



Dealer Sales and Service Summary Report

February 28, 2002

(Dec - Feb returns)

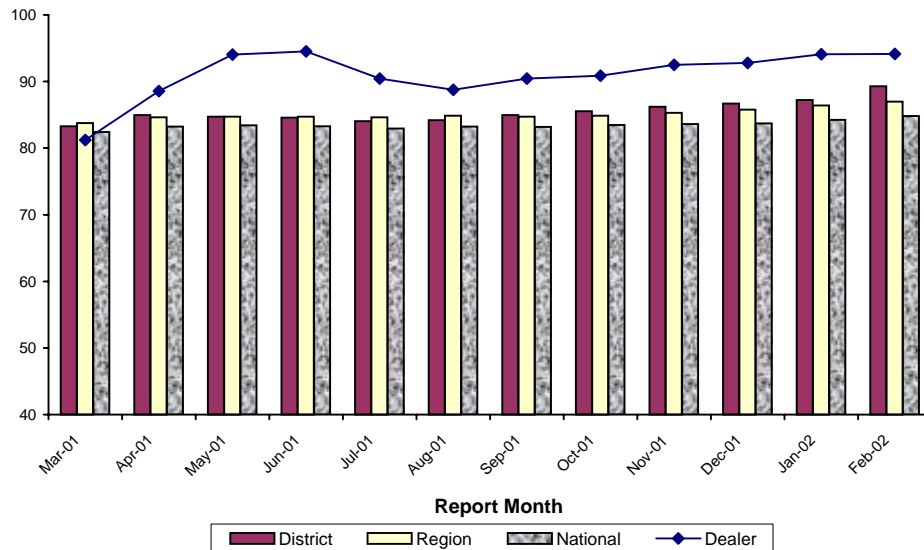
Eastern Region • Carousel Hyundai • PA030

Hyundai Value Index (HVI)

| | Dealer | Region | National |
|---------------------|--------|--------|----------|
| 1-Month Rolling HVI | 91 | 84 | 83 |
| 3-Month Rolling HVI | 94 | 84 | 82 |
| 12-Month HVI | 92 | 82 | 80 |

Hyundai Purchase Index (HPI)

| | Dealer | District | Region | National |
|--------------------|-----------|-----------|-----------|-----------|
| 1-Month HPI | 90 | 90 | 88 | 86 |
| 3-Month HPI | 94 | 89 | 87 | 85 |
| 12-Month HPI | 92 | 86 | 85 | 84 |
| Ranking | — | 2 | 11 | 23 |

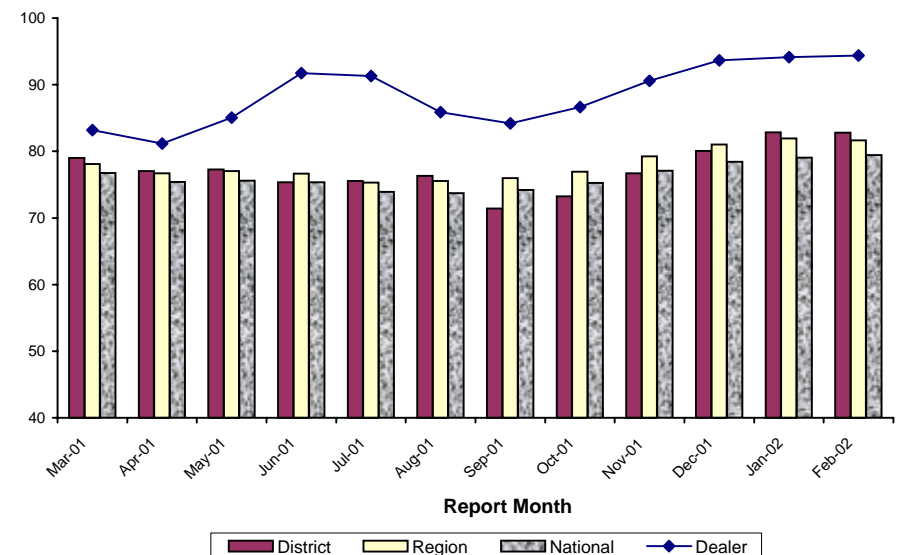


Total number of responses: 83

Note: Rolling 3-Month Response Rate

Hyundai Service Index (HSI)

| | Dealer | District | Region | National |
|--------------------|-----------|-----------|-----------|-----------|
| 1-Month HSI | 92 | 83 | 81 | 80 |
| 3-Month HSI | 94 | 83 | 82 | 79 |
| 12-Month HSI | 91 | 79 | 79 | 77 |
| Ranking | — | 1 | 20 | 48 |



