



# Dealer Sales and Service Summary Report

April 30, 2002

(Feb - Apr returns)

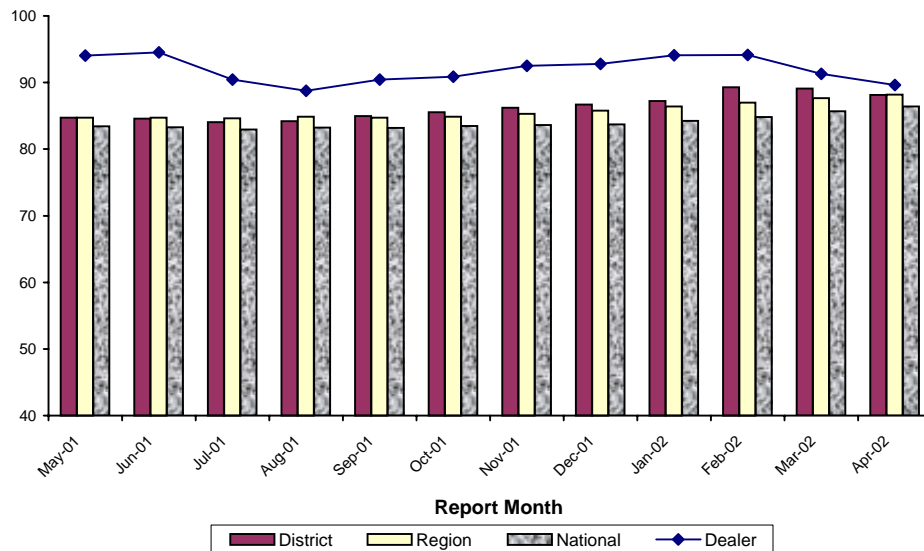
Eastern Region • Carousel Hyundai • PA030

## Hyundai Value Index (HVI)

|                     | Dealer | Region | National |
|---------------------|--------|--------|----------|
| 1-Month Rolling HVI | 95     | 86     | 85       |
| 3-Month Rolling HVI | 92     | 86     | 84       |
| 12-Month HVI        | 92     | 83     | 81       |

## Hyundai Purchase Index (HPI)

|                    | Dealer    | District  | Region    | National   |
|--------------------|-----------|-----------|-----------|------------|
| 1-Month HPI        | 93        | 88        | 88        | 87         |
| <b>3-Month HPI</b> | <b>90</b> | <b>88</b> | <b>88</b> | <b>86</b>  |
| 12-Month HPI       | 92        | 87        | 86        | 84         |
| <b>Ranking</b>     | <b>—</b>  | <b>4</b>  | <b>65</b> | <b>145</b> |

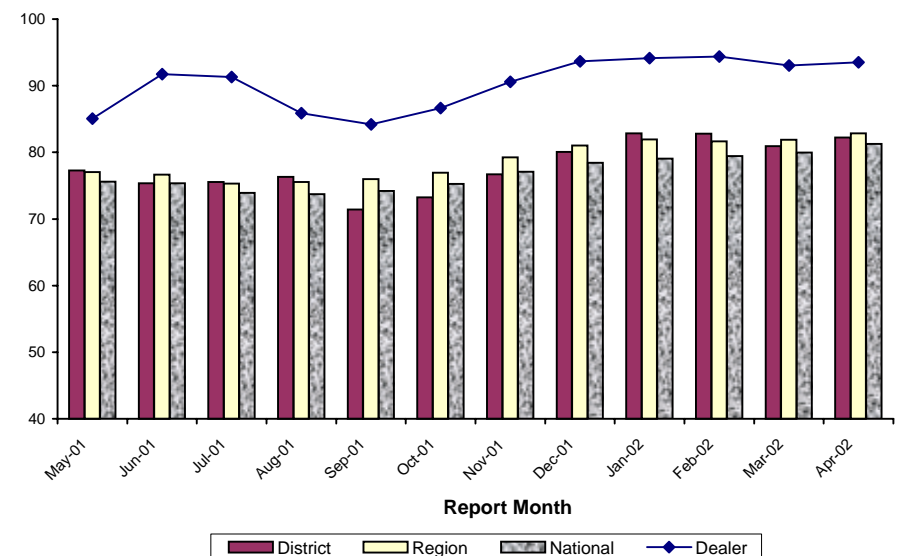


Total number of responses: 80

Note: Rolling 3-Month Response Rate

## Hyundai Service Index (HSI)

|                    | Dealer    | District  | Region    | National  |
|--------------------|-----------|-----------|-----------|-----------|
| 1-Month HSI        | 98        | 85        | 84        | 82        |
| <b>3-Month HSI</b> | <b>94</b> | <b>82</b> | <b>83</b> | <b>81</b> |
| 12-Month HSI       | 92        | 81        | 80        | 78        |
| <b>Ranking</b>     | <b>—</b>  | <b>2</b>  | <b>17</b> | <b>54</b> |



