



Dealer Sales and Service Summary Report

December 31, 2001

(Oct - Dec returns)

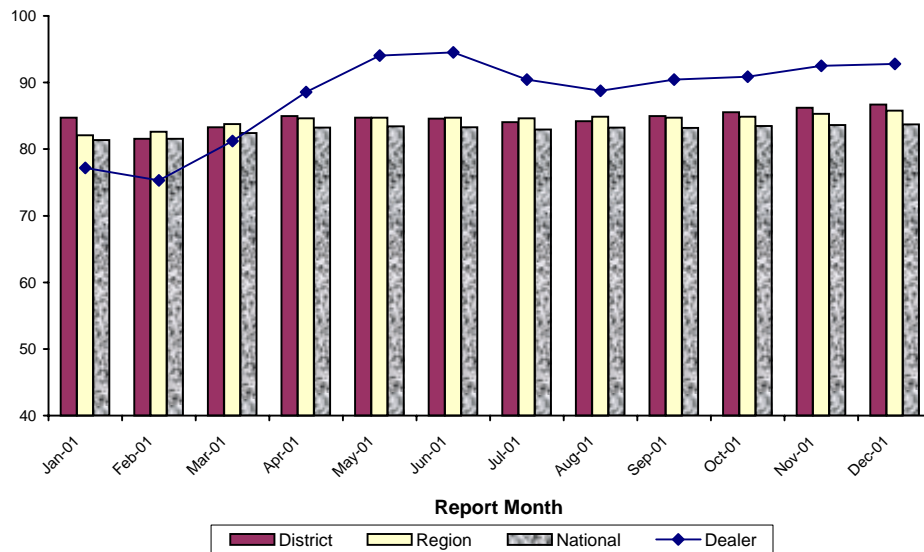
Eastern Region • Carousel Hyundai • PA030

Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	94	85	82
3-Month Rolling HVI	93	83	81
12-Month HVI	90	81	80

Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	94	88	87	84
3-Month HPI	93	87	86	84
12-Month HPI	90	84	85	83
Ranking	—	3	18	34

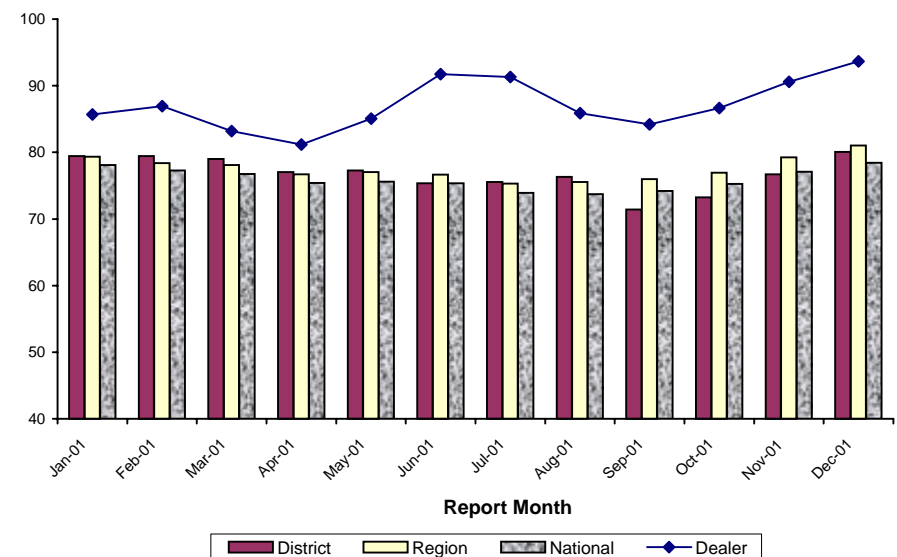


Total number of responses: 81

Note: Rolling 3-Month Response Rate

Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	95	82	83	80
3-Month HSI	94	80	81	78
12-Month HSI	89	79	78	76
Ranking	—	1	14	42



