

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

March 18, 2003

(Jan - Mar returns)

Eastern Region • Carousel Hyundai • PA030

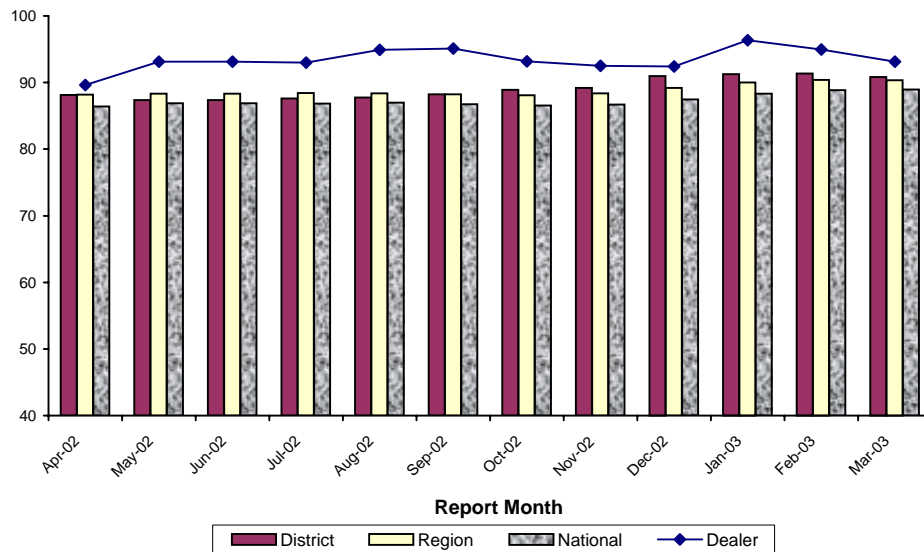
Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	95	88	87
3-Month Rolling HVI	94	88	87
12-Month HVI	95	87	85

Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	92	90	90	89
3-Month HPI	93	91	90	89
12-Month HPI	94	90	89	87

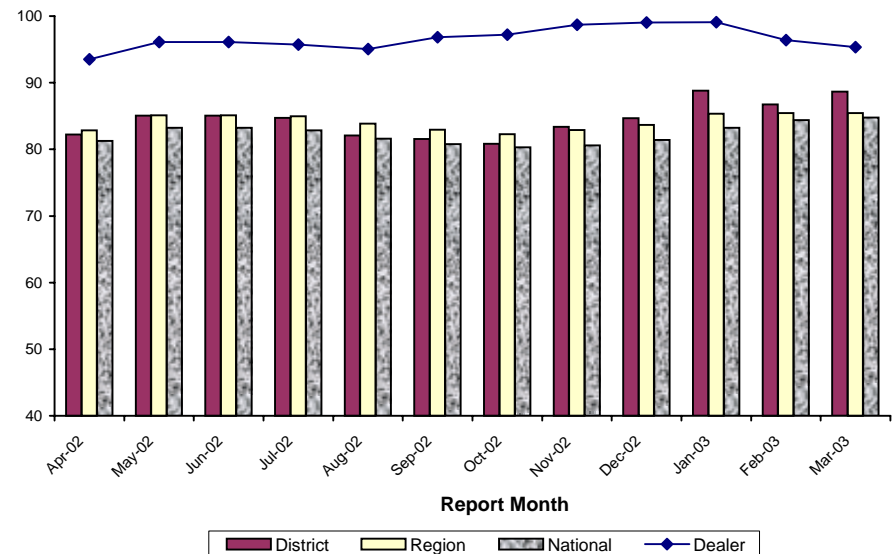
Ranking — 1 54 120



Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	99	90	86	85
3-Month HSI	95	89	85	85
12-Month HSI	97	85	84	82

