



# Dealer Sales and Service Summary Report

March 29, 2002

(Jan - Mar returns)

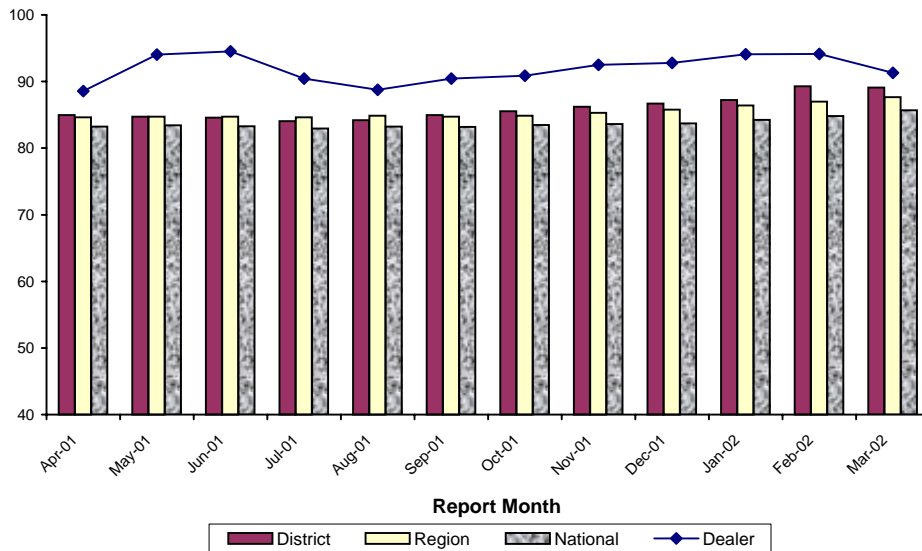
Eastern Region • Carousel Hyundai • PA030

## Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	89	86	84
3-Month Rolling HVI	92	85	83
12-Month HVI	92	82	81

## Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	87	88	88	86
<b>3-Month HPI</b>	<b>91</b>	<b>89</b>	<b>88</b>	<b>86</b>
12-Month HPI	92	86	86	84
<b>Ranking</b>	<b>—</b>	<b>5</b>	<b>48</b>	<b>101</b>

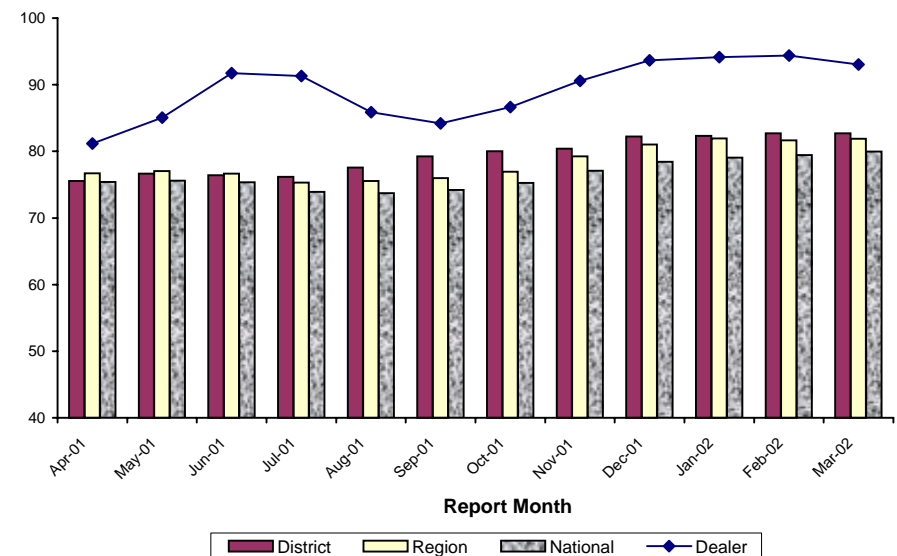


Total number of responses: 85

Note: Rolling 3-Month Response Rate

## Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	91	83	83	82
<b>3-Month HSI</b>	<b>93</b>	<b>83</b>	<b>82</b>	<b>80</b>
12-Month HSI	92	81	79	77
<b>Ranking</b>	<b>—</b>	<b>2</b>	<b>23</b>	<b>59</b>



