

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

February 18, 2003

(Dec - Feb returns)

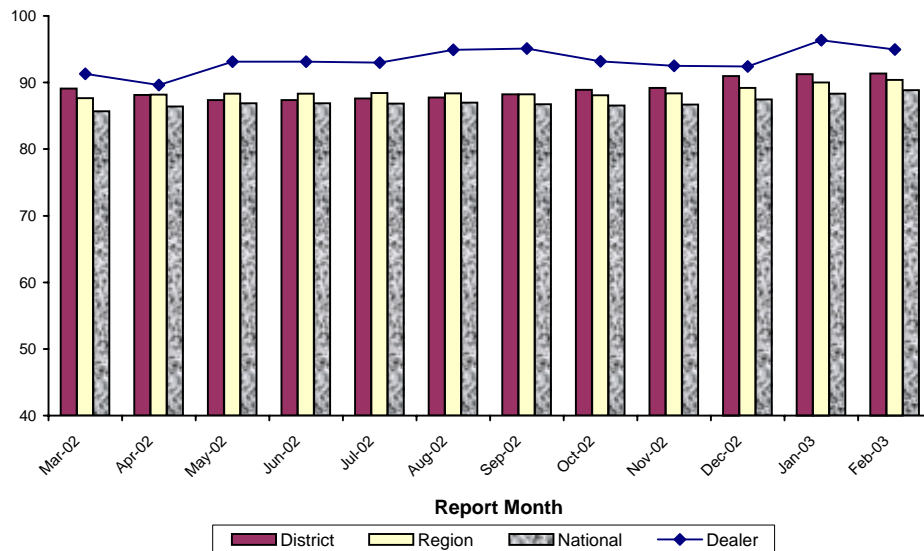
Eastern Region • Carousel Hyundai • PA030

Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	92	88	87
3-Month Rolling HVI	96	88	87
12-Month HVI	95	86	85

Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	91	91	90	89
3-Month HPI	95	91	90	89
12-Month HPI	93	90	89	87
Ranking	—	1	27	42

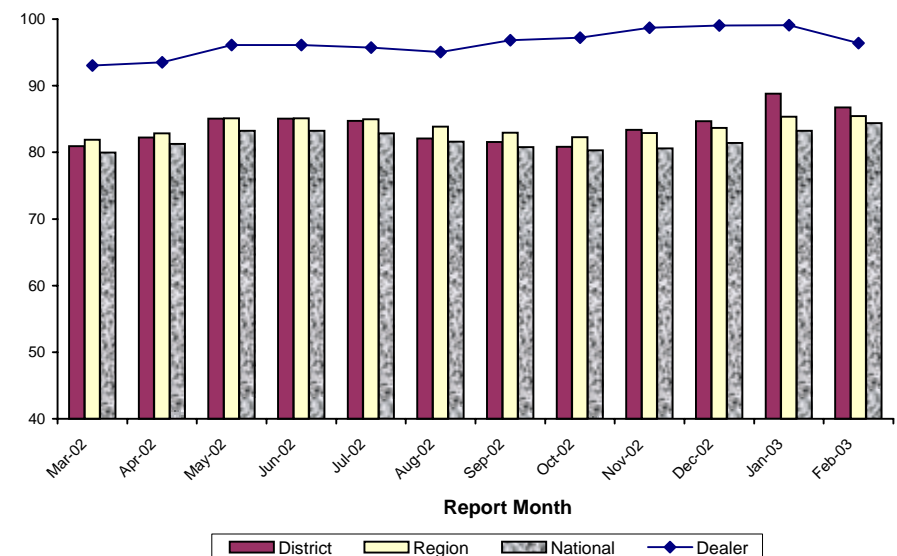


Total number of responses: 55

Note: Rolling 3-Month Response Rate

Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	94	86	85	84
3-Month HSI	96	87	85	84
12-Month HSI	96	85	84	82
Ranking	—	1	15	43