Ranking — 2 21 73



Total number of responses: 57

Graphs depict 3-month rolling score

Total number of responses: 17

Note: Rolling 3-Month Response Rate

Carousel Hyundai • PA030



Dealer Sales Performance Report

March 18, 2003

(Jan - Mar 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	94	98	94	94	97	93	93
3a. Took time to seriously understand your needs	3.2	97	94	94	98	94	94	97	93	93
3b. Overall Appearance	3.2	97	94	93	99	95	94	98	94	93
3c. Ease of doing business with	3.2	92	95	94	96	95	94	97	94	93
3d. Knowledge of competitive vehicles	3.2	100	92	91	96	92	91	95	91	90
3e. Knowledge of Hyundai models and features	3.2	100	94	94	98	95	94	97	94	93
3f. Ability to answer your questions	3.2	97	93	93	97	94	94	97	93	92
3g. Provided a non-intimidating sales experience	3.2	97	95	95	99	95	95	97	94	94
Purchase Transaction	18.3	86	90	90	91	90	89	93	89	88
4a. Layout of dealership was inviting and friendly	3.7	84	90	89	89	89	89	93	88	87
4b. Fulfillment of promises made during the sales process	5.4	89	91	90	92	91	90	95	89	89
4c. Overall honesty and integrity	3.2	89	91	90	94	91	90	96	89	88
4d. Provided a non-intimidating sales process	1.4	95	94	92	96	93	92	97	91	91
5. How much pressure did you feel from your dealership	4.6	76	88	88	87	88	88	89	88	87
Deal Received	21.1	83	85	86	86	86	86	88	86	84
6. How would you rate the value represented by your new Hyundai?	8.6	84	86	88	89	89	89	91	89	88
7. How satisfied are you with the purchase price of your vehicle?	12.5	82	84	84	84	85	84	87	84	82
Finance and Insurance Process	14.2	100	88	87	94	88	87	92	86	85
10b. How the application process was handled	5.5	100	88	87	94	88	87	91	85	84
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	100	87	87	95	88	87	93	85	84
10f. F & I Manager's knowledge of financing and leasing options	3.2	100	90	89	93	89	88	93	87	86
Delivery Process	24.0	95	94	94	96	94	94	96	93	93
13. Length of time taken to deliver your vehicle	6.5	95	88	89	95	89	89	93	87	87
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	98	98	100	98	97	100	97	97
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	100	98	98	100	98	98	100	98	97
14d. Was the Service Department shown to you?	1.4	95	90	86	96	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	98	92	92
14f. Were your questions answered at the time of delivery?	2.6	100	98	99	100	99	99	100	99	99
14g. Contacted after delivery to ensure everything was satisfactory	3.0	79	93	94	88	93	94	92	93	92
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	100	98	98	98	98	98	98	98	98
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	84	95	96	91	96	96	93	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	92	90	90	93	91	90	94	90	89