Total number of responses: 38

Carousel Hyundai • PA030

Graphs depict 3-month rolling score



# Dealer Sales Performance Report

March 29, 2002

(Jan - Mar 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
<b>Salesperson</b>	<b>22.4</b>	<b>93</b>	<b>91</b>	<b>92</b>	<b>95</b>	<b>92</b>	<b>92</b>	<b>96</b>	<b>91</b>	<b>90</b>
3a. Took time to seriously understand your needs	3.2	92	92	92	96	94	92	97	91	90
3b. Overall Appearance	3.2	92	91	92	96	92	91	97	91	90
3c. Ease of doing business with	3.2	92	91	93	96	93	92	96	91	91
3d. Knowledge of competitive vehicles	3.2	88	87	89	92	89	88	93	87	86
3e. Knowledge of Hyundai models and features	3.2	97	92	93	97	93	92	97	91	90
3f. Ability to answer your questions	3.2	94	91	92	96	92	92	97	90	89
3g. Provided a non-intimidating sales experience	3.2	94	93	93	96	94	93	97	93	92
<b>Purchase Transaction</b>	<b>18.3</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>91</b>	<b>89</b>	<b>87</b>	<b>91</b>	<b>85</b>	<b>85</b>
4a. Layout of dealership was inviting and friendly	3.7	85	86	85	91	88	85	93	84	83
4b. Fulfillment of promises made during the sales process	5.4	90	87	88	95	89	87	95	86	85
4c. Overall honesty and integrity	3.2	90	87	87	93	89	87	94	85	84
4d. Provided a non-intimidating sales process	1.4	89	89	90	94	91	89	96	88	87
5. How much pressure did you feel from your dealership	4.6	78	86	87	83	87	87	82	85	85
<b>Deal Received</b>	<b>21.1</b>	<b>78</b>	<b>82</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>81</b>	<b>81</b>
6. How would you rate the value represented by your new Hyundai?	8.6	88	86	87	89	87	87	89	85	85
7. How satisfied are you with the purchase price of your vehicle?	12.5	72	80	81	80	81	80	81	79	78
<b>Finance and Insurance Process</b>	<b>14.2</b>	<b>85</b>	<b>83</b>	<b>84</b>	<b>91</b>	<b>85</b>	<b>83</b>	<b>93</b>	<b>80</b>	<b>80</b>
10b. How the application process was handled	5.5	88	82	83	92	85	82	92	80	79
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	83	82	83	90	85	82	93	79	79
10f. F & I Manager's knowledge of financing and leasing options	3.2	84	84	85	91	86	84	94	82	82
<b>Delivery Process</b>	<b>24.0</b>	<b>93</b>	<b>93</b>	<b>93</b>	<b>95</b>	<b>94</b>	<b>92</b>	<b>95</b>	<b>92</b>	<b>91</b>
13. Length of time taken to deliver your vehicle	6.5	89	86	86	91	87	85	93	84	83
14a. Salesperson spend enough time with you at delivery	1.7	100	98	98	99	99	98	99	98	97
14b. Were the owner's manual and operating controls explained to you?	1.0	97	96	97	98	97	96	98	96	95
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	97	97	97	99	98	97	98	97	96
14d. Was the Service Department shown to you?	1.4	89	88	85	90	88	84	88	85	82
14e. Were the service requirements of your new Hyundai explained to you?	2.1	97	91	91	95	93	92	96	90	89
14f. Were your questions answered at the time of delivery?	2.6	100	100	99	100	99	99	100	99	99
14g. Contacted after delivery to ensure everything was satisfactory	3.0	81	93	92	88	94	91	89	91	90
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	97	97	98	98	98	98	97	97	97
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	94	95	96	98	95	96	92	94	94
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	97	99	99	99	99	99	99	99	98
<b>Hyundai Purchase Index</b>	<b>100.0</b>	<b>87</b>	<b>88</b>	<b>88</b>	<b>91</b>	<b>89</b>	<b>88</b>	<b>92</b>	<b>86</b>	<b>86</b>



