

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

January 18, 2003

(Nov - Jan returns)

Eastern Region • Carousel Hyundai • PA030

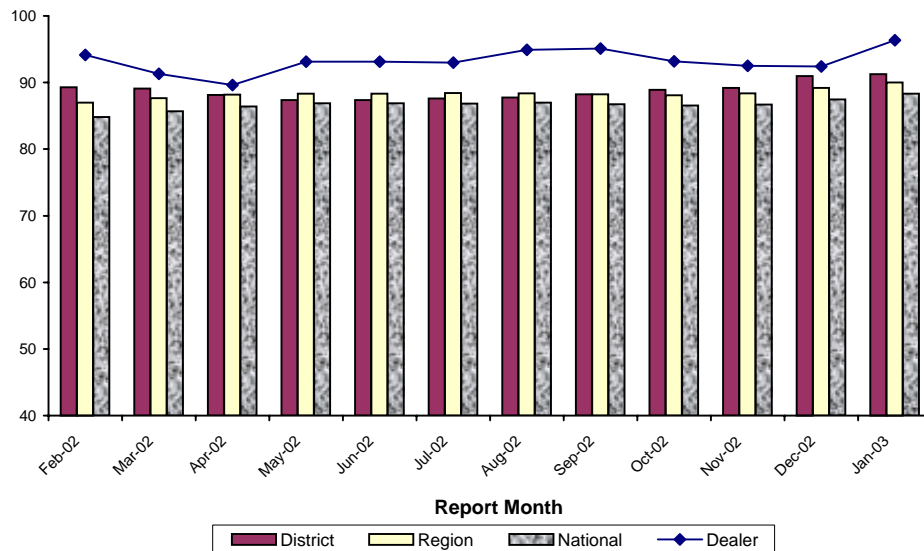
Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	97	88	87
3-Month Rolling HVI	98	88	86
12-Month HVI	94	86	84

Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	97	91	90	89
3-Month HPI	96	91	90	88
12-Month HPI	93	90	89	87

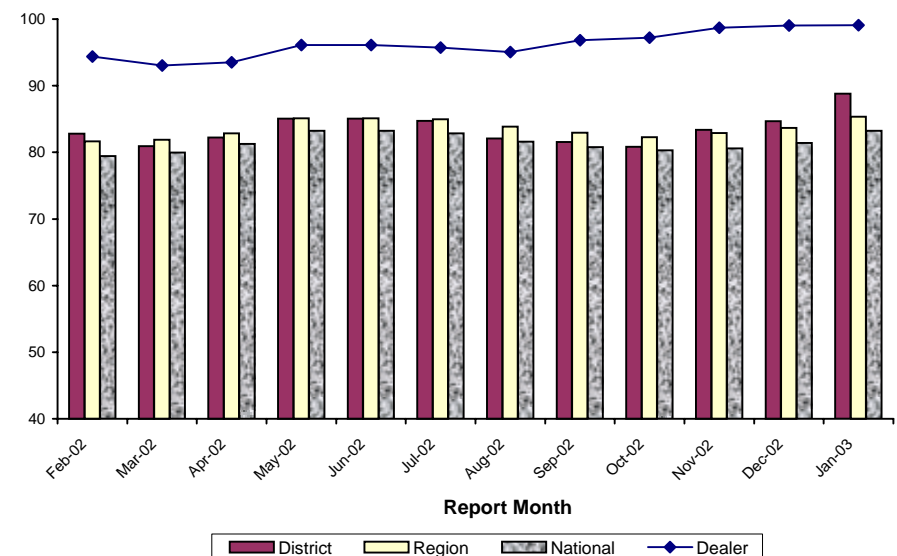
Ranking — 1 13 21



Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	98	92	86	85
3-Month HSI	99	89	85	83
12-Month HSI	96	85	84	82

