

## 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:

<b>Cut-off Date</b>	<b>Post Date</b>	<b>Days Processed</b>
July 24 <sup>th</sup>	August 7 <sup>th</sup>	July 1 – 24 = 24
August 18 <sup>th</sup>	September 1 <sup>st</sup>	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

June 28, 2002

(Apr - Jun returns)

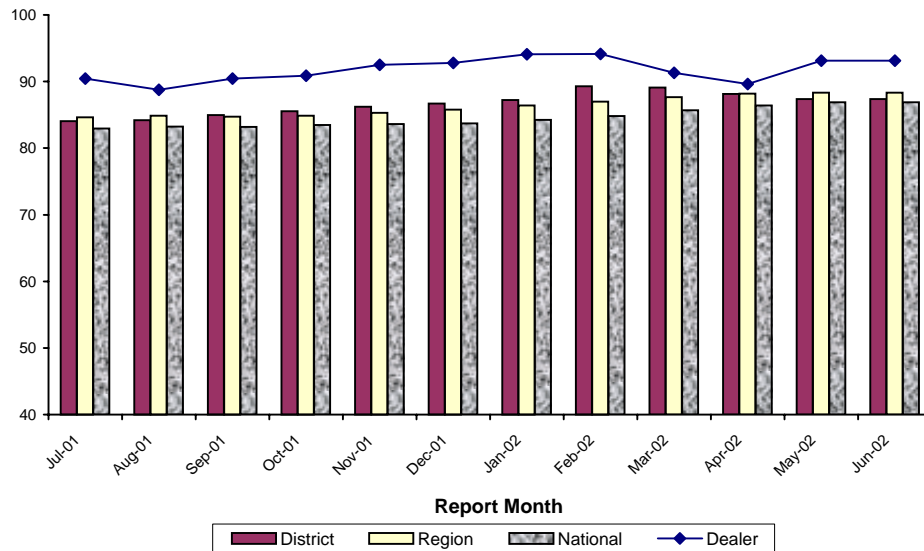
Eastern Region • Carousel Hyundai • PA030

## Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	94	87	85
3-Month Rolling HVI	95	87	85
12-Month HVI	92	84	82

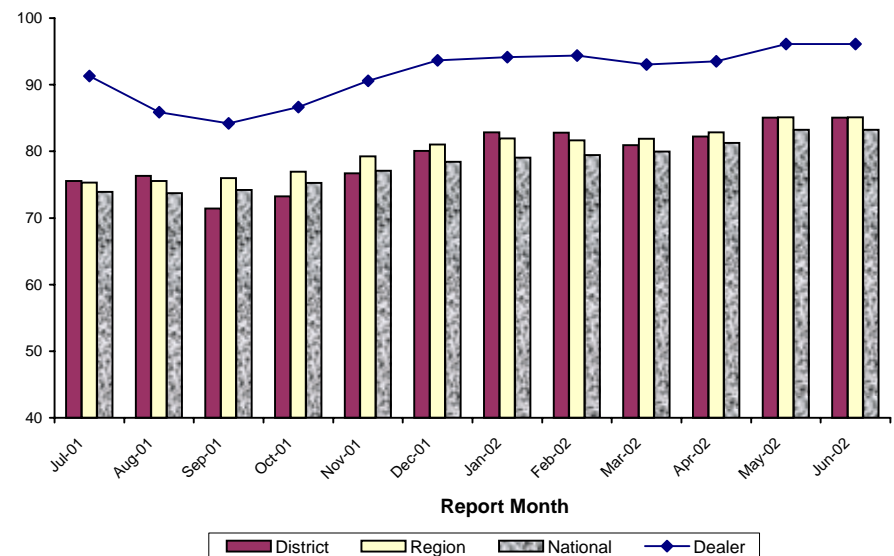
## Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	95	87	88	87
<b>3-Month HPI</b>	<b>93</b>	<b>87</b>	<b>88</b>	<b>87</b>
12-Month HPI	92	87	87	85
<b>Ranking</b>	<b>—</b>	<b>2</b>	<b>32</b>	<b>70</b>



## Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	93	83	85	83
<b>3-Month HSI</b>	<b>96</b>	<b>85</b>	<b>85</b>	<b>83</b>
12-Month HSI	93	82	81	79
<b>Ranking</b>	<b>—</b>	<b>3</b>	<b>16</b>	<b>42</b>