Total number of responses: 31

Carousel Hyundai • PA030

Graphs depict 3-month rolling score



# Dealer Sales Performance Report

April 30, 2002

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



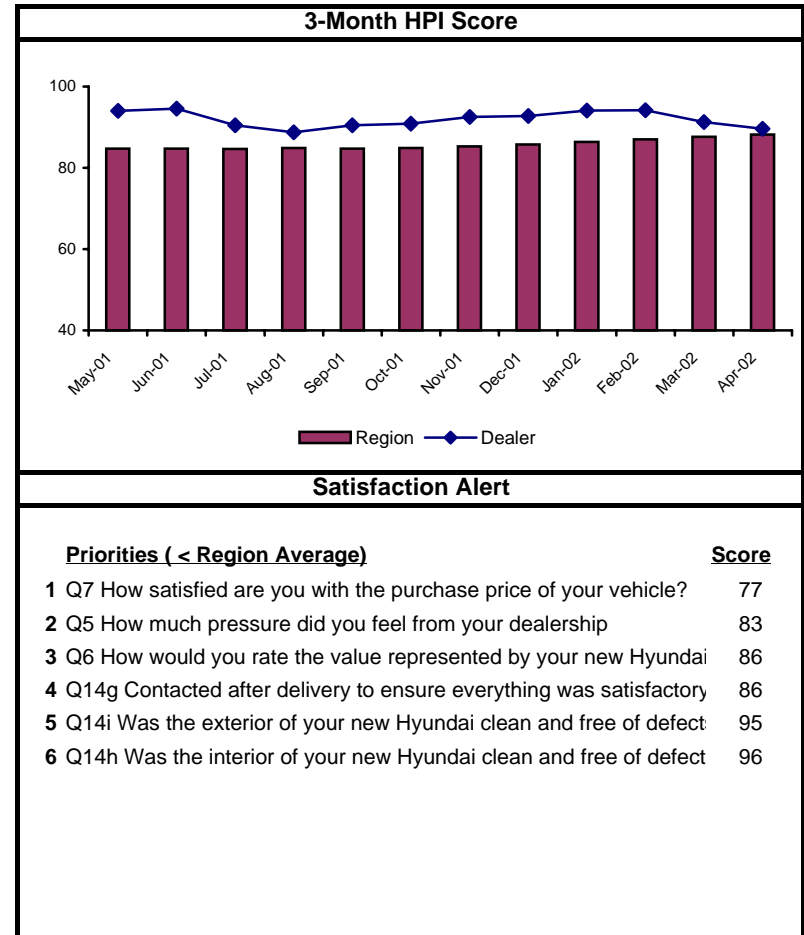
# Dealer 3-Month HPI Report

April 30, 2002

(Feb - Apr 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          | 95        | 92        |
| 3b. Overall Appearance   | 3.2          | 96        | 92        |
| 3c. Ease of doing business with  | 3.2          | 95        | 93        |
| 3d. Knowledge of competitive vehicles                                    | 3.2          | 93        | 89        |
| 3e. Knowledge of Hyundai models and features                             | 3.2          | 98        | 93        |
| 3f. Ability to answer your questions                                     | 3.2          | 97        | 92        |
| 3g. Provided a non-intimidating sales experience                         | 3.2          | 94        | 93        |
| <b>Purchase Transaction</b>  | <b>18.3</b>  | <b>90</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          | 92        | 88        |
| 4c. Overall honesty and integrity  | 3.2          | 92        | 87        |
| 4d. Provided a non-intimidating sales process                            | 1.4          | 92        | 90        |
| 5. How much pressure did you feel from your dealership                   | 4.6          | 83        | 87        |
| <b>Deal Received</b>   | <b>21.1</b>  | <b>81</b> | <b>84</b> |
| 6. How would you rate the value represented by your new Hyundai?         | 8.6          | 86        | 87        |
| 7. How satisfied are you with the purchase price of your vehicle?        | 12.5         | 77        | 81        |
| <b>Finance and Insurance Process</b>                                     | <b>14.2</b>  | <b>88</b> | <b>83</b> |
| 10b. How the application process was handled                             | 5.5          | 89        | 83        |
| 10e. Honesty and integrity of the Finance and Insurance Manager          | 5.5          | 86        | 83        |
| 10f. F & I Manager's knowledge of financing and leasing options          | 3.2          | 89        | 85        |
| <b>Delivery Process</b>  | <b>24.0</b>  | <b>93</b> | <b>93</b> |
| 13. Length of time taken to deliver your vehicle                         | 6.5          | 88        | 86        |
| 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          | 97        | 97        |
| 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          | 88        | 85        |
| 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          | 86        | 92        |
| 14h. Was the interior of your new Hyundai clean and free of defects?     | 1.6          | 96        | 98        |
| 14i. Was the exterior of your new Hyundai clean and free of defects?     | 1.4          | 95        | 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>90</b> | <b>88</b> |
| Total number of Responses:   |              | 80        | 12310     |



