

Reporting Date Change on the HPI & HSI Survey System

In an effort to post your HPI & HSI Survey System numbers and reports on the first working day of every month, we will be making a change to the existing cut-off dates.

The following month-end close schedule will be effective with July and August month-end close:

Cut-off Date	Post Date	Days Processed
July 24 th	August 7 th	July 1 – 24 = 24
August 18 th	September 1 st	July 25 – August 18 = 23

All month-end reports and numbers on the Hyundai HPI & HSI Survey System will be posted on the first working day of every month starting with September 2002.

Questions regarding this month-end cut-off date change may be directed to your District Sales Manager, District Parts and Service Manager, or your Customer Satisfaction Development Manager.



Dealer Sales and Service Summary Report

July 24, 2002

(May - Jul returns)

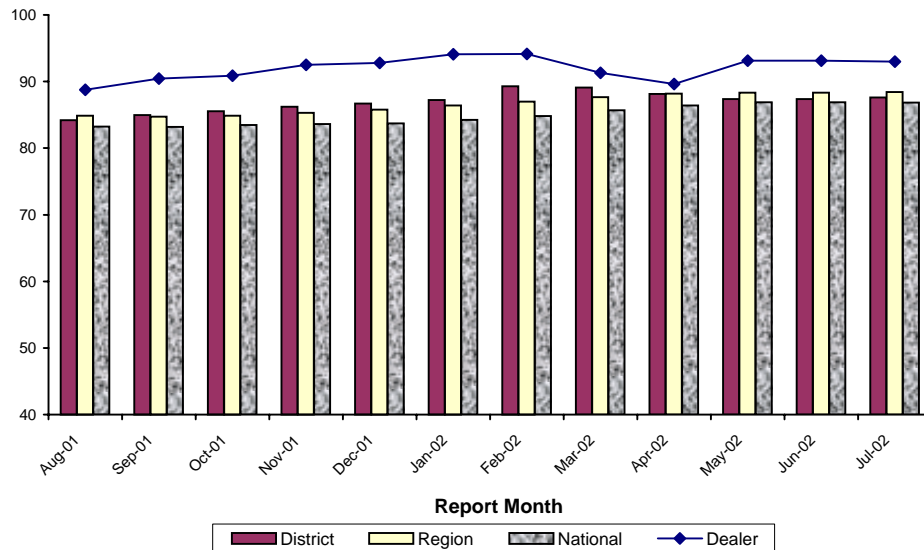
Eastern Region • Carousel Hyundai • PA030

Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	94	86	84
3-Month Rolling HVI	94	87	85
12-Month HVI	93	84	83

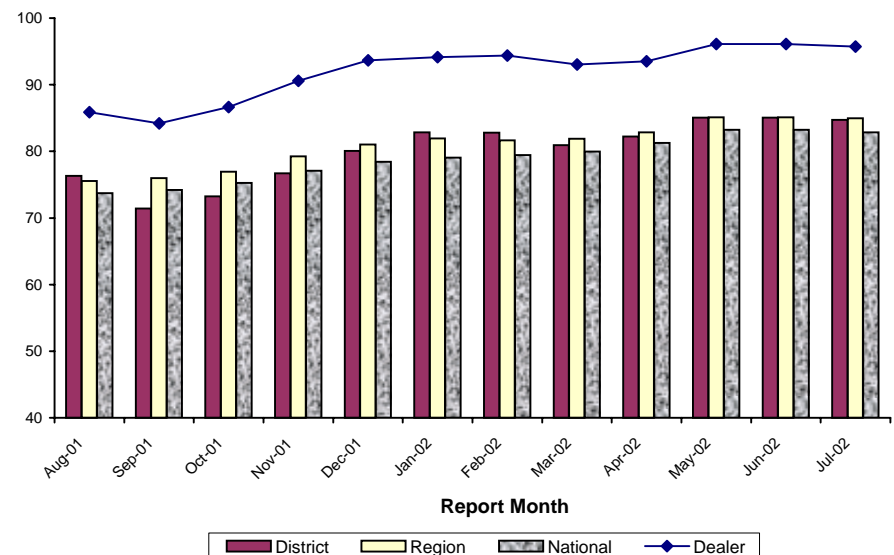
Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	92	88	89	87
3-Month HPI	93	88	88	87
12-Month HPI	92	87	87	85
Ranking	—	2	39	80



Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	97	84	83	81
3-Month HSI	96	85	85	83
12-Month HSI	93	83	82	80
Ranking	—	1	10	34



Total number of responses: 73

Graphs depict 3-month rolling score

Total number of responses: 37

Note: Rolling 3-Month Response Rate

Carousel Hyundai • PA030



Dealer Sales Performance Report

July 24, 2002

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



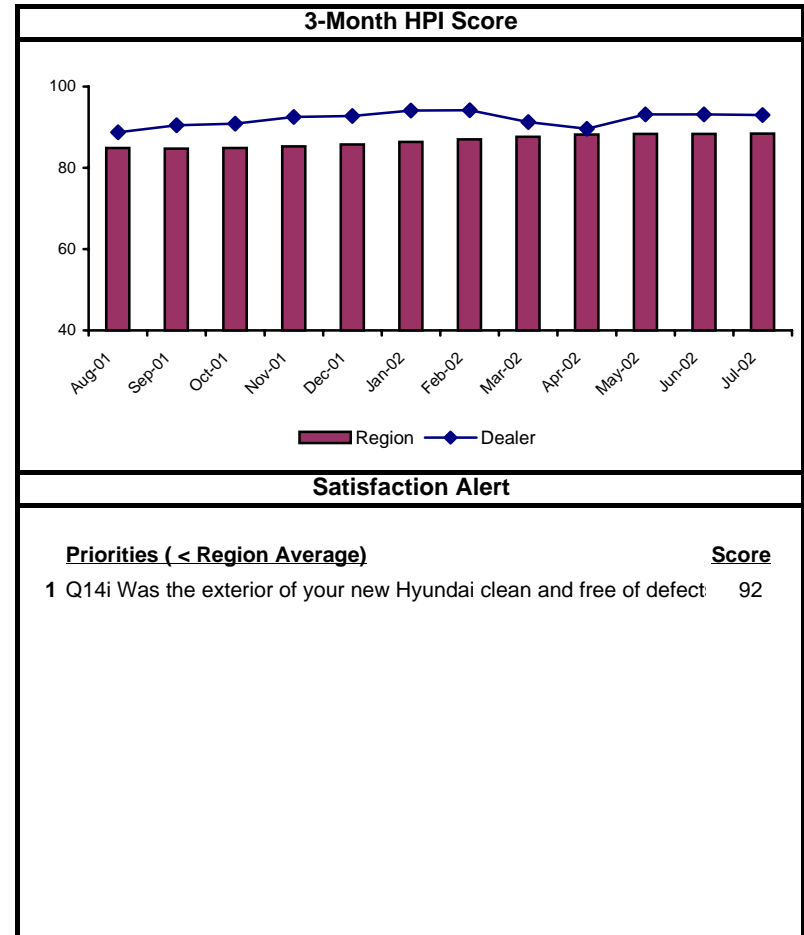
Dealer 3-Month HPI Report

July 24, 2002

(May - Jul returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	96	92
3a. Took time to seriously understand your needs	3.2	97	92
3b. Overall Appearance	3.2	98	92
3c. Ease of doing business with	3.2	97	93
3d. Knowledge of competitive vehicles	3.2	95	89
3e. Knowledge of Hyundai models and features	3.2	96	93
3f. Ability to answer your questions	3.2	96	92
3g. Provided a non-intimidating sales experience	3.2	95	94
Purchase Transaction	18.3	92	87
4a. Layout of dealership was inviting and friendly	3.7	94	86
4b. Fulfillment of promises made during the sales process	5.4	94	88
4c. Overall honesty and integrity	3.2	95	88
4d. Provided a non-intimidating sales process	1.4	95	90
5. How much pressure did you feel from your dealership	4.6	87	86
Deal Received	21.1	89	84
6. How would you rate the value represented by your new Hyundai?	8.6	94	87
7. How satisfied are you with the purchase price of your vehicle?	12.5	85	82
Finance and Insurance Process	14.2	90	84
10b. How the application process was handled	5.5	88	83
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	92	84
10f. F & I Manager's knowledge of financing and leasing options	3.2	93	86
Delivery Process	24.0	96	92
13. Length of time taken to deliver your vehicle	6.5	92	86
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	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	97	83
14e. Were the service requirements of your new Hyundai explained to you?	2.1	99	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	97	97
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	92	95
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	99
Hyundai Purchase Index	100.0	93	88
Total number of Responses:		73	13557