Total number of responses: 33

Carousel Hyundai • PA030

Graphs depict 3-month rolling score



Dealer Sales Performance Report

December 31, 2001

(Oct - Dec returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	1-Month HPI Score			3-Month HPI Score			12-Month HPI Score		
		Dealer	District	Region	Dealer	District	Region	Dealer	District	Region
Salesperson	22.4	98	92	90	98	91	90	94	88	89
3a. Took time to seriously understand your needs	3.2	100	92	91	99	91	90	95	89	89
3b. Overall Appearance	3.2	100	92	90	99	92	90	93	89	89
3c. Ease of doing business with	3.2	97	92	91	96	92	91	94	89	90
3d. Knowledge of competitive vehicles	3.2	96	89	87	95	88	86	90	84	85
3e. Knowledge of Hyundai models and features	3.2	97	93	91	99	92	90	94	89	89
3f. Ability to answer your questions	3.2	100	91	90	99	91	90	93	88	88
3g. Provided a non-intimidating sales experience	3.2	97	94	92	98	93	92	96	90	91
Purchase Transaction	18.3	94	86	86	93	86	85	89	82	84
4a. Layout of dealership was inviting and friendly	3.7	97	84	83	97	84	83	90	81	82
4b. Fulfillment of promises made during the sales process	5.4	99	88	86	96	87	85	92	83	83
4c. Overall honesty and integrity	3.2	96	87	86	94	86	85	91	82	83
4d. Provided a non-intimidating sales process	1.4	97	89	88	98	88	88	94	85	86
5. How much pressure did you feel from your dealership	4.6	82	84	86	81	85	85	81	82	85
Deal Received	21.1	86	82	82	84	81	81	83	79	80
6. How would you rate the value represented by your new Hyundai?	8.6	88	86	86	88	86	85	88	84	85
7. How satisfied are you with the purchase price of your vehicle?	12.5	85	79	79	81	78	78	80	75	77
Finance and Insurance Process	14.2	96	83	81	94	80	80	90	77	79
10b. How the application process was handled	5.5	94	83	81	93	80	80	88	77	78
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	97	82	81	94	79	79	91	76	78
10f. F & I Manager's knowledge of financing and leasing options	3.2	98	84	83	97	82	82	93	80	81
Delivery Process	24.0	97	92	91	95	92	91	94	90	90
13. Length of time taken to deliver your vehicle	6.5	97	86	84	96	85	83	92	81	82
14a. Salesperson spend enough time with you at delivery	1.7	100	98	97	99	98	97	99	98	97
14b. Were the owner's manual and operating controls explained to you?	1.0	100	97	96	99	96	95	98	95	95
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	100	98	96	99	98	96	98	96	96
14d. Was the Service Department shown to you?	1.4	85	85	83	88	84	82	87	83	81
14e. Were the service requirements of your new Hyundai explained to you?	2.1	100	91	90	98	91	89	95	89	88
14f. Were your questions answered at the time of delivery?	2.6	100	99	99	99	99	99	100	99	98
14g. Contacted after delivery to ensure everything was satisfactory	3.0	91	92	90	89	91	90	88	91	89
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	100	97	97	96	97	97	96	96	96
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	91	94	94	90	94	94	91	93	94
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	97	99	99	99	99	99	99	99	98
Hyundai Purchase Index	100.0	94	88	87	93	87	86	90	84	85