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



# Dealer Sales Loyalty Report

April 30, 2002

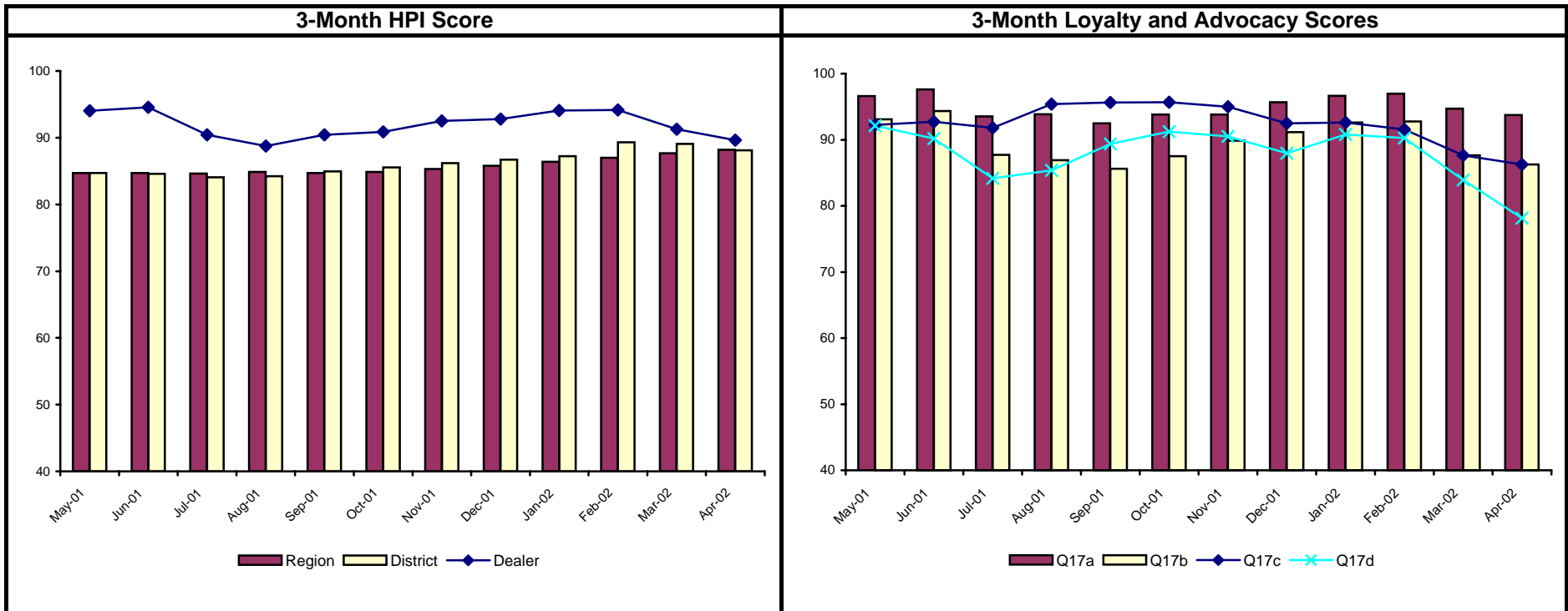
(Feb - Apr returns)

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>93</b>         | <b>88</b> | <b>88</b> | <b>90</b>         | <b>88</b> | <b>88</b> | <b>92</b>          | <b>87</b> | <b>86</b> |

## Summing It All Up

|      |  |    |    |    |    |    |    |    |    |    |
|------|--|----|----|----|----|----|----|----|----|----|
| 16.  | Overall Satisfaction with the dealership                                 | 92 | 86 | 86 | 88 | 87 | 86 | 90 | 85 | 83 |
| 17a. | Likelihood of recommending this dealer to a friend or relative           | 96 | 92 | 92 | 94 | 93 | 92 | 95 | 92 | 90 |
| 17b. | Likelihood of purchasing or leasing another Hyundai from this dealership | 92 | 88 | 87 | 86 | 88 | 87 | 89 | 86 | 85 |
| 17c. | Likelihood of using same dealer for service and repair                   | 94 | 86 | 85 | 86 | 85 | 85 | 92 | 84 | 83 |
| 17d. | Likelihood of purchasing or leasing another Hyundai                      | 81 | 87 | 86 | 78 | 86 | 85 | 87 | 85 | 83 |





# Dealer 3-Month Sales Information Report

April 30, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Feb - Apr returns)

|   | Dealer | District | Region |
|---|--------|----------|--------|
| <b>About Your Purchase Intentions</b>   |        |          |        |
| 1. Are you the primary driver of this vehicle? (%)  | 92     | 89       | 89     |
| 2. What brought you into the dealership where you purchased your Hyundai? (%)   |        |          |        |
| - Previous experience.....  | 17     | 20       | 19     |
| - Recommendation of family or friends.....  | 20     | 29       | 30     |
| - Drive by.....   | 5      | 7        | 9      |
| - Newspaper ads.....  | 35     | 31       | 32     |
| - Radio ads.....  | 4      | 4        | 5      |
| - TV ads.....   | 7      | 8        | 7      |
| - Manufacturer/dealer web page.....   | 40     | 27       | 27     |
| - Internet buying service.....  | 13     | 10       | 13     |
| - Direct mail.....  | 0      | 2        | 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.....   | 16     | 30       | 36     |
| - 45 minutes to an hour.....  | 37     | 29       | 31     |
| - 1 to 2 hours.....   | 27     | 26       | 21     |
| - More than 2 hours.....  | 20     | 15       | 12     |
| 9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)                                   |        |          |        |
| - Salesperson.....  | 98     | 93       | 92     |
| - Sales Manager.....  | 28     | 42       | 34     |
| - General Manager.....  | 4      | 12       | 10     |
| - Finance and Insurance Manager.....  | 28     | 29       | 26     |
| <b>About The Delivery Process</b>   |        |          |        |
| 11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....  | 99     | 92       | 90     |
| 12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....  | 9      | 11       | 29     |
| <b>About You</b>  |        |          |        |
| 19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....   | 81     | 80       | 81     |
| 20. How does this new Hyundai fit into your household...(%)   |        |          |        |
| - The FIRST vehicle.....  | 21     | 22       | 20     |
| - An ADDITIONAL vehicle.....  | 27     | 23       | 25     |
| - REPLACED a vehicle you no longer have.....  | 52     | 55       | 55     |
| 20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)   |        |          |        |
| Hyundai.....  | 27     | 16       | 18     |
| Honda.....  | 13     | 6        | 4      |
| Ford.....   | 7      | 16       | 13     |
| 20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)   |        |          |        |
| Hyundai.....  | 13     | 13       | 13     |
| Dodge.....  | 13     | 8        | 8      |
| Ford.....   | 9      | 16       | 12     |
| 21. Are you:.....   |        |          |        |
| Male (%).....   | 48     | 48       | 49     |
| Female (%).....   | 52     | 52       | 51     |
| 22. Median Age (Years).....   | 44     | 46       | 46     |
| 23. Ethnicity (%).....  |        |          |        |
| White/Caucasian.....  | 92     | 84       | 85     |
| Black/African-American.....   | 3      | 11       | 8      |
| Asian.....  | 1      | 1        | 2      |
| Hispanic.....   | 4      | 2        | 4      |
| Other (Specify).....  | 0      | 1        | 1      |
| 24. Median Household Income (\$)......  | 64,375 | 53,647   | 54,438 |



