

HYUNDAI

IMPORTANT NOTE -

When trying to access the Web Excel reports, if you are asked to provide a username and password in a popup window after clicking the Submit button, please download the latest Windows 2000 service pack update: <http://office.microsoft.com/downloads/2000/O2kSR1DDL.aspx>

The hyperlink will also be located on the PowerKatalyst site in the Monthly Report section underneath the Submit button

Hyundai Motor America is in the process of updating your current monthly reports. Monthly reports are currently displayed in a PDF format, which, depending on Internet access, can take an extended amount of time to print and/or view. Starting February 1st the HPI and HSI Survey System will begin transitioning to a new report format called Web Excel.

The advantages of this latest enhancement are:

- Web Excel will provide you access up to 13 months of historical reports.
- Web Excel will give you the ability to:
 - Download all reports
 - Download all sales or all service reports
 - Download only specific reports
- By accessing specific reports the time to download will decrease significantly
- Reports can be downloaded and viewed off-line

Requirements:

- Users must have either Excel or Excel Viewer. Excel Viewer is a free Microsoft download and can be accessed at:
<http://download.microsoft.com/download/excel2000/Xlviewer/2000/WIN98/EN-US/xlViewer.exe>

In an effort to make the transition from PDF to Web Excel as smooth as possible, we will continue to provide the PDF reports through the close of April monthly reports.



Dealer Sales and Service Summary Report

April 18, 2003

(Feb - Apr returns)

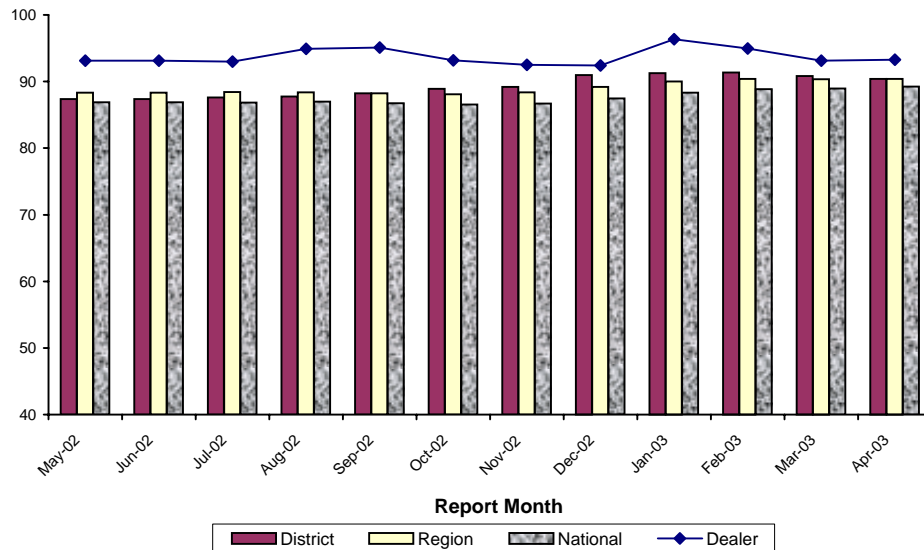
Eastern Region • Carousel Hyundai • PA030

Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	97	89	88
3-Month Rolling HVI	95	88	87
12-Month HVI	95	87	85

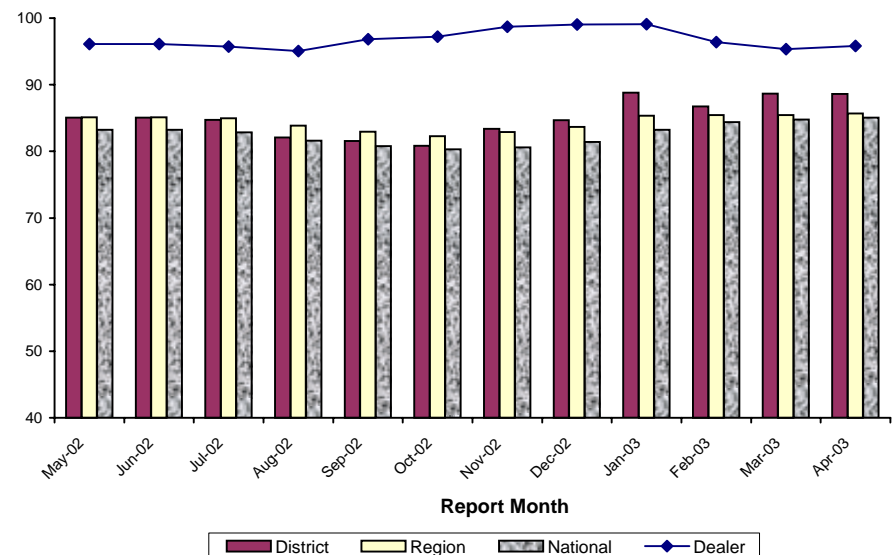
Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	96	90	91	90
3-Month HPI	93	90	90	89
12-Month HPI	94	90	89	88
Ranking	—	1	59	138



Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	98	91	87	86
3-Month HSI	96	89	86	85
12-Month HSI	97	86	84	83
Ranking	—	1	17	57



Total number of responses: 63

Graphs depict 3-month rolling score

Total number of responses: 22

Note: Rolling 3-Month Response Rate

Carousel Hyundai • PA030



Dealer Sales Performance Report

April 18, 2003

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



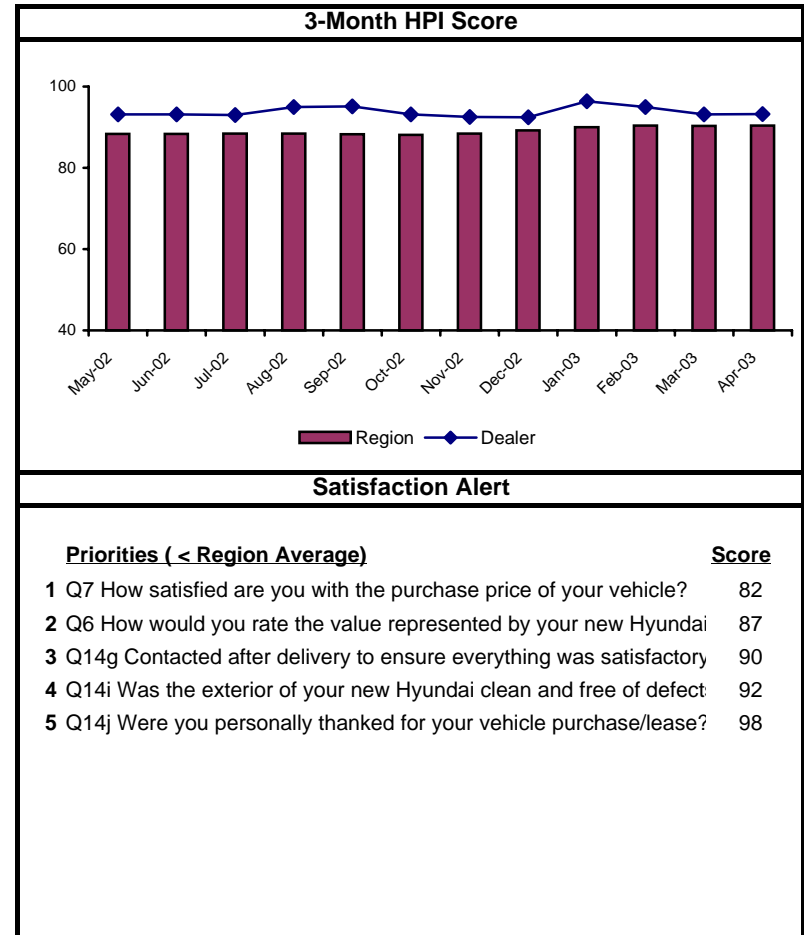
Dealer 3-Month HPI Report

April 18, 2003

(Feb - Apr returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	98	94
3a. Took time to seriously understand your needs	3.2	98	94
3b. Overall Appearance	3.2	99	94
3c. Ease of doing business with	3.2	96	94
3d. Knowledge of competitive vehicles	3.2	98	91
3e. Knowledge of Hyundai models and features	3.2	97	94
3f. Ability to answer your questions	3.2	97	94
3g. Provided a non-intimidating sales experience	3.2	98	95
Purchase Transaction	18.3	93	89
4a. Layout of dealership was inviting and friendly	3.7	92	89
4b. Fulfillment of promises made during the sales process	5.4	94	90
4c. Overall honesty and integrity	3.2	96	90
4d. Provided a non-intimidating sales process	1.4	97	92
5. How much pressure did you feel from your dealership	4.6	89	88