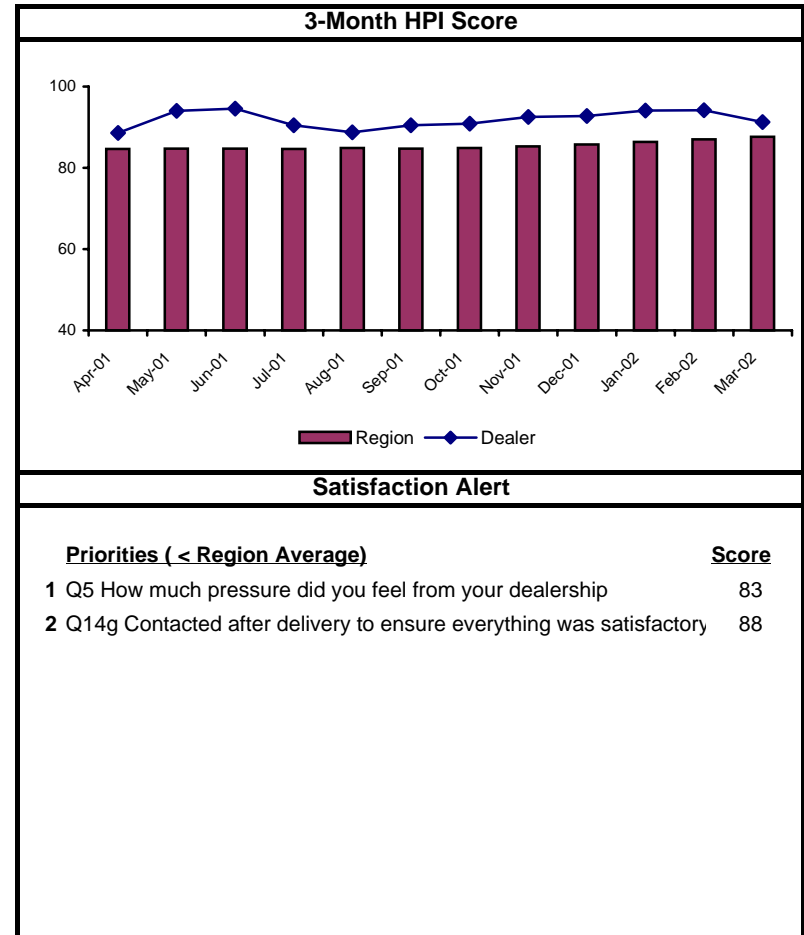
# Dealer 3-Month HPI Report

March 29, 2002

(Jan - Mar returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
<b>Salesperson</b>	<b>22.4</b>	<b>95</b>	<b>92</b>
3a. Took time to seriously understand your needs	3.2	96	92
3b. Overall Appearance	3.2	96	91
3c. Ease of doing business with	3.2	96	92
3d. Knowledge of competitive vehicles	3.2	92	88
3e. Knowledge of Hyundai models and features	3.2	97	92
3f. Ability to answer your questions	3.2	96	92
3g. Provided a non-intimidating sales experience	3.2	96	93
<b>Purchase Transaction</b>	<b>18.3</b>	<b>91</b>	<b>87</b>
4a. Layout of dealership was inviting and friendly	3.7	91	85
4b. Fulfillment of promises made during the sales process	5.4	95	87
4c. Overall honesty and integrity	3.2	93	87
4d. Provided a non-intimidating sales process	1.4	94	89
5. How much pressure did you feel from your dealership	4.6	83	87
<b>Deal Received</b>	<b>21.1</b>	<b>84</b>	<b>83</b>
6. How would you rate the value represented by your new Hyundai?	8.6	89	87
7. How satisfied are you with the purchase price of your vehicle?	12.5	80	80
<b>Finance and Insurance Process</b>	<b>14.2</b>	<b>91</b>	<b>83</b>
10b. How the application process was handled	5.5	92	82
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	90	82
10f. F & I Manager's knowledge of financing and leasing options	3.2	91	84
<b>Delivery Process</b>	<b>24.0</b>	<b>95</b>	<b>92</b>
13. Length of time taken to deliver your vehicle	6.5	91	85
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	98	96
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	99	97
14d. Was the Service Department shown to you?	1.4	90	84
14e. Were the service requirements of your new Hyundai explained to you?	2.1	95	92
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	88	91
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	98	98
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	98	96
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	99	99
<b>Hyundai Purchase Index</b>	<b>100.0</b>	<b>91</b>	<b>88</b>
Total number of Responses:		85	11410



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



# Dealer Sales Loyalty Report

March 29, 2002

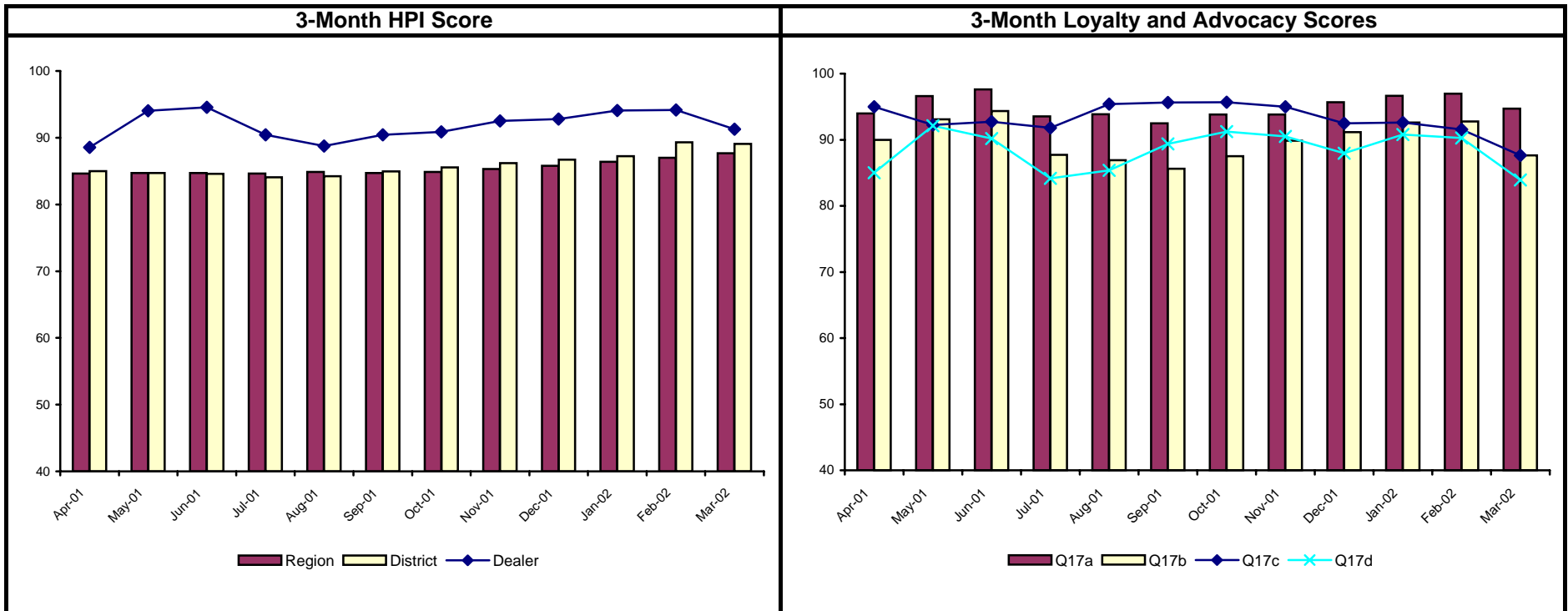
(Jan - Mar returns)