Total number of responses: 74

Graphs depict 3-month rolling score

Total number of responses: 34

Note: Rolling 3-Month Response Rate

Carousel Hyundai • PA030



# Dealer Sales Performance Report

June 28, 2002

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



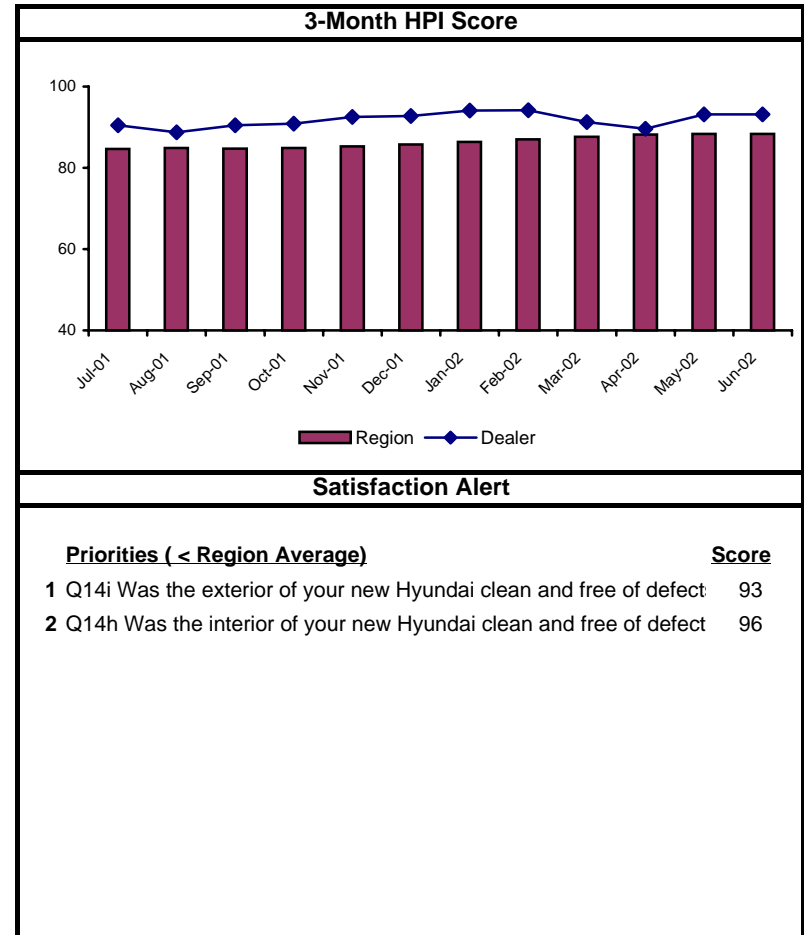
# Dealer 3-Month HPI Report

June 28, 2002

(Apr - Jun returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
<b>Salesperson</b>	<b>22.4</b>	<b>96</b>	<b>92</b>
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	97	89
3e. Knowledge of Hyundai models and features	3.2	97	92
3f. Ability to answer your questions	3.2	97	92
3g. Provided a non-intimidating sales experience	3.2	93	93
<b>Purchase Transaction</b>	<b>18.3</b>	<b>93</b>	<b>87</b>
4a. Layout of dealership was inviting and friendly	3.7	95	86
4b. Fulfillment of promises made during the sales process	5.4	94	88
4c. Overall honesty and integrity	3.2	96	88
4d. Provided a non-intimidating sales process	1.4	94	90
5. How much pressure did you feel from your dealership	4.6	88	86
<b>Deal Received</b>	<b>21.1</b>	<b>89</b>	<b>84</b>
6. How would you rate the value represented by your new Hyundai?	8.6	92	87
7. How satisfied are you with the purchase price of your vehicle?	12.5	86	82
<b>Finance and Insurance Process</b>	<b>14.2</b>	<b>92</b>	<b>84</b>
10b. How the application process was handled	5.5	89	83
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	93	83
10f. F & I Manager's knowledge of financing and leasing options	3.2	95	85
<b>Delivery Process</b>	<b>24.0</b>	<b>95</b>	<b>92</b>
13. Length of time taken to deliver your vehicle	6.5	90	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	97
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	93	84
14e. Were the service requirements of your new Hyundai explained to you?	2.1	97	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	92	92
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	96	98
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	93	96
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	99
<b>Hyundai Purchase Index</b>	<b>100.0</b>	<b>93</b>	<b>88</b>
Total number of Responses:		74	14411