Deal Received	21.1	84	86
6. How would you rate the value represented by your new Hyundai?	8.6	87	89
7. How satisfied are you with the purchase price of your vehicle?	12.5	82	84
Finance and Insurance Process	14.2	96	87
10b. How the application process was handled	5.5	96	87
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	97	87
10f. F & I Manager's knowledge of financing and leasing options	3.2	96	89
Delivery Process	24.0	96	94
13. Length of time taken to deliver your vehicle	6.5	92	89
14a. Salesperson spend enough time with you at delivery	1.7	100	98
14b. Were the owner's manual and operating controls explained to you?	1.0	100	97
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	100	97
14d. Was the Service Department shown to you?	1.4	97	86
14e. Were the service requirements of your new Hyundai explained to you?	2.1	98	93
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	90	93
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	92	96
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	98	99
Hyundai Purchase Index	100.0	93	90
Total number of Responses:		63	11938



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

April 18, 2003

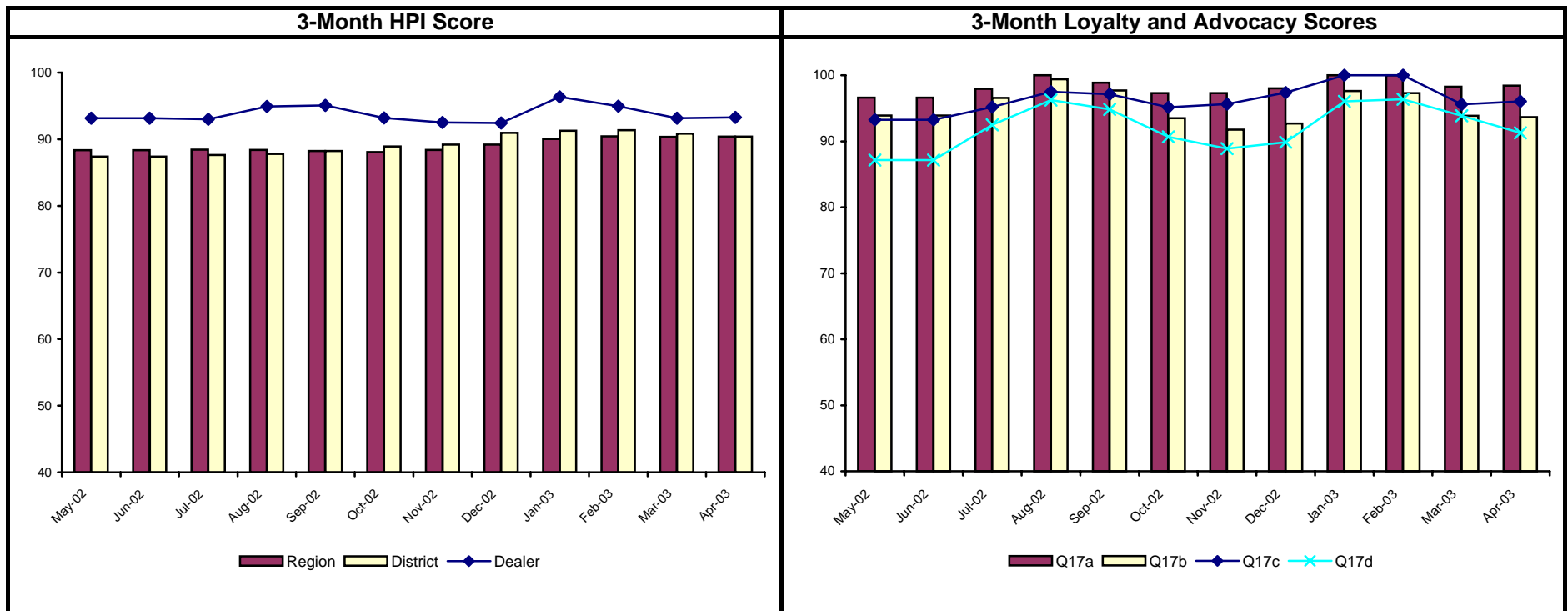
(Feb - Apr returns)