Total number of responses: 39

Carousel Hyundai • PA030

Graphs depict 3-month rolling score



Dealer Sales Performance Report

February 28, 2002

(Dec - Feb 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 | 97 | 95 | 92 | 98 | 93 | 91 | 96 | 90 | 89 |
| 3a. Took time to seriously understand your needs | 3.2 | 100 | 96 | 92 | 99 | 94 | 91 | 97 | 91 | 89 |
| 3b. Overall Appearance | 3.2 | 100 | 95 | 91 | 99 | 93 | 91 | 97 | 90 | 89 |
| 3c. Ease of doing business with | 3.2 | 97 | 95 | 93 | 98 | 93 | 92 | 97 | 91 | 90 |
| 3d. Knowledge of competitive vehicles | 3.2 | 94 | 92 | 89 | 95 | 90 | 88 | 93 | 87 | 86 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 94 | 94 | 92 | 97 | 93 | 91 | 97 | 91 | 90 |
| 3f. Ability to answer your questions | 3.2 | 97 | 95 | 91 | 99 | 93 | 91 | 97 | 90 | 89 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 94 | 96 | 93 | 97 | 95 | 93 | 97 | 92 | 91 |
| Purchase Transaction | 18.3 | 92 | 90 | 86 | 94 | 89 | 86 | 92 | 85 | 84 |
| 4a. Layout of dealership was inviting and friendly | 3.7 | 97 | 89 | 84 | 96 | 87 | 84 | 93 | 84 | 82 |
| 4b. Fulfillment of promises made during the sales process | 5.4 | 97 | 90 | 87 | 99 | 90 | 87 | 96 | 85 | 84 |
| 4c. Overall honesty and integrity | 3.2 | 91 | 91 | 86 | 95 | 90 | 86 | 94 | 85 | 84 |
| 4d. Provided a non-intimidating sales process | 1.4 | 94 | 93 | 89 | 98 | 92 | 89 | 97 | 88 | 87 |
| 5. How much pressure did you feel from your dealership | 4.6 | 82 | 88 | 87 | 85 | 87 | 86 | 83 | 85 | 85 |
| Deal Received | 21.1 | 75 | 84 | 83 | 87 | 84 | 82 | 85 | 81 | 81 |
| 6. How would you rate the value represented by your new Hyundai? | 8.6 | 83 | 88 | 87 | 90 | 87 | 86 | 89 | 85 | 85 |
| 7. How satisfied are you with the purchase price of your vehicle? | 12.5 | 69 | 81 | 80 | 86 | 81 | 79 | 82 | 78 | 77 |
| Finance and Insurance Process | 14.2 | 93 | 88 | 82 | 95 | 85 | 82 | 93 | 80 | 79 |
| 10b. How the application process was handled | 5.5 | 90 | 87 | 82 | 94 | 85 | 81 | 92 | 79 | 79 |
| 10e. Honesty and integrity of the Finance and Insurance Manager | 5.5 | 93 | 87 | 82 | 96 | 85 | 81 | 94 | 79 | 79 |
| 10f. F & I Manager's knowledge of financing and leasing options | 3.2 | 97 | 91 | 85 | 97 | 87 | 83 | 95 | 81 | 81 |
| Delivery Process | 24.0 | 92 | 94 | 92 | 96 | 93 | 92 | 95 | 91 | 90 |
| 13. Length of time taken to deliver your vehicle | 6.5 | 83 | 87 | 85 | 95 | 88 | 85 | 94 | 83 | 83 |
| 14a. Salesperson spend enough time with you at delivery | 1.7 | 94 | 98 | 98 | 99 | 99 | 98 | 99 | 98 | 97 |
| 14b. Were the owner's manual and operating controls explained to you? | 1.0 | 94 | 97 | 97 | 99 | 97 | 96 | 99 | 96 | 95 |
| 14c. Was the warranty booklet of your new Hyundai explained to you? | 1.1 | 100 | 98 | 97 | 100 | 98 | 97 | 99 | 97 | 96 |
| 14d. Was the Service Department shown to you? | 1.4 | 89 | 87 | 84 | 89 | 86 | 83 | 89 | 85 | 82 |
| 14e. Were the service requirements of your new Hyundai explained to you? | 2.1 | 89 | 94 | 91 | 96 | 93 | 91 | 96 | 90 | 89 |
| 14f. Were your questions answered at the time of delivery? | 2.6 | 100 | 100 | 99 | 100 | 99 | 99 | 100 | 99 | 99 |
| 14g. Contacted after delivery to ensure everything was satisfactory | 3.0 | 94 | 96 | 92 | 93 | 93 | 91 | 91 | 91 | 89 |
| 14h. Was the interior of your new Hyundai clean and free of defects? | 1.6 | 94 | 97 | 98 | 99 | 98 | 98 | 97 | 97 | 97 |
| 14i. Was the exterior of your new Hyundai clean and free of defects? | 1.4 | 100 | 95 | 96 | 96 | 96 | 95 | 93 | 94 | 94 |
| 14j. Were you personally thanked for your vehicle purchase/lease? | 1.6 | 100 | 99 | 99 | 99 | 99 | 99 | 100 | 99 | 98 |
| Hyundai Purchase Index | 100.0 | 90 | 90 | 88 | 94 | 89 | 87 | 92 | 86 | 85 |