Total number of responses: 21

Carousel Hyundai • PA030

Graphs depict 3-month rolling score



Dealer Sales Performance Report

February 18, 2003

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



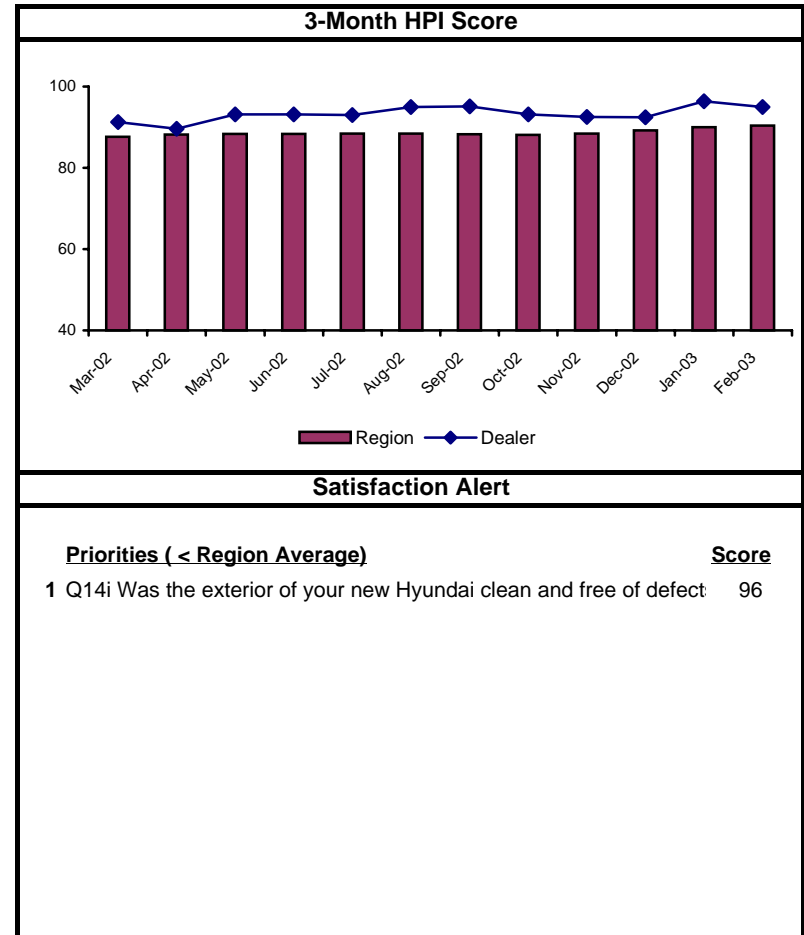
Dealer 3-Month HPI Report

February 18, 2003

(Dec - Feb returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	99	94
3a. Took time to seriously understand your needs	3.2	99	94
3b. Overall Appearance	3.2	100	94
3c. Ease of doing business with	3.2	98	95
3d. Knowledge of competitive vehicles	3.2	96	92
3e. Knowledge of Hyundai models and features	3.2	98	95
3f. Ability to answer your questions	3.2	98	94
3g. Provided a non-intimidating sales experience	3.2	100	95
Purchase Transaction	18.3	95	90
4a. Layout of dealership was inviting and friendly	3.7	94	89
4b. Fulfillment of promises made during the sales process	5.4	95	90
4c. Overall honesty and integrity	3.2	97	90
4d. Provided a non-intimidating sales process	1.4	97	92
5. How much pressure did you feel from your dealership	4.6	95	88
Deal Received	21.1	89	86
6. How would you rate the value represented by your new Hyundai?	8.6	92	89
7. How satisfied are you with the purchase price of your vehicle?	12.5	86	84
Finance and Insurance Process	14.2	94	87
10b. How the application process was handled	5.5	94	87
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	95	86
10f. F & I Manager's knowledge of financing and leasing options	3.2	94	88
Delivery Process	24.0	97	94
13. Length of time taken to deliver your vehicle	6.5	95	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	98
14d. Was the Service Department shown to you?	1.4	98	86
14e. Were the service requirements of your new Hyundai explained to you?	2.1	100	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	94	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	96	97
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	99
Hyundai Purchase Index	100.0	95	90
Total number of Responses:		55	10783