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

July 24, 2002

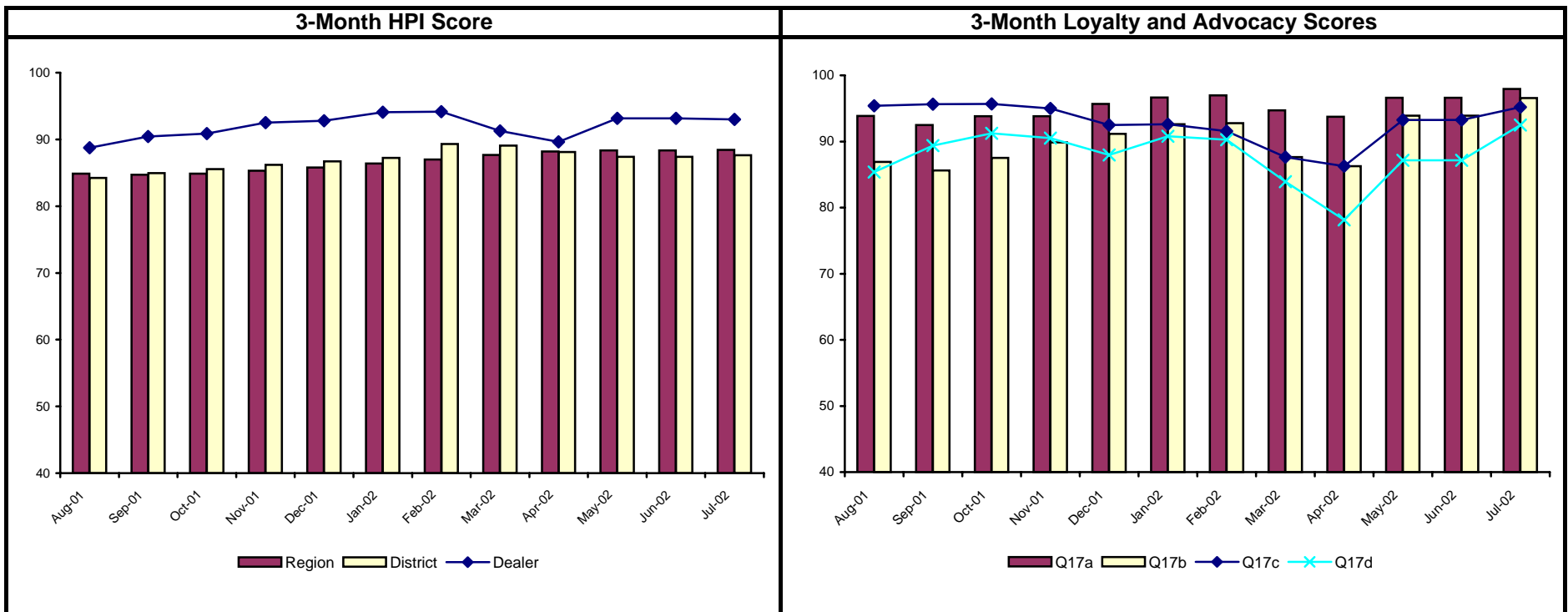
(May - Jul returns)

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	92	88	89	93	88	88	92	87	87

Summing It All Up

16.	Overall Satisfaction with the dealership	100	87	86	96	86	86	91	85	84
17a.	Likelihood of recommending this dealer to a friend or relative	100	93	93	98	92	92	96	92	91
17b.	Likelihood of purchasing or leasing another Hyundai from this dealership	100	90	88	97	88	88	91	87	86
17c.	Likelihood of using same dealer for service and repair	100	89	86	95	85	86	92	85	84
17d.	Likelihood of purchasing or leasing another Hyundai	96	87	86	92	86	86	88	85	84





Dealer 3-Month Sales Information Report

July 24, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(May - Jul returns)

