



Dealer Sales and Service Summary Report

November 18, 2002

Eastern Region • Carousel Hyundai • PA030

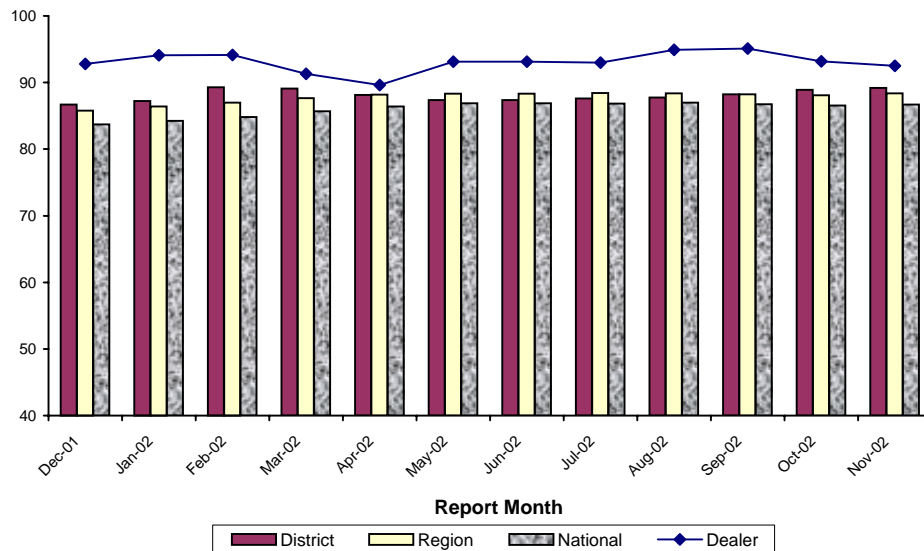
(Sep - Nov returns)

Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	97	87	85
3-Month Rolling HVI	96	86	84
12-Month HVI	94	86	84

Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	95	90	89	88
3-Month HPI	93	89	88	87
12-Month HPI	93	89	88	86
Ranking	—	1	32	71



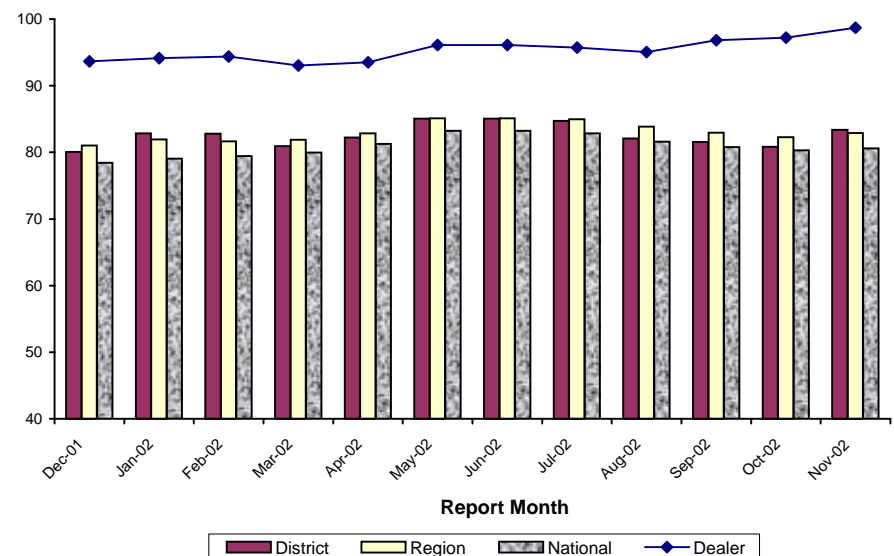
Total number of responses: 92

Note: Rolling 3-Month Response Rate

Graphs depict 3-month rolling score

Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	99	88	85	82
3-Month HSI	99	83	83	81
12-Month HSI	96	83	83	81
Ranking	—	1	2	6