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
Hyundai Purchase Index	96	90	91	93	90	90	94	90	89

Summing It All Up

16. Overall Satisfaction with the dealership	98	89	89	94	89	89	95	88	87
17a. Likelihood of recommending this dealer to a friend or relative	100	93	94	98	94	94	98	93	93
17b. Likelihood of purchasing or leasing another Hyundai from this dealership	98	90	90	94	90	90	95	89	88
17c. Likelihood of using same dealer for service and repair	100	87	88	96	87	87	96	86	86
17d. Likelihood of purchasing or leasing another Hyundai	92	88	89	91	88	88	92	88	86





Dealer 3-Month Sales Information Report

April 18, 2003

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Feb - Apr returns)

	Dealer	District	Region
About Your Purchase Intentions			
1. Are you the primary driver of this vehicle? (%)	100	91	89
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	15	17	22
- Recommendation of family or friends.....	28	33	29
- Drive by.....	23	8	9
- Newspaper ads.....	23	32	33
- Radio ads.....	7	4	5
- TV ads.....	5	10	7
- Manufacturer/dealer web page.....	44	22	23
- Internet buying service.....	15	10	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.....	27	34	38
- 45 minutes to an hour.....	35	28	30
- 1 to 2 hours.....	24	25	21
- More than 2 hours.....	14	13	11
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	100	94	93
- Sales Manager.....	21	37	35
- General Manager.....	5	11	10
- Finance and Insurance Manager.....	13	26	26
About The Delivery Process			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	100	95	93
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	17	12	20
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	84	80	77
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	20	26	20
- An ADDITIONAL vehicle.....	24	23	24
- REPLACED a vehicle you no longer have.....	56	52	56
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Ford.....	33	17	13
Hyundai.....	25	24	22
Nissan.....	8	6	4
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	18	15	13
Chevrolet.....	14	11	9
Dodge.....	14	6	7
21. Are you:.....			
Male (%).....	49	45	49
Female (%).....	51	55	51
22. Median Age (Years).....	45	48	47
23. Ethnicity (%).....			
White/Caucasian.....	89	87	88
Black/African-American.....	5	9	6
Asian.....	2	1	2
Hispanic.....	2	2	3
Other (Specify).....	3	1	1
24. Median Household Income (\$)......	73,333	56,822	56,092



Dealer 1-Month Salesperson Report

April 18, 2003

(April Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	BELS71	CLOC03	PERE65	RAYS84	COLL81
Salesperson	22.4	94	93	99	100	100	100	100	94
3a. Took time to seriously understand your needs	3.2	94	93	100	100	100	100	100	100
3b. Overall Appearance	3.2	94	93	100	100	100	100	100	100
3c. Ease of doing business with	3.2	95	93	100	100	100	100	100	100
3d. Knowledge of competitive vehicles	3.2	92	91	100	100	100	100	100	100
3e. Knowledge of Hyundai models and features	3.2	94	93	96	100	100	100	100	80
3f. Ability to answer your questions	3.2	94	93	98	100	100	100	100	90
3g. Provided a non-intimidating sales experience	3.2	95	94	98	100	100	100	100	90
Sample Size		4564	458	24	5	7	3	4	5
Share of Dealer Responses (%)					21	29	13	17	21
Hyundai Purchase Index					95	100	99	100	87



3 Month Sales STAR Report

April 18, 2003

(Feb - Apr returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	BELS71	CLOC03	PERE65	COLL81	RAYS84	HANE43
Salesperson STAR Score	34.3	92	92	96	100	100	96	92	92	89
3a. Took time to seriously understand your needs	3.2	94	93	98	100	100	100	100	95	83
3b. Overall Appearance	3.2	94	93	99	100	100	100	100	100	83
3c. Ease of doing business with	3.2	94	94	96	100	100	96	100	95	67
3d. Knowledge of competitive vehicles	3.2	91	92	98	100	100	98	100	90	100
3e. Knowledge of Hyundai models and features	3.2	94	94	97	100	100	98	83	95	100
3f. Ability to answer your questions	3.2	94	93	97	100	100	98	92	90	100
3g. Provided a non-intimidating sales experience	3.2	95	94	98	100	100	98	92	100	100
4b. Fulfillment of promises made during the sales process	5.4	90	90	94	100	100	96	100	85	67
13. Length of time taken to deliver your vehicle	6.5	89	88	92	100	100	91	75	85	100
Sample Size		11938	1196	63	7	14	23	6	10	3
Share of Dealer Responses (%)					11	22	37	10	16	5
Hyundai Purchase Index					94	98	94	89	90	84