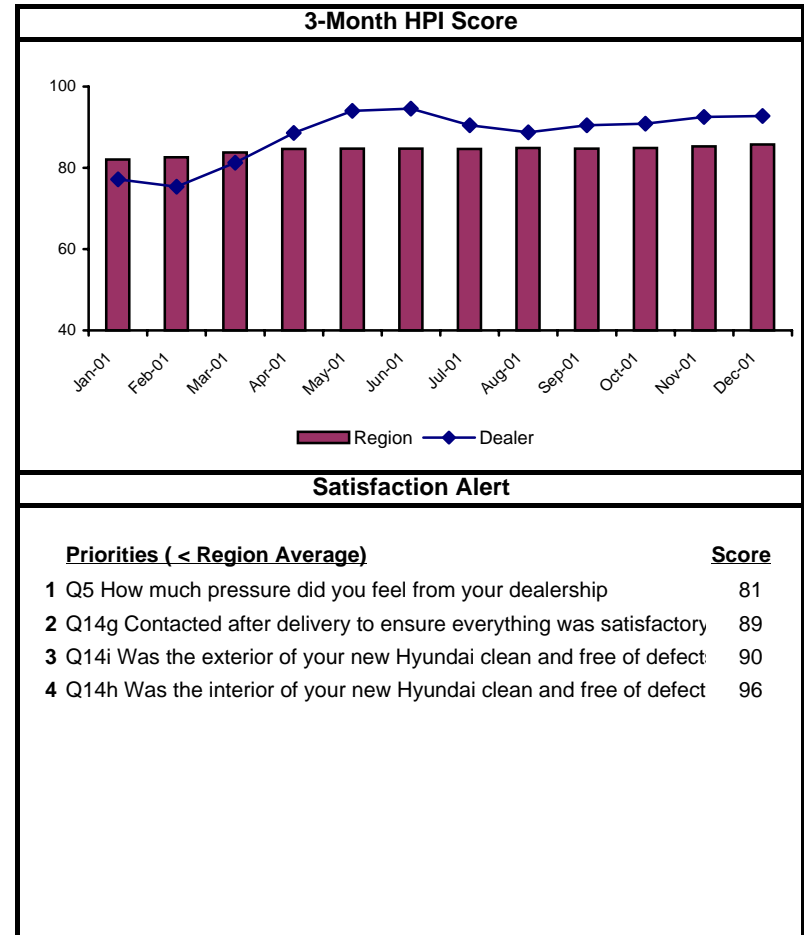
Dealer 3-Month HPI Report

December 31, 2001

(Oct - Dec returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	98	90
3a. Took time to seriously understand your needs	3.2	99	90
3b. Overall Appearance	3.2	99	90
3c. Ease of doing business with	3.2	96	91
3d. Knowledge of competitive vehicles	3.2	95	86
3e. Knowledge of Hyundai models and features	3.2	99	90
3f. Ability to answer your questions	3.2	99	90
3g. Provided a non-intimidating sales experience	3.2	98	92
Purchase Transaction	18.3	93	85
4a. Layout of dealership was inviting and friendly	3.7	97	83
4b. Fulfillment of promises made during the sales process	5.4	96	85
4c. Overall honesty and integrity	3.2	94	85
4d. Provided a non-intimidating sales process	1.4	98	88
5. How much pressure did you feel from your dealership	4.6	81	85
Deal Received	21.1	84	81
6. How would you rate the value represented by your new Hyundai?	8.6	88	85
7. How satisfied are you with the purchase price of your vehicle?	12.5	81	78
Finance and Insurance Process	14.2	94	80
10b. How the application process was handled	5.5	93	80
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	94	79
10f. F & I Manager's knowledge of financing and leasing options	3.2	97	82
Delivery Process	24.0	95	91
13. Length of time taken to deliver your vehicle	6.5	96	83
14a. Salesperson spend enough time with you at delivery	1.7	99	97
14b. Were the owner's manual and operating controls explained to you?	1.0	99	95
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	99	96
14d. Was the Service Department shown to you?	1.4	88	82
14e. Were the service requirements of your new Hyundai explained to you?	2.1	98	89
14f. Were your questions answered at the time of delivery?	2.6	99	99
14g. Contacted after delivery to ensure everything was satisfactory	3.0	89	90
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	96	97
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	90	94
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	99	99
Hyundai Purchase Index	100.0	93	86
Total number of Responses:		81	13100



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

December 31, 2001

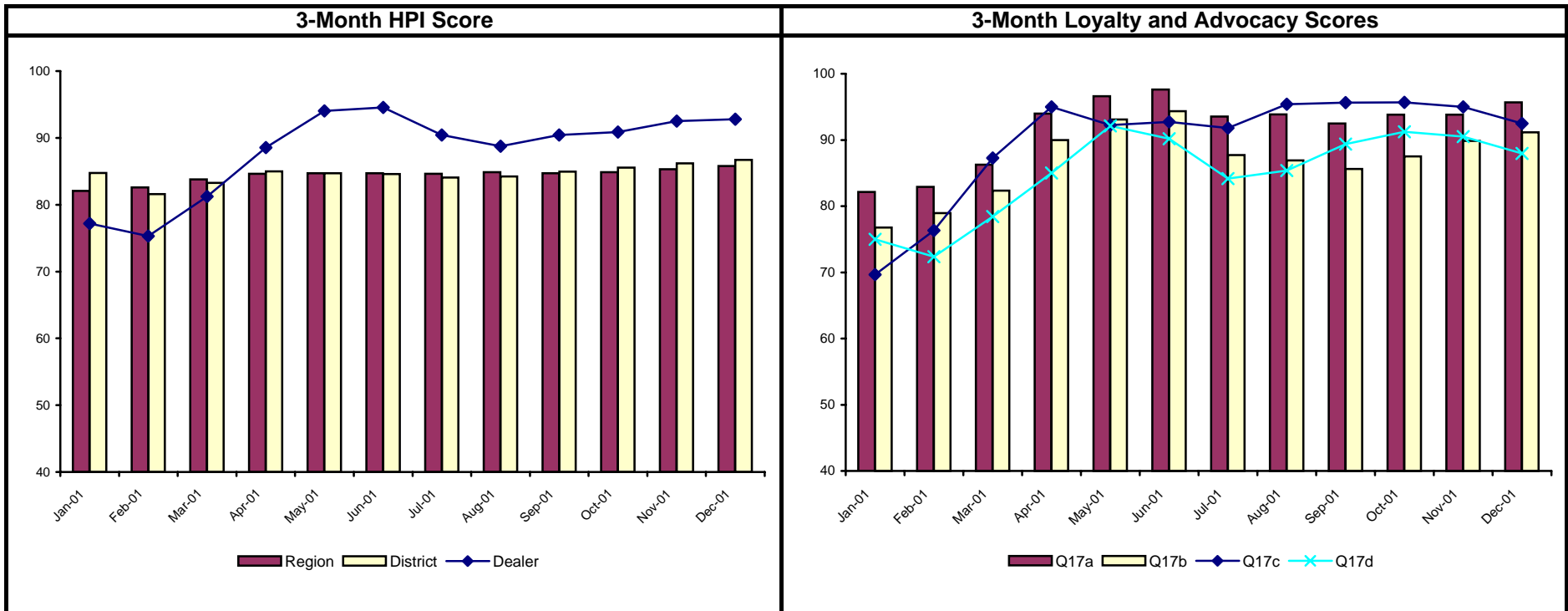
(Oct - Dec returns)