Ranking — 1 4 12



Total number of responses: 63

Graphs depict 3-month rolling score

Total number of responses: 21

Note: Rolling 3-Month Response Rate

Carousel Hyundai • PA030



Dealer Sales Performance Report

January 18, 2003

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



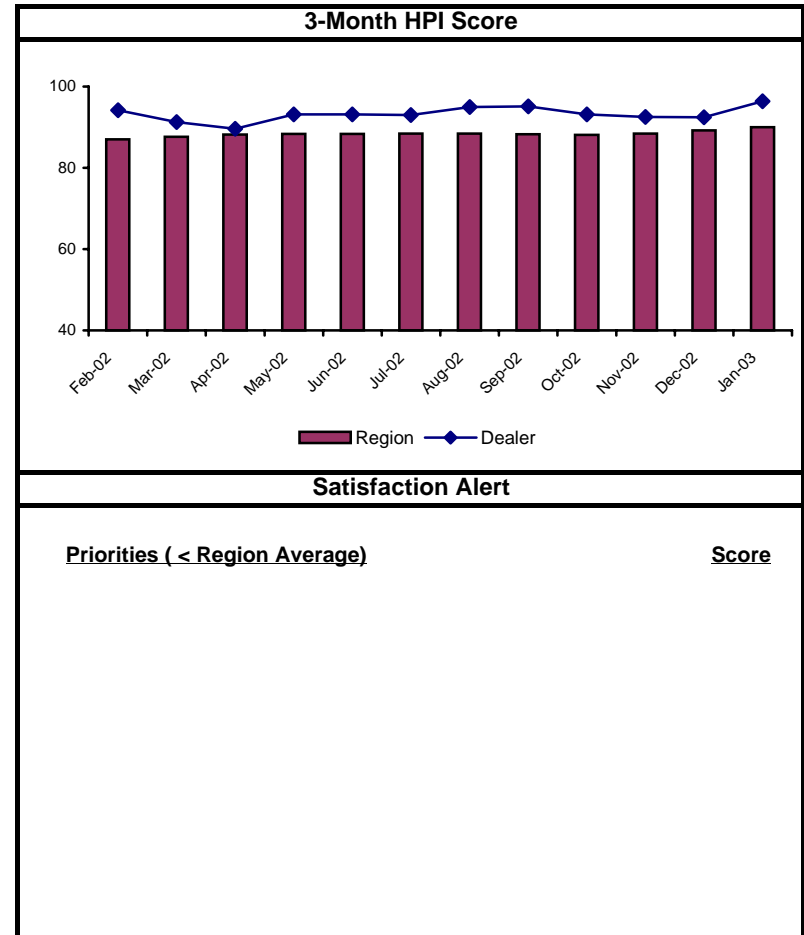
Dealer 3-Month HPI Report

January 18, 2003

(Nov - Jan returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	100	94
3a. Took time to seriously understand your needs	3.2	100	94
3b. Overall Appearance	3.2	100	94
3c. Ease of doing business with	3.2	100	94
3d. Knowledge of competitive vehicles	3.2	98	91
3e. Knowledge of Hyundai models and features	3.2	100	94
3f. Ability to answer your questions	3.2	100	94
3g. Provided a non-intimidating sales experience	3.2	100	95
Purchase Transaction	18.3	96	89
4a. Layout of dealership was inviting and friendly	3.7	94	89
4b. Fulfillment of promises made during the sales process	5.4	98	90
4c. Overall honesty and integrity	3.2	98	90
4d. Provided a non-intimidating sales process	1.4	98	92
5. How much pressure did you feel from your dealership	4.6	94	88
Deal Received	21.1	93	85
6. How would you rate the value represented by your new Hyundai?	8.6	95	88
7. How satisfied are you with the purchase price of your vehicle?	12.5	91	83
Finance and Insurance Process	14.2	93	86
10b. How the application process was handled	5.5	92	86
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	93	88
Delivery Process	24.0	98	94
13. Length of time taken to deliver your vehicle	6.5	97	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	85
14e. Were the service requirements of your new Hyundai explained to you?	2.1	100	92
14f. Were your questions answered at the time of delivery?	2.6	100	99
14g. Contacted after delivery to ensure everything was satisfactory	3.0	95	93
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	100	98
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	98	96
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	99
Hyundai Purchase Index	100.0	96	90
Total number of Responses:		63	11538