# Dealer 1-Month Salesperson Report

April 30, 2002

(April Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

|  | Weight (%)  | Region      | District   | Dealer    | BELS71     | JENK70     | LETT22     | RAYS84     | STIL44     | DELA46    |
|--|-------------|-------------|------------|-----------|------------|------------|------------|------------|------------|-----------|
| <b>Salesperson</b>                               | <b>22.4</b> | <b>92</b>   | <b>91</b>  | <b>98</b> | <b>100</b> | <b>100</b> | <b>100</b> | <b>100</b> | <b>100</b> | <b>93</b> |
| 3a. Took time to seriously understand your needs | 3.2         | 92          | 91         | 96        | 100        | 100        | 100        | 100        | 100        | 83        |
| 3b. Overall Appearance                           | 3.2         | 92          | 91         | 98        | 100        | 100        | 100        | 100        | 100        | 83        |
| 3c. Ease of doing business with                  | 3.2         | 93          | 92         | 98        | 100        | 100        | 100        | 100        | 100        | 100       |
| 3d. Knowledge of competitive vehicles            | 3.2         | 89          | 88         | 100       | 100        | 100        | 100        | 100        | 100        | 100       |
| 3e. Knowledge of Hyundai models and features     | 3.2         | 92          | 92         | 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         | 94        | 100        | 100        | 100        | 100        | 100        | 83        |
| <b>Sample Size</b>                               |             | <b>4938</b> | <b>544</b> | <b>26</b> | <b>5</b>   | <b>4</b>   | <b>1</b>   | <b>6</b>   | <b>5</b>   | <b>3</b>  |
| Share of Dealer Responses (%)                    |             |             |            |           | 19         | 15         | 4          | 23         | 19         | 12        |
| Hyundai Purchase Index                           |             |             |            |           | 98         | 94         | N/A        | 98         | 94         | 80        |

|  | Weight (%)  | Region      | District   | Dealer    | HANE43    |
|--|-------------|-------------|------------|-----------|-----------|
| <b>Salesperson</b>                               | <b>22.4</b> | <b>92</b>   | <b>91</b>  | <b>98</b> | <b>86</b> |
| 3a. Took time to seriously understand your needs | 3.2         | 92          | 91         | 96        | 75        |
| 3b. Overall Appearance                           | 3.2         | 92          | 91         | 98        | 100       |
| 3c. Ease of doing business with                  | 3.2         | 93          | 92         | 98        | 75        |
| 3d. Knowledge of competitive vehicles            | 3.2         | 89          | 88         | 100       | 100       |
| 3e. Knowledge of Hyundai models and features     | 3.2         | 92          | 92         | 100       | 100       |
| 3f. Ability to answer your questions             | 3.2         | 92          | 91         | 100       | 100       |
| 3g. Provided a non-intimidating sales experience | 3.2         | 93          | 93         | 94        | 50        |
| <b>Sample Size</b>                               |             | <b>4938</b> | <b>544</b> | <b>26</b> | <b>2</b>  |
| Share of Dealer Responses (%)                    |             |             |            |           | 8         |
| Hyundai Purchase Index                           |             |             |            |           | 76        |



# 3 Month Sales STAR Report

April 30, 2002

(Feb - Apr returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

|   | Weight (%)  | Region       | District    | Dealer    | STIL44     | JENK70    | RAYS84    | DELA46    | LETT22    | BELS71    |
|---|-------------|--------------|-------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|
| <b>Salesperson STAR Score</b>                             | <b>34.3</b> | <b>90</b>    | <b>90</b>   | <b>94</b> | <b>100</b> | <b>97</b> | <b>97</b> | <b>94</b> | <b>93</b> | <b>91</b> |
| 3a. Took time to seriously understand your needs          | 3.2         | 92           | 93          | 95        | 100        | 100       | 96        | 94        | 88        | 100       |
| 3b. Overall Appearance                                    | 3.2         | 92           | 92          | 96        | 100        | 100       | 100       | 94        | 86        | 100       |
| 3c. Ease of doing business with                           | 3.2         | 93           | 92          | 95        | 100        | 100       | 93        | 100       | 100       | 94        |
| 3d. Knowledge of competitive vehicles                     | 3.2         | 89           | 88          | 93        | 97         | 100       | 96        | 100       | 94        | 89        |
| 3e. Knowledge of Hyundai models and features              | 3.2         | 93           | 93          | 98        | 100        | 100       | 100       | 100       | 94        | 89        |
| 3f. Ability to answer your questions                      | 3.2         | 92           | 92          | 97        | 100        | 100       | 96        | 100       | 94        | 94        |
| 3g. Provided a non-intimidating sales experience          | 3.2         | 93           | 94          | 94        | 100        | 100       | 100       | 94        | 94        | 89        |
| 4b. Fulfillment of promises made during the sales process | 5.4         | 88           | 87          | 92        | 100        | 100       | 96        | 100       | 88        | 83        |
| 13. Length of time taken to deliver your vehicle          | 6.5         | 86           | 86          | 88        | 100        | 86        | 96        | 78        | 100       | 89        |
| <b>Sample Size</b>  |             | <b>12310</b> | <b>1326</b> | <b>80</b> | <b>16</b>  | <b>11</b> | <b>14</b> | <b>9</b>  | <b>8</b>  | <b>9</b>  |
| Share of Dealer Responses (%)                             |             |              |             |           | 20         | 14        | 18        | 11        | 10        | 11        |
| Hyundai Purchase Index                                    |             |              |             |           | 94         | 95        | 93        | 90        | 83        | 92        |

