sales Phone Contact Report

January 31, 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	87	88	87	86	93	88	87	86	88	85	85	85
2. Did you have any problem(s) during your sales experience? (% Yes)	3	6	6	7	4	6	6	6	5	7	7	7
3. Has the problem been resolved to your satisfaction? (% Yes)	0	39	50	51	33	42	53	53	50	52	55	55
Total number of responses:	34	586	4665	12591	78	1595	12918	34094	293	7168	56010	143489



Dealer 1-Month Sales Phone Contact Vin Report

January 31, 2002

(January 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	01/11/02	KMHFU45E52A170003		01/26/02	5	N	N/A
BELS71	01/14/02	KMHDN55D01U038961		01/28/02	5	N	N/A
BELS71	12/26/01	KMHWF25H72A572369		01/09/02	5	N	N/A
BELS71	12/31/01	KMHDN45D02U253882		01/15/02	5	N	N/A
DELA46	01/02/02	KMHDN45D52U278504		01/17/02	5	N	N/A
DELA46	01/12/02	KMHCG45C32U289661		01/24/02	5	N	N/A
DELA46	12/10/01	KM8SC73D32U184235		01/03/02	5	N	N/A
DELA46	12/13/01	KM8SC73D22U165773		01/03/02	4	N	N/A
DELA46	12/26/01	KM8SC13D92U183457		01/13/02	1	N	N/A
DELA46	12/28/01	KMHDN45D92U268204		01/09/02	5	N	N/A
DELA46	12/29/01	KMHCG35C62U176409		01/12/02	4	N	N/A
DELA46	12/29/01	KMHDN55D22U042415		01/10/02	5	N	N/A
DELA46	12/29/01	KMHDN45DX2U302179		01/10/02	5	Y	N
HANE43	01/08/02	KMHWF35H82A578817		01/25/02	3	N	N/A
HANE43	01/09/02	KMHFU45E02A166165		01/23/02	5	N	N/A
HANE43	01/14/02	KM8SC13D72U190813		01/28/02	5	N	N/A
HANE43	01/16/02	KMHFU45E52A166520		01/29/02	4	N	N/A
HANE43	12/19/01	KMHCG45C12U301533		01/04/02	5	N	N/A
JENK70	01/16/02	KMHJG25F11U265430		01/29/02	5	N	N/A
JENK70	12/11/01	KMHDN55D11U038645		01/02/02	5	N	N/A
JENK70	12/13/01	KM8SC13D22U181016		01/02/02	5	N	N/A

Note: All returns are for the current month



Dealer 1-Month Sales Phone Contact Vin Report

January 31, 2002

(January 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
LETT22	01/09/02	KMHWF35H72A590764		01/24/02	4	N	N/A
LETT22	01/15/02	KMHDN55D02U047015		01/29/02	5	N	N/A
LETT22	01/16/02	KMHCF35GX2U173390		01/29/02	4	N	N/A
LETT22	12/18/01	KMHCG45C82U302985		01/04/02	5	N	N/A
LETT22	12/26/01	KMHDN45D52U280379		01/09/02	5	N	N/A
LETT22	12/29/01	KM8SC73D32U182680		01/10/02	5	N	N/A
RAYS84	12/11/01	KMHCG45C32U306412		01/07/02	5	N	N/A
RAYS84	12/15/01	KMHDN45D52U285906		01/07/02	5	N	N/A
RAYS84	12/17/01	KMHDN45D51U191572		01/07/02	5	N	N/A
STIL44	01/14/02	KMHJG35F21U266303		01/28/02	5	N	N/A
STIL44	01/16/02	KMHDN45DX2U245921		01/29/02	5	N	N/A
STIL44	12/15/01	KMHDN45D21U236693		01/04/02	5	N	N/A
STIL44	12/28/01	KMHCG35C72U178279		01/12/02	5	N	N/A