Satisfaction Alert

Priorities (< Region Average) Score

Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

January 18, 2003

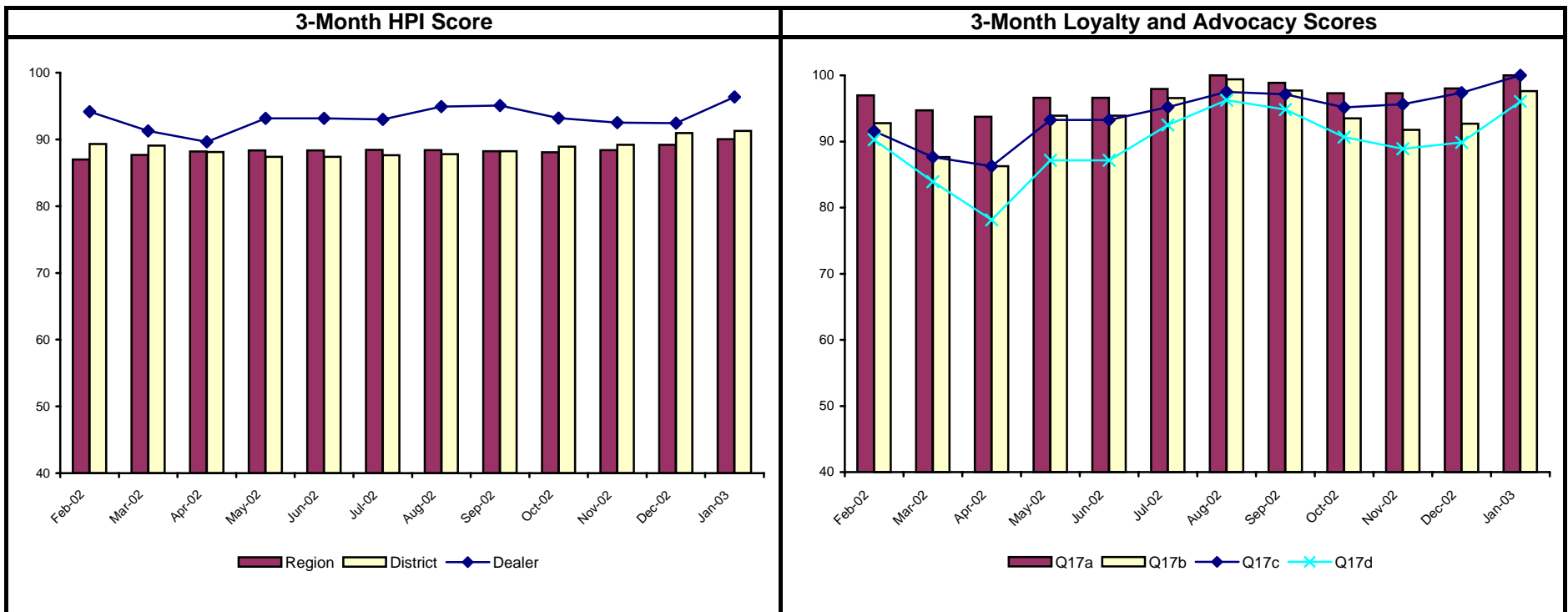
(Nov - Jan returns)

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	97	91	90	96	91	90	93	90	89

Summing It All Up

16.	Overall Satisfaction with the dealership	100	89	88	99	89	88	93	88	86
17a.	Likelihood of recommending this dealer to a friend or relative	100	94	94	100	94	93	97	93	92
17b.	Likelihood of purchasing or leasing another Hyundai from this dealership	100	89	89	98	90	88	93	89	87
17c.	Likelihood of using same dealer for service and repair	100	84	87	100	87	86	94	85	85
17d.	Likelihood of purchasing or leasing another Hyundai	100	88	87	96	89	87	89	87	86





Dealer 3-Month Sales Information Report

January 18, 2003

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Nov - Jan returns)