	Dealer	District	Region
About Your Purchase Intentions			
1. Are you the primary driver of this vehicle? (%)	87	89	89
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	10	17	19
- Recommendation of family or friends.....	21	30	28
- Drive by.....	21	9	9
- Newspaper ads.....	30	31	33
- Radio ads.....	3	4	5
- TV ads.....	5	10	7
- Manufacturer/dealer web page.....	37	27	26
- Internet buying service.....	12	13	13
- Direct mail.....	0	1	1
About The Purchase Transaction			
8. From the time at which you agreed on the vehicle, how long did it take you to complete the entire sales transaction, excluding delivery? (%)			
- Less than 45 minutes.....	30	29	36
- 45 minutes to an hour.....	34	28	30
- 1 to 2 hours.....	23	28	21
- More than 2 hours.....	12	16	12
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	97	93	92
- Sales Manager.....	25	41	34
- General Manager.....	4	12	10
- Finance and Insurance Manager.....	32	30	25
About The Delivery Process			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	99	92	91
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	6	14	29
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	86	81	82
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	8	18	20
- An ADDITIONAL vehicle.....	14	22	25
- REPLACED a vehicle you no longer have.....	78	59	55
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Hyundai.....	13	17	18
Toyota.....	13	7	7
Honda.....	13	7	5
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	24	15	13
Chevrolet.....	20	15	11
Dodge.....	10	8	8
21. Are you:.....			
Male (%).....	43	44	46
Female (%).....	57	56	54
22. Median Age (Years).....	43	47	46
23. Ethnicity (%).....			
White/Caucasian.....	96	86	87
Black/African-American.....	0	9	7
Asian.....	3	2	2
Hispanic.....	0	2	3
Other (Specify).....	1	1	1
24. Median Household Income (\$)......	64,000	52,371	53,082



Dealer 1-Month Salesperson Report

July 24, 2002
(July Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	CLOC03	JENK70	LETT22	RAYS84	STIL44	BELS71
Salesperson	22.4	93	94	97	100	100	100	100	100	93
3a. Took time to seriously understand your needs	3.2	93	93	96	100	100	100	100	100	83
3b. Overall Appearance	3.2	93	95	98	100	100	100	100	100	100
3c. Ease of doing business with	3.2	93	95	100	100	100	100	100	100	100
3d. Knowledge of competitive vehicles	3.2	90	90	94	100	100	100	100	100	83
3e. Knowledge of Hyundai models and features	3.2	93	94	96	100	100	100	100	100	100
3f. Ability to answer your questions	3.2	92	92	98	100	100	100	100	100	100
3g. Provided a non-intimidating sales experience	3.2	94	96	98	100	100	100	100	100	83
Sample Size		4084	395	25	1	4	3	6	1	3
Share of Dealer Responses (%)					4	16	12	24	4	12
Hyundai Purchase Index					100	96	96	91	100	93

	Weight (%)	Region	District	Dealer	DELA46
Salesperson	22.4	93	94	97	93
3a. Took time to seriously understand your needs	3.2	93	93	96	93
3b. Overall Appearance	3.2	93	95	98	93
3c. Ease of doing business with	3.2	93	95	100	100
3d. Knowledge of competitive vehicles	3.2	90	90	94	86
3e. Knowledge of Hyundai models and features	3.2	93	94	96	86
3f. Ability to answer your questions	3.2	92	92	98	93
3g. Provided a non-intimidating sales experience	3.2	94	96	98	100
Sample Size		4084	395	25	7
Share of Dealer Responses (%)					28
Hyundai Purchase Index					87



3 Month Sales STAR Report

July 24, 2002

(May - Jul returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	CLOC03	JENK70	STIL44	RAYS84	LETT22	BELS71
Salesperson STAR Score	34.3	90	89	95	100	100	98	97	96	95
3a. Took time to seriously understand your needs	3.2	92	92	97	100	100	100	100	94	95
3b. Overall Appearance	3.2	92	93	98	100	100	100	100	100	100
3c. Ease of doing business with	3.2	93	92	97	100	100	100	98	94	100
3d. Knowledge of competitive vehicles	3.2	89	88	95	100	100	100	98	94	90
3e. Knowledge of Hyundai models and features	3.2	93	92	96	100	100	100	95	100	100
3f. Ability to answer your questions	3.2	92	91	96	100	100	100	95	94	100
3g. Provided a non-intimidating sales experience	3.2	94	94	95	100	100	100	98	89	95
4b. Fulfillment of promises made during the sales process	5.4	88	87	94	100	100	100	95	100	95
13. Length of time taken to deliver your vehicle	6.5	86	84	92	100	100	92	98	94	85
Sample Size		13557	1333	73	1	11	6	20	9	10
Share of Dealer Responses (%)					1	15	8	27	12	14
Hyundai Purchase Index					100	98	98	93	93	94