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	94	88	87	93	87	86	90	84	85

Summing It All Up

16. Overall Satisfaction with the dealership	91	86	84	91	85	83	90	82	82
17a. Likelihood of recommending this dealer to a friend or relative	99	93	91	96	92	90	93	90	89
17b. Likelihood of purchasing or leasing another Hyundai from this dealership	93	88	85	91	88	85	89	84	84
17c. Likelihood of using same dealer for service and repair	90	82	83	93	84	82	92	83	82
17d. Likelihood of purchasing or leasing another Hyundai	90	85	84	88	85	83	87	82	82





Dealer 3-Month Sales Information Report

December 31, 2001

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Oct - Dec returns)

	Dealer	District	Region
About Your Purchase Intentions			
1. Are you the primary driver of this vehicle? (%)	93	90	89
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	13	18	18
- Recommendation of family or friends.....	33	32	30
- Drive by.....	5	8	8
- Newspaper ads.....	29	32	33
- Radio ads.....	3	4	5
- TV ads.....	9	6	6
- Manufacturer/dealer web page.....	35	26	27
- Internet buying service.....	13	11	12
- Direct mail.....	0	1	1
About The Purchase Transaction			
8. From the time at which you agreed on the vehicle, how long did it take you to complete the entire sales transaction, excluding delivery? (%)			
- Less than 45 minutes.....	31	27	34
- 45 minutes to an hour.....	34	32	33
- 1 to 2 hours.....	24	26	21
- More than 2 hours.....	11	15	12
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	98	93	92
- Sales Manager.....	27	40	33
- General Manager.....	7	12	10
- Finance and Insurance Manager.....	28	26	26
About The Delivery Process			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	95	93	88
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	9	16	29
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	83	84	83
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	10	25	21
- An ADDITIONAL vehicle.....	36	21	25
- REPLACED a vehicle you no longer have.....	54	54	54
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Ford.....	32	16	14
Hyundai.....	11	16	17
Chevrolet.....	11	12	10
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Toyota.....	21	6	6
Ford.....	18	15	13
Honda.....	9	6	6
21. Are you:.....			
Male (%).....	44	46	48
Female (%).....	56	54	52
22. Median Age (Years).....	42	46	46
23. Median Household Income (\$)......	60,000	50,476	53,420



Dealer 1-Month Salesperson Report

December 31, 2001

(December Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	BELS71	JENK70	LETT22	STIL44	DELA46	HANE43
Salesperson	22.4	90	92	98	100	100	100	100	96	93
3a. Took time to seriously understand your needs	3.2	91	92	100	100	100	100	100	100	100
3b. Overall Appearance	3.2	90	92	100	100	100	100	100	100	100
3c. Ease of doing business with	3.2	91	92	97	100	100	100	100	96	75
3d. Knowledge of competitive vehicles	3.2	87	89	96	100	100	100	100	92	75
3e. Knowledge of Hyundai models and features	3.2	91	93	97	100	100	100	100	92	100
3f. Ability to answer your questions	3.2	90	91	100	100	100	100	100	100	100
3g. Provided a non-intimidating sales experience	3.2	92	94	97	100	100	100	100	92	100
Sample Size		4502	578	34	5	1	6	8	12	2
Share of Dealer Responses (%)					15	3	18	24	35	6
Hyundai Purchase Index					93	100	98	93	95	85