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



# Dealer Sales Loyalty Report

June 28, 2002

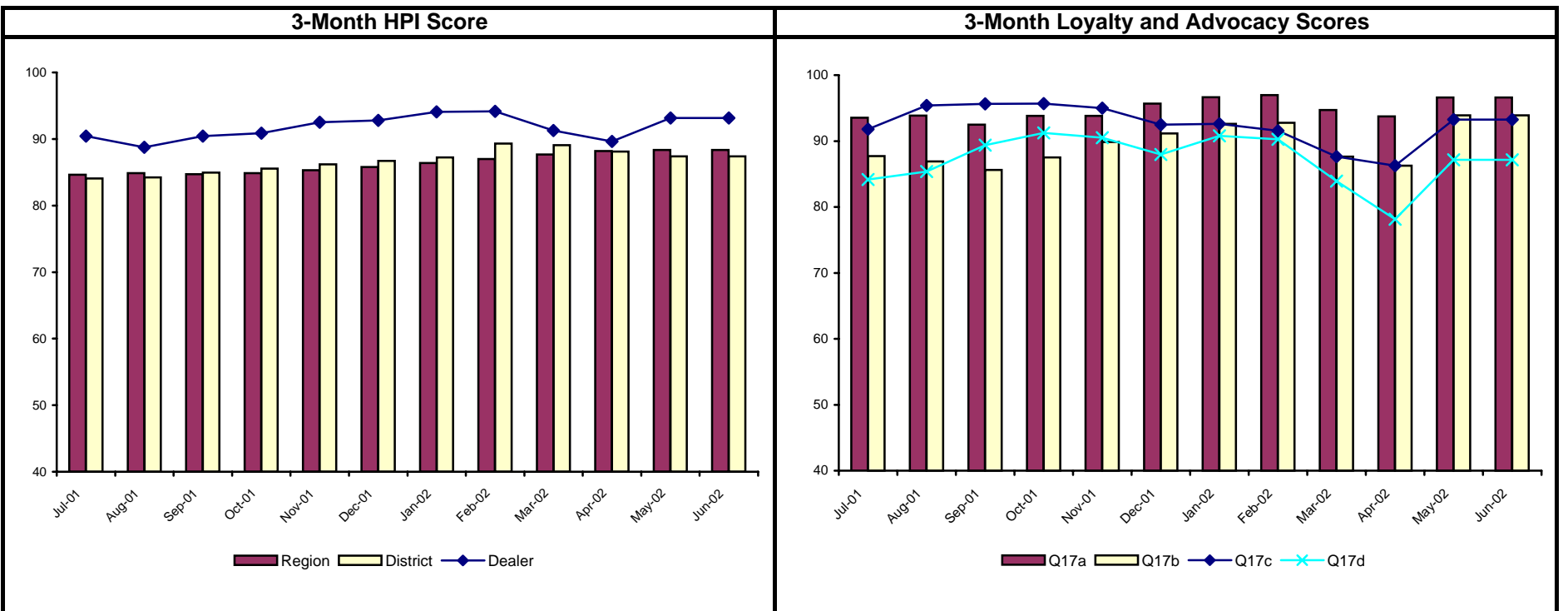
(Apr - Jun returns)

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
<b>Hyundai Purchase Index</b>	<b>95</b>	<b>87</b>	<b>88</b>	<b>93</b>	<b>87</b>	<b>88</b>	<b>92</b>	<b>87</b>	<b>87</b>

## Summing It All Up

16. Overall Satisfaction with the dealership	94	84	86	93	86	86	90	85	84
17a. Likelihood of recommending this dealer to a friend or relative	100	91	92	97	92	92	95	92	91
17b. Likelihood of purchasing or leasing another Hyundai from this dealership	98	86	88	94	87	87	90	87	86
17c. Likelihood of using same dealer for service and repair	94	84	85	93	84	85	92	84	84
17d. Likelihood of purchasing or leasing another Hyundai	96	85	86	87	86	86	87	85	84





# Dealer 3-Month Sales Information Report

June 28, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Apr - Jun returns)