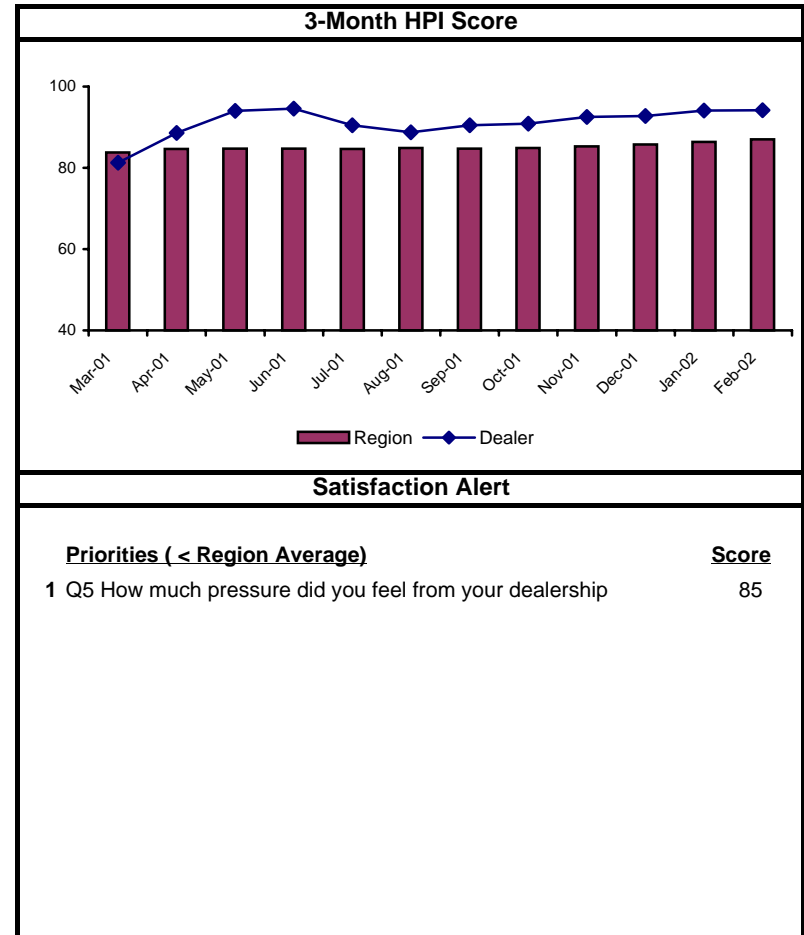
Dealer 3-Month HPI Report

February 28, 2002

(Dec - Feb returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

| | Weight (%) | Dealer | Region |
|--|--------------|-----------|-----------|
| Salesperson | 22.4 | 98 | 91 |
| 3a. Took time to seriously understand your needs | 3.2 | 99 | 91 |
| 3b. Overall Appearance | 3.2 | 99 | 91 |
| 3c. Ease of doing business with | 3.2 | 98 | 92 |
| 3d. Knowledge of competitive vehicles | 3.2 | 95 | 88 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 97 | 91 |
| 3f. Ability to answer your questions | 3.2 | 99 | 91 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 97 | 93 |
| Purchase Transaction | 18.3 | 94 | 86 |
| 4a. Layout of dealership was inviting and friendly | 3.7 | 96 | 84 |
| 4b. Fulfillment of promises made during the sales process | 5.4 | 99 | 87 |
| 4c. Overall honesty and integrity | 3.2 | 95 | 86 |
| 4d. Provided a non-intimidating sales process | 1.4 | 98 | 89 |
| 5. How much pressure did you feel from your dealership | 4.6 | 85 | 86 |
| Deal Received | 21.1 | 87 | 82 |
| 6. How would you rate the value represented by your new Hyundai? | 8.6 | 90 | 86 |
| 7. How satisfied are you with the purchase price of your vehicle? | 12.5 | 86 | 79 |
| Finance and Insurance Process | 14.2 | 95 | 82 |