|   | Weight (%)  | Region       | District    | Dealer    | HANE43    |
|---|-------------|--------------|-------------|-----------|-----------|
| <b>Salesperson STAR Score</b>                             | <b>34.3</b> | <b>90</b>    | <b>90</b>   | <b>94</b> | <b>80</b> |
| 3a. Took time to seriously understand your needs          | 3.2         | 92           | 93          | 95        | 85        |
| 3b. Overall Appearance                                    | 3.2         | 92           | 92          | 96        | 85        |
| 3c. Ease of doing business with                           | 3.2         | 93           | 92          | 95        | 81        |
| 3d. Knowledge of competitive vehicles                     | 3.2         | 89           | 88          | 93        | 77        |
| 3e. Knowledge of Hyundai models and features              | 3.2         | 93           | 93          | 98        | 96        |
| 3f. Ability to answer your questions                      | 3.2         | 92           | 92          | 97        | 92        |
| 3g. Provided a non-intimidating sales experience          | 3.2         | 93           | 94          | 94        | 81        |
| 4b. Fulfillment of promises made during the sales process | 5.4         | 88           | 87          | 92        | 77        |
| 13. Length of time taken to deliver your vehicle          | 6.5         | 86           | 86          | 88        | 65        |
| <b>Sample Size</b>  |             | <b>12310</b> | <b>1326</b> | <b>80</b> | <b>13</b> |
| Share of Dealer Responses (%)                             |             |              |             |           | 16        |
| Hyundai Purchase Index                                    |             |              |             |           | 78        |

Note: All scores are 3 - Month



# Dealer 1-Month HPI VIN Report

April 30, 2002

(April 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         | 02/21/02   | KMHDN55D91U033354 |          | 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         | 03/16/02   | KM8SB12B62U211864 |          | 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         | 03/18/02   | KMHDN45D12U295347 | Y        | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 3   | 5   | 5   | 5  | 5  | 5         | 2         | 5    | 5    | 5   | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | 89        |
| BELS71         | 03/28/02   | KMHDN45D22U297530 |          | 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         | 04/01/02   | KM8SC73DX2U236170 |          | 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         | 03/12/02   | KM8SC73D22U226605 |          | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5  | 4  | 5         | 3         | 3    | 3    | 4   | Y    | Y    | Y    | N    | Y    | Y    | N    | Y    | N    | Y    | 72        |
| DELA46         | 03/18/02   | KMHDN45D12U292903 |          | 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    | N    | Y    | 96        |
| DELA46         | 03/20/02   | KMHWF35H72A616473 |          | 4   | 4   | 5   | 5   | 5   | 5   | 4   | 5   | 5   | 5   | 4   | 4  | 3  | 4         | N/AN/AN/A | 5    | 5    | 5   | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | 74        |
| HANE43         | 03/01/02   | KM8SC13D32U208935 |          | 3   | 2   | 3   | 3   | 4   | 3   | 3   | 3   | 2   | 2   | 3   | 4  | 3  | 3         | 1         | 3    | 3    | 4   | Y    | Y    | Y    | Y    | Y    | Y    | N    | Y    | Y    | Y    | 22        |
| HANE43         | 03/02/02   | KMHFU45E92A173762 |          | 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         | 03/27/02   | KM8SC73D32U215886 | Y        | 4   | 5   | 4   | 5   | 5   | 5   | 3   | 5   | 1   | 1   | 2   | 4  | 5  | 3         | 2         | 4    | 4    | 3   | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | 52        |
| JENK70         | 03/02/02   | KMHDN45D92U278652 |          | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5  | 5  | 4         | 4         | 4    | 4    | 1   | Y    | Y    | Y    | Y    | Y    | Y    | N    | Y    | Y    | 79   |           |
| JENK70         | 03/06/02   | KMHCG35C32U163116 |          | 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         | 03/27/02   | KMHFU45EX2A166061 |          | 5   | 5   | 5   | 5   | 5   | 5   | 4   | 5   | 5   | 5   | 5   | 5  | 5  | 5         | 5         | 5    | 5    | 5   | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | 98        |
| JENK70         | 03/28/02   | KMHCG35C62U202149 |          | 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        |
| LETT22         | 03/16/02   | KMHDN45D62U334997 |          | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5  | 4  | 5         | N/AN/A    | 5    | 5    | 5   | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | 93        |
| RAYS84         | 02/28/02   | KMHWF35HX2A605483 |          | 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         | 03/05/02   | KMHDN55D92U043237 |          | 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         | 03/05/02   | KMHDN45D32U325111 |          | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 4  | 5  | N/AN/AN/A | 5         | 5    | 5    | 5   | Y    | Y    | Y    | N    | Y    | Y    | N    | Y    | Y    | Y    | 90        |