	Dealer	District	Region
<b>About Your Purchase Intentions</b>			
1. Are you the primary driver of this vehicle? (%)	89	87	88
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	17	17	19
- Recommendation of family or friends.....	24	29	28
- Drive by.....	17	9	9
- Newspaper ads.....	35	32	33
- Radio ads.....	4	4	5
- TV ads.....	3	8	8
- Manufacturer/dealer web page.....	33	27	26
- Internet buying service.....	14	11	13
- Direct mail.....	0	2	1
<b>About The Purchase Transaction</b>			
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	30	37
- 45 minutes to an hour.....	38	28	31
- 1 to 2 hours.....	20	27	21
- More than 2 hours.....	12	15	12
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	97	93	92
- Sales Manager.....	26	42	34
- General Manager.....	3	12	10
- Finance and Insurance Manager.....	28	29	25
<b>About The Delivery Process</b>			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	99	91	90
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	5	14	29
<b>About You</b>			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	79	80	81
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	18	20	20
- An ADDITIONAL vehicle.....	16	22	25
- REPLACED a vehicle you no longer have.....	66	59	55
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Hyundai.....	38	21	18
Dodge.....	13	6	7
Honda.....	13	5	5
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	23	16	13
Chevrolet.....	20	14	11
Hyundai.....	8	13	13
21. Are you:.....			
Male (%).....	42	45	47
Female (%).....	58	55	53
22. Median Age (Years).....	41	47	46
23. Ethnicity (%).....			
White/Caucasian.....	94	84	86
Black/African-American.....	0	10	7
Asian.....	4	2	2
Hispanic.....	0	3	3
Other (Specify).....	1	1	1
24. Median Household Income (\$)......	65,000	51,934	53,287



# Dealer 1-Month Salesperson Report

June 28, 2002

(June Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	DELA46	HANE43	JENK70	STIL44	BELS71	RAYS84
<b>Salesperson</b>	<b>22.4</b>	<b>92</b>	<b>90</b>	<b>96</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>98</b>	<b>94</b>
3a. Took time to seriously understand your needs	3.2	92	90	98	100	100	100	100	100	100
3b. Overall Appearance	3.2	92	91	100	100	100	100	100	100	100
3c. Ease of doing business with	3.2	93	91	96	100	100	100	100	100	94
3d. Knowledge of competitive vehicles	3.2	89	86	94	100	100	100	100	88	94
3e. Knowledge of Hyundai models and features	3.2	92	91	96	100	100	100	100	100	88
3f. Ability to answer your questions	3.2	92	90	94	100	100	100	100	100	88
3g. Provided a non-intimidating sales experience	3.2	94	92	94	100	100	100	100	100	94
<b>Sample Size</b>		<b>4889</b>	<b>484</b>	<b>26</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>8</b>
Share of Dealer Responses (%)					4	12	19	4	15	31
Hyundai Purchase Index					94	100	99	100	90	92

	Weight (%)	Region	District	Dealer	LETT22
<b>Salesperson</b>	<b>22.4</b>	<b>92</b>	<b>90</b>	<b>96</b>	<b>89</b>
3a. Took time to seriously understand your needs	3.2	92	90	98	88
3b. Overall Appearance	3.2	92	91	100	100
3c. Ease of doing business with	3.2	93	91	96	88
3d. Knowledge of competitive vehicles	3.2	89	86	94	88
3e. Knowledge of Hyundai models and features	3.2	92	91	96	100
3f. Ability to answer your questions	3.2	92	90	94	88
3g. Provided a non-intimidating sales experience	3.2	94	92	94	75
<b>Sample Size</b>		<b>4889</b>	<b>484</b>	<b>26</b>	<b>4</b>
Share of Dealer Responses (%)					15
Hyundai Purchase Index					95