3 Month Sales STAR Report

December 31, 2001

(Oct - Dec returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	JENK70	BELS71	STIL44	LETT22	RAYS84	DELA46
Salesperson STAR Score	34.3	88	89	97	100	99	99	99	98	97
3a. Took time to seriously understand your needs	3.2	90	91	99	100	100	100	100	100	100
3b. Overall Appearance	3.2	90	92	99	100	100	100	100	100	100
3c. Ease of doing business with	3.2	91	92	96	100	100	100	100	100	95
3d. Knowledge of competitive vehicles	3.2	86	88	95	100	100	100	97	100	91
3e. Knowledge of Hyundai models and features	3.2	90	92	99	100	100	100	100	100	95
3f. Ability to answer your questions	3.2	90	91	99	100	100	100	100	100	100
3g. Provided a non-intimidating sales experience	3.2	92	93	98	100	100	100	100	100	95
4b. Fulfillment of promises made during the sales process	5.4	85	87	96	100	96	100	97	100	95
13. Length of time taken to deliver your vehicle	6.5	83	85	96	100	100	94	97	92	98
Sample Size		13100	1679	81	1	14	16	15	6	22
Share of Dealer Responses (%)					1	17	20	19	7	27
Hyundai Purchase Index					100	93	92	96	97	93

	Weight (%)	Region	District	Dealer	HANE43
Salesperson STAR Score	34.3	88	89	97	86
3a. Took time to seriously understand your needs	3.2	90	91	99	86
3b. Overall Appearance	3.2	90	92	99	93
3c. Ease of doing business with	3.2	91	92	96	71
3d. Knowledge of competitive vehicles	3.2	86	88	95	79
3e. Knowledge of Hyundai models and features	3.2	90	92	99	100
3f. Ability to answer your questions	3.2	90	91	99	86
3g. Provided a non-intimidating sales experience	3.2	92	93	98	93
4b. Fulfillment of promises made during the sales process	5.4	85	87	96	86
13. Length of time taken to deliver your vehicle	6.5	83	85	96	86
Sample Size		13100	1679	81	7
Share of Dealer Responses (%)					9
Hyundai Purchase Index					81

Note: All scores are 3 - Month

1 of 1 for Carousel Hyundai • PA030



Dealer 1-Month HPI VIN Report

December 31, 2001

Eastern Region • District EA6 • Carousel Hyundai • PA030

(December Returns)

- 3a. Took time to understand your needs
- 3b. Overall Appearance
- 3c. Ease of doing business with
- 3d. Knowledge of competitive vehicles
- 3e. Knowledge of Hyundai models and features
- 3f. Ability to answer your questions
- 3g. Provided a non-intimidating sales experience
- 4a. Layout of dealership inviting and friendly
- 4b. Fulfillment of commitments
- 4c. Overall honesty and integrity
- 4d. Provided a non-intimidating sales process
- 5. How much pressure did you feel
- 6. Rate the value represented by your new Hyundai
- 7. Satisfaction with purchase price of vehicle
- 10b. How the application process was handled
- 10e. Honesty and integrity of the F & I Manager
- 10f. F & I knowledge of financing and leasing options
- 13. Length of time taken to deliver your vehicle
- 14a. Salesperson spent enough time with you
- 14b. Owner's manual was explained
- 14c. Warranty booklet was explained
- 14d. Service Department was shown to you
- 14e. Service requirements were explained
- 14f. Questions answered at delivery
- 14g. Contacted after delivery
- 14h. Interior clean and free of defects
- 14i. Exterior clean and free of defects
- 14j. Personally thanked
- HPI Score**

Salesperson ID	Sales Date	VIN	Internet	3a	3b	3c	3d	3e	3f	3g	4a	4b	4c	4d	5	6	7	10b	10e	10f	13	14a	14b	14c	14d	14e	14f	14g	14h	14i	14j	HPI Score	
BELS71	10/20/01	KMHCG45C32U289059		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
BELS71	10/25/01	KMHJG25FX1U245385		5	5	5	5	5	5	5	5	5	5	5	4	5	5	4	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	93
BELS71	11/24/01	KM8SB12BX2U168324		5	5	5	5	5	5	5	5	5	5	5	1	4	3	4	4	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	73
BELS71	11/24/01	KMHDN55D72U040921		5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	98
BELS71	11/26/01	KMHJG35F71U239369		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	N	Y	Y	Y	99
DELA46	10/20/01	KMHJG35F41U259790		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
DELA46	10/26/01	KMHDN45D22U279786		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
DELA46	10/29/01	KMHDN45D41U217854		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
DELA46	10/29/01	KMHCG35C22U170669		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
DELA46	10/31/01	KM8SB12BX2U154634		5	5	4	1	3	5	3	5	5	1	3	3	4	4	5	5	5	5	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	66
DELA46	10/31/01	KM8SC73D02U161429		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
DELA46	11/03/01	KMHCG45C12U297659		5	5	5	5	5	5	5	4	4	5	4	5	4	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	87
DELA46	11/10/01	KMHCG35CX2U174159		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
DELA46	11/19/01	KMHDN45D41U233200		5	5	5	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	94
DELA46	11/20/01	KMHCG35CX2U175912		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
DELA46	11/23/01	KMHDN45D11U136892		5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	4	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	89
DELA46	12/01/01	KMHDN55D62U041557		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
HANE43	10/29/01	KMHWF35H02A550638		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	Y	100
HANE43	11/20/01	KMHDN55D12U042955		5	5	4	4	5	5	5	4	5	5	5	4	4	3	4	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	73