	Dealer	District	Region
About Your Purchase Intentions			
1. Are you the primary driver of this vehicle? (%)	86	84	89
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	15	18	19
- Recommendation of family or friends.....	32	33	28
- Drive by.....	15	10	9
- Newspaper ads.....	40	33	35
- Radio ads.....	10	5	5
- TV ads.....	2	9	6
- Manufacturer/dealer web page.....	34	23	25
- Internet buying service.....	5	8	13
- 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.....	43	35	40
- 45 minutes to an hour.....	32	28	29
- 1 to 2 hours.....	11	24	20
- More than 2 hours.....	14	13	11
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	98	95	93
- Sales Manager.....	22	38	34
- General Manager.....	3	10	10
- Finance and Insurance Manager.....	40	29	26
About The Delivery Process			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	100	94	92
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	17	14	29
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	79	81	81
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	24	22	20
- An ADDITIONAL vehicle.....	10	23	24
- REPLACED a vehicle you no longer have.....	67	55	56
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Hyundai.....	20	24	20
Ford.....	20	16	14
Jeep.....	20	3	3
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	27	16	13
Chevrolet.....	12	11	11
Toyota.....	12	4	5
21. Are you:.....			
Male (%).....	48	45	47
Female (%).....	52	55	53
22. Median Age (Years).....	44	48	46
23. Ethnicity (%).....			
White/Caucasian.....	92	83	87
Black/African-American.....	5	11	7
Asian.....	2	2	2
Hispanic.....	2	2	3
Other (Specify).....	0	1	1
24. Median Household Income (\$)......	56,364	53,162	53,844



Dealer 1-Month Salesperson Report

January 18, 2003

(January Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	BELS71	CLOC03	JENK70	PERE65	RAYS84	HANE43
Salesperson	22.4	94	95	100	100	100	100	100	100	96
3a. Took time to seriously understand your needs	3.2	94	95	100	100	100	100	100	100	100
3b. Overall Appearance	3.2	94	96	100	100	100	100	100	100	100
3c. Ease of doing business with	3.2	95	96	100	100	100	100	100	100	100
3d. Knowledge of competitive vehicles	3.2	92	92	97	100	100	100	100	100	75
3e. Knowledge of Hyundai models and features	3.2	95	96	100	100	100	100	100	100	100
3f. Ability to answer your questions	3.2	94	95	100	100	100	100	100	100	100
3g. Provided a non-intimidating sales experience	3.2	96	96	100	100	100	100	100	100	100
Sample Size		3264	348	18	4	2	2	5	3	2
Share of Dealer Responses (%)					22	11	11	28	17	11
Hyundai Purchase Index					95	100	100	95	100	95



3 Month Sales STAR Report

January 18, 2003

(Nov - Jan returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	CLOC03	DELA46	RAYS84	BELS71	PERE65	JENK70
Salesperson STAR Score	34.3	92	93	99	100	100	100	99	98	98
3a. Took time to seriously understand your needs	3.2	94	95	100	100	100	100	100	100	100
3b. Overall Appearance	3.2	94	96	100	100	100	100	100	100	100
3c. Ease of doing business with	3.2	94	96	100	100	100	100	100	100	100
3d. Knowledge of competitive vehicles	3.2	91	93	98	100	100	100	96	100	100
3e. Knowledge of Hyundai models and features	3.2	94	95	100	100	100	100	100	100	100
3f. Ability to answer your questions	3.2	94	95	100	100	100	100	100	100	100
3g. Provided a non-intimidating sales experience	3.2	95	96	100	100	100	100	100	100	100
4b. Fulfillment of promises made during the sales process	5.4	90	91	98	100	100	100	96	97	94
13. Length of time taken to deliver your vehicle	6.5	89	90	97	100	100	100	100	94	94
Sample Size		11538	1142	63	10	1	8	14	17	9
Share of Dealer Responses (%)					16	2	13	22	27	14
Hyundai Purchase Index					97	94	98	97	95	97

	Weight (%)	Region	District	Dealer	HANE43
Salesperson STAR Score	34.3	92	93	99	96
3a. Took time to seriously understand your needs	3.2	94	95	100	100
3b. Overall Appearance	3.2	94	96	100	100
3c. Ease of doing business with	3.2	94	96	100	100
3d. Knowledge of competitive vehicles	3.2	91	93	98	88
3e. Knowledge of Hyundai models and features	3.2	94	95	100	100
3f. Ability to answer your questions	3.2	94	95	100	100
3g. Provided a non-intimidating sales experience	3.2	95	96	100	100
4b. Fulfillment of promises made during the sales process	5.4	90	91	98	100
13. Length of time taken to deliver your vehicle	6.5	89	90	97	88
Sample Size		11538	1142	63	4
Share of Dealer Responses (%)					6
Hyundai Purchase Index					93