# 3 Month Sales STAR Report

June 28, 2002

(Apr - Jun returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	STIL44	JENK70	RAYS84	BELS71	LETT22	HANE43
<b>Salesperson STAR Score</b>	<b>34.3</b>	<b>90</b>	<b>89</b>	<b>95</b>	<b>99</b>	<b>98</b>	<b>98</b>	<b>96</b>	<b>95</b>	<b>85</b>
3a. Took time to seriously understand your needs	3.2	92	91	97	100	100	100	100	93	92
3b. Overall Appearance	3.2	92	91	98	100	100	100	100	100	100
3c. Ease of doing business with	3.2	93	92	97	100	100	98	100	93	92
3d. Knowledge of competitive vehicles	3.2	89	87	97	100	100	98	96	93	100
3e. Knowledge of Hyundai models and features	3.2	92	92	97	100	100	95	100	100	100
3f. Ability to answer your questions	3.2	92	90	97	100	100	95	100	93	100
3g. Provided a non-intimidating sales experience	3.2	93	93	93	100	100	98	100	86	67
4b. Fulfillment of promises made during the sales process	5.4	88	87	94	100	100	100	92	100	67
13. Length of time taken to deliver your vehicle	6.5	86	84	90	95	91	98	88	93	75
<b>Sample Size</b>		<b>14411</b>	<b>1482</b>	<b>74</b>	<b>10</b>	<b>11</b>	<b>20</b>	<b>12</b>	<b>7</b>	<b>6</b>
Share of Dealer Responses (%)					14	15	27	16	9	8
Hyundai Purchase Index					96	97	95	96	92	84

	Weight (%)	Region	District	Dealer	DELA46
<b>Salesperson STAR Score</b>	<b>34.3</b>	<b>90</b>	<b>89</b>	<b>95</b>	<b>82</b>
3a. Took time to seriously understand your needs	3.2	92	91	97	81
3b. Overall Appearance	3.2	92	91	98	81
3c. Ease of doing business with	3.2	93	92	97	88
3d. Knowledge of competitive vehicles	3.2	89	87	97	88
3e. Knowledge of Hyundai models and features	3.2	92	92	97	88
3f. Ability to answer your questions	3.2	92	90	97	88
3g. Provided a non-intimidating sales experience	3.2	93	93	93	81
4b. Fulfillment of promises made during the sales process	5.4	88	87	94	81
13. Length of time taken to deliver your vehicle	6.5	86	84	90	71
<b>Sample Size</b>		<b>14411</b>	<b>1482</b>	<b>74</b>	<b>8</b>
Share of Dealer Responses (%)					11
Hyundai Purchase Index					83

Note: All scores are 3 - Month



# Dealer 1-Month HPI VIN Report

June 28, 2002

(June 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	04/29/02	KMHCG45C22U345993		5	5	5	4	5	5	5	5	5	5	5	4	4	4	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	86
BELS71	05/18/02	KM8SC13DX2U269957		5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	4	N/A	4	Y	Y	Y	Y	N	Y	Y	N	N	Y	86
BELS71	05/23/02	KMHDN45D12U390510		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	05/31/02	KMHDN55D42U058972	Y	5	5	5	5	5	5	4	5	5	5	5	5	5	4	5	N/A	3	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	89	
DELA46	05/16/02	KMHDN45D32U335234		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	94
HANE43	05/04/02	KMHDN55D22U059165		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	05/17/02	KMHCG35C12U207842		5	5	5	5	5	5	5	5	5	5	5	N/A	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
HANE43	05/28/02	KMHCG35C22U213939		5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A	N/A	N/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
JENK70	05/08/02	KMHCG35C62U211319		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	KM8SC73D32U253988		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	05/22/02	KMHDN45DX2U287683		5	5	5	5	5	5	5	5	5	5	5	5	5	4	N/A	N/A	N/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	93
JENK70	05/25/02	KMHDN45D02U390000		5	5	5	5	5	5	N/A	5	5	5	5	5	5	5	5	5	5	5	Y	Y	N/A	Y	Y	Y	Y	Y	Y	Y	100
JENK70	05/27/02	KMHDN45D32U371201		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	05/01/02	KMHCG35C22U207252		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	05/04/02	KMHWF25H72A644445		4	5	4	4	5	4	3	5	5	5	3	N/A	5	5	4	4	4	5	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	79
LETT22	05/06/02	KMHDN45D02U327916		5	5	5	N/A	N/A	5	5	4	N/A	4	5	3	N/A	1	4	4	N/A	4	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	58
LETT22	05/27/02	KMHMM65D53U027466		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	05/28/02	KMHDN55D32U059109		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	04/18/02	KMHDN45D72U349556		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 HPI VIN Report