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
<b>Hyundai Purchase Index</b>	<b>87</b>	<b>88</b>	<b>88</b>	<b>91</b>	<b>89</b>	<b>88</b>	<b>92</b>	<b>86</b>	<b>86</b>

## Summing It All Up

16. Overall Satisfaction with the dealership	85	87	86	89	88	85	90	84	83
17a. Likelihood of recommending this dealer to a friend or relative	93	93	92	95	93	92	95	92	90
17b. Likelihood of purchasing or leasing another Hyundai from this dealership	81	87	87	88	88	87	90	86	85
17c. Likelihood of using same dealer for service and repair	81	84	85	88	85	84	92	84	83
17d. Likelihood of purchasing or leasing another Hyundai	75	84	85	84	85	85	88	85	83





# Dealer 3-Month Sales Information Report

March 29, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Jan - Mar returns)

	Dealer	District	Region
<b>About Your Purchase Intentions</b>			
1. Are you the primary driver of this vehicle? (%)	89	89	88
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	13	21	19
- Recommendation of family or friends.....	24	29	29
- Drive by.....	5	8	9
- Newspaper ads.....	30	31	33
- Radio ads.....	5	4	4
- TV ads.....	10	9	7
- Manufacturer/dealer web page.....	40	28	27
- Internet buying service.....	15	10	12
- Direct mail.....	0	1	1
<b>About The Purchase Transaction</b>			
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.....	20	31	35
- 45 minutes to an hour.....	32	30	31
- 1 to 2 hours.....	31	25	21
- More than 2 hours.....	17	15	12
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	96	94	92
- Sales Manager.....	27	39	33
- General Manager.....	7	11	10
- Finance and Insurance Manager.....	34	28	26
<b>About The Delivery Process</b>			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	96	92	90
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	11	11	32
<b>About You</b>			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	86	81	81
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	12	23	20
- An ADDITIONAL vehicle.....	27	24	25
- REPLACED a vehicle you no longer have.....	61	53	56
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Hyundai.....	18	17	18
Chevrolet.....	12	10	9
Honda.....	12	8	4
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	15	14	12
Dodge.....	13	8	8
Pontiac.....	10	5	5
21. Are you:.....			
Male (%).....	45	48	49
Female (%).....	55	52	51
22. Median Age (Years).....	45	46	46
23. Ethnicity (%).....			
White/Caucasian.....	90	85	86
Black/African-American.....	3	10	7
Asian.....	0	2	2
Hispanic.....	5	2	3
Other (Specify).....	2	1	2
24. Median Household Income (\$)......	63,333	53,398	55,571



# Dealer 1-Month Salesperson Report

March 29, 2002

(March Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	BELS71	DELA46	JENK70	STIL44	RAYS84	LETT22
<b>Salesperson</b>	<b>22.4</b>	<b>92</b>	<b>91</b>	<b>93</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>94</b>	<b>86</b>
3a. Took time to seriously understand your needs	3.2	92	92	92	100	100	100	100	92	75
3b. Overall Appearance	3.2	92	91	92	100	100	100	100	100	75
3c. Ease of doing business with	3.2	93	91	92	100	100	100	100	83	100
3d. Knowledge of competitive vehicles	3.2	89	87	88	100	100	100	94	92	88
3e. Knowledge of Hyundai models and features	3.2	93	92	97	100	100	100	100	100	88
3f. Ability to answer your questions	3.2	92	91	94	100	100	100	100	92	88
3g. Provided a non-intimidating sales experience	3.2	93	93	94	100	100	100	100	100	88
<b>Sample Size</b>		<b>5059</b>	<b>526</b>	<b>36</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>6</b>	<b>4</b>
Share of Dealer Responses (%)					8	6	11	22	17	11
Hyundai Purchase Index					99	93	93	94	90	80

	Weight (%)	Region	District	Dealer	HANE43
<b>Salesperson</b>	<b>22.4</b>	<b>92</b>	<b>91</b>	<b>93</b>	<b>82</b>
3a. Took time to seriously understand your needs	3.2	92	92	92	83
3b. Overall Appearance	3.2	92	91	92	78
3c. Ease of doing business with	3.2	93	91	92	78
3d. Knowledge of competitive vehicles	3.2	89	87	88	67
3e. Knowledge of Hyundai models and features	3.2	93	92	97	94
3f. Ability to answer your questions	3.2	92	91	94	89
3g. Provided a non-intimidating sales experience	3.2	93	93	94	83
<b>Sample Size</b>		<b>5059</b>	<b>526</b>	<b>36</b>	<b>9</b>
Share of Dealer Responses (%)					25
Hyundai Purchase Index					76