Total number of responses: 26

Carousel Hyundai • PA030



Dealer Sales Performance Report

November 18, 2002

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



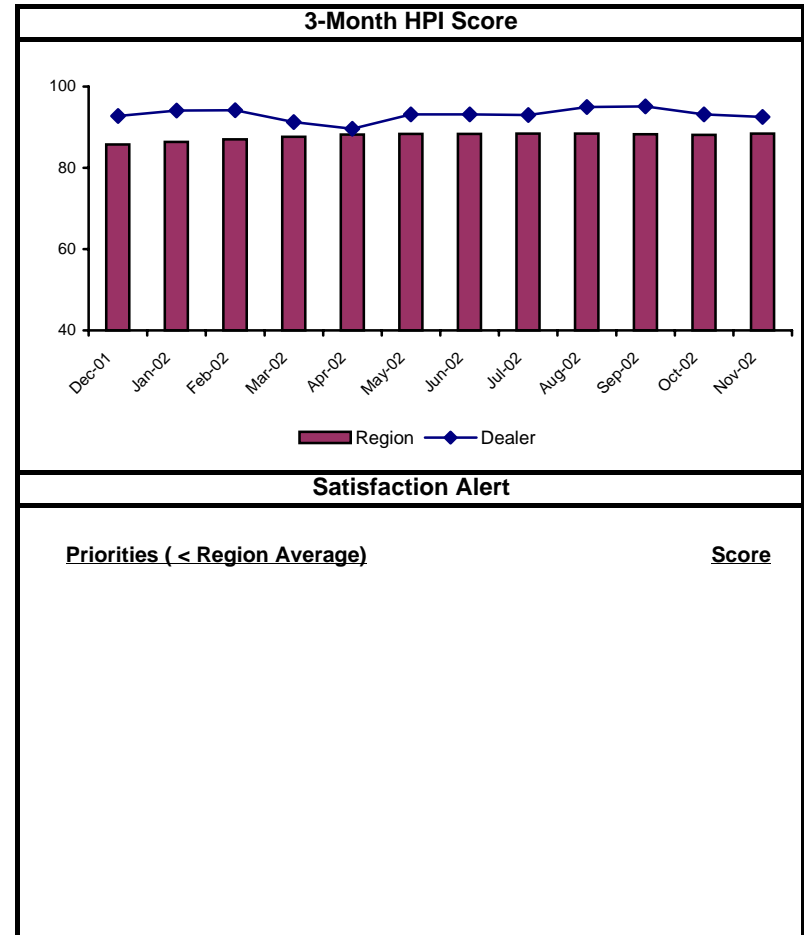
Dealer 3-Month HPI Report

November 18, 2002

(Sep - Nov returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	96	92
3a. Took time to seriously understand your needs	3.2	96	92
3b. Overall Appearance	3.2	96	92
3c. Ease of doing business with	3.2	96	93
3d. Knowledge of competitive vehicles	3.2	92	89
3e. Knowledge of Hyundai models and features	3.2	96	92
3f. Ability to answer your questions	3.2	96	92
3g. Provided a non-intimidating sales experience	3.2	97	94
Purchase Transaction	18.3	93	88
4a. Layout of dealership was inviting and friendly	3.7	92	87
4b. Fulfillment of promises made during the sales process	5.4	96	88
4c. Overall honesty and integrity	3.2	96	88
4d. Provided a non-intimidating sales process	1.4	97	90
5. How much pressure did you feel from your dealership	4.6	87	87
Deal Received	21.1	88	84
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	87	81
Finance and Insurance Process	14.2	89	84
10b. How the application process was handled	5.5	87	84
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	91	84
10f. F & I Manager's knowledge of financing and leasing options	3.2	90	86
Delivery Process	24.0	95	92
13. Length of time taken to deliver your vehicle	6.5	92	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	99	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	83
14e. Were the service requirements of your new Hyundai explained to you?	2.1	96	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	93	91
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	95	94
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	99
Hyundai Purchase Index	100.0	93	88
Total number of Responses:		92	15873