| 10b. How the application process was handled | 5.5 | 94 | 81 |
| 10e. Honesty and integrity of the Finance and Insurance Manager | 5.5 | 96 | 81 |
| 10f. F & I Manager's knowledge of financing and leasing options | 3.2 | 97 | 83 |
| Delivery Process | 24.0 | 96 | 92 |
| 13. Length of time taken to deliver your vehicle | 6.5 | 95 | 85 |
| 14a. Salesperson spend enough time with you at delivery | 1.7 | 99 | 98 |
| 14b. Were the owner's manual and operating controls explained to you? | 1.0 | 99 | 96 |
| 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 | 89 | 83 |
| 14e. Were the service requirements of your new Hyundai explained to you? | 2.1 | 96 | 91 |
| 14f. Were your questions answered at the time of delivery? | 2.6 | 100 | 99 |
| 14g. Contacted after delivery to ensure everything was satisfactory | 3.0 | 93 | 91 |
| 14h. Was the interior of your new Hyundai clean and free of defects? | 1.6 | 99 | 98 |
| 14i. Was the exterior of your new Hyundai clean and free of defects? | 1.4 | 96 | 95 |
| 14j. Were you personally thanked for your vehicle purchase/lease? | 1.6 | 99 | 99 |
| Hyundai Purchase Index | 100.0 | 94 | 87 |
| Total number of Responses: | | 83 | 10853 |



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

February 28, 2002

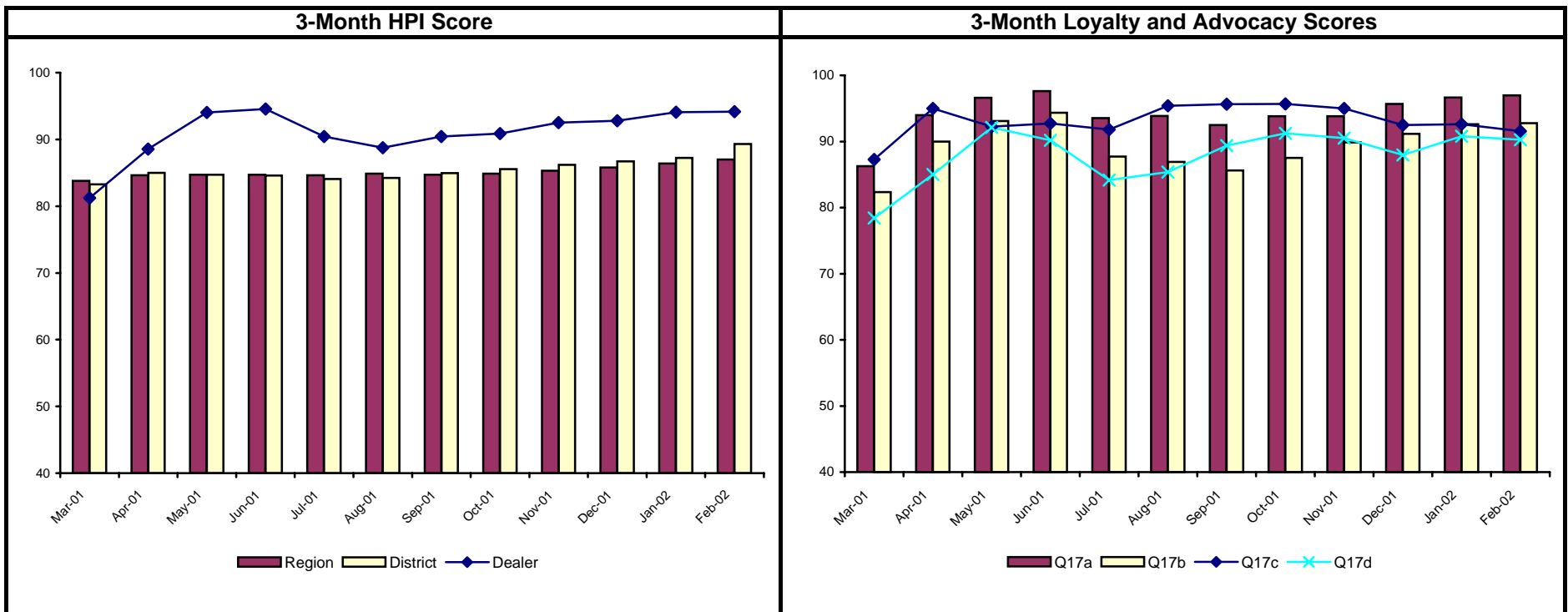
(Dec - Feb returns)