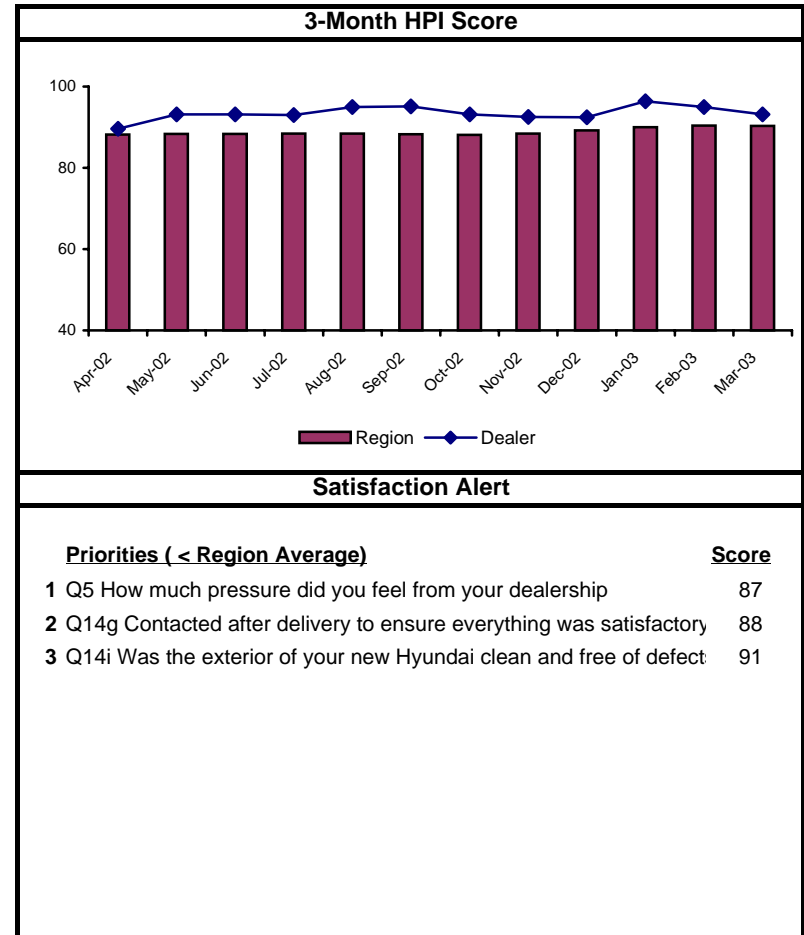
Dealer 3-Month HPI Report

March 18, 2003

(Jan - Mar returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	98	94
3a. Took time to seriously understand your needs	3.2	98	94
3b. Overall Appearance	3.2	99	94
3c. Ease of doing business with	3.2	96	94
3d. Knowledge of competitive vehicles	3.2	96	91
3e. Knowledge of Hyundai models and features	3.2	98	94
3f. Ability to answer your questions	3.2	97	94
3g. Provided a non-intimidating sales experience	3.2	99	95
Purchase Transaction	18.3	91	89
4a. Layout of dealership was inviting and friendly	3.7	89	89
4b. Fulfillment of promises made during the sales process	5.4	92	90
4c. Overall honesty and integrity	3.2	94	90
4d. Provided a non-intimidating sales process	1.4	96	92
5. How much pressure did you feel from your dealership	4.6	87	88
Deal Received	21.1	86	86
6. How would you rate the value represented by your new Hyundai?	8.6	89	89
7. How satisfied are you with the purchase price of your vehicle?	12.5	84	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	87
10f. F & I Manager's knowledge of financing and leasing options	3.2	93	88
Delivery Process	24.0	96	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	96	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	88	94
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	91	96
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	99
Hyundai Purchase Index	100.0	93	90
Total number of Responses:		57	10638



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

March 18, 2003

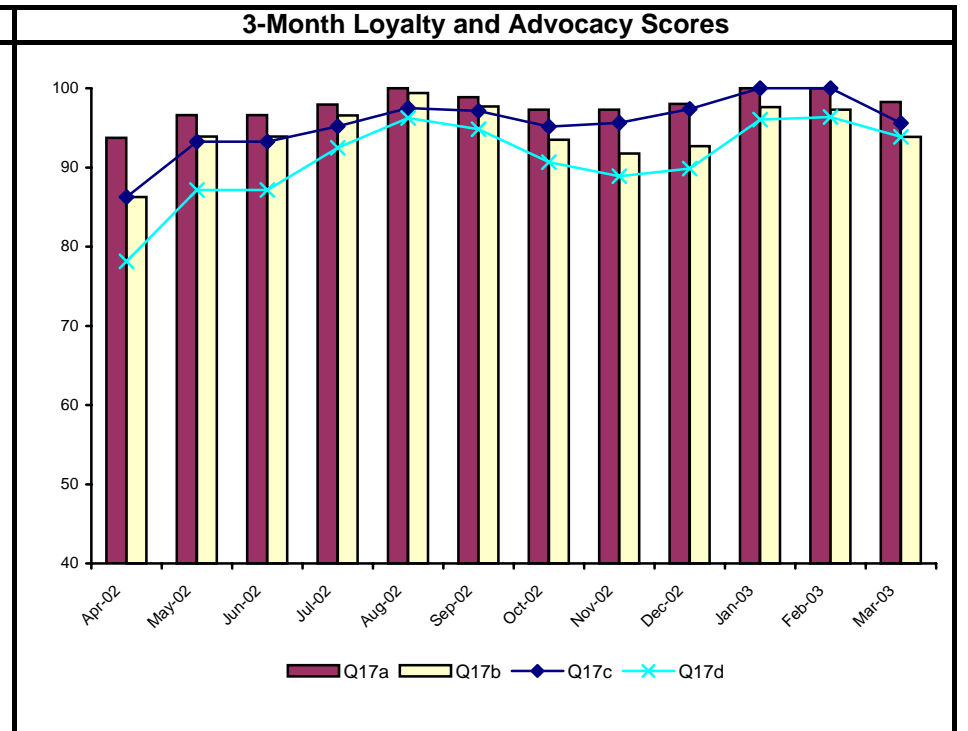
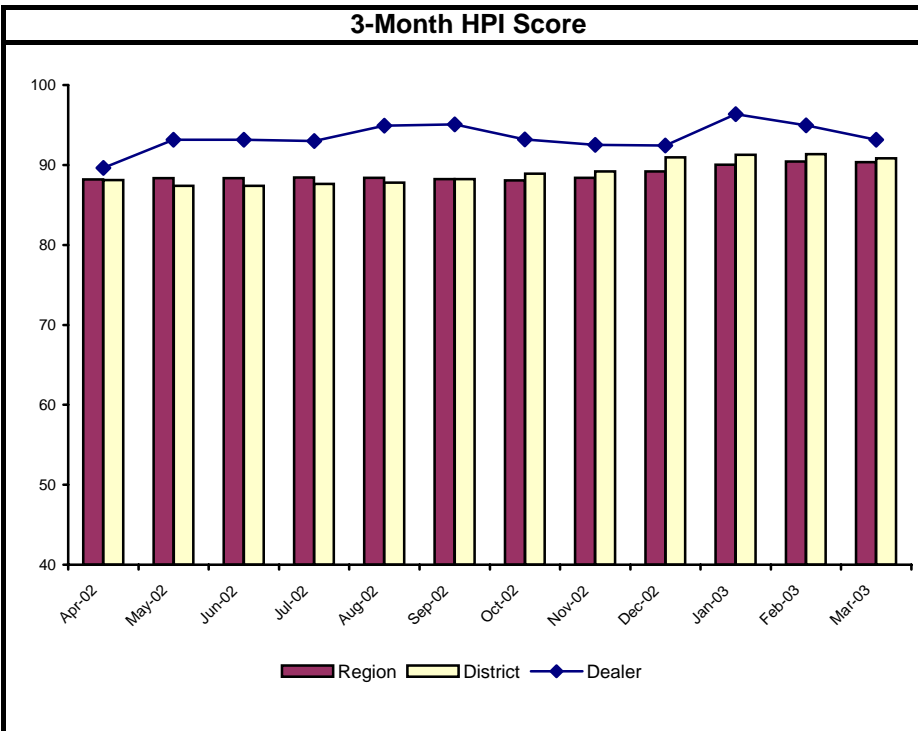
(Jan - Mar returns)