	Weight (%)	Region	District	Dealer	HANE43	DELA46
Salesperson STAR Score	34.3	90	89	95	91	86
3a. Took time to seriously understand your needs	3.2	92	92	97	100	88
3b. Overall Appearance	3.2	92	93	98	100	88
3c. Ease of doing business with	3.2	93	92	97	100	92
3d. Knowledge of competitive vehicles	3.2	89	88	95	100	83
3e. Knowledge of Hyundai models and features	3.2	93	92	96	100	83
3f. Ability to answer your questions	3.2	92	91	96	100	88
3g. Provided a non-intimidating sales experience	3.2	94	94	95	75	92
4b. Fulfillment of promises made during the sales process	5.4	88	87	94	75	83
13. Length of time taken to deliver your vehicle	6.5	86	84	92	88	82
Sample Size		13557	1333	73	4	12
Share of Dealer Responses (%)					5	16
Hyundai Purchase Index					88	86

Note: All scores are 3 - Month



Dealer 1-Month HPI VIN Report

July 24, 2002
(July 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	06/01/02	KMHDN45D12U282453		4	5	5	4	5	5	4	4	4	4	4	4	5	5	2	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	81
BELS71	06/08/02	KMHWF25S92A669262		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	06/10/02	KMHFU45E82A169962		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	99
CLOC03	06/17/02	KMHDN45D82U386714		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	05/20/02	KM8SB12BX2U269234		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
DELA46	06/06/02	KM8SC13D82U283856		5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	3	3	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	82
DELA46	06/11/02	KMHWF25S92A664644		5	5	5	5	5	5	5	3	4	3	5	3	3	5	3	2	1	3	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	54
DELA46	06/15/02	KMHDN45D42U387505		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	06/18/02	KM8SC73D82U291846		5	5	5	3	3	4	5	4	4	4	5	3	5	4	4	3	3	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	64
DELA46	06/22/02	KMHDN45D12U381645	Y	4	4	5	5	5	5	5	4	5	5	5	5	5	5	4	4	4	4	Y	Y	Y	Y	Y	N	Y	Y	Y	82	
DELA46	06/26/02	KM8SC73D52U291786		5	5	5	5	5	5	5	5	5	5	5	4	4	5	5	4	N/A	5	Y	Y	Y	Y	Y	N	Y	Y	Y	87	
DELA46	06/27/02	KM8SB12B22U283189		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	05/17/02	KM8SC13D92U263955		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	05/30/02	KMHDN55D32U033187		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A	5	5	5	Y	Y	Y	N	Y	Y	Y	Y	N	Y	97
JENK70	06/10/02	KM8SC73D42U278172	Y	5	5	5	5	5	5	5	5	5	5	5	5	5	3	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	88
JENK70	06/13/02	KM8SC73D32U279023	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
LETT22	05/29/02	KM8SC13D02U269076		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
LETT22	06/11/02	KMHWF25S82A662738		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	Y	Y	96
LETT22	06/15/02	KM8SB12B22U291907		5	5	5	5	5	5	5	5	5	5	5	5	5	4	N/AN/AN/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	93

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



Dealer 1-Month HPI VIN Report

July 24, 2002
(July 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		
RAYS84	05/07/02	KMHHN65F03U015806		5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/AN/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
RAYS84	05/31/02	KMHDN55D42U059068		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	Y	100	
RAYS84	06/08/02	KM8SC73D72U278196		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	N	Y	Y	88	
RAYS84	06/10/02	KMHWF35H22A666472		5	5	5	5	5	5	5	5	3	3	5	5	4	3	2	2	2	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	60
RAYS84	06/14/02	KM8SC13D32U278760		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	Y	100
RAYS84	06/17/02	KMHDN45DX2U391221		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	Y	98
STIL44	05/13/02	KMHDN55D22U061417		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	Y	100