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 | 90 | 90 | 88 | 94 | 89 | 87 | 92 | 86 | 85 |

Summing It All Up

| | | | | | | | | | | |
|------|--|----|----|----|----|----|----|----|----|----|
| 16. | Overall Satisfaction with the dealership | 86 | 88 | 85 | 92 | 87 | 84 | 91 | 84 | 82 |
| 17a. | Likelihood of recommending this dealer to a friend or relative | 92 | 93 | 92 | 97 | 94 | 91 | 95 | 91 | 90 |
| 17b. | Likelihood of purchasing or leasing another Hyundai from this dealership | 89 | 89 | 87 | 93 | 90 | 86 | 91 | 86 | 84 |
| 17c. | Likelihood of using same dealer for service and repair | 86 | 84 | 84 | 92 | 85 | 83 | 94 | 84 | 82 |
| 17d. | Likelihood of purchasing or leasing another Hyundai | 81 | 86 | 85 | 90 | 86 | 84 | 90 | 84 | 83 |





Dealer 3-Month Sales Information Report

February 28, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Dec - Feb returns)

| | Dealer | District | Region |
|---|--------|----------|--------|
| About Your Purchase Intentions | | | |
| 1. Are you the primary driver of this vehicle? (%) | 90 | 90 | 89 |
| 2. What brought you into the dealership where you purchased your Hyundai? (%) | | | |
| - Previous experience..... | 12 | 18 | 19 |
| - Recommendation of family or friends..... | 24 | 28 | 28 |
| - Drive by..... | 4 | 7 | 9 |
| - Newspaper ads..... | 29 | 33 | 33 |
| - Radio ads..... | 4 | 4 | 4 |
| - TV ads..... | 13 | 9 | 6 |
| - Manufacturer/dealer web page..... | 38 | 29 | 28 |
| - Internet buying service..... | 12 | 10 | 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..... | 29 | 31 | 36 |
| - 45 minutes to an hour..... | 29 | 30 | 31 |
| - 1 to 2 hours..... | 29 | 25 | 21 |
| - More than 2 hours..... | 13 | 13 | 12 |
| 9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%) | | | |
| - Salesperson..... | 95 | 94 | 92 |
| - Sales Manager..... | 25 | 38 | 33 |
| - General Manager..... | 7 | 11 | 10 |
| - Finance and Insurance Manager..... | 33 | 27 | 26 |
| About The Delivery Process | | | |
| 11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes)..... | 95 | 92 | 89 |
| 12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours)..... | 11 | 10 | 33 |
| About You | | | |
| 19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes)..... | 81 | 83 | 82 |
| 20. How does this new Hyundai fit into your household...(%) | | | |
| - The FIRST vehicle..... | 13 | 25 | 20 |
| - An ADDITIONAL vehicle..... | 32 | 25 | 25 |
| - REPLACED a vehicle you no longer have..... | 56 | 51 | 55 |
| 20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%) | | | |
| Hyundai..... | 17 | 16 | 18 |
| Chevrolet..... | 11 | 11 | 9 |
| Dodge..... | 11 | 9 | 7 |
| 20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%) | | | |
| Ford..... | 24 | 13 | 12 |
| Toyota..... | 12 | 6 | 6 |
| Oldsmobile..... | 9 | 4 | 3 |
| 21. Are you:..... | | | |
| Male (%)..... | 48 | 47 | 49 |
| Female (%)..... | 52 | 53 | 51 |
| 22. Median Age (Years)..... | 40 | 45 | 45 |
| 23. Ethnicity (%)..... | | | |
| White/Caucasian..... | 93 | 86 | 85 |
| Black/African-American..... | 0 | 9 | 8 |
| Asian..... | 0 | 3 | 2 |
| Hispanic..... | 4 | 1 | 3 |
| Other (Specify)..... | 4 | 1 | 2 |
| 24. Median Household Income (\$)...... | 59,286 | 50,813 | 56,028 |