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



Dealer 1-Month HPI VIN Report

December 31, 2001

Eastern Region • District EA6 • Carousel Hyundai • PA030

(December Returns)

- 3a. Took time to understand your needs
- 3b. Overall Appearance
- 3c. Ease of doing business with
- 3d. Knowledge of competitive vehicles
- 3e. Knowledge of Hyundai models and features
- 3f. Ability to answer your questions
- 3g. Provided a non-intimidating sales experience
- 4a. Layout of dealership inviting and friendly
- 4b. Fulfillment of commitments
- 4c. Overall honesty and integrity
- 4d. Provided a non-intimidating sales process
- 5. How much pressure did you feel
- 6. Rate the value represented by your new Hyundai
- 7. Satisfaction with purchase price of vehicle
- 10b. How the application process was handled
- 10e. Honesty and integrity of the F & I Manager
- 10f. F & I knowledge of financing and leasing options
- 13. Length of time taken to deliver your vehicle
- 14a. Salesperson spent enough time with you
- 14b. Owner's manual was explained
- 14c. Warranty booklet was explained
- 14d. Service Department was shown to you
- 14e. Service requirements were explained
- 14f. Questions answered at delivery
- 14g. Contacted after delivery
- 14h. Interior clean and free of defects
- 14i. Exterior clean and free of defects
- 14j. Personally thanked
- HPI Score**

Salesperson ID	Sales Date	VIN	Internet	3a.	3b.	3c.	3d.	3e.	3f.	3g.	4a.	4b.	4c.	4d.	5.	6.	7.	10b.	10e.	10f.	13.	14a.	14b.	14c.	14d.	14e.	14f.	14g.	14h.	14i.	14j.	HPI Score	
JENK70	11/17/01	KM8SC13D12U148508		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
LETT22	10/09/01	KMHDN55D11U031453		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
LETT22	10/23/01	KMHDN45D71U163966		5	4	5	4	4	4	5	4	4	4	4	N/A	3	2	3	3	3	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/A	Y	45
LETT22	11/03/01	KM8SC73D52U159711		5	5	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	89
LETT22	11/12/01	KM8SC73D02U165626		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
LETT22	11/17/01	KMHJG25F41U266460		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
LETT22	11/24/01	KMHJG35F71U233846		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
LETT22	11/27/01	KM8SC73D12U173279		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	10/27/01	KMHDN45D31U109757		5	5	5	5	5	5	5	5	5	5	5	5	3	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	90
STIL44	10/29/01	KMHWF35H12A537946		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	Y	100
STIL44	11/01/01	KMHDN45D11U224034		5	5	5	5	5	5	5	4	5	5	5	5	5	4	4	4	4	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	82
STIL44	11/03/01	KMHDN45D91U122674		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	N	Y	94	
STIL44	11/03/01	KMHDN55D32U040253		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	N	Y	Y	N	Y	Y	Y	Y	96
STIL44	11/10/01	KM8SC73D72U167969		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	Y	99
STIL44	11/17/01	KMHDN55D52U042473		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	Y	99
STIL44	12/01/01	KM8SC73D92U174017		5	5	5	5	5	5	5	5	5	5	5	4	4	4	5	5	5	5	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	84

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



Dealer 1-Month Sales Verbatim Report

December 31, 2001

Eastern Region • District EA6 • Carousel Hyundai • PA030

(December Returns)