Note: All scores are 3 - Month



Dealer 1-Month HPI VIN Report

January 18, 2003
(January 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	11/11/02	KM8SC73D93U372808		5	5	5	5	5	5	5	4	4	4	4	4	5	5	4	4	N/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	85
BELS71	11/30/02	KM8SC73D93U385168		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	Y	100
BELS71	12/02/02	KM8SC73D53U373230		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	Y	Y	94
BELS71	12/02/02	KMHDN45D12U467280		5	5	5	5	5	5	5	3	3	3	5	5	2	2	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	67
BELS71	12/04/02	KM8SC73D63U371129	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
CLOC03	11/20/02	KMHCG45C92U392261		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
CLOC03	11/21/02	KM8SC73D83U366787		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	11/23/02	KMHWF25H53A755822		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	12/04/02	KM8SC73D43U372019		5	5	5	4	5	5	5	5	5	5	5	5	5	4	5	5	5	5	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	89	
JENK70	11/23/02	KM8SC73D82U312856		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
JENK70	11/29/02	KM8SC73D03U369540		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
PERE65	11/05/02	KM8SC73D33U364574		5	5	5	5	5	5	5	4	N/A	N/A	N/A	4	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	95
PERE65	11/05/02	KMHDN55D43U075286		5	5	5	5	5	5	5	3	4	4	4	5	5	5	4	4	3	5	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	81
PERE65	11/19/02	KMHCG35C82U231233		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
PERE65	11/21/02	KMHWF35H03A758388		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
PERE65	12/17/02	KMHNN65F63U054769		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
RAYS84	10/24/02	KM8SC13DX2U259381		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	11/16/02	KM8SC13D93U372787		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	11/23/02	KMHCG45C62U317369		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

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



Dealer 1-Month Sales Verbatim Report

January 18, 2003

(January Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	11/11/02	KM8SC73D93U372808	IVE REFERRED MY ATTORNEY WHO IS LOOKING FOR A SANTA FE & GIRLFRIEND TO LOOK AT A TIBURON. SALESPERSON EILEEN WAS WONDERFUL!
BELS71	11/30/02	KM8SC73D93U385168	ABSOLUTELY WONDERFUL
BELS71	12/02/02	KMHDN45D12U467280	EVERYTHING WAS ABSOLUTELY EXCELLENT WITH THE SALESPERSON, SHE WAS VERY OUTSTANDING IN EVERY MANNER. HOWEVER, SINCE I PURCHASED A YEAR-END MODEL AND IT CARRIED WITH IT A \$1500 CASH REBATE, I DIDNT VERYMUCH LIKE SIGNING THE WAIVER PAPER AND NOT RECEIVING THIS REBATE. I PAID \$13000 FOR THE UNIT AND FEEL IT SHOULD HAVE BEEN NO MORE THAN \$12,250 BUT THATS OK. P.S. THE MANAGER NEVER EVEN CAME OUT TODISCUSS ANYTHING WITH US WHILE WE WERE THERE. I BELIEVE HE COULD HAVE GIVEN ME A BETTER PRICE. THE CAR IS VERY NICE AND WE BOTH LIKE IT VERY MUCH.
BELS71	12/04/02	KM8SC73D63U371129	VERY IMPRESSED WITH EVERYONE. IT WAS A PLEASURE DOING BUSINESS THERE. THE SALESPERSON EILEEN BELZER WAS GREAT TO DEAL WITH.
CLOC03	11/21/02	KM8SC73D83U366787	THE SALESPEOPLE WERE VERY COURTEOUS & INFORMATIVE. GREG & EILEEN WERE EXCELLENT. THANK YOU.
HANE43	11/23/02	KMHWF25H53A755822	BLAINE HANEY MY SALESPERSON WAS VERY PROFESSIONAL AND KNOWLEDGEABLE. HE MADE THE CAR BUYING EXPERIENCE PROCESS A BREEZE. HE WAS JUST DELIGHTFUL.
HANE43	12/04/02	KM8SC73D43U372019	SERVICE AND PARTS DEPARTMENT DESERVE TO BE TOLD WHAT AN EXCELLENT JOB PUTTING ON HITCH FOR ME, DAY BEFORE LEAVING ON SCHEDULED TRIP. THANKS ALL CONCERNED.
JENK70	11/23/02	KM8SC73D82U312856	DON WAS GREAT, SEE YOU WITHIN 2 YEAR TO PURCHASE ANOTHER SANTA FE, AS SOON MY CHEVY LEASE RUNS OUT.
JENK70	11/29/02	KM8SC73D03U369540	DON HELPED MAKE BUYING THE SANTA FE VERY EASY. I HAVE SPOKEN WITH HIM & HE STILL GREETES US BY NAME. HE REALLY DOES CARE ABOUT HIS CUSTOMERS. I WILL NOT DEAL WITH ANYONE ELSE BUT HIM.
PERE65	11/05/02	KMHDN55D43U075286	I ABSOLUTELY LOVE MY ELANTRA. MY SALESMAN WAS GREAT. I WAS UNHAPPY WITH MY FINANCE RATE, BUT OTHER THAN THAT EVERYTHING WAS WONDERFUL!
PERE65	11/19/02	KMHCG35C82U231233	I DID NOT WANT TO GET RID OF MY CONVERTIBLE BUT PATRICK AND THE BUSINESS MANAGER MADE EVERY DEALING AWESOME!! THEY MADE AN UNHAPPY EXPERIENCE TURN OUT PERFECTLY. I HAVE LOUSY CREDIT AND THEY WORKED TOGET ME A LOAN. THANK YOU!