June 28, 2002

(June 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	04/26/02	KM8SC13D12U208996		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	05/02/02	KM8SC73D32U258186		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	05/04/02	KM8SC73D22U259877		5	5	5	5	5	5	5	5	5	5	5	4	5	4	5	5	5	5	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	88
RAYS84	05/06/02	KMHHN65F83U017397		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
RAYS84	05/17/02	KMHHN65FX3U018647		5	5	4	4	3	3	4	4	5	5	5	5	4	3	4	5	5	5	Y	Y	Y	N/A	N/A	Y	N	Y	Y	Y	63
RAYS84	05/20/02	KMHHDN55D12U061036		5	5	5	5	5	5	5	5	5	5	5	4	5	4	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	91
RAYS84	05/25/02	KMHFU45E02A173813		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	94
STIL44	04/26/02	KM8SC13D72U246524		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

June 28, 2002

(June Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
HANE43	05/28/02	KMHCG35C22U213939	WHEN BUYING MY CAR, I HAD A DIFFERENT SALESMAN, HES NO LONGER A CAROUSEL EMPLOYEE. MY SURVEY IS BASED ON THE SALE WITH DON JENKINS, WHO DID A WONDERFUL JOB SO FAR!
JENK70	05/08/02	KMHCG35C62U211319	QUESTION 2-WE CAME TO CAROUSEL HYUNDAI AFTER THE POOR TREATMENT AT COLONIAL HYUNDAI IN DOWNINGTON, PA.
JENK70	05/17/02	KM8SC73D32U253988	I HAVE PERSONALLY PURCHASED OVER 15 VEHICLES AND HAVE NEVER BEEN TREATED SO PROFESSIONALLY AS I DID WITH OUR SALESPERSON. THE PERSONNEL PHONE CALL 1 WEEK LATER WAS EXCELLENT CUSTOMER SERVICE. ILL BEBACK TO PURCHASE AN XG 350L. FANTASIC DEALERSHIP!
LETT22	05/01/02	KMHCG35C22U207252	BEING A SINGLE WOMAN, MAKING A NEW CAR PURCHASE ON MY OWN IS VERY INTIMIDATING AND UNSETTLING EXPERIENCE. BILL LEHER PUT ME AT EASE AND TREATED ME FAIRLY. HE MADE AN OTHERWISE NERVE RACKING EXPERIENCEA MOST PLEASURABLE ONE. I WOULD DEFINITELY GO TO HIM FOR FUTURE PURCHASES AND RECOMMEND HIM TO MY FAMILY AND FRIENDS. THANK YOU BILL FOR THE EXCELLENT ATTENTION AND SERVICE
LETT22	05/04/02	KMHWF25H72A644445	18-UNKNOWN AT TIME OF DELIVERY AND LATER DISCOVERED WAS THAT THE WINDSHIELD WASHER MECHANISM DOES WORK AND WE WILL ASK FOR CORRECTION AT THE 3500 PLUS SVC CHECK, OTHERWISE, IMPRESSIVE CAR WITH SOMEROAD NOISE.
LETT22	05/27/02	KMHHM65D53U027466	I LOVE MY TIBURON! EVERYONE AT CAROUSEL WAS GREAT, ESPECIALLY MY SALESMAN, BILL LETTER. HE SEEMED AS EXCITED AS I WAS ABOUT MY NEW CAR! ENTHUSIASM HELPS AND HE WAS DEFINITELY THAT! I HOPE I HAVE MANYENJOYABLE YEARS WITH MY TIBURON--IT IS THE HOTTEST CAR ON THE ROAD!
LETT22	05/28/02	KMHHDN55D32U059109	I FOUND MYSELF + MY HUSBAND COMPLETELY RELAXED WITH THE DEALERSHIP AND THE VERY NICE LOCATION OF THE DEALERSHIP, THE SALESPERSON, BILL LETTER, WAS A CREDIT TO HIMSELF + THE HYUNDAI MOTOR COMPANY. HEWAS VERY POLITE AND SOFT SPOKEN, HE PUT US AT EASE WHILE DEALING WITH THE DEALERSHIP. I WOULD RECOMMEND BILL LETTER TO ANYBODY WANTED A HYUNDAI AND ALSO THE CAROUSEL DEALERSHIP. ALSO THE CAR ISBEATIFUL AND RIDES SO NICE.
RAYS84	05/20/02	KMHHDN55D12U061036	CAROUSEL WAS WONDERFUL, I GIVE 5 MINUTES FROM COLONIAL HYUNDAI AND WENT THERE FIRST. WOULD NEVER DO BUSINESS AT COLONIAL AND HAVE SENT OTHERS TO CAROUSEL WHO WERE GOING TO LOOK AT COLONIAL.