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

November 18, 2002

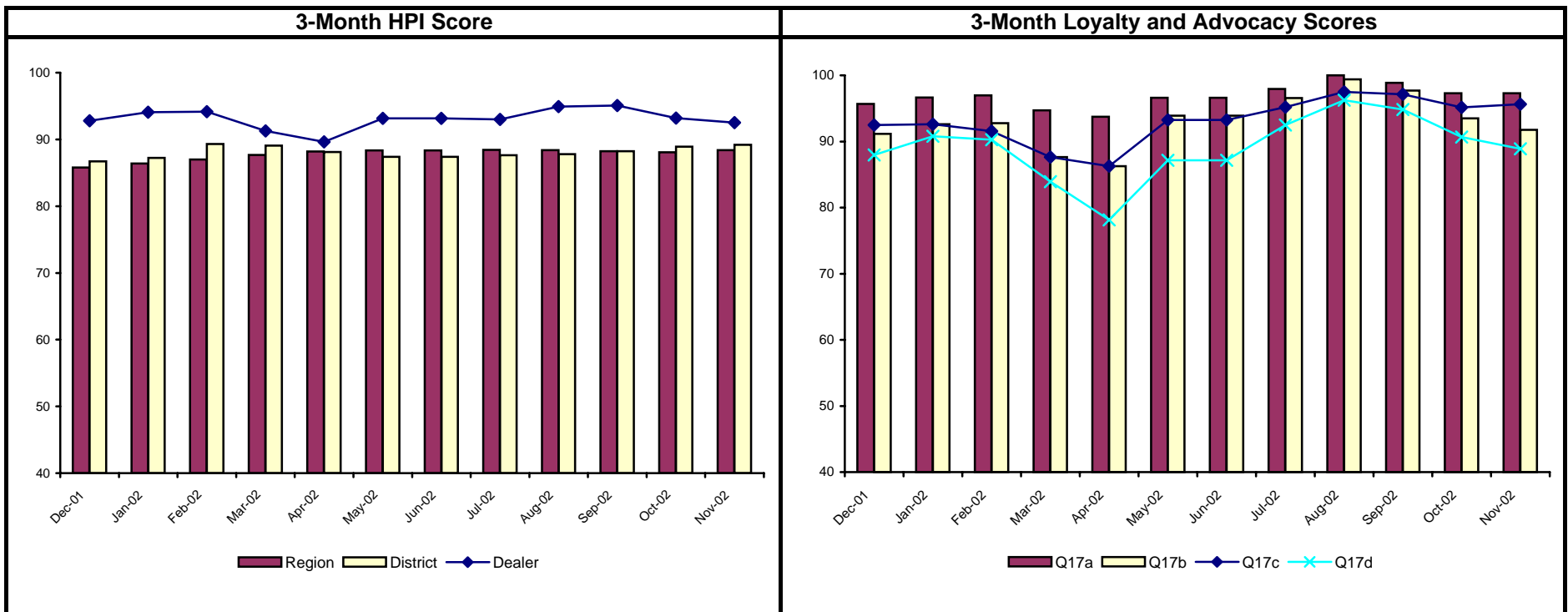
(Sep - Nov returns)

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	95	90	89	93	89	88	93	89	88

Summing It All Up

16.	Overall Satisfaction with the dealership	100	87	87	92	87	86	92	87	86
17a.	Likelihood of recommending this dealer to a friend or relative	100	94	92	97	93	92	97	93	92
17b.	Likelihood of purchasing or leasing another Hyundai from this dealership	95	90	88	92	89	87	93	89	87
17c.	Likelihood of using same dealer for service and repair	100	87	85	96	85	85	93	85	85
17d.	Likelihood of purchasing or leasing another Hyundai	91	89	86	89	87	86	89	86	85