# 3 Month Sales STAR Report

March 29, 2002

(Jan - Mar returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	JENK70	STIL44	DELA46	RAYS84	LETT22	BELS71
<b>Salesperson STAR Score</b>	<b>34.3</b>	<b>90</b>	<b>91</b>	<b>95</b>	<b>99</b>	<b>98</b>	<b>97</b>	<b>97</b>	<b>95</b>	<b>92</b>
3a. Took time to seriously understand your needs	3.2	92	94	96	100	100	100	96	88	100
3b. Overall Appearance	3.2	91	92	96	100	96	100	100	92	100
3c. Ease of doing business with	3.2	92	93	96	100	100	100	92	100	95
3d. Knowledge of competitive vehicles	3.2	88	89	92	100	93	100	96	92	85
3e. Knowledge of Hyundai models and features	3.2	92	93	97	100	100	100	100	96	85
3f. Ability to answer your questions	3.2	92	92	96	100	100	100	96	96	90
3g. Provided a non-intimidating sales experience	3.2	93	94	96	100	100	100	100	96	85
4b. Fulfillment of promises made during the sales process	5.4	87	89	95	100	100	100	95	92	95
13. Length of time taken to deliver your vehicle	6.5	85	87	91	96	97	83	96	100	90
<b>Sample Size</b>		<b>11410</b>	<b>1197</b>	<b>85</b>	<b>12</b>	<b>15</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>10</b>
Share of Dealer Responses (%)					14	18	11	14	15	12
Hyundai Purchase Index					97	94	94	92	88	92

	Weight (%)	Region	District	Dealer	HANE43
<b>Salesperson STAR Score</b>	<b>34.3</b>	<b>90</b>	<b>91</b>	<b>95</b>	<b>85</b>
3a. Took time to seriously understand your needs	3.2	92	94	96	89
3b. Overall Appearance	3.2	91	92	96	86
3c. Ease of doing business with	3.2	92	93	96	86
3d. Knowledge of competitive vehicles	3.2	88	89	92	79
3e. Knowledge of Hyundai models and features	3.2	92	93	97	96
3f. Ability to answer your questions	3.2	92	92	96	93
3g. Provided a non-intimidating sales experience	3.2	93	94	96	89
4b. Fulfillment of promises made during the sales process	5.4	87	89	95	86
13. Length of time taken to deliver your vehicle	6.5	85	87	91	75
<b>Sample Size</b>		<b>11410</b>	<b>1197</b>	<b>85</b>	<b>14</b>
Share of Dealer Responses (%)					16
Hyundai Purchase Index					83

Note: All scores are 3 - Month



# Dealer 1-Month HPI VIN Report

March 29, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(March Returns)

- 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	01/23/02	KMHDN45D42U293785		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	Y	100
BELS71	01/25/02	KM8SC13D62U202353		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	Y	Y	100
BELS71	02/21/02	KMHDN55D02U047550		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	Y	98
DELA46	02/21/02	KMHDN45D52U292869	Y	5	5	5	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	94
DELA46	12/28/01	KMHDN45D92U268204		5	5	5	5	5	5	5	5	5	5	5	4	5	5	N/AN/AN/A	4	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	90
HANE43	01/09/02	KMHFU45E02A166165		5	4	4	5	5	5	5	3	4	5	5	4	5	4	5	5	5	5	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	80
HANE43	01/14/02	KM8SC13D72U190813		4	4	3	3	4	2	2	4	5	4	3	4	3	3	5	3	4	3	Y	N	N	Y	N	Y	Y	Y	Y	Y	Y	36
HANE43	01/16/02	KMHFU45E52A166520	Y	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	4	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	83
HANE43	01/28/02	KM8SC13D92U185600		4	4	4	3	5	5	4	4	3	4	4	3	4	4	4	4	4	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	55
HANE43	02/11/02	KM8SC73D52U162110		4	4	3	4	4	4	2	3	1	2	2	5	4	3	3	3	4	2	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	36
HANE43	02/13/02	KMHDN55D02U053008		5	5	5	4	5	5	5	4	5	5	5	5	5	4	5	5	N/A	4	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	85
HANE43	02/15/02	KMHFU45E62A166137		5	5	5	5	5	5	5	5	5	5	4	5	5	4	5	4	4	5	Y	Y	Y	Y	Y	Y	N	Y	Y	N	Y	84
HANE43	02/18/02	KMHWF35H92A593598		4	4	5	4	5	5	5	4	4	4	4	4	4	4	4	3	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	67
HANE43	02/22/02	KMHCG45C12U314248		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	Y	100
HANE43	02/22/02	KMHWF35H92A601635		5	5	5	5	5	5	5	5	5	5	5	4	5	4	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	91
JENK70	01/24/02	KM8SC13D72U203317		5	5	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	89
JENK70	01/25/02	KMHCG35C52U182427		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	Y	100
JENK70	02/09/02	KM8SC13D52U208418		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	Y	100
JENK70	02/23/02	KMHDN45D62U342128		5	5	5	5	5	5	5	5	5	4	5	4	5	4	N/AN/AN/A	4	Y	Y	Y	N	Y	Y	N	Y	Y	Y	Y	Y	Y	79