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



# Dealer 1-Month HPI VIN Report

April 30, 2002

(April 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 |     |
|----------------|------------|-------------------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|----|----|-----------|------|------|-----|------|------|------|------|------|------|------|------|------|------|-----------|-----|
| RAYS84         | 03/16/02   | KMHDN55D22U054709 |          | 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    | Y         | 98  |
| RAYS84         | 03/16/02   | KMHCF35G82U174859 |          | 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         | 03/23/02   | KM8SC73D62U226655 |          | 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 |
| STIL44         | 02/28/02   | KMHDN45DX1U220628 |          | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 4  | 5  | 5  | 5         | 5    | 5    | 5   | Y    | Y    | Y    | N    | Y    | Y    | Y    | Y    | Y    | Y    | Y         | 96  |
| STIL44         | 03/02/02   | KM8SB12B82U208559 |          | 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 |
| STIL44         | 03/02/02   | KMHHN65F73U012434 |          | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 4  | 4  | 4  | 5         | 5    | 5    | 5   | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y         | 87  |
| STIL44         | 03/19/02   | KMHDN45D82U335228 |          | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5  | 3  | 5  | N/AN/AN/A | 5    | 5    | 5   | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y    | Y         | 90  |
| STIL44         | 03/21/02   | KMHDN45D42U353449 |          | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5   | 5  | 5  | 5  | 5         | 5    | 5    | 5   | Y    | Y    | Y    | Y    | N    | Y    | N    | Y    | Y    | Y    | Y         | 95  |

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



## Dealer 1-Month Sales Verbatim Report

April 30, 2002

(April Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

| Salesperson ID | Sales Date | VIN               | Comments from mail/Internet   |
|----------------|------------|-------------------|---|
| BELS71         | 03/16/02   | KM8SB12B62U211864 | WITHIN THE LAST 12 MONTHS WE HAVE BOUGHT 2 CARS FROM CAROUSEL HYUNDAI - BOTH WITH EILEEN AS OUR SALESPERSON. WE WERE EXTREMELY PLEASED WITH THE LEVEL OF SERVICE SHE PROVIDED. WE NOW CONSIDER OURSELVES A HYUNDAI FAMILY.  |
| BELS71         | 04/01/02   | KM8SC73DX2U236170 | OUR SALESPERSON, EILEEN, IS AN EXCELLENT AUTO SALESPERSON. SHE ALSO SOLD US OUR PREVIOUS TOYOTA AVALON, AND I REQUESTED HER FOR THIS SALE.  |
| HANE43         | 03/02/02   | KMHFU45E92A173762 | I BEGAN LOOKING AT HYUNDAIS AND OTHER CARS 18 MONTHS AGO I REPEATEDLY VISITED CAROUSEL WITHOUT BUYING DESPITE THESE NUMEROUS VISITS I WAS NEVER TREATED WITHOUT RESPECT OR AS IF THEY DID NOT BELIEVE I WOULD BUY A VEHICLE OVERALL AN EXCELLENT EXPERIENCE EILEEN AND BLAINE MY SALES PEOPLE ARE AMONG THE BEST I HAVE EVER WORKED WITH  |
| JENK70         | 03/02/02   | KMHDN45D92U278652 | AFTER THE SALE WAS COMPLETED I HAD TO GO SOMEWHERE ELSE. I CAME BACK ABOUT 4 HOURS LATER TO TAKE DELIVERY. PREVIOUS MUD ON DRIVER SIDE FLOOR WAS COVERED UP WITH FLOOR MAT. NO ATTEMPT WAS MADE TO CLEAN IT UNTIL I SAW IT. ALSO, MUD WAS ON THE SIDE OF THE CENTER CONSOLE (AN OBVIOUS AMOUNT) NO ATTEMPT WAS MADE TO CLEAN IT EITHER, UNTIL I SAW IT AND COMPLAINED.  |
| RAYS84         | 03/05/02   | KMHDN55D92U043237 | I HAD BEEN TO 2 OTHER HYUNDAI DEALERS AND NEITHER WAS AS PROFESSIONAL AND LOW PRESSURE AS CAROUSEL. IN FACT, THE DEALERSHIP IN SPRINGFIELD, PA WAS SO RUDE AND PUSHY, I WALKED OUT AFTER BEING THERE 2 HOURS AND STILL NO ONE THERE COULD GIVE ME A PRICE OF THE CAR! TIM RAYSOR AT CAROUSEL TREATED ME WITH RESPECT AND WAS VERY LOW PRESSURE AND I WAS HAPPY TO GIVE HIM MY BUSINESS.                                     |
| RAYS84         | 03/16/02   | KMHDN55D22U054709 | WE WERE VERY PLEASED WITH OUR SALESMAN, TIM. HOWEVER, DURING OUR 1ST VISIT TO THE DEALERSHIP, WE HAD THE FORTUNATE EXPERIENCE OF INITIALLY WORKING WITH MR. BILL LETTER. I CALLED MR. LETTER 5 TIMES THE DAY AFTER OUR VISIT FOR INFORMATION & RECEIVED NO RETURN CALLS. I CALLED HIM AGAIN AND LEFT VOICE MAILS AGAIN ON THE 2ND DAY WITH NO RETURN CALL EVER. WOULD NEVER RECOMMEND HIM AS A SALESMAN TO ANYONE I KNOW.   |
| RAYS84         | 03/16/02   | KMHCF35G82U174859 | PLEASE READ CAREFULLY- TIM WAS OUR SALESPERSON. HE WAS A FINE, YOUNG MAN, WAY ABOVE THE CALL OF DUTY- EXCELLENT, GREAT. COMMENT- WE FIRST WENT TO THE DEALERSHIP IN DOWNINGTOWN. THE SALESPERSON WAS RUDE, SLOPPY, COULD CARE LESS, UNINFORMED, GAVE US THE BRUSH OFF. PROBABLY THINKING WE WERE WASTING HIS TIME SO WE WENT TO CAROUSEL AND BOUGHT A BEAUTIFUL, BRAND NEW HYUNDAI. THANK YOU. SINCERELY, JOSEPH DEVEREAUX. |
| STIL44         | 02/28/02   | KMHDN45DX1U220628 | I AM COMPLETELY SATISFIED WITH MY ELANTRA AND THE DEAL I RECEIVED COULD NOT HAVE BEEN BEAT!   |