Note: All scores are 3 - Month

1 of 1 for Carousel Hyundai • PA030



Dealer 1-Month HPI VIN Report

April 18, 2003

(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	02/12/03	KM8SC73D53U410101		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	02/15/03	KM8SC73D03U388704		5	5	5	5	5	5	5	3	5	5	4	5	4	4	N/AN/AN/A	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	83
BELS71	02/15/03	KM8SC73D43U429335		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	N	92
BELS71	03/03/03	KMHCG35C53U241378		5	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
BELS71	03/10/03	KMHCG45C93U454789		5	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
CLOC03	02/16/03	KM8SC73D83U414921		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	N	Y	Y	Y	Y	98
CLOC03	02/26/03	KMHWF25H53A772295		5	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
CLOC03	03/05/03	KMHDN45DX3U590867		5	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
CLOC03	03/17/03	KM8SC73D53U448153		5	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
CLOC03	03/19/03	KM8SC73D53U405495		5	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
CLOC03	03/22/03	KMHFU45E62A228586	Y	5	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
CLOC03	03/22/03	KMHDN45D33U602731		5	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
COLL81	02/11/03	KM8SC13D83U431473		5	5	5	5	4	4	5	5	5	5	5	4	3	3	5	5	5	3	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	67
COLL81	02/21/03	KMHDN45D93U482126		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/A	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
COLL81	02/26/03	KM8SC13D23U409923		5	5	5	5	5	5	5	5	5	5	5	4	5	4	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	91
COLL81	03/14/03	KM8SC73D23U403882		5	5	5	5	4	5	4	5	5	5	5	4	3	N/AN/AN/A	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	77
COLL81	03/15/03	KM8SC73D63U415615		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	97	
PERE65	02/08/03	KM8SC73D23U415045		5	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
PERE65	02/19/03	KMHWF35H13A811700		5	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

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



Dealer 1-Month HPI VIN Report

April 18, 2003

(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	
PERE65	02/24/03	KMHDN45D33U588104		3	3	2	3	3	3	2	3	1	1	2	4	5	5	5	5	5	5	1	N	N	Y	Y	Y	Y	N	Y	N	Y	48
PERE65	03/28/03	KM8SC73D53U430848	Y	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	97
RAYS84	02/26/03	KMHWF35H43A759625		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	03/01/03	KMHDN55D23U081474	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
RAYS84	03/03/03	KMHHN65F53U061809		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	03/21/03	KM8SC73D53U417176		5	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	N	Y	99