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	90	90	93	91	90	94	90	89

Summing It All Up

16. Overall Satisfaction with the dealership	92	89	89	95	89	88	94	88	87
17a. Likelihood of recommending this dealer to a friend or relative	95	94	93	98	94	94	98	93	92
17b. Likelihood of purchasing or leasing another Hyundai from this dealership	89	90	89	94	89	89	95	89	88
17c. Likelihood of using same dealer for service and repair	87	86	87	96	86	87	96	86	86
17d. Likelihood of purchasing or leasing another Hyundai	92	89	88	94	88	88	91	88	86





Dealer 3-Month Sales Information Report

March 18, 2003

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Jan - Mar returns)

	Dealer	District	Region
About Your Purchase Intentions			
1. Are you the primary driver of this vehicle? (%)	100	90	89
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	20	18	21
- Recommendation of family or friends.....	22	34	29
- Drive by.....	15	8	8
- Newspaper ads.....	35	33	34
- Radio ads.....	9	4	5
- TV ads.....	7	9	7
- Manufacturer/dealer web page.....	49	23	24
- Internet buying service.....	11	9	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.....	32	36	39
- 45 minutes to an hour.....	32	28	29
- 1 to 2 hours.....	23	24	21
- More than 2 hours.....	14	13	11
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	100	94	93
- Sales Manager.....	23	38	35
- General Manager.....	5	11	10
- Finance and Insurance Manager.....	25	26	26
About The Delivery Process			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	100	95	93
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	20	12	23
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	77	82	80
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	23	23	20
- An ADDITIONAL vehicle.....	23	23	25
- REPLACED a vehicle you no longer have.....	53	54	56
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Hyundai.....	30	25	22
Ford.....	20	15	13
Nissan.....	10	7	5
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Chevrolet.....	17	11	10
Ford.....	13	15	14
Hyundai.....	13	13	16
21. Are you:.....			
Male (%).....	49	46	48
Female (%).....	51	54	52
22. Median Age (Years).....	43	48	47
23. Ethnicity (%).....			
White/Caucasian.....	88	87	87
Black/African-American.....	7	9	7
Asian.....	2	2	3
Hispanic.....	2	2	3
Other (Specify).....	2	1	1
24. Median Household Income (\$)......	70,000	57,348	55,436