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

February 18, 2003

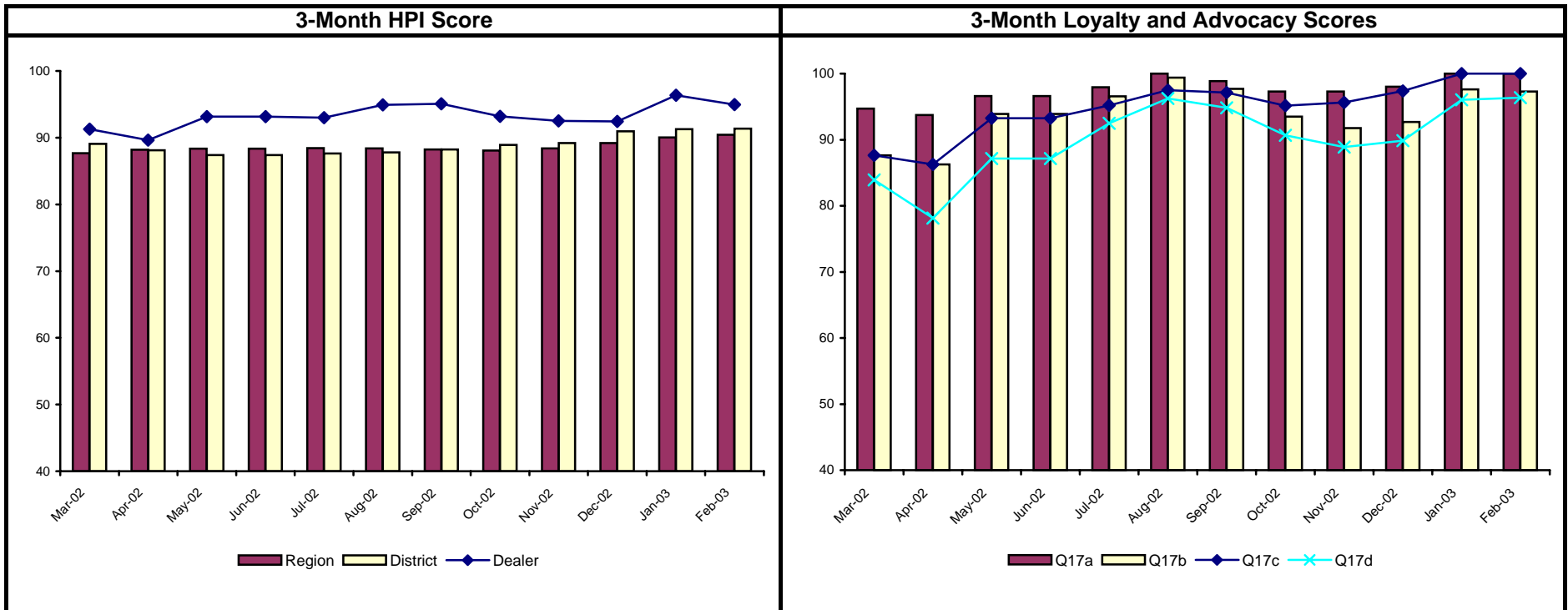
(Dec - Feb returns)

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	91	91	90	95	91	90	93	90	89

Summing It All Up

16. Overall Satisfaction with the dealership	93	89	88	96	89	89	93	88	87
17a. Likelihood of recommending this dealer to a friend or relative	100	94	93	100	94	93	98	93	92
17b. Likelihood of purchasing or leasing another Hyundai from this dealership	93	89	89	97	89	89	93	89	88
17c. Likelihood of using same dealer for service and repair	100	87	87	100	87	87	95	86	86
17d. Likelihood of purchasing or leasing another Hyundai	90	88	87	96	89	87	89	87	86





Dealer 3-Month Sales Information Report

February 18, 2003

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? (%)	100	87	89
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	19	19	20
- Recommendation of family or friends.....	30	33	28
- Drive by.....	13	9	9
- Newspaper ads.....	41	32	35
- Radio ads.....	6	3	5
- TV ads.....	4	9	7
- Manufacturer/dealer web page.....	39	23	25
- Internet buying service.....	11	8	12
- Direct mail.....	0	2	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.....	40	35	40
- 45 minutes to an hour.....	36	30	30
- 1 to 2 hours.....	18	23	20
- More than 2 hours.....	5	12	11
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	98	94	93
- Sales Manager.....	20	38	35
- General Manager.....	4	10	10
- Finance and Insurance Manager.....	25	27	26
About The Delivery Process			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	100	93	93
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	26	14	27
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	82	81	81
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	20	20	20
- An ADDITIONAL vehicle.....	9	23	25
- REPLACED a vehicle you no longer have.....	71	57	56
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Ford.....	25	17	13
Mercury.....	25	5	2
Mercedes-Benz.....	25	3	1
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	28	14	14
Chevrolet.....	17	11	10
Toyota.....	10	4	5
21. Are you:.....			
Male (%).....	55	46	48
Female (%).....	45	54	52
22. Median Age (Years).....	42	47	47
23. Ethnicity (%).....			
White/Caucasian.....	91	85	87
Black/African-American.....	9	10	7
Asian.....	0	2	2
Hispanic.....	0	2	3
Other (Specify).....	0	1	1
24. Median Household Income (\$)......	56,667	55,487	54,976