Dealer 1-Month Salesperson Report

February 28, 2002

(February Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

| | Weight (%) | Region | District | Dealer | DELA46 | HANE43 | JENK70 | LETT22 | RAYS84 | STIL44 |
|--|-------------|-------------|------------|-----------|------------|------------|------------|------------|------------|------------|
| Salesperson | 22.4 | 92 | 95 | 97 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3a. Took time to seriously understand your needs | 3.2 | 92 | 96 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3b. Overall Appearance | 3.2 | 91 | 95 | 100 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3c. Ease of doing business with | 3.2 | 93 | 95 | 97 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3d. Knowledge of competitive vehicles | 3.2 | 89 | 92 | 94 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 92 | 94 | 94 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3f. Ability to answer your questions | 3.2 | 91 | 95 | 97 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 93 | 96 | 94 | 100 | 100 | 100 | 100 | 100 | 100 |
| Sample Size | | 2314 | 257 | 18 | 4 | 2 | 3 | 3 | 2 | 3 |
| Share of Dealer Responses (%) | | | | | 22 | 11 | 17 | 17 | 11 | 17 |
| Hyundai Purchase Index | | | | | 96 | 91 | 99 | 85 | 88 | 93 |

| | Weight (%) | Region | District | Dealer | BELS71 |
|--|-------------|-------------|------------|-----------|-----------|
| Salesperson | 22.4 | 92 | 95 | 97 | 43 |
| 3a. Took time to seriously understand your needs | 3.2 | 92 | 96 | 100 | 100 |
| 3b. Overall Appearance | 3.2 | 91 | 95 | 100 | 100 |
| 3c. Ease of doing business with | 3.2 | 93 | 95 | 97 | 50 |
| 3d. Knowledge of competitive vehicles | 3.2 | 89 | 92 | 94 | 0 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 92 | 94 | 94 | 0 |
| 3f. Ability to answer your questions | 3.2 | 91 | 95 | 97 | 50 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 93 | 96 | 94 | 0 |
| Sample Size | | 2314 | 257 | 18 | 1 |
| Share of Dealer Responses (%) | | | | | 6 |
| Hyundai Purchase Index | | | | | 45 |



3 Month Sales STAR Report

February 28, 2002

(Dec - Feb returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

| | Weight (%) | Region | District | Dealer | JENK70 | RAYS84 | LETT22 | STIL44 | DELA46 | HANE43 |
|---|-------------|--------------|-------------|-----------|------------|------------|-----------|-----------|-----------|-----------|
| Salesperson STAR Score | 34.3 | 89 | 91 | 97 | 100 | 100 | 99 | 98 | 96 | 96 |
| 3a. Took time to seriously understand your needs | 3.2 | 91 | 94 | 99 | 100 | 100 | 97 | 100 | 100 | 100 |
| 3b. Overall Appearance | 3.2 | 91 | 93 | 99 | 100 | 100 | 100 | 96 | 100 | 100 |
| 3c. Ease of doing business with | 3.2 | 92 | 93 | 98 | 100 | 100 | 100 | 100 | 97 | 93 |
| 3d. Knowledge of competitive vehicles | 3.2 | 88 | 90 | 95 | 100 | 100 | 97 | 96 | 95 | 93 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 91 | 93 | 97 | 100 | 100 | 100 | 100 | 95 | 100 |
| 3f. Ability to answer your questions | 3.2 | 91 | 93 | 99 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 93 | 95 | 97 | 100 | 100 | 100 | 100 | 95 | 100 |
| 4b. Fulfillment of promises made during the sales process | 5.4 | 87 | 90 | 99 | 100 | 100 | 100 | 100 | 97 | 100 |
| 13. Length of time taken to deliver your vehicle | 6.5 | 85 | 88 | 95 | 100 | 100 | 100 | 93 | 92 | 86 |
| Sample Size | | 10853 | 1149 | 83 | 9 | 6 | 15 | 15 | 19 | 7 |
| Share of Dealer Responses (%) | | | | | 11 | 7 | 18 | 18 | 23 | 8 |
| Hyundai Purchase Index | | | | | 100 | 95 | 94 | 94 | 95 | 93 |