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



Dealer 1-Month Sales Verbatim Report

April 18, 2003

(April Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	02/12/03	KM8SC73D53U410101	THE EXPERIENCE AT CAROUSEL WAS EXCELLENT THE SALESPEOPLE TOOK THEIR TIME TO ANSWER ALL MY QUESTIONS ALLOWED ME TO SEE ALL THE CARS I WANTED WERE NOT INTRUSIVE OR GUSHY THEY LISTENED CAREFULLY TO WHAT I NEEDED GOT ME EXACTLY WHAT I WANTED NEGOTIATED FOR ME TO ARRANGE THE DETAILS OF THE TRANSACTION WERE TOTALLY PROFESSIONAL ON A MUCH HIGHER LEVEL THAN ANY I HAD MET IN THE 1/2 YEAR I WAS LOOKING FOR A CAR. THEY WERE TRULY TERRIFIC PEOPLE AND MY EXPERIENCE WAS PERFECT. IM MOST GRATEFUL TO THEM THIS WAS A MAJOR ... FOR ME AND I HAD BEEN ANXIOUS BUT THEY WERE SO GREAT THEY ACCOMPLISHED THE HARD PART FOR ME AND I WAS THRILLED AND HIGHLY RECOMMEND THEM TO ANYONE!
BELS71	02/15/03	KM8SC73D43U429335	14J CONTINUED. NEITHER EILEEN (OUR SALESPERSON) NOR THE GENTLEMAN WHO NEGOTIATED OUR PRICE WITH US. (WE NEVER WERE INTRODUCED TO HIM) THANKED US PRIOR TO DRIVING OFF IN OUR NEW CAR. HOWEVER, EILEEN DID SEND A THANK YOU NOTE TO US ABOUT A WEEK LATER. I FEEL SOMEONE SHOULD HAVE SAID THANK YOU ON THE DAY OF DELIVERY!
BELS71	03/03/03	KMHCG35C53U241378	THIS WAS THE FIRST TIME WEVE BOUGHT A CAR THAT WE WERENT FEELING EXTREME PRESSURE TO BUY RIGHT NOW. EILEEN WAS A PLEASURE TO DO BUSINESS WITH. WE FELT SHE UNDERSTOOD OUR NEEDS & WORKED TO SEE THAT THEY WERE MET. WE WILL BUY FROM HER AGAIN!
BELS71	03/10/03	KMHCG45C93U454789	I RECEIVED AN EXCELLENT PURCHASE. EILEEN BELSER WAS MY SALESPERSON AND SHE WAS WONDERFUL! I ESPECIALLY APPRECIATE THE FACT THAT SHE TOOK TIME OUT OF HER BUSY SCHEDULE TO SEND ME A PERSONALIZED HANDWRITTEN THANK YOU NOTE. THANK YOU FOR MAILING THIS A PLEASURABLE PURCHASING EXPERIENCE! I WILL DEFINITELY BE BACK.
CLOC03	02/26/03	KMHWF25H53A772295	CAROUSEL HAD EXACTLY WHAT I WANT AND GAVE ME THE DEAL I NEEDED. AFTER VISITING CAROUSEL, I KNEW THIS WOULD BE MY LAST STOP.
CLOC03	03/19/03	KM8SC73D53U405495	I WOULD JUST LIKE TO SAY THAT YOU HAVE A GREAT PRODUCT AND WE ARE REALLY LOOKING FORWARD TO DRIVING IN THIS VEHICLE. THE DEALERSHIP IS JUST GREAT - THEY REALLY MAKE YOU FEEL AT HOME AND COMFORTABLE.



Dealer 1-Month Sales Verbatim Report

April 18, 2003

(April Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
CLOC03	03/22/03	KMHFU45E62A228586	IT WAS A VERY PLEASANT EXPERIENCE. THE SALESMAN, DON JENKINS, WAS VERY ATTENTIVE AND TOOK THE TIME TO SHOW ME SEVERAL DIFFERENT VEHICLES. I FEEL THAT I GOT A VERY GOOD DEAL ON THE VEHICLE I PURCHASED. IT DID TAKE A LITTLE BIT OF TIME TO GET TO SEE THE FINANCE PERSON, BUT THE DEALERSHIP WAS VERY BUSY THAT DAY. THE FINANCE PERSON WAS VERY PLEASANT AND KNOWLEDGABLE AND THAT PROCESS WENT VERY QUICKLY ONCE IT WAS MY TURN. I HAVE BEEN VERY PLEASED WITH THE CAR SO FAR. THE SALES PERSON AND DEALERSHIP FOLLOW UP WITH ME TO SEE HOW I WAS ENJOYING MY CAR AND IF I NEEDED ANYTHING. OVERALL, IT WAS A VERY PAINLESS AND PLEASANT CAR BUYING EXPERIENCE. I RECOMMENDED THE DEALERSHIP TO MY DAUGHTER AND SHE AND HER HUSBAND PURCHASED A CAR THERE THIS PAST WEEKEND. THEIR EXPERIENCE WAS JUST AS GOOD AS MINE HAD BEEN.
COLL81	02/11/03	KM8SC13D83U431473	I ABSOLUTELY LOVE MY NEW SANTA FE, ITS FEATURES AND RIDE ARE VERY SATISFACTORY. I AM DELIGHTED THAT WE STOPPED IN TO CAROSEL HYUNDAI WHEN WE WERE ORIGINALLY IN SEARCH OF CAROSEL TOYOTA. IT IS A FABULOUS VEHICAL AND I AM SO PLEASED.
COLL81	02/26/03	KM8SC13D23U409923	THE SALES PERSON WAS OUTSTANDING TO DEAL WITH. HE MADE THE ABILITY OF THE TRANS ACTION OF DEAL GO SO SMOOTH.
COLL81	03/15/03	KM8SC73D63U415615	GREAT SERVICE.
RAYS84	02/26/03	KMHWF35H43A759625	I HAVE NEVER HAD AN EASIER TIME PURCHASING A CAR! TIM REYSON AND EVERYONE AT CAROUSEL TURNED BUYING A CAR (USUALLY AN EXPERIENCE I ABSOLUTELY DETEST!) INTO A PAINLESS, ALMOST FUN EXPERIENCE. THANKSGUYS!!
RAYS84	03/21/03	KM8SC73D53U417176	ONLY NEGATIVE WAS A COUPLE MINOR SCRATCHES ON EXTERIOR BUT THEY ARE BEING FIXED BY DEALERSHIP. WONDERFUL SERVICE AND A WONDERFUL CAR!