Dealer 1-Month Salesperson Report

February 18, 2003

(February Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	BELS71	CLOC03	HANE43	PERE65	RAYS84
Salesperson	22.4	94	94	96	100	100	100	98	83
3a. Took time to seriously understand your needs	3.2	93	94	98	100	100	100	100	83
3b. Overall Appearance	3.2	94	94	100	100	100	100	100	100
3c. Ease of doing business with	3.2	94	94	95	100	100	100	95	83
3d. Knowledge of competitive vehicles	3.2	91	92	92	100	100	100	95	67
3e. Knowledge of Hyundai models and features	3.2	94	94	95	100	100	100	95	83
3f. Ability to answer your questions	3.2	93	93	95	100	100	100	100	67
3g. Provided a non-intimidating sales experience	3.2	95	94	100	100	100	100	100	100
Sample Size		3996	387	20	1	4	1	11	3
Share of Dealer Responses (%)					5	20	5	55	15
Hyundai Purchase Index					100	96	N/A	93	73



3 Month Sales STAR Report

February 18, 2003

(Dec - Feb returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	CLOC03	JENK70	BELS71	PERE65	HANE43	RAYS84
Salesperson STAR Score	34.3	92	93	97	100	100	99	98	96	91
3a. Took time to seriously understand your needs	3.2	94	95	99	100	100	100	100	100	94
3b. Overall Appearance	3.2	94	96	100	100	100	100	100	100	100
3c. Ease of doing business with	3.2	95	95	98	100	100	100	97	100	94
3d. Knowledge of competitive vehicles	3.2	92	93	96	100	100	100	97	88	89
3e. Knowledge of Hyundai models and features	3.2	95	95	98	100	100	100	97	100	94
3f. Ability to answer your questions	3.2	94	95	98	100	100	100	100	100	89
3g. Provided a non-intimidating sales experience	3.2	95	95	100	100	100	100	100	100	100
4b. Fulfillment of promises made during the sales process	5.4	90	91	95	100	100	94	97	100	83
13. Length of time taken to deliver your vehicle	6.5	89	90	95	100	100	100	95	88	83
Sample Size		10783	1075	55	9	5	9	19	4	9
Share of Dealer Responses (%)					16	9	16	35	7	16
Hyundai Purchase Index					98	100	97	94	95	90

Note: All scores are 3 - Month

1 of 1 for Carousel Hyundai • PA030



Dealer 1-Month HPI VIN Report

February 18, 2003

(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	12/27/02	KMHDN45D32U467670		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
CLOC03	01/02/03	KMHDN45D13U520478		5	5	5	N/A	5	5	5	5	N/A	5	5	5	5	4	N/AN/AN/A	5	Y	Y	Y	Y	N/AN/AN/AN/A	Y	Y	Y	Y	Y	Y	91	
CLOC03	12/09/02	KM8SC73D23U380104		5	5	5	5	5	5	5	5	5	5	5	4	5	4	N/AN/AN/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	90
CLOC03	12/31/02	KM8SC73D53U405691		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
CLOC03	12/31/02	KM8SC73D33U377342		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	12/26/02	KM8SC73D53U381067		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
PERE65	01/04/03	KMHDN45D13U483805		5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	94
PERE65	01/04/03	KMHCF35G22U213526		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
PERE65	01/06/03	KMHCG35C53U235855		5	5	5	5	5	5	5	5	5	5	5	4	3	3	N/AN/AN/A	5	Y	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	68
PERE65	01/08/03	KMHDN45D83U493750		5	5	5	4	4	5	5	5	5	5	5	4	4	5	5	5	5	5	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	83
PERE65	12/02/02	KM8SC73D13U381096		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
PERE65	12/07/02	KM8SC73D03U373636		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
PERE65	12/11/02	KMHNN65F63U028415		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
PERE65	12/14/02	KM8SC73D33U369547		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/A	Y	100
PERE65	12/21/02	KM8SC73D73U387839		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
PERE65	12/26/02	KMHDN45D93U511706		5	5	4	5	5	5	5	5	5	5	5	4	4	4	4	4	4	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	78
PERE65	12/31/02	KM8SC73D13U410483		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	11/30/02	KMHDN45D13U505043		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	12/19/02	KM8SC13D33U397121		5	5	5	5	5	5	3	4	4	4	4	4	4	3	3	4	4	3	Y	Y	Y	Y	Y	N	Y	Y	Y	54	