| | Weight (%) | Region | District | Dealer | BELS71 |
|---|-------------|--------------|-------------|-----------|-----------|
| Salesperson STAR Score | 34.3 | 89 | 91 | 97 | 93 |
| 3a. Took time to seriously understand your needs | 3.2 | 91 | 94 | 99 | 100 |
| 3b. Overall Appearance | 3.2 | 91 | 93 | 99 | 100 |
| 3c. Ease of doing business with | 3.2 | 92 | 93 | 98 | 96 |
| 3d. Knowledge of competitive vehicles | 3.2 | 88 | 90 | 95 | 88 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 91 | 93 | 97 | 88 |
| 3f. Ability to answer your questions | 3.2 | 91 | 93 | 99 | 92 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 93 | 95 | 97 | 88 |
| 4b. Fulfillment of promises made during the sales process | 5.4 | 87 | 90 | 99 | 96 |
| 13. Length of time taken to deliver your vehicle | 6.5 | 85 | 88 | 95 | 92 |
| Sample Size | | 10853 | 1149 | 83 | 12 |
| Share of Dealer Responses (%) | | | | | 14 |
| Hyundai Purchase Index | | | | | 90 |

Note: All scores are 3 - Month



Dealer 1-Month HPI VIN Report

February 28, 2002

(February 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 | 01/14/02 | KMHDN55D01U038961 | | 5 | 5 | 4 | 3 | 3 | 4 | 3 | 4 | 4 | 1 | 3 | 3 | 5 | 3 | 4 | 5 | 5 | 2 | N | N | Y | Y | N | Y | Y | N | Y | Y | 45 |
| DELA46 | 01/02/02 | KMHDN45D52U278504 | Y | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| DELA46 | 01/05/02 | KM8SC13D62U182475 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 98 |
| DELA46 | 01/12/02 | KMHCG45C32U289661 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 2 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 94 |
| DELA46 | 12/29/01 | KMHCG35C62U176409 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 93 |
| HANE43 | 01/11/02 | KMHCG35C52U183920 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 3 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 83 |
| HANE43 | 12/19/01 | KMHCG45C12U301533 | | 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 | 01/14/02 | KM8SC73D82U165180 | | 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 | 01/16/02 | KMHJG25F11U265430 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 97 |
| JENK70 | 12/11/01 | KMHDN55D11U038645 | | 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 |
| LETT22 | 01/09/02 | KMHWF35H72A590764 | | 5 | N/A | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 1 | 1 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 77 |
| LETT22 | 01/15/02 | KMHDN55D02U047015 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 5 | 5 | N/AN/AN/A | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 95 |
| LETT22 | 01/16/02 | KMHCF35GX2U173390 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 3 | N/AN/AN/A | 5 | 5 | Y | Y | Y | N | Y | Y | Y | Y | Y | Y | Y | 79 |
| RAYS84 | 01/14/02 | KM8SB12B12U191605 | | 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 |
| RAYS84 | 12/07/01 | KM8SC13D12U181539 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | N/AN/AN/AN/A | 4 | 3 | 4 | 3 | N/AN/AN/A | 5 | 5 | Y | Y | Y | Y | N | Y | N | Y | Y | Y | Y | 69 | |
| STIL44 | 01/14/02 | KMHJG35F21U266303 | | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | 4 | N/AN/AN/A | 3 | 3 | Y | Y | Y | N | Y | Y | Y | Y | Y | Y | Y | 31 |
| STIL44 | 01/14/02 | KMHWF35H82A591485 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 89 |
| STIL44 | 12/06/01 | KMHJG35F71U266653 | | 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 | 89 |
| STIL44 | 12/31/01 | KMHDN55DX2U040489 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |

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



Dealer 1-Month Sales Verbatim Report

February 28, 2002

(February Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

| Salesperson ID | Sales Date | VIN | Comments from mail/Internet |
|----------------|------------|-------------------|--|
| BELS71 | 01/14/02 | KMHDN55D01U038961 | THE DAY AFTER I PURCHASED MY CAR IT SHUT OFF WHILE I WAS GOING THOUGH A LIGHT. I CALLED ROADSIDE ASSITANCE THEY WERE VERY HELPFUL IN ARANGING A TOW TRUCK. THEY ALSO PUT ME IN CONTACT W/THE DEAL. THEDEAL EXCEPTED ME TO RIDE 20 MINUTES WITH THE TOW TRUCK DRIVE TO THE DEALERSHIP. I DID NOT FEEL OKAY WITH THIS, BUT THEY INSISTED THERE WAS NOTHING THEY COULD DO. ONLY AFTER MY MOTHER CALLED ANDARGUED WITH THEM FOR A HALF HOUR WERE THEY WILLING TO HELP GET ME A CAR. I MISSED A HALF A DAYS WORK BECAUSE OF THIS. |
| DELA46 | 01/02/02 | KMHDN45D52U278504 | N/A |
| DELA46 | 01/05/02 | KM8SC13D62U182475 | THE SALES REP, RANDY, WAS THE EASIEST PERSON TO DEAL WITH OF THE THREE HYUNDAI DEALERS WE VISITED OVER SEVERAL WEEKS. HE SOLD THE CAR TO ME AND DIDNT ASSUME MY HUSBAND WAS IN CHARGE. HIS RESPECT ISWHAT CLOSED THE SALE. |
| RAYS84 | 01/14/02 | KM8SB12B12U191605 | IT WAS VERY PLEASING TO FEEL THAT MYSELF AND THE SALESPERSON WERE ON A QUEST TO FIND THE RIGHT VEHICLE AND NOT FEELING AS THOUGH I WAS SEEN AS A WAY JUST TO MAKE ANOTHER SALE. THANK YOU. |
| STIL44 | 01/14/02 | KMHWF35H82A591485 | THE ONLY NEGATIVE IS THAT CAROUSEL HAS A LIMITED PARKING AREA FOR VEHICLES TO BE SERVICED ALTHOUGH MY FIRST EXPERIENCE WAS SHORT TERM AND SATISFACTORY. ALSO THE DEALERSHIP IS 8.5 MILES FROM MY HOME,BUT THE SHUTTLE SERVICE WOULD OVERCOME THAT OBJECTION. OVERALL, OUR EXPERIENCE WAS GOOD EVEN THOUGH WE SPENT A TOTAL OF @ 5 HOURS AT THE FACILITY WHICH MAY HAVE BEEN PARTLY OUR FAULT! |



Dealer Sales Phone Contact Report

February 28, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

| | 1-Month Score | | | | 3-Month Score | | | | 12-Month Score | | | |
|--|---------------|----------|--------|----------|---------------|----------|--------|----------|----------------|----------|--------|----------|
| | Dealer | District | Region | National | Dealer | District | Region | National | Dealer | District | Region | National |
| About Your Sales Experience | | | | | | | | | | | | |
| 1. Overall satisfaction with the Dealership where you purchased your vehicle | 82 | 84 | 86 | 85 | 88 | 87 | 87 | 86 | 89 | 86 | 85 | 85 |
| 2. Did you have any problem(s) during your sales experience? (% Yes) | 0 | 5 | 6 | 7 | 2 | 5 | 6 | 6 | 5 | 7 | 7 | 7 |
| 3. Has the problem been resolved to your satisfaction? (% Yes) | N/A | 56 | 51 | 54 | 0 | 50 | 51 | 52 | 46 | 49 | 55 | 55 |
| Total number of responses: | 11 | 340 | 3524 | 9243 | 60 | 1123 | 11576 | 30567 | 286 | 5534 | 55300 | 141422 |



Dealer 1-Month Sales Phone Contact Vin Report

February 28, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(February 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 | 01/25/02 | KM8SC13D62U202353 | | 02/25/02 | 5 | N | N/A |
| BELS71 | 02/11/02 | KMHCG35C82U184799 | | 02/26/02 | 4 | N | N/A |
| HANE43 | 02/09/02 | KM8SC73D02U204053 | | 02/22/02 | 5 | N | N/A |
| HANE43 | 02/13/02 | KMHDN55D02U053008 | | 02/28/02 | 5 | N | N/A |
| LETT22 | 01/22/02 | KM8SB12B72U203157 | | 02/26/02 | 3 | N | N/A |
| LETT22 | 01/26/02 | KMHCG35C42U174481 | | 02/25/02 | 5 | N | N/A |
| LETT22 | 02/11/02 | KMHCG35C52U188499 | | 02/27/02 | 5 | N | N/A |
| RAYS84 | 01/26/02 | KMHDN45D12U298006 | | 02/25/02 | 5 | N | N/A |
| RAYS84 | 02/02/02 | KMHDN45D82U313391 | | 02/15/02 | 4 | N | N/A |
| STIL44 | 01/28/02 | KMHDN45D71U237936 | | 02/26/02 | 5 | N | N/A |
| STIL44 | 02/01/02 | KMHHN65F93U006716 | | 02/26/02 | 5 | N | N/A |