## Dealer 1-Month Sales Verbatim Report

April 30, 2002

(April Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

| Salesperson ID | Sales Date | VIN               | Comments from mail/Internet   |
|----------------|------------|-------------------|---|
| STIL44         | 03/02/02   | KM8SB12B82U208559 | THIS IS THE SECOND VEHICLE WE PURCHASED AT CAROUSEL HYUNDAI FROM, SALESMAN, BILL STILL. WE FOUND BILL PERSONALLY TO BE VERY FORTHRIGHT AND HONEST. WE WOULD RECOMMEND THIS DEALERSHIP, AND BILL STILL IN PARTICULAR TO ANY OF OUR FRIENDS OR FAMILY WHO MAY BE IN THE MARKET FOR A CAR. HE IS A VERY IMPORTANT ASSET TO YOUR BUSINESS.  |
| STIL44         | 03/02/02   | KMHHN65F73U012434 | MY ONLY DISAPPOINTMENT IS MY INSURANCE WHICH INCREASED \$600. I ASKED WHAT THIS WOULD DO TO MY INSURANCE A COUPLE TIMES AND WAS TOLD IT SHOULDN'T INCREASE TOO MUCH. BECAUSE HYUNDAI DIDN'T MAKE A 2002 TIBURON COVERAGE IS KILLING ME. IN TRUTH I PROBABLY WOULDN'T HAVE GONE WITH THIS CAR HAD I KNOWN HOW HUGE A JUMP MY INSURANCE WOULD TAKE. SO ALTHOUGH I LIKE THE CAR, THAT HAS TAKEN A LOT OF THE JOY OUT OF DRIVING. |
| STIL44         | 03/21/02   | KMHDN45D42U353449 | YOUR SERVICE DEPARTMENT NEEDS EXTENDED HOURS OR SAT HOURS SO I CAN TAKE ADVANTAGE OF THEIR SERVICES   |



# Dealer Sales Phone Contact Report

April 30, 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 | 91            | 88       | 88     | 87       | 89            | 87       | 87     | 86       | 89             | 86       | 86     | 85       |
| 2. Did you have any problem(s) during your sales experience? (% Yes)         | 4             | 6        | 6      | 6        | 2             | 7        | 6      | 7        | 4              | 7        | 7      | 7        |
| 3. Has the problem been resolved to your satisfaction? (% Yes)               | 0             | 70       | 63     | 62       | 0             | 61       | 59     | 58       | 38             | 51       | 56     | 55       |
| Total number of responses:   | 23            | 510      | 5004   | 12990    | 60            | 1431     | 13960  | 36060    | 302            | 5584     | 56058  | 144384   |



# Dealer 1-Month Sales Phone Contact Vin Report

April 30, 2002

(April completes)