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





# Dealer 1-Month HPI VIN Report

March 29, 2002

(March 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	02/05/02	KMHDN45D02U296523		3	3	5	4	4	4	4	3	3	3	3	4	4	4	3	3	4	5	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	45
LETT22	02/11/02	KMHCG35C52U188499		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	100	
LETT22	02/16/02	KMHWF35H02A592503	Y	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	94	
LETT22	02/23/02	KMHDN55DX2U048222	Y	5	5	5	5	5	5	5	4	5	5	5	4	5	4	5	4	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	87	
RAYS84	01/25/02	KMHFU45E52A162208		4	5	4	5	5	5	5	4	4	4	4	5	4	4	N/AN/AN/A	4	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	71	
RAYS84	01/26/02	KMHDN45D12U298006		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	94	
RAYS84	02/01/02	KM8SC13D72U203995		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	N	Y	Y	Y	97	
RAYS84	02/02/02	KMHDN45D82U313391		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	100	
RAYS84	02/09/02	KMHWF25S42A593742		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	N	Y	92	
RAYS84	02/19/02	KMHCG35C72U189864	Y	5	5	4	4	5	4	5	5	5	5	5	4	5	5	4	4	4	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	86	
STIL44	01/28/02	KMHDN45D71U237936	Y	5	5	5	4	5	5	5	4	5	5	5	5	5	4	5	5	4	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	89	
STIL44	02/01/02	KMHHN65F93U006716		5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	N	Y	Y	Y	95	
STIL44	02/13/02	KMHCG45C72U319213		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	100	
STIL44	02/14/02	KM8SC13D32U202469		5	5	5	5	5	5	5	5	5	5	5	3	4	4	5	5	5	5	Y	Y	Y	Y	Y	N	Y	Y	Y	82	
STIL44	02/18/02	KMHJG25F11U253889		5	5	5	5	5	5	5	5	5	5	5	5	4	4	4	5	5	5	Y	N/A	Y	Y	Y	Y	Y	Y	N/A	Y	86
STIL44	02/25/02	KMHDN45D62U298633		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
STIL44	02/26/02	KMHDN45D51U238406		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	02/28/02	KMHMM65D53U016094	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

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



## Dealer 1-Month Sales Verbatim Report

March 29, 2002

(March Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	01/23/02	KMHND45D42U293785	I PURCHASED THIS CAR FOR MY DAUGHTER. PRIOR TO US VISITING THIS DEALERSHIP WE BOTH WERE ABOUT TO THROW IN THE TOWEL DUE TO THE CON ACT THAT THE OTHER DEALERS GAVE US. HOWEVER ONCE WE WENT TO CAROUSELHYUNDAI AND WERE GREETED AND TREATED BY THE SALESPERSON IN SUCH A PLEASANT MANNER WE SETTLED DOWN AND MADE A GREAT DEAL. THANK YOU CAROUSEL.
BELS71	02/21/02	KMHND55D02U047550	I AM A CO-OWNER AND PRINCIPLE DRIVER
HANE43	01/09/02	KMHFU45E02A166165	THE SALESMAN WAS EXTREMELY HELPFUL. THE PRICE WAS VERY REASONABLE. I AM VERY PLEASED WITH THE X6350. AFTER 2,500 MILES.
HANE43	02/11/02	KM8SC73D52U162110	DELIVERY OF OUR VEHICLE WAS A PROBLEM WE FELT MISLED BY THE SALESMAN. WE DO LOVE THE VEHICLE!
HANE43	02/13/02	KMHND55D02U053008	THE ONLY PROBLEM I HAD WITH CAROUSEL IS I FELT THAT THE SHOWROOM WAS TOO SMALL. ALL MODELS WERE ON DISPLAY (WHICH IS GOOD) BUT IT WAS VERY CRAMPED. ALSO THE SHOWROOM IS IN NEED OF A MAKEOVER. QUESTION17C, I WOULD HAVE WARRANTY WORK DONE AT DEALERSHIP, BUT MINOR WORK (OIL CHANGE, ETC) I WOULD HAVE DONE ELSEWHERE--\$\$.
HANE43	02/15/02	KMHFU45E62A166137	RANDY DELANO IS A TOP SALESMAN & THE PERSON, CAROUSEL HYUNDAI SHOULD BE VERY LUCKIE TO HAVE A SUCH GOD GIVING MAN, NOT MANY PEOPLE IN THIS WORLD LIKE RANDY. YOUR TRULY MIKE KASPAR.
HANE43	02/22/02	KMHWF35H92A601635	BLAINE WAS VERY INFORMATIVE AND HELPFUL. HE WAS NOT A PUSHY SALESMAN. HE MADE SURE MY HUSBAND AND I KNEW EVERYTHING ABOUT HYUNDAI. I TRULY COMMEND HIM FOR THE GREAT WAY HE TREATED US DURING ORPURCHASE AND AFTER DELIVERY.
HANE43	02/22/02	KMHCG45C12U314248	THE SALESPERSON, BLAIRE HAREY WAS THE MOST EXPERIENCED AND KNOWLEDGEABLE SALESPERSON I HAVE EVER ENCOUNTERED. I TOLD THE FINANCE MGR. THAT IF I HAD A CAR SALES BUSINESS I WOULD STEAL HIM FROM HER FOREEMPLOYMENT WITH ME. HE DESERVES A RAISE!
JENK70	01/24/02	KM8SC13D72U203317	BOTH THE SALESMAN & SERVICE MEN WERE GREAT DON & DAVE. PLEASED WITH THERE ATTITUDES.
JENK70	01/25/02	KMHCG35C52U182427	THIS WAS MY FIRST EXPERIENCE PURCHASING A NEW VEHICLE AND IT WAS MORE PLEASANT AND EASY THAN I EVER EXPECTED IT TO BE. MR JENKINS WAS VERY AMIABLE AND NOTHING WAS A PROBLEM THAT COULDNT BE SOLVED,WHETHER IT WAS FIXING A GOOD PRICE OR FINDING THE RIGHT COLOR.
JENK70	02/09/02	KM8SC13D52U208418	DON JENKINS WAS EXCELLENT IN HIS PRESENTATION OF OUR SANTA FE AND HIS KNOWLEDGE OF THE HYUNDAI AUTOMOBILES. WE WERE VERY PLEASED HOW SMOOTH AND EFFICIENTLY THE TRANSACTION TOOK PLACE AND NO PRESSURE.EVERYONE WAS EXTREMELY NICE. THANK YOU.