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



Dealer 1-Month Sales Verbatim Report

July 24, 2002

(July Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	06/08/02	KMHWF25S92A669262	I RECENTLY MAILED OUT A LETTER OF SATISFACTION TO CAROUSEL HYUNDAI IN WEST CHESTER,PA. IF YOU WOULD LIKE A COPY OF THE LETTER YOU CAN CALL ME AT 610-853-0808 AND I WILL MAIL IT TO YOU. IT EXPLAINS INDETAIL MY HAPPINESS WITH CAROUSEL HYUNDAI.
BELS71	06/10/02	KMHFU45E82A169962	BECAUSE WE WERE REPLACING A VEHICLE THAT WAS TOTALED - I DID MOST OF THE WORK VIA THE PHONE AND INTERNET. EILEEN TOOK A CHANCE AND CAROUSEL REALLY CAME THROUGH FOR US.
CLOC03	06/17/02	KMHDN45D82U386714	THIS WAS THE BEST EXPERIENCE I EVER HAD IN PURCHASING A VEHICLE. THE FIRST TIME I DIDNT WALK AWAY AND FEEL RIPPED OFF. I WILL RECOMMEND TO FREINDS.
DELA46	06/27/02	KM8SB12B22U283189	RON DELANO WAS EXCELLENT! HE GOES OUT OF HIS WAY TO BE HELPFUL, HONEST AND FORTHRIGHT. A TERRIFIC SALESMAN.
JENK70	05/17/02	KM8SC13D92U263955	THEY HELP US AND MADE EVERYTHING VERY EASY. THANK YOU.
JENK70	05/30/02	KMHDN55D32U033187	THE EXTERIOR OF THE CAR, THE DOORWELLS, AND THE ENGINE COULD HAVE BEEN CLEANER.
JENK70	06/10/02	KM8SC73D42U278172	MY SALESMAN, DON JENKINS,KNEW THE VEHICLE FROM TOP TO BOTTOM AND HE WAS MORE THAN HELPFUL IN CONVEYING MANY HELPFUL TIPS.ONE TIP STANDS OUT IN PARTICULAR: HE TOLD ME TO TIGHTEN THE FUEL CAP FOR AT LEAST 3 'CLICKS', OR ELSE THE'CHECK ENGINE' LIGHT WOULD PROBABLY COME ON! I THOUGHT THAT TIP WAS ESPECIALLY HELPFUL. DON WAS A PLEASURE TO DO BUSINESS WITH.
LETT22	06/11/02	KMHWF25S82A662738	SALESMAN AND FINANCE PERSON WERE A PLESURE WORKING WITH. I AM 100PERCENT SATISFIED WITH THE WHOLE BUYING EXPERIENCE.
RAYS84	05/31/02	KMHDN55D42U059068	I TOOK DELIVERY THE NIGHT I HAD PURCHASED CAR BUT HAD TO RETURN FOR DEALER OPTIONS. THAT WAS OK WITH ME. THE BODY SHOP TOOK A WHILE TO GET MY CAR IN THOUGH. ALSO DISCOVERED THAT DUE TO A MANUFACTURINGDEFECT, RUST IS DEVELOPING ON TWO WELDS ON THE REAR HATCH. IT WOULD BE VERY POSSIBLE THAT IT WAS NOT NOTICED EARLIER. I AM QUITE SATISFIED STILL.
RAYS84	06/08/02	KM8SC73D72U278196	EVERYTHING WAS GREAT.ONLY ISSUE WAS WITH THE REAR HANDLE WHICH WAS PROMPTLY FIXED AT A RETURN VISIT SERVICE WAS CLOSED WHEN IT TOOK DELIVERY ON SUNDAY. VERY UNHAPPY WITH \$2000 ADDED BY THE DEALER FORTHE EXTRAS THAT I DIDNT REQUEST ALMOST CAUSED ME TO STOP THE SALE.
RAYS84	06/10/02	KMHWF35H22A666472	HAD A PROBLEM WITH POWER OF ATTORNEY LADY KEPT TELLING US WE HAD TO SEND THE ORIGINAL COPY AND SHE KEPT TELLING US NOW I AM WAITING FOR THE POWER SO I CAN GET A N JERSEY CAR INSPECTED. SO I FELT IGAVE ME A PROBLEM. I CONTACTED MY LAWYER SO WAITING SO NOW I CAN GET N JERSEY INSPECTION ... I KNOW ALL THIS I WOULD OF BROUGHT MY CAR IN NJ TIME IS RUNNING OUT.