# Dealer Sales Phone Contact Report

June 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
<b>About Your Sales Experience</b>												
1. Overall satisfaction with the Dealership where you purchased your vehicle	90	86	86	85	91	87	88	87	89	87	87	86
2. Did you have any problem(s) during your sales experience? (% Yes)	9	7	6	7	5	5	6	6	5	6	6	7
3. Has the problem been resolved to your satisfaction? (% Yes)	33	53	55	59	25	60	58	60	38	51	55	56
Total number of responses:	34	526	5850	14866	79	1597	16202	41817	311	5686	57173	148514



# Dealer 1-Month Sales Phone Contact Vin Report

June 28, 2002

(June 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			
BELS71	05/18/02	KM8SC13DX2U269957		06/03/02	4	N	N/A
BELS71	05/22/02	KMHWF35HX2A644719		06/05/02	4	N	N/A
BELS71	05/24/02	KMHDN45D42U301531		06/06/02	3	N	N/A
BELS71	05/31/02	KMHDN55D42U058972		06/17/02	5	N	N/A
BELS71	06/01/02	KMHCG45C52U355854		06/13/02	5	N	N/A
BELS71	06/08/02	KMHWF25S92A669262		06/21/02	5	N	N/A
BELS71	06/15/02	KM8SC13DX2U282577		06/28/02	5	N	N/A
DELA46	05/20/02	KM8SB12BX2U269234		06/05/02	3	N	N/A
DELA46	05/28/02	KM8SC73D42U260741		06/12/02	5	N	N/A
DELA46	06/06/02	KM8SC13D82U283856		06/21/02	5	N	N/A
DELA46	06/11/02	KMHWF25S92A664644		06/27/02	4	N	N/A
DELA46	06/13/02	KM8SB12B82U278899		06/25/02	5	N	N/A
DELA46	06/15/02	KMHDN45D42U387505		06/27/02	5	N	N/A
HANE43	05/24/02	KM8SB12B32U269494		06/06/02	5	N	N/A
HANE43	05/28/02	KMHHN65F63U030438		06/12/02	5	N	N/A
JENK70	05/22/02	KMHDN45DX2U287683		06/05/02	5	N	N/A
JENK70	05/25/02	KMHDN45D02U390000		06/10/02	5	N	N/A
JENK70	06/10/02	KM8SC73D42U278172		06/24/02	5	N	N/A
JENK70	06/13/02	KM8SC73D32U279023		06/25/02	5	N	N/A
LETT22	05/28/02	KMHDN55D32U059109		06/13/02	5	N	N/A
LETT22	05/29/02	KM8SC13D02U269076		06/11/02	5	N	N/A

Note: All returns are for the current month



# Dealer 1-Month Sales Phone Contact Vin Report

June 28, 2002

(June 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	06/10/02	KMHDN45D62U359415		06/24/02	5	Y	N
LETT22	06/11/02	KMHWF25S82A662738		06/25/02	5	N	N/A
LETT22	06/15/02	KM8SB12B22U291907		06/27/02	5	N	N/A
RAYS84	05/18/02	KMHDN45D42U365584		06/03/02	5	N	N/A
RAYS84	05/20/02	KMHDN55D12U061036		06/05/02	5	N	N/A
RAYS84	05/31/02	KMHDN55D42U059068		06/13/02	5	Y	Y
RAYS84	06/03/02	KMHDN45D52U268216		06/21/02	5	N	N/A
RAYS84	06/10/02	KMHCG35C92U190868		06/24/02	5	N	N/A
RAYS84	06/10/02	KMHDN55DX2U061472		06/24/02	5	Y	N
RAYS84	06/10/02	KMHWF35H22A666472		06/24/02	5	N	N/A
RAYS84	06/12/02	KMHWF35H12A667211		06/25/02	5	N	N/A
RAYS84	06/14/02	KM8SC13D32U278760		06/26/02	5	N	N/A
RAYS84	06/15/02	KMHDN45D22U364918		06/27/02	5	N	N/A

Note: All returns are for the current month