Dealer 1-Month Salesperson Report

March 18, 2003

(March Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	BELS71	CLOC03	COLL81	RAYS84	PERE65	HANE43
Salesperson	22.4	94	94	97	100	100	100	100	98	86
3a. Took time to seriously understand your needs	3.2	94	94	97	100	100	100	100	100	75
3b. Overall Appearance	3.2	93	94	97	100	100	100	100	100	75
3c. Ease of doing business with	3.2	94	95	92	100	100	100	100	94	50
3d. Knowledge of competitive vehicles	3.2	91	92	100	100	100	100	100	100	100
3e. Knowledge of Hyundai models and features	3.2	94	94	100	100	100	100	100	100	100
3f. Ability to answer your questions	3.2	93	93	97	100	100	100	100	94	100
3g. Provided a non-intimidating sales experience	3.2	95	95	97	100	100	100	100	94	100
Sample Size		3378	351	19	1	3	1	3	9	2
Share of Dealer Responses (%)					5	16	5	16	47	11
Hyundai Purchase Index					84	97	N/A	94	93	76



3 Month Sales STAR Report

March 18, 2003

(Jan - Mar returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	CLOC03	COLL81	JENK70	BELS71	PERE65	HANE43
Salesperson STAR Score	34.3	92	93	96	100	100	100	99	97	92
3a. Took time to seriously understand your needs	3.2	94	94	98	100	100	100	100	100	90
3b. Overall Appearance	3.2	94	95	99	100	100	100	100	100	90
3c. Ease of doing business with	3.2	94	95	96	100	100	100	100	96	80
3d. Knowledge of competitive vehicles	3.2	91	92	96	100	100	100	100	98	90
3e. Knowledge of Hyundai models and features	3.2	94	95	98	100	100	100	100	98	100
3f. Ability to answer your questions	3.2	94	94	97	100	100	100	100	98	100
3g. Provided a non-intimidating sales experience	3.2	95	95	99	100	100	100	100	98	100
4b. Fulfillment of promises made during the sales process	5.4	90	91	92	100	100	100	92	94	80
13. Length of time taken to deliver your vehicle	6.5	89	89	95	100	100	100	100	94	100
Sample Size		10638	1086	57	9	1	2	6	25	5
Share of Dealer Responses (%)					16	2	4	11	44	9
Hyundai Purchase Index					97	N/A	100	94	93	88

	Weight (%)	Region	District	Dealer	RAYS84
Salesperson STAR Score	34.3	92	93	96	91
3a. Took time to seriously understand your needs	3.2	94	94	98	94
3b. Overall Appearance	3.2	94	95	99	100
3c. Ease of doing business with	3.2	94	95	96	94
3d. Knowledge of competitive vehicles	3.2	91	92	96	89
3e. Knowledge of Hyundai models and features	3.2	94	95	98	94
3f. Ability to answer your questions	3.2	94	94	97	89
3g. Provided a non-intimidating sales experience	3.2	95	95	99	100
4b. Fulfillment of promises made during the sales process	5.4	90	91	92	83
13. Length of time taken to deliver your vehicle	6.5	89	89	95	83
Sample Size		10638	1086	57	9
Share of Dealer Responses (%)					16
Hyundai Purchase Index					89