Note: All returns are for the current month

1 of 2 for Carousel Hyundai • PA030



## Dealer 1-Month Sales Verbatim Report

March 29, 2002

(March Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
LETT22	02/11/02	KMHCG35C52U188499	IT WAS A PLEASANT EXPERIENCE.
LETT22	02/23/02	KMHDN55DX2U048222	MARKED 'WOULD NOT' ON THE DEALER SECTION BECAUSE AM IN THE PROCESS OF MOVING TO ANOTHER STATE - IF I WAS STAYING IN TOWN, I WOULD BE VERY LIKELY TO USE THEM FOR SERVICE AND POSSIBLY FOR PURCHASING ANOTHER VEHICLE
RAYS84	01/25/02	KMHFU45E52A162208	UPON DELIVERY, THE INTERIOR STILL HAD REMNANTS OF PROTECTIVE PLASTIC IN VARIOUS PLACES (BETWEEN THE SEATS), A TOOL WAS LEFT ON THE BACKSEAT. THE EXTERIOR WAS NOT PREPARED - AND I HAD TO PAY FOR DEALERPREP! DEALER SUPPOSEDLY PUT A PAINT PROTECTANT ON THE VEHICLE, BUT LEFT TAPE RESIDUE IN VARIOUS PLACES ON THE EXTERIOR BODY. I WOULD LIKE THE CAR DETAILED PROPERLY AND POLISHED, NOT JUST RINSED OFF.
RAYS84	01/26/02	KMHDN45D12U298006	SERVICE DEPARTMENT WAS EXCELLENT.
RAYS84	02/02/02	KMHDN45D82U313391	TIM RAYSON WAS VERY FRIENDLY AND DID A FINE JOB AS OUR SALESPERSON.
RAYS84	02/19/02	KMHCG35C72U189864	GREAT SALES PERSON. REAL NICE .FRIENDLY
STIL44	01/28/02	KMHDN45D71U237936	BILL STILL MY SALESPERSON WAS GREAT! HE WAS KNOWLEDGEABLE AND FRIENDLY. HE MADE THE PURCHASE OF THE NEW VEHICLE A PLEASURE AND HE MADE ME FEEL BOTH AT HOME AND COMFORTABLE WITH THE WHOLE PURCHASE PROCESS. HATS OFF TO HIM!
STIL44	02/18/02	KMHJG25F11U253889	I WAS IMPRESSED BY BILL STILL (MY SALESMAN)_ AND THE SVC DEPT MGR.
STIL44	02/25/02	KMHDN45D62U298633	I WAS VERY IMPRESSED WITH MY SALESMAN. HE WAS VERY PLEASANT AND COURTEOUS.
STIL44	02/26/02	KMHDN45D51U238406	VERY IMPRESSED WITH SALESMAN, LADY WHO SET UP LOAN WAS EXCEPTIONAL! ONLY NEGATIVE WAS THAT WHILE WE WERE FILLING OUT PAPERWORK, 2 OTHER SALESMEN WERE GOSSIPING & SAID GOOD RIDANCE. WHEN CAR WASDRIVEN OUT OF SHOWROOM, MADE US NERVOUS. HOWEVER, CAR IS AWESOME SO FAR. IT WAS HEAVY SET GENTLEMAN BY WINDOW.
STIL44	02/28/02	KMHHM65D53U016094	MY SALESPERSON, BILL STILL FROM CAROUSEL HYUNDAI IN WEST CHESTER, PA WAS EXCEPTIONAL. HE MADE THE BUYING PROCESS EASY. HE FOUND THE CAR I WANTED WITH THE FEATURES I WANTED, CALLED ME PROMPTLY AS SOONAS IT ARRIVED, HELPED ME WORK A DEAL THAT WAS COMFORTABLE FOR MY WALLET AND FOLLOWED UP WITH ME AFTER THE SALE. THIS IS MY THIRD HYUNDAI FROM THAT DEALERSHIP AND DEFINITELY NOT MY LAST!