Dealer 3-Month Sales Information Report

November 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Sep - Nov returns)

	Dealer	District	Region
About Your Purchase Intentions			
1. Are you the primary driver of this vehicle? (%)	80	82	88
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	10	15	18
- Recommendation of family or friends.....	30	32	29
- Drive by.....	15	10	9
- Newspaper ads.....	30	34	35
- Radio ads.....	7	4	6
- TV ads.....	5	10	6
- Manufacturer/dealer web page.....	29	26	26
- Internet buying service.....	8	11	13
- 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.....	32	33	37
- 45 minutes to an hour.....	28	26	30
- 1 to 2 hours.....	22	25	21
- More than 2 hours.....	18	15	12
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	100	95	93
- Sales Manager.....	26	38	33
- General Manager.....	5	13	9
- Finance and Insurance Manager.....	33	30	25
About The Delivery Process			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	99	94	91
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	15	11	28
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	80	82	82
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	18	23	21
- An ADDITIONAL vehicle.....	22	24	25
- REPLACED a vehicle you no longer have.....	60	53	53
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Hyundai.....	31	19	18
Jeep.....	19	4	3
Ford.....	13	15	14
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	19	17	14
Chevrolet.....	12	11	10
Honda.....	12	5	5
21. Are you:.....			
Male (%).....	42	47	47
Female (%).....	58	53	53
22. Median Age (Years).....	44	48	47
23. Ethnicity (%).....			
White/Caucasian.....	92	85	87
Black/African-American.....	5	10	6
Asian.....	1	2	2
Hispanic.....	2	2	3
Other (Specify).....	0	1	2
24. Median Household Income (\$)......	53,500	51,214	52,937



Dealer 1-Month Salesperson Report

November 18, 2002

(November Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	CLOC03	DELA46	HANE43	JENK70	PERE65	RAYS84
Salesperson	22.4	93	93	100	100	100	100	100	100	100
3a. Took time to seriously understand your needs	3.2	93	94	100	100	100	100	100	100	100
3b. Overall Appearance	3.2	93	94	100	100	100	100	100	100	100
3c. Ease of doing business with	3.2	93	94	100	100	100	100	100	100	100
3d. Knowledge of competitive vehicles	3.2	90	91	98	100	100	100	100	100	100
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	93	93	100	100	100	100	100	100	100
3g. Provided a non-intimidating sales experience	3.2	94	94	100	100	100	100	100	100	100
Sample Size		4751	412	28	5	1	1	4	9	2
Share of Dealer Responses (%)					18	4	4	14	32	7
Hyundai Purchase Index					94	94	91	94	96	99

	Weight (%)	Region	District	Dealer	BELS71
Salesperson	22.4	93	93	100	99
3a. Took time to seriously understand your needs	3.2	93	94	100	100
3b. Overall Appearance	3.2	93	94	100	100
3c. Ease of doing business with	3.2	93	94	100	100
3d. Knowledge of competitive vehicles	3.2	90	91	98	92
3e. Knowledge of Hyundai models and features	3.2	93	93	100	100
3f. Ability to answer your questions	3.2	93	93	100	100
3g. Provided a non-intimidating sales experience	3.2	94	94	100	100
Sample Size		4751	412	28	6
Share of Dealer Responses (%)					21
Hyundai Purchase Index					98