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



Dealer 1-Month HPI VIN Report

February 18, 2003

(February Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Internet	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
RAYS84	12/21/02	KMHCG45C92U344923		4	5	4	3	4	3	5	5	3	5	5	5	4	4	4	3	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	65
RAYS84	12/26/02	KMHDN45D13U483724		3	3	3	4	3	3	3	2	3	3	3	4	4	4	3	3	3	4	Y	Y	N	Y	N	Y	N	Y	Y	Y	29

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



Dealer 1-Month Sales Verbatim Report

February 18, 2003

(February Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
PERE65	12/02/02	KM8SC73D13U381096	THE ENTIRE SALES STAFF/ORGANIZATION WERE VERY PROFESSIONAL AND COURTEOUS. OUR SALESMAN, PATRICK, WAS PARTICULARLY HELPFUL AND ACCOMODATING AND WENT OUT OF HIS WAY TO SATISFY ALL OUR REQUESTS AND REQUIREMENTS.
PERE65	12/07/02	KM8SC73D03U373636	I HAD A GREAT TIME. PATRICK WAS A GREAT GUY. HE WAS NOT PUSHY. SEVERAL OTHER DEALERSHIPS IN DE, THE SALESPEOPLE WERE TOO PUSHY. I HAD FUN, BUT HE MADE THE PROCESS AS PAINLESS AS POSSIBLE. IM VERY PLEASED W/MY NEW VEHICLE. THANK YOU FOR HAVING PATRICK ON YOUR SALES TEAM.
PERE65	12/26/02	KMHDN45D93U511706	THE MOST AGGRAVATING PART OF MY BUYING EXPERIENCE WAS NEGOTIATING THE PRICE AND FINANCING. WITH MY WIFE AND TWO YOUNG CHILDREN, THE PROCESS TOOK ENTIRELY TOO LONG. OUR SALESMAN WAS NEGOTIATING WITH TWO BUYERS AT ONCE, SPLITTING TIME, WHILE THE SALESMANAGER AND AT LEAST TWO SALESMAN TALKED AMONG THEMSELVES. VERY UNPROFESSIONAL.
RAYS84	12/26/02	KMHDN45D13U483724	OWNER- CAROUSEL HYUNDAI A REAL GENTLEMAN & A GREAT BUSINESS MAN- WISH HIM WELL AND GOOD WISHES.



Dealer Sales Phone Contact Report

February 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	97	88	88	88	94	87	88	87	90	87	87	86
2. Did you have any problem(s) during your sales experience? (% Yes)	7	5	6	6	2	6	7	7	4	7	7	7
3. Has the problem been resolved to your satisfaction? (% Yes)	0	59	56	56	0	65	58	57	27	59	58	58
Total number of responses:	15	478	4783	12696	60	1300	12833	33807	295	5736	58592	152348



Dealer 1-Month Sales Phone Contact Vin Report

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(February 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
CLOC03	01/25/03	KMHDN45DX3U483625		02/06/03	5	N	N/A
CLOC03	02/01/03	KMHHN65F03U057831		02/14/03	5	N	N/A
CLOC03	02/01/03	KM8SC73D73U414098		02/13/03	5	N	N/A
PERE65	01/06/03	KMHCG35C53U235855		01/20/03	5	Y	N
PERE65	01/08/03	KMHDN45D83U493750		01/21/03	5	N	N/A
PERE65	01/15/03	KMHDN55D03U080582		01/28/03	5	N	N/A
PERE65	01/22/03	KM8SC73D33U417838		02/04/03	5	N	N/A
PERE65	01/25/03	KM8SB12B83U379443		02/06/03	4	N	N/A
PERE65	02/01/03	KMHHM65D13U073182		02/13/03	5	N	N/A
PERE65	02/01/03	KMHDN45D93U523564		02/13/03	5	N	N/A
PERE65	02/03/03	KMHDN45D23U560553		02/18/03	5	N	N/A
RAYS84	01/24/03	KMHDN45D33U520711		02/05/03	5	N	N/A
RAYS84	01/25/03	KMHCG35C33U241668		02/08/03	5	N	N/A
RAYS84	01/28/03	KM8SC73D63U421172		02/11/03	5	N	N/A
RAYS84	02/03/03	KMHDN55D23U080566		02/18/03	5	N	N/A