Note: All returns are for the current month

1 of 2 for Carousel Hyundai • PA030



Dealer 1-Month Sales Verbatim Report

July 24, 2002

(July Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
RAYS84	06/14/02	KM8SC13D32U278760	OUR SALESPERSON TIM RAYSOR WAS AN EXCELLENT RESOURCE IN BUYING OUR SANTA FE. HE MADE OUR EXPERIENCE A POSITIVE ONE. ALSO BILL STILL WAS VERY FRIENDLY AND HELPFUL. WE WILL DEFINITELY RECOMMEND THEIRSERVICES TO OUR FRIENDS AND FAMILY.
RAYS84	06/17/02	KMHDN45DX2U391221	THE SALESPERSON & FINANCE OFFICER WERE VERY COURTEOUS AND HELPFUL. WE WERE IMPRESSED WITH THE SERVICE WE RECEIVED IN COMPARISON TO OTHER DEALERSHIPS WE HAD VISITED. CAROUSEL HYUNDAI WANTED OURBUSINESS, UNLIKE ANOTHER HYUNDAI DEALERSHIP THAT DID NOT RETURN OUR CALLS NOR SEEMED TO CARE IF WE PURCHASED A VEHICLE.
STIL44	05/13/02	KMHDN55D22U061417	THE SALESPERSON MR BILL STILL WAS GREAT.I STARTED LOOKING AT HYUNDAIS ON A FRIENDS RECOMMENDATION WHILE IT TOOK ME SIX MONTHS TO GET AROUND TO BUY THE CAR EVERY FEW WEEKS WHEN I WOULD SHOW UP MR.STILLWAS HAPPY TO SEE ME RETURN AND ANSWER MY QUESTIONS.



Dealer Sales Phone Contact Report

July 24, 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	95	86	86	86	92	86	87	86	89	87	87	86
2. Did you have any problem(s) during your sales experience? (% Yes)	11	9	8	8	7	6	7	7	5	7	6	7
3. Has the problem been resolved to your satisfaction? (% Yes)	0	67	60	59	17	60	57	59	27	53	56	56
Total number of responses:	28	490	5187	12633	84	1577	16385	41460	314	5709	57737	149013



Dealer 1-Month Sales Phone Contact Vin Report

July 24, 2002

(July 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	06/17/02	KMHDN45D72U380127		07/02/02	5	N	N/A
BELS71	06/24/02	KMHDN55D62U050808		07/08/02	4	Y	N
BELS71	06/28/02	KMHDN45D92U278389		07/13/02	5	N	N/A
BELS71	06/29/02	KMHCG45C62U382173		07/12/02	5	N	N/A
BELS71	06/29/02	KM8SB12B12U273088		07/12/02	5	N	N/A
BELS71	07/06/02	KMHDN45D12U315208		07/19/02	5	N	N/A
CLOC03	06/17/02	KMHDN45D82U386714		07/02/02	5	N	N/A
CLOC03	06/29/02	KMHWF35H02A667037		07/12/02	5	N	N/A
CLOC03	07/05/02	KM8SC73D12U304422		07/18/02	5	N	N/A
DELA46	06/18/02	KM8SC73D82U291846		07/05/02	5	Y	N
DELA46	06/20/02	KMHCG35C82U184513		07/06/02	5	N	N/A
DELA46	06/22/02	KMHDN45D12U381645		07/06/02	5	N	N/A
DELA46	06/27/02	KM8SB12B22U283189		07/09/02	5	N	N/A
DELA46	07/03/02	KMHDN55D12U061120		07/18/02	5	N	N/A
DELA46	07/06/02	KMHWF35H92A684287		07/18/02	5	N	N/A
JENK70	06/20/02	KM8SC73D12U278131		07/07/02	5	N	N/A
JENK70	07/05/02	KM8SC13D12U226625		07/17/02	5	Y	N
JENK70	07/10/02	KMHWF35H92A669305		07/23/02	5	N	N/A
LETT22	06/21/02	KMHDN45DX2U389369		07/03/02	5	N	N/A
LETT22	06/21/02	KMHCG35C82U186777		07/03/02	3	N	N/A
LETT22	06/25/02	KMHCG35C22U221278		07/12/02	5	N	N/A

Note: All returns are for the current month



Dealer 1-Month Sales Phone Contact Vin Report

July 24, 2002

(July 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			
LETT22	06/29/02	KM8SC73D52U293666		07/16/02	5	N	N/A
LETT22	07/06/02	KMHDN45D72U426779		07/18/02	5	N	N/A
RAYS84	06/17/02	KMHDN45DX2U391221		07/02/02	5	N	N/A
RAYS84	06/28/02	KMHWF25S62A667601		07/14/02	5	N	N/A
RAYS84	07/05/02	KM8SC73D32U293018		07/18/02	5	N	N/A
RAYS84	07/08/02	KMHDN45D02U298062		07/22/02	5	N	N/A
RAYS84	07/10/02	KMHDN45DX2U430146		07/23/02	5	N	N/A