# Dealer Sales Phone Contact Report

March 29, 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
<b>About Your Sales Experience</b>												
1. Overall satisfaction with the Dealership where you purchased your vehicle	90	87	87	86	87	87	87	86	89	86	86	85
2. Did you have any problem(s) during your sales experience? (% Yes)	0	8	7	7	1	6	6	7	4	7	7	7
3. Has the problem been resolved to your satisfaction? (% Yes)	N/A	57	61	58	0	54	55	55	46	49	55	55
Total number of responses:	26	582	5433	13828	71	1365	13622	35661	292	5557	55645	142283



# Dealer 1-Month Sales Phone Contact Vin Report

March 29, 2002

(March 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	02/21/02	KMHDN55D02U047550		03/07/02	5	N	N/A
BELS71	02/28/02	KM8SC73D42U222894		03/12/02	5	N	N/A
DELA46	02/21/02	KMHDN45D52U292869		03/07/02	5	N	N/A
DELA46	03/12/02	KMHDN45D02U318729		03/27/02	4	N	N/A
DELA46	03/12/02	KM8SC73D22U226605		03/27/02	5	N	N/A
HANE43	02/15/02	KMHFU45E62A166137		03/02/02	5	N	N/A
HANE43	02/22/02	KMHCG45C12U314248		03/06/02	5	N	N/A
HANE43	02/22/02	KMHWF35H92A601635		03/06/02	5	N	N/A
HANE43	03/09/02	KMHDN45D42U333069		03/21/02	5	N	N/A
JENK70	02/28/02	KMHHM65D63U006223		03/15/02	5	N	N/A
JENK70	03/02/02	KMHDN45D92U278652		03/15/02	4	N	N/A
LETT22	02/16/02	KMHWF35H02A592503		03/01/02	5	N	N/A
LETT22	02/19/02	KMHWF35H42A597297		03/07/02	2	N	N/A
LETT22	02/23/02	KMHDN55DX2U048222		03/08/02	5	N	N/A
LETT22	03/13/02	KMHDN45D02U325650		03/27/02	5	N	N/A
RAYS84	02/19/02	KMHCG35C72U189864		03/09/02	5	N	N/A
RAYS84	02/28/02	KMHDN45D52U259337		03/14/02	5	N	N/A
RAYS84	03/08/02	KMHCG45C42U298157		03/20/02	5	N	N/A
STIL44	02/18/02	KMHJG25F11U253889		03/04/02	4	N	N/A
STIL44	02/25/02	KMHDN45D62U298633		03/12/02	5	N	N/A
STIL44	02/26/02	KMHDN45D51U238406		03/16/02	5	N	N/A

Note: All returns are for the current month



# Dealer 1-Month Sales Phone Contact Vin Report

March 29, 2002

(March 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			
STIL44	02/28/02	KMHDN45DX1U220628		03/14/02	5	N	N/A
STIL44	02/28/02	KMHHM65D53U016094		03/12/02	5	N	N/A
STIL44	02/28/02	KM8SC73D12U213943		03/13/02	5	N	N/A
STIL44	03/02/02	KM8SB12B82U208559		03/17/02	5	N	N/A
STIL44	03/02/02	KMHHN65F73U012434		03/17/02	5	N	N/A



# Dealer Touch & Go IQS Delivery Study

Eastern Region • District EA6 • Carousel Hyundai • PA030

March 29, 2002

Salesperson ID	Sales Date	VIN	Q1. Upon delivery, was the exterior clean & free of defects?	Q1a. Was the paint chipped or scratched? Where?	Q1b. Was there a paint blemish? Where?	Q1c. Were there any dents or dings? Where?	Q1d. Other exterior defects at delivery	Q2. Upon delivery, was the interior clean & free of defects?	Q2a. Were the seats dirty? Where?	Q2b. Was the carpet dirty? Where?	Q2c. Were the door trim panels dirty? Where?	Q2d. Other interior defects	Q3. Upon delivery, were you told how to defog/demist windows? What was the time of delivery of your new Hyundai?
DELA46	03/12/02	KM8SC73D22U226605	Y					Y					Y 8p
DELA46	03/12/02	KMHDN45D02U318729	Y					Y					N 9p
JENK70	03/02/02	KMHDN45D92U278652	Y					N		DS, Front Seat			Y 5p
LETT22	03/13/02	KMHDN45D02U325650	Y					Y					Y 4p
STIL44	03/02/02	KM8SB12B82U208559	Y					Y					Y 12p
STIL44	03/02/02	KMHHN65F73U012434	Y					Y					Y 7p
<b>Overall Score for Dealer</b>			<b>100</b>					<b>83</b>					
<b>National Hyundai Average</b>			<b>95</b>					<b>97</b>					
<b>Dealer Sample</b>			<b>6</b>										

Note: All returns are for the current month

DS = Driver Side

PS = Passenger Side

DK = Don't Know