3 Month Sales STAR Report

November 18, 2002

(Sep - Nov returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	HANE43	CLOC03	RAYS84	DELA46	JENK70	BELS71
Salesperson STAR Score	34.3	90	91	95	100	100	99	99	97	93
3a. Took time to seriously understand your needs	3.2	92	93	96	100	100	100	100	100	91
3b. Overall Appearance	3.2	92	93	96	100	100	100	100	100	95
3c. Ease of doing business with	3.2	93	93	96	100	100	100	100	100	91
3d. Knowledge of competitive vehicles	3.2	89	91	92	100	97	92	100	94	82
3e. Knowledge of Hyundai models and features	3.2	92	93	96	100	100	100	100	100	100
3f. Ability to answer your questions	3.2	92	92	96	100	100	100	100	100	100
3g. Provided a non-intimidating sales experience	3.2	94	94	97	100	100	100	100	100	100
4b. Fulfillment of promises made during the sales process	5.4	88	89	96	100	100	100	100	95	95
13. Length of time taken to deliver your vehicle	6.5	86	86	92	100	100	100	96	89	86
Sample Size		15873	1384	92	1	16	6	12	19	11
Share of Dealer Responses (%)					1	17	7	13	21	12
Hyundai Purchase Index					91	97	98	98	96	89

	Weight (%)	Region	District	Dealer	PERE65	CAND62
Salesperson STAR Score	34.3	90	91	95	93	70
3a. Took time to seriously understand your needs	3.2	92	93	96	98	60
3b. Overall Appearance	3.2	92	93	96	93	70
3c. Ease of doing business with	3.2	93	93	96	93	70
3d. Knowledge of competitive vehicles	3.2	89	91	92	89	75
3e. Knowledge of Hyundai models and features	3.2	92	93	96	95	50
3f. Ability to answer your questions	3.2	92	92	96	93	60
3g. Provided a non-intimidating sales experience	3.2	94	94	97	93	70
4b. Fulfillment of promises made during the sales process	5.4	88	89	96	93	80
13. Length of time taken to deliver your vehicle	6.5	86	86	92	89	80
Sample Size		15873	1384	92	22	5
Share of Dealer Responses (%)					24	5
Hyundai Purchase Index					88	74

Note: All scores are 3 - Month



Dealer 1-Month HPI VIN Report

November 18, 2002

(November 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	09/16/02	KMHWF25H82A709304		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	09/28/02	KMHCG35C22U220308	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
BELS71	09/30/02	KMHDN45D22U467675		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	10/07/02	KM8SC13D92U337584		5	5	5	4	5	5	5	5	5	5	5	5	5	4	4	4	5	5	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	90
BELS71	10/09/02	KM8SB12B22U216768	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
BELS71	10/11/02	KMHDN45D43U483619	Y	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/A	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
CLOC03	09/02/02	KM8SC73D02U306369		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/AN/AN/AN/AN/AN/AN/AN/AN/A	100									
CLOC03	09/16/02	KMHDN45D82U440822		4	4	3	4	4	4	3	4	4	4	3	3	5	5	3	3	3	4	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	53
CLOC03	09/21/02	KMHCG35C22U232801		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	09/21/02	KMHWF35H12A708890		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	91
CLOC03	10/05/02	KMHDN45D12U387591		5	5	5	5	5	5	5	5	5	5	5	5	5	4	3	3	5	5	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	86
CLOC03	10/22/02	KMHCG35C12U229369	Y	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	91
DELA46	08/26/02	KM8SC13D42U321891		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	94
HANE43	10/11/02	KM8SC73D12U317655	Y	5	5	5	5	5	5	3	5	5	5	4	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	91
JENK70	09/21/02	KMHDN45DX2U365685		5	5	5	5	5	5	4	4	4	5	5	4	5	3	4	4	4	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	76
JENK70	09/23/02	KMHDN45D42U465751		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	09/30/02	KMHDN45DX2U451370		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	10/14/02	KMHWF25H42A728402		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
PERE65	08/30/02	KMHDN45D62U466979		5	5	5	5	5	5	5	5	5	5	5	5	3	3	4	5	N/A	4	Y	Y	Y	Y	Y	N/A	Y	Y	Y	Y	71