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	10/20/01	KMHCG45C32U289059	I WOULD JUST LIKE TO THANK EVERYONE WHO HELPED ME WITH THE PURCHASE OF MY NEW CAR. EVERYONE WAS VERY HELPFUL AND THAT REALLY MADE A DIFFERENCE IN WERE I WAS GOING TO BUY A CAR FROM. THANK YOU ALL VERYMUCH!
BELS71	11/24/01	KMHDN55D72U040921	SALESMAN WAS EXTREMELY PERSONABLE AND FRIENDLY - I FELT VERY COMFORTABLE MAKING MY DECISION.
BELS71	11/26/01	KMHJG35F71U239369	TWO TIMES IVE GONE TO SAVAGE HYUNDAI ME BOTH TIMES CAROUSEL GAVE ME A BETTER DEAL AND HAVE BEEN REAL & NICE ABOUT IT. EVEN WHEN THERE WERE PROBLEMS WITH THE PAINT, CAROUSEL AND IN PARTICULAR, THEFINANCE MANAGER AMMY, WORKED THINGS OUT TO MY SATISFACTION. I CANT SPEAK HIGHLY ENOUGH ABOUT THIS DEALERSHIP.
DELA46	10/20/01	KMHJG35F41U259790	ANVRE ..., FINANCE DEPT., WAS EXCELLENT!!
DELA46	10/31/01	KM8SB12BX2U154634	OUR NEW SANTA FE MAKES A RUBBING/GRINDING SOUND WHEN IT COASTS AT LOW SPEEDS (<5 MPH) THE SERVICE DEPT WAS UNABLE TO CORRECT THE PROBLEM. OUR FEAR IS THAT THE PROBLEM MAY NEVER BE CORRECTED UNTIL ITIS TOO LATE (EX. WARRANTY EXPIRES OR AN UNFORESEEN ACCIDENT SIMILAR TO FIRESTONE TIRE INCIDENTS). WE WOULD LIKE THIS ISSUE TO BE RESOLVED!
DELA46	11/03/01	KMHCG45C12U297659	THE ONLY PROBLEM I HAD WITH MY AUTO PURCHASE WAS TAT THE SALESPERSON DID NOT POINT OUT THAT THE DECOR PACKAGE THAT COMES WITH EVERY VEHICLE WAS AN ADDITIONAL CHANGE TO THE WINDOW STICKER PRICE. I ALSO THINK THAT THIS CHARGE IS EXCESSIVE AND SHOULD BE INCLUDED ON THE WINDOW STICKER AND NOT PLACED ON A SMALLER 2ND STICKER. THE SALES MANAGER DID REDUCE MY PAYMENT AFTER I COMPLAINED WHICH DID LEAVE MEWITH A MUCH BETTER OPINION ON THE DEALERSHIP.
DELA46	11/19/01	KMHDN45D41U233200	RANDY WAS VERY HELPFUL AND WONDERFUL TO DEAL WITH IF IT HADNT BEEN FOR HIM I NEVER WOULD HAVE BOUGHT THE CAR THANKS RANDY FOR A JOB WELL DONE!
DELA46	11/23/01	KMHDN45D11U136892	ONLY ONE DISSAPOINTMENT - I THOUGHT REMOTE KEYLESS ENTRY INCLUDED THE TRUNK RELEASE. MOST CARS DO. LACK OF REMOTE TRUNK RELEASE IS A SIGNIFICANT INCONVENIENCE GIVEN THE WAY WE USE OUR TRUNK.
HANE43	11/20/01	KMHDN55D12U042955	BLAINE HANEY BEST NEW CAR SALESMAN I-VE EVER DEALT WITH AFTER MORE THAN 10 NEW CARS PERSONABLE LOW PRESSURE KNOWLEDGEABLE NO BS!
LETT22	11/03/01	KM8SC73D52U159711	NO PROBLEMS WITH DEALER AT ALL. HOWEVER, 1 OF CAR DOORS FELL APART WITHIN 3 WKS. INTERIOR PANEL OF FRONT PASSENGER SIDE HAS PULLED AWAY FROM (& CRACKED) FRAME & KEEPS POPPING OFF. SALESPERSON HASASSISTED ME IN MAKING SERVICE DEPT. APPT..
LETT22	11/17/01	KMHJG25F41U266460	WHAT A GREAT BUNCH OF PEOPLE. ALL VERY PROFESSIONAL AND THEY REALLY KNOW THEIR STUFF. I WOULD RECOMMEND CAROUSEL TO ALL MY FRIENDS. THE CAR IS GREAT TOO.