Dealer Sales Phone Contact Report

January 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	93	87	88	87	95	87	88	87	90	87	87	86
2. Did you have any problem(s) during your sales experience? (% Yes)	0	6	6	6	3	7	7	7	3	7	7	7
3. Has the problem been resolved to your satisfaction? (% Yes)	N/A	67	56	54	50	67	60	58	30	58	57	58
Total number of responses:	23	411	3834	10316	73	1271	12111	31921	291	5593	57333	148888



Dealer 1-Month Sales Phone Contact Vin Report

January 18, 2003

(January 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	12/14/02	KM8SC13D63U390910		01/02/03	5	N	N/A
BELS71	12/27/02	KMHDN45D32U467670		01/09/03	5	N	N/A
CLOC03	01/02/03	KMHDN45D13U520478		01/14/03	5	N	N/A
CLOC03	01/02/03	KMHDN45D13U499163		01/15/03	5	N	N/A
CLOC03	12/09/02	KM8SC73D23U380104		12/23/02	5	N	N/A
CLOC03	12/31/02	KM8SC73D33U377342		01/15/03	4	N	N/A
CLOC03	12/31/02	KM8SC73D53U405691		01/17/03	5	N	N/A
HANE43	12/21/02	KMHDN55D53U080464		01/03/03	1	N	N/A
HANE43	12/26/02	KM8SC73D53U381067		01/07/03	5	N	N/A
HANE43	12/28/02	KMHCG45C63U425430		01/11/03	5	N	N/A
HANE43	12/30/02	KMHWF35HX2A726417		01/13/03	5	N	N/A
PERE65	01/04/03	KMHCF35G22U213526		01/16/03	5	N	N/A
PERE65	01/04/03	KMHDN45D13U483805		01/16/03	5	N	N/A
PERE65	12/11/02	KMHHN65F63U028415		12/27/02	5	N	N/A
PERE65	12/14/02	KM8SC73D33U369547		01/03/03	5	N	N/A
PERE65	12/16/02	KMHDN55D63U081011		12/30/02	5	N	N/A
PERE65	12/21/02	KM8SC73D73U387839		01/03/03	5	N	N/A
PERE65	12/23/02	KMHWF35H12A714138		01/06/03	5	N	N/A
PERE65	12/26/02	KMHWF35H22A702502		01/09/03	5	N	N/A
PERE65	12/28/02	KMHCG45C03U428078		01/09/03	5	N	N/A
RAYS84	12/21/02	KMHCG45C92U344923		01/04/03	5	N	N/A

Note: All returns are for the current month



Dealer 1-Month Sales Phone Contact Vin Report

January 18, 2003

(January completes)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Sales Consultant ID	Sales Date	VIN	Immediate Contact	Completed Date	1A. Overall satisfaction score	2A. Problem(s) during sales experience	2B. Problem(s) solved to your satisfaction
RAYS84	12/23/02	KMHDN55D32U050684		01/06/03	5	N	N/A
RAYS84	12/31/02	KM8SC73D93U403829		01/15/03	5	N	N/A