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



Dealer 1-Month HPI VIN Report

November 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(November 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
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- 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	
PERE65	09/27/02	KM8SC73DX2U260467		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
PERE65	10/08/02	KMHDN55D62U066118	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	Y	100
PERE65	10/08/02	KMHDN55DX2U073489		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
PERE65	10/08/02	KMHWF35H72A720882		5	5	5	5	5	5	5	5	5	5	5	5	5	5	3	5	3	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	91
PERE65	10/09/02	KMHHM65D93U010699		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
PERE65	10/10/02	KMHDN55D32U066786		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
PERE65	10/14/02	KM8SC73D32U321674		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
PERE65	10/16/02	KM8SC73D32U323229		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
RAYS84	09/05/02	KMHWF35H72A708926		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
RAYS84	09/17/02	KMHDN45D22U364059		5	5	5	5	5	5	5	5	5	5	5	4	5	5	N/AN/AN/A	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	97

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



Dealer 1-Month Sales Verbatim Report

November 18, 2002

(November Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	09/28/02	KMHCG35C22U220308	NOTHING AT D MOMENT, I'M VERY PLEASE WITH D DEALER AND PERSONAL (SALE)
BELS71	09/30/02	KMHDN45D22U467675	I SEALED THE DEAL ON SEPT 30 (LATE) AND PICKED IT UP ON OCT 1 IT WAS READY AND WAITING. I DEALT WITH 4 OTHER HYUNDAI DEALERS (FROM FAIR TO VERY BAD) CAROUSEL HYUNDAI IS BY FAR THE BEST DEALERSHIP I HAVE BEEN IN. VERY GOOD JOB. THE SALES PERSON EILEEN BELSER WAS PLEASANT AND KNOWLEDGEABLE.
CLOC03	09/02/02	KM8SC73D02U306369	GREG GLOCKSON WAS OUR SALESPERSON. HE WAS WONDERFUL! EXTREMELY HELPFUL AND INFORMATIVE. I FELT HE WAS TRULY HONEST AND TRYING TO GET US THE BEST DEAL HE COULD. I HAD A 1987 HYUNDAI AND IT WAS A VERY RELIABLE VEHICLE AND I LOOK FORWARD TO MANY YEARS WITH MY 2002 SANTA FE. THANKS
DELA46	08/26/02	KM8SC13D42U321891	EVERYONE WAS COURTEOUS & VERY PROFESSIONAL IN APPEARANCE AND MANNERISM.
HANE43	10/11/02	KM8SC73D12U317655	MY VEHICLE WAS MISSING A FEW ITEMS AT DELIVERY. THE DEALERSHIP IS WORKING TO REPLACE THE MISSING ITEMS.
PERE65	10/08/02	KMHDN55D62U066118	THANK YOU. REALLY. THIS WAS THE SECOND TIME THAT I HAVE PURCHASED A VEHICLE FROM CAROUSEL. IT REALLY GETS BETTER EACH TIME. I HAVE FRIENDS AND RELATIVES THAT I HAVE REFERRED TO THEM BECAUSE THEY REALLY ARE THAT GREAT.
PERE65	10/08/02	KMHDN55DX2U073489	VERY SATISFIED WILL BE BACK
PERE65	10/09/02	KMHHM65D93U010699	GREAT & AWESOME PEOPLE
PERE65	10/14/02	KM8SC73D32U321674	IN REFERENCE TO #18, OUR RADIO SEEMS TO BE DEFECTED, IT IS GOIN TO BE REPLACED SOON WE HOPE. IF FAIDS IN AND OUT ALL THE TIME.
PERE65	10/16/02	KM8SC73D32U323229	YES, ONE WORD (EXCELLENT) FROM THE SALESPERSON/TO THE FINANCE.
RAYS84	09/05/02	KMHWF35H72A708926	GREAT OVERALL EXPERIENCE. FROM EVERYONE INVOLVED.
RAYS84	09/17/02	KMHDN45D22U364059	VERY PLEASANT EXPERIENCE