Note: All scores are 3 - Month



Dealer 1-Month HPI VIN Report

March 18, 2003

(March 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	02/08/03	KMHHN65F43U061185		5	5	5	5	5	5	5	4	5	5	5	4	4	4	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	84
CLOC03	01/23/03	KMHDN45D13U511716		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	02/01/03	KMHHN65F03U057831		5	5	5	5	5	5	5	5	5	5	5	1	4	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	91
CLOC03	02/03/03	KM8SC13D83U383943		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
COLL81	02/12/03	KMHWF35H53A796716	Y	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/AN/AN/A	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100
HANE43	12/13/02	KMHWF35H43A739133		4	4	3	5	5	5	5	1	5	4	4	3	5	4	5	5	5	5	Y	Y	Y	N	Y	Y	N	Y	N	Y	71
HANE43	12/28/02	KMHCG45C63U425430		5	5	5	5	5	5	5	3	3	4	5	4	5	4	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	81
PERE65	01/22/03	KM8SC73D33U417838		5	5	5	5	5	5	4	5	5	5	4	4	4	5	5	5	5	5	Y	Y	Y	Y	Y	N	Y	Y	Y	82	
PERE65	01/23/03	KM8SC73D83U426468		5	5	4	5	5	4	4	5	2	2	4	5	4	4	N/AN/AN/A	3	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	59	
PERE65	01/25/03	KM8SC73D23U409987		5	5	5	5	5	5	5	5	5	5	5	2	5	5	N/AN/AN/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	95	
PERE65	01/25/03	KM8SB12B83U379443		4	4	4	4	4	4	4	3	2	4	3	4	4	2	3	4	4	Y	Y	Y	Y	Y	Y	N	Y	N	Y	42	
PERE65	01/28/03	KMHWF25S92A704964		5	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	100	
PERE65	02/01/03	KMHDN45D93U523564		5	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	100	
PERE65	02/03/03	KM8SC73D73U410407		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	02/08/03	KMHWF35H93A758535		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	02/15/03	KM8SC73D73U429412	Y	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	93	
PERE65	12/31/02	KMHDN45D52U449459		5	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	100	
RAYS84	01/24/03	KMHDN45D33U520711		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	01/28/03	KM8SC73D63U421172		5	5	5	5	5	5	5	5	5	5	5	5	4	4	5	5	5	5	Y	Y	Y	Y	Y	N	Y	Y	Y	86	

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



Dealer 1-Month HPI VIN Report

March 18, 2003
(March 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	02/03/03	KMHDN55D23U080566		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	96

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



Dealer 1-Month Sales Verbatim Report

March 18, 2003

(March Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
CLOC03	01/23/03	KMHDN45D13U511716	GREG WAS GREAT! WE WERE NOT THE EASIEST PEOPLE TO WORK WITH BUT HE WAS VERY PATIENT AND THOROUGH AND DID A GREAT JOB. THANK YOU!!
CLOC03	02/01/03	KMHHN65F03U057831	VERY GOOD
CLOC03	02/03/03	KM8SC13D83U383943	OVERALL MY TOTAL EXPERIENCE HAS BEEN A VERY PLEASANT ONE. IN FUTURE SERVICE CALLS I AM ANTICIPATING THE SAME HELPFUL TREATMENT. MY SALESMAN, GREGG, WAS EXTREMELY PLEASANT TO DEAL WITH.
COLL81	02/12/03	KMHWF35H53A796716	THE PURCHASE OF THIS VEHICLE WAS A VERY PLEASANT AND PAINLESS EXPERIENCE. SETH WAS A TERRIFIC SALESPERSON AND HAS GREAT FOLLOW-UP!
HANE43	12/13/02	KMHWF35H43A739133	WHERE I HAVE PLACED AN X IS WHERE THE INFORMATION YOU REQUEST HAS ABSOLUTELY NOTHING TO DO WITH YOUR CUSTOMERS HAS AN OUTSTANDING EXPERIENCE AT YOUR DEALERSHIPS
PERE65	01/23/03	KM8SC73D83U426468	WEBSITE ADVERTISES IT WILL MATCH OR BEAT ANY PRICE BUT THAT IS NOT THE CASE. WE HAD A QUOTE IN WRITING & THEY REFUSED TO MATCH BECAUSE BELOW INVOICE. WE FINALLY GAVE IN AND ACCEPTED THEIR PRICE WITHMUCH FRUSTRATION & AFTER OVE 2 HOURS SPENT ARGUING OVER THE PRICE. THEY MADE US FEEL AS IF WE WERE BEING UNREASONABLE. IT HAS BEEN 3 WEEKS AND MUD GUARDS ARE STILL NOT ON OUR CAR. NO CALLS EXPLAINING.
PERE65	01/25/03	KM8SB12B83U379443	THE EXPERIENCE WAS RUINED WHEN MY CD PLAYER WAS NOT RETURNED TO ME AS PROMISED. I FEEL THAT IT WAS STOLEN FROM ME! I AM ALSO EXPERIENCING PROBLEMS WITH THE PAPERWORK, EVERYTHING IS UNDER MY MOTHERSNAME WHEN IT IS MY CAR!
PERE65	01/28/03	KMHWF25S92A704964	THE SALESPERSON WAS VERY PERSONABLE AND KNOWLEDGEABLE HE WAS WILLING TO WORK WITH ME REGARDING MY PRICING DEMANDS. I AM VERY SATISFIED WITH THE DEAL AND THE CAR.
PERE65	02/01/03	KMHDN45D93U523564	THE COMPANY IS WELL REPRESENTED. GOOD PRESENTATION. NO PRESSURE. VERY FAIR AND ALLOWED US ENOUGH TIME TO MAKE UP OUR MIND. WE COULDN'T BEAT THE PRICE ANYWHERE ELSE. IF I WERE TO BUY ANOTHER CAR, IWOULD PURCHASE IT AT CAROUSEL HYUNDAI & RECOMMEND THEM TO ANYONE LOOKING FOR A CAR.
PERE65	02/03/03	KM8SC73D73U410407	THE SALESMAN, SETH, WAS PERSONAL PROFESSIONAL, AND NON-INTIMIDATING. WE WOULD DEFINITELY ASK FOR HIM AGAIN
PERE65	02/08/03	KMHWF35H93A758535	JUST PLAIN LOVE THIS CAR!!!
PERE65	12/31/02	KMHDN45D52U449459	THIS IS THE SECOND HYUNDAI WE HAVE PURCHASED FROM CAROUSEL HYUNDAI, WE PASSED ANOTHER HYUNDAI DEALER TO GO TO CAROUSEL DUE TO THE POSITIVE EXPERIENCE WE HAD WITH CAROUSEL, THE LAST TIME.
RAYS84	01/24/03	KMHDN45D33U520711	TIM RAYSON WAS A PLEASANT EXPERIENCE FROM THE FIRST CONTACT ON THE PHONE TO THE DELIVERY OF THE VEHICLE. I NEVER FELT PRESSURED AND THIS IS APPRECIATED SO MUCH. ALSO, WHAT A GREAT CAR. I AM VERYPLEASED.