Dealer Sales Phone Contact Report

April 18, 2003

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	91	86	88	88	90	87	88	88	90	87	87	86
2. Did you have any problem(s) during your sales experience? (% Yes)	4	7	7	7	3	6	7	7	4	7	7	7
3. Has the problem been resolved to your satisfaction? (% Yes)	0	59	57	58	0	59	57	57	27	59	57	57
Total number of responses:	28	744	7128	17310	60	1554	15815	39979	291	5752	59188	152851



Dealer 1-Month Sales Phone Contact Vin Report

April 18, 2003

(April 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	03/13/03	KMHDN45D03U587752		03/27/03	5	N	N/A
BELS71	03/31/03	KMHDN45D43U587821		04/17/03	5	N	N/A
CLOC03	03/05/03	KMHDN45DX3U590867		03/21/03	5	N	N/A
CLOC03	03/22/03	KMHWF25S93A807819		04/04/03	5	N	N/A
CLOC03	03/22/03	KMHFU45E62A228586		04/07/03	5	N	N/A
CLOC03	03/22/03	KMHDN45D33U602731		04/03/03	5	N	N/A
CLOC03	03/22/03	KMHDN45D63U597556		04/04/03	5	N	N/A
CLOC03	03/25/03	KMHDN45D33U532860		04/10/03	5	N	N/A
CLOC03	03/26/03	KMHDN45D93U613300		04/08/03	5	N	N/A
COLL81	03/04/03	KMHCF35C33U247893		03/19/03	5	N	N/A
COLL81	03/05/03	KM8SC73D73U432472		03/21/03	5	N	N/A
COLL81	03/24/03	KMHDN45D03U511724		04/07/03	5	N	N/A
COLL81	03/26/03	KMHDN55D63U083101		04/09/03	4	Y	N
COLL81	04/05/03	KM8SC13D83U431568		04/17/03	5	N	N/A
PERE65	03/13/03	KM8SC73D53U411832		03/26/03	5	N	N/A
PERE65	03/18/03	KMHDN45D43U590556		04/01/03	5	N	N/A
PERE65	03/22/03	KMHCG45C83U454797		04/07/03	5	N	N/A
PERE65	03/24/03	KM8SC73D63U467925		04/07/03	5	N	N/A
PERE65	03/25/03	KM8SB12B23U368499		04/09/03	5	N	N/A
PERE65	03/28/03	KM8SC73D53U430848		04/09/03	5	N	N/A
PERE65	03/29/03	KMHDN45D83U602854		04/10/03	5	N	N/A

Note: All returns are for the current month



Dealer 1-Month Sales Phone Contact Vin Report

April 18, 2003

(April completes)

Eastern Region • District EA6 • Carousel Hyundai • PA030

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

Sales Consultant ID	Sales Date	VIN	Immediate Contact	Completed Date			
PERE65	03/31/03	KM8SC73D03U413312		04/18/03	4	N	N/A
RAYS84	03/21/03	KM8SC73D53U417176		04/06/03	5	N	N/A
RAYS84	03/21/03	KMHDN45D23U589938		04/03/03	5	N	N/A
RAYS84	03/22/03	KM8SB12B23U379504		04/03/03	5	N	N/A
RAYS84	03/24/03	KMHWF35H73A755746		04/07/03	5	N	N/A
RAYS84	03/28/03	KMHDN45D83U611649		04/09/03	2	N	N/A
RAYS84	03/29/03	KMHDN45D63U588341		04/10/03	4	N	N/A