Dealer Sales Phone Contact Report

November 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	98	89	88	86	85	87	87	85	89	87	87	86
2. Did you have any problem(s) during your sales experience? (% Yes)	7	7	7	8	4	8	7	8	4	7	7	7
3. Has the problem been resolved to your satisfaction? (% Yes)	50	66	62	60	67	55	57	57	27	56	56	57
Total number of responses:	28	405	4061	10807	78	1226	13828	36867	295	4921	57335	149074



Dealer 1-Month Sales Phone Contact Vin Report

November 18, 2002

(November 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	10/09/02	KM8SB12B22U216768		10/23/02	5	N	N/A
BELS71	10/11/02	KMHDN45D43U483619		10/24/02	5	N	N/A
BELS71	10/23/02	KMHHN65F33U055006		11/05/02	5	N	N/A
BELS71	10/30/02	KMHDN45D12U373108		11/15/02	5	N	N/A
BELS71	10/30/02	KM8SC73D33U341697		11/13/02	5	N	N/A
BELS71	11/04/02	KMHHN65F73U056143		11/18/02	5	N	N/A
CLOC03	10/05/02	KMHDN45D12U387591		10/21/02	5	Y	Y
CLOC03	10/22/02	KMHWF25S03A742536		11/05/02	5	N	N/A
CLOC03	10/22/02	KMHCG35C12U229369		11/07/02	5	N	N/A
HANE43	10/11/02	KM8SC73D12U317655		10/23/02	5	N	N/A
HANE43	10/14/02	KMHWF25S92A686868		10/28/02	5	N	N/A
HANE43	10/22/02	KMHWF25S53A722377		11/05/02	5	N	N/A
HANE43	10/22/02	KMHWF25S62A611738		11/05/02	5	N	N/A
HANE43	10/22/02	KMHDN55DX2U066638		11/05/02	5	N	N/A
JENK70	10/11/02	KMHWF25H22A723795		10/28/02	5	N	N/A
PERE65	10/08/02	KMHDN55D62U066118		10/22/02	5	N	N/A
PERE65	10/08/02	KMHWF35H72A720882		10/23/02	5	N	N/A
PERE65	10/10/02	KMHDN55D32U066786		10/23/02	4	N	N/A
PERE65	10/14/02	KM8SC73D32U321674		10/30/02	5	N	N/A
PERE65	10/16/02	KM8SC73D32U323229		10/29/02	5	N	N/A
PERE65	10/25/02	KMHHN65F33U022765		11/07/02	5	N	N/A

Note: All returns are for the current month



Dealer 1-Month Sales Phone Contact Vin Report

November 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(November completes)

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
PERE65	10/26/02	KMHDN45D22U332194		11/07/02	5	N	N/A
PERE65	11/02/02	KMHWF25H02A726050		11/14/02	5	N	N/A
PERE65	11/04/02	KMHCF35G62U222844		11/18/02	5	N	N/A
RAYS84	10/05/02	KM8SC73D23U350567		10/21/02	5	N	N/A
RAYS84	10/14/02	KMHWF25S92A674915		10/28/02	5	Y	N
RAYS84	10/24/02	KM8SC13DX2U259381		11/06/02	5	N	N/A
RAYS84	10/26/02	KM8SC73D82U250262		11/10/02	5	N	N/A



Dealer Touch & Go IQS Delivery Study

Eastern Region • District EA6 • Carousel Hyundai • PA030

November 18, 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?
BELS71	11/04/02	KMHNN65F73U056143	Y					Y					Y 9p
PERE65	11/02/02	KMHWF25H02A726050	Y					Y					Y 4p
PERE65	11/04/02	KMHCF35G62U222844	Y					Y					Y 1a
Overall Score for Dealer			100					100					
National Hyundai Average			95					97					
Dealer Sample			3										

Note: All returns are for the current month
 DS = Driver Side
 PS = Passenger Side
 DK = Don't Know