Dealer 1-Month Sales Verbatim Report

December 31, 2001

(December Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
LETT22	11/24/01	KMHJG35F71U233846	BILL LETTER, OUR SALESMAN, WAS EXTREMELY HELPFUL AND FRIENDLY. THANKS FOR SUCH A POSITIVE EXPERIENCE! WE ARE REALLY ENJOYING OUR NEW HYUNDAI!
STIL44	10/29/01	KMHWF35H12A537946	MY WIFE AND MYSELF VERY RELAXED AND NOT FORCED INTO BUYING A SPECIFIC MODEL. I HAD SOME QUESTIONS TO ASK AFTER DELIVERY AND WHEN I CALLED MY SALESPERSON MR STILL HE TOOK TIME TO ANSWER ALL MYQUESTIONS. THANK YOU B B BOYLAND
STIL44	11/03/01	KMHDN45D91U122674	THE SALESMAN WAS EXCELLENT. MY ONLY DISAPPOINTMENT WAS TODAY WHEN I REPLACED THE CAROUSEL FRONT LICENSE PLATE WITH A SCHOOL ONE, TWO MAJOR SCRATCHES WERE UNDER IT. I WILL CALL THE DEALER FOR REPAIR,HOWEVER, THE PERSON WHO PUT THE PLATE ON SHOULD HAVE KNOW & FIXED THIS.
STIL44	11/17/01	KMHDN55D52U042473	BILL STILL WAS GREAT. HE MADE THE PROCESS OF BUYING A CAR SO CARE FREE.



Dealer Sales Phone Contact Report

December 31, 2001

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	97	88	87	86	95	87	87	85	89	85	85	84
2. Did you have any problem(s) during your sales experience? (% Yes)	0	6	6	6	3	7	6	6	5	8	7	7
3. Has the problem been resolved to your satisfaction? (% Yes)	N/A	42	53	52	50	42	53	53	50	52	55	55
Total number of responses:	15	424	3387	8733	73	1572	12853	34270	269	7074	54845	140645



Dealer 1-Month Sales Phone Contact Vin Report

December 31, 2001

Eastern Region • District EA6 • Carousel Hyundai • PA030

(December completes)

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			
BELS71	11/24/01	KMHDN55D72U040921		12/09/01	5	N	N/A
DELA46	11/20/01	KMHCG35CX2U175912		12/04/01	5	N	N/A
DELA46	11/24/01	KMHDN55D42U043548		12/10/01	4	N	N/A
DELA46	12/01/01	KMHDN55D62U041557		12/14/01	5	N	N/A
DELA46	12/03/01	KMHDN45D32U289033		12/17/01	5	N	N/A
HANE43	11/24/01	KMHCG35C12U178861		12/09/01	5	N	N/A
HANE43	11/28/01	KMHCG45C32U299977		12/16/01	5	N	N/A
JENK70	11/24/01	KMHDN55D92U044677		12/08/01	5	N	N/A
LETT22	11/24/01	KMHJG35F71U233846		12/06/01	5	N	N/A
LETT22	11/27/01	KM8SC73D12U173279		12/12/01	5	N	N/A
RAYS84	11/12/01	KMHDN45D01U219486		12/01/01	5	N	N/A
RAYS84	11/19/01	KMHWF25S12A558270		12/09/01	5	N	N/A
RAYS84	11/24/01	KM8SC73D62U168112		12/06/01	5	N	N/A
STIL44	11/28/01	KM8SC73D72U173383		12/11/01	5	N	N/A
STIL44	12/06/01	KMHDN45D41U158014		12/18/01	5	N	N/A



Dealer Touch & Go IQS Delivery Study

Eastern Region • District EA6 • Carousel Hyundai • PA030

December 31, 2001

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	11/24/01	KMHDN55D72U040921	Y					Y					Y 3p
DELA46	11/20/01	KMHCG35CX2U175912	Y					Y					Y 6p
DELA46	11/24/01	KMHDN55D42U043548	Y					Y					Y DKp
DELA46	12/01/01	KMHDN55D62U041557	Y					Y					N 8p
DELA46	12/03/01	KMHDN45D32U289033	Y					Y					Y 3p
HANE43	11/24/01	KMHCG35C12U178861	Y					Y					Y 7p
HANE43	11/28/01	KMHCG45C32U299977	Y					Y					N 9p
JENK70	11/24/01	KMHDN55D92U044677	Y					Y					Y 6p
LETT22	11/24/01	KMHJG35F71U233846	Y					Y					Y 4p
LETT22	11/27/01	KM8SC73D12U173279	Y					Y					Y 6p
RAYS84	11/12/01	KMHDN45D01U219486	Y					Y					Y 7p
RAYS84	11/19/01	KMHWF25S12A558270	Y					Y					Y 6p
RAYS84	11/24/01	KM8SC73D62U168112	Y					Y					Y 3p
STIL44	11/28/01	KM8SC73D72U173383	Y					Y					N 6p

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

December 31, 2001

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	12/06/01	KMHDN45D41U158014	Y					Y					N 1p

Overall Score for Dealer	100	100
National Hyundai Average	96	98
Dealer Sample	15	

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