Note: All returns are for the current month

1 of 1 for Carousel Hyundai • PA030



Dealer Sales Phone Contact Report

March 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	82	88	88	87	91	88	88	88	90	87	87	86
2. Did you have any problem(s) during your sales experience? (% Yes)	0	6	7	7	2	5	6	6	4	7	7	7
3. Has the problem been resolved to your satisfaction? (% Yes)	N/A	60	59	56	0	62	57	56	27	59	57	58
Total number of responses:	17	332	3904	9974	55	1221	12521	32983	286	5494	57064	148511



Dealer 1-Month Sales Phone Contact Vin Report

March 18, 2003

(March 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	02/15/03	KM8SC73D03U388704		02/27/03	5	N	N/A
BELS71	02/15/03	KM8SC73D43U429335		02/27/03	4	N	N/A
CLOC03	02/22/03	KMHWF25H92A695767		03/07/03	5	N	N/A
CLOC03	02/26/03	KMHWF25H53A772295		03/11/03	5	N	N/A
COLL81	02/08/03	KMHDN45D03U483598		02/20/03	3	N	N/A
COLL81	02/12/03	KMHWF35H53A796716		02/25/03	5	N	N/A
COLL81	03/01/03	KM8SC13D83U378306		03/15/03	5	N	N/A
PERE65	02/03/03	KM8SC73D73U410407		02/19/03	5	N	N/A
PERE65	02/08/03	KMHWF35H93A758535		02/20/03	5	N	N/A
PERE65	02/08/03	KM8SC73D23U415045		02/21/03	5	N	N/A
PERE65	02/10/03	KMHDN45D83U501331		02/28/03	5	N	N/A
PERE65	02/12/03	KMHWF35HX3A810464		02/26/03	4	N	N/A
PERE65	02/15/03	KM8SC73D73U429412		02/27/03	5	N	N/A
PERE65	02/20/03	KM8SC13D23U378317		03/04/03	5	N	N/A
PERE65	02/28/03	KM8SB12B23U350522		03/12/03	2	N	N/A
RAYS84	03/01/03	KMHDN55D23U081474		03/15/03	5	N	N/A
RAYS84	03/03/03	KMHHN65F53U061809		03/17/03	5	N	N/A