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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              | 03/18/02   | KMHDN45D12U295347 |                   | 04/02/02       | 5                              | Y                                      | N  |
| BELS71              | 03/28/02   | KMHDN45D22U297530 |                   | 04/13/02       | 5                              | N                                      | N/A  |
| BELS71              | 04/09/02   | KMHDN55D12U039151 |                   | 04/24/02       | 5                              | N                                      | N/A  |
| DELA46              | 03/18/02   | KMHDN45D12U292903 |                   | 04/03/02       | 5                              | N                                      | N/A  |
| DELA46              | 03/20/02   | KMHWF35H72A616473 |                   | 04/03/02       | 5                              | N                                      | N/A  |
| DELA46              | 04/09/02   | KMHDN55D52U036866 |                   | 04/24/02       | 5                              | N                                      | N/A  |
| DELA46              | 04/15/02   | KM8SC13D82U228758 |                   | 04/29/02       | 5                              | N                                      | N/A  |
| HANE43              | 03/27/02   | KM8SC73D32U215886 |                   | 04/11/02       | 4                              | N                                      | N/A  |
| JENK70              | 04/01/02   | KM8SB12B72U214952 |                   | 04/20/02       | 3                              | N                                      | N/A  |
| LETT22              | 03/29/02   | KMHDN45D32U366435 |                   | 04/12/02       | 5                              | N                                      | N/A  |
| LETT22              | 04/08/02   | KMHFU45E82A173395 |                   | 04/23/02       | 5                              | N                                      | N/A  |
| RAYS84              | 04/01/02   | KM8SC13D02U233307 |                   | 04/19/02       | 5                              | N                                      | N/A  |
| RAYS84              | 04/04/02   | KMHWF35H12A607073 |                   | 04/17/02       | 5                              | N                                      | N/A  |
| RAYS84              | 04/05/02   | KMHWF35H32A623890 |                   | 04/18/02       | 5                              | N                                      | N/A  |
| STIL44              | 03/19/02   | KMHDN45D82U335228 |                   | 04/03/02       | 5                              | N                                      | N/A  |
| STIL44              | 03/21/02   | KMHDN45D42U353449 |                   | 04/03/02       | 5                              | N                                      | N/A  |
| STIL44              | 03/25/02   | KMHDN45D02U299681 |                   | 04/09/02       | 5                              | N                                      | N/A  |
| STIL44              | 03/30/02   | KMHCG35C52U190270 |                   | 04/13/02       | 5                              | N                                      | N/A  |
| STIL44              | 03/30/02   | KMHWF25S02A594645 |                   | 04/13/02       | 5                              | N                                      | N/A  |
| STIL44              | 04/01/02   | KMHDN55D02U052957 |                   | 04/19/02       | 5                              | N                                      | N/A  |
| STIL44              | 04/09/02   | KMHWF35H52A622207 |                   | 04/24/02       | 5                              | N                                      | N/A  |

Note: All returns are for the current month



# Dealer 1-Month Sales Phone Contact Vin Report

April 30, 2002

(April completes)

Eastern Region • District EA6 • Carousel Hyundai • PA030

| 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 |
|---------------------|------------|-------------------|-------------------|----------------|--------------------------------|--|--|
| STIL44              | 04/13/02   | KMHDN45D92U325940 |                   | 04/26/02       | 4                              | N                                      | N/A  |
| STIL44              | 04/15/02   | KMHWF35H02A623071 |                   | 04/30/02       | 5                              | N                                      | N/A  |



# Dealer Touch & Go IQS Delivery Study

Eastern Region • District EA6 • Carousel Hyundai • PA030

April 30, 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         | 03/18/02   | KMHDN45D12U295347 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 11a  |
| BELS71         | 03/28/02   | KMHDN45D22U297530 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y DKp  |
| BELS71         | 04/09/02   | KMHDN55D12U039151 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 5p   |
| DELA46         | 03/18/02   | KMHDN45D12U292903 | N  |   |  |  |   | Y  |                                   |                                   |  | DS, Front Door              | N 5p   |
| DELA46         | 03/20/02   | KMHWF35H72A616473 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 11a  |
| DELA46         | 04/09/02   | KMHDN55D52U036866 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | N 11p  |
| DELA46         | 04/15/02   | KM8SC13D82U228758 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | N 9p   |
| HANE43         | 03/27/02   | KM8SC73D32U215886 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 6p   |
| JENK70         | 04/01/02   | KM8SB12B72U214952 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | N 9p   |
| LETT22         | 03/29/02   | KMHDN45D32U366435 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 3p   |
| LETT22         | 04/08/02   | KMHFU45E82A173395 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 5p   |
| RAYS84         | 04/01/02   | KM8SC13D02U233307 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | N DKp  |
| RAYS84         | 04/04/02   | KMHWF35H12A607073 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | N 9p   |
| RAYS84         | 04/05/02   | KMHWF35H32A623890 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 3p   |

Note: All returns are for the current month

DS = Driver Side

PS = Passenger Side

DK = Don't Know



# Dealer Touch & Go IQS Delivery Study

Eastern Region • District EA6 • Carousel Hyundai • PA030

April 30, 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? |
|----------------|------------|-------------------|--|---|--|--|---|--|-----------------------------------|-----------------------------------|--|-----------------------------|--|
| STIL44         | 03/19/02   | KMHDN45D82U335228 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 2p   |
| STIL44         | 03/21/02   | KMHDN45D42U353449 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y DKp  |
| STIL44         | 03/25/02   | KMHDN45D02U299681 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 8p   |
| STIL44         | 03/30/02   | KMHCG35C52U190270 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | N 2a   |
| STIL44         | 03/30/02   | KMHWF25S02A594645 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 4p   |
| STIL44         | 04/01/02   | KMHDN55D02U052957 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 1p   |
| STIL44         | 04/09/02   | KMHWF35H52A622207 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | N 2p   |
| STIL44         | 04/13/02   | KMHDN45D92U325940 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | Y 4p   |

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# Dealer Touch & Go IQS Delivery Study

Eastern Region • District EA6 • Carousel Hyundai • PA030

April 30, 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? |
|---------------------------------|------------|-------------------|--|---|--|--|---|--|-----------------------------------|-----------------------------------|--|-----------------------------|--|
| STIL44                          | 04/15/02   | KMHWF35H02A623071 | Y  |   |  |  |   | Y  |                                   |                                   |  |                             | N  |
| <b>Overall Score for Dealer</b> |            |                   | <b>96</b>  |   |  |  |   | <b>100</b>   |                                   |                                   |  |                             |  |
| <b>National Hyundai Average</b> |            |                   | <b>95</b>  |   |  |  |   | <b>97</b>  |                                   |                                   |  |                             |  |
| <b>Dealer Sample</b>            |            |                   | <b>23</b>  |   |  |  |   |  |                                   |                                   |  |                             |  |

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