



Dealer Sales and Service Summary Report

May 31, 2002

(Mar - May returns)

Eastern Region • Carousel Hyundai • PA030

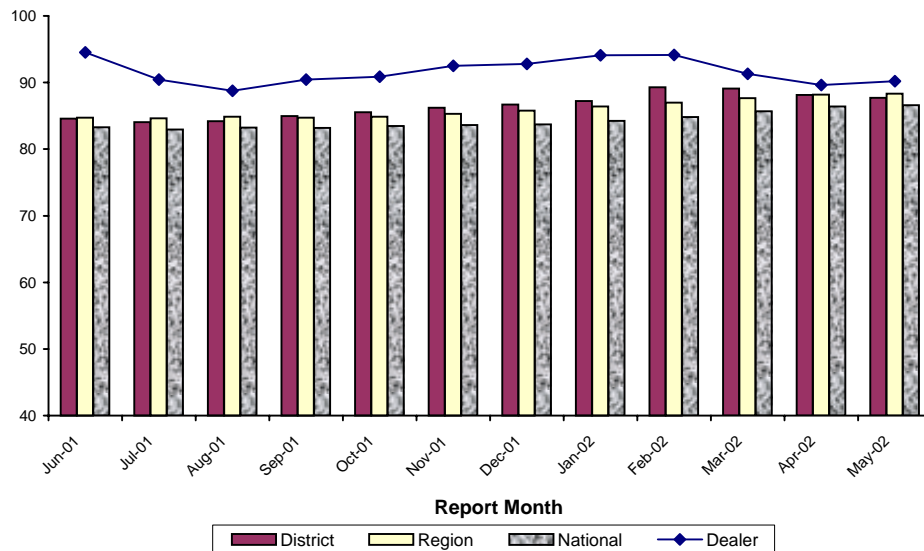
Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	94	87	85
3-Month Rolling HVI	93	86	85
12-Month HVI	92	84	82

Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	92	88	88	87
3-Month HPI	90	88	88	87
12-Month HPI	92	87	86	85

Ranking — 5 69 151



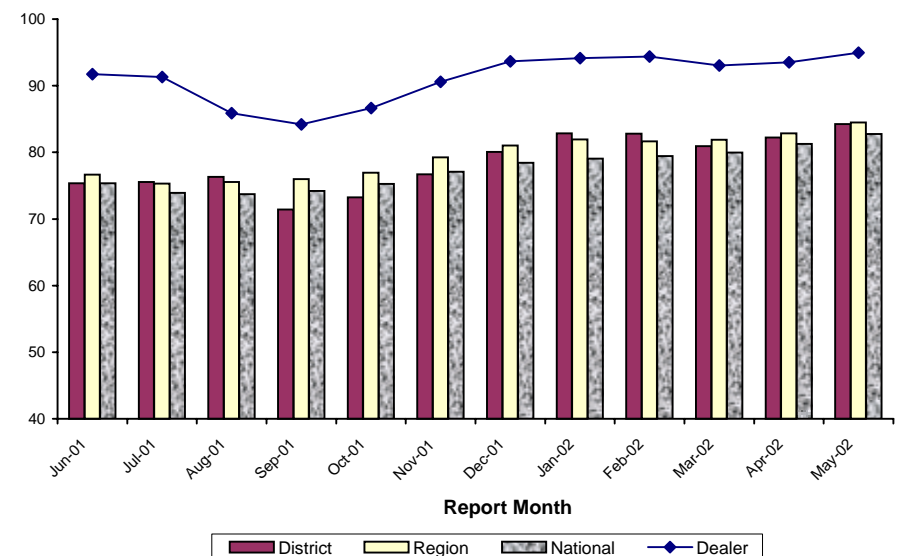
Total number of responses: 84

Note: Rolling 3-Month Response Rate

Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	96	87	86	84
3-Month HSI	95	84	84	83
12-Month HSI	93	82	81	79

Ranking — 4 17 47



Total number of responses: 39

Carousel Hyundai • PA030

Graphs depict 3-month rolling score



Dealer Sales Performance Report

May 31, 2002

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



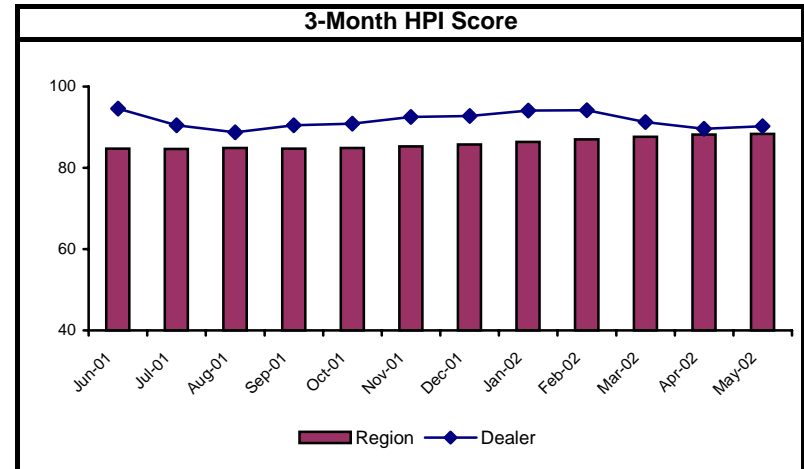
Dealer 3-Month HPI Report

May 31, 2002

(Mar - May returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
Salesperson	22.4	95	92
3a. Took time to seriously understand your needs	3.2	94	92
3b. Overall Appearance	3.2	95	92
3c. Ease of doing business with	3.2	95	93
3d. Knowledge of competitive vehicles	3.2	93	89
3e. Knowledge of Hyundai models and features	3.2	98	93
3f. Ability to answer your questions	3.2	96	92
3g. Provided a non-intimidating sales experience	3.2	93	93
Purchase Transaction	18.3	89	87
4a. Layout of dealership was inviting and friendly	3.7	90	86
4b. Fulfillment of promises made during the sales process	5.4	90	88
4c. Overall honesty and integrity	3.2	92	87
4d. Provided a non-intimidating sales process	1.4	91	90
5. How much pressure did you feel from your dealership	4.6	82	87
Deal Received	21.1	84	84
6. How would you rate the value represented by your new Hyundai?	8.6	89	87
7. How satisfied are you with the purchase price of your vehicle?	12.5	81	81
Finance and Insurance Process	14.2	88	84
10b. How the application process was handled	5.5	88	83
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	88	83
10f. F & I Manager's knowledge of financing and leasing options	3.2	90	86
Delivery Process	24.0	93	92
13. Length of time taken to deliver your vehicle	6.5	88	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	99	97
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	99	97
14d. Was the Service Department shown to you?	1.4	89	84
14e. Were the service requirements of your new Hyundai explained to you?	2.1	98	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	87	92
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	93	96
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	99	99
Hyundai Purchase Index	100.0	90	88
Total number of Responses:		84	14580



Satisfaction Alert	
Priorities (< Region Average)	Score
1 Q5 How much pressure did you feel from your dealership	82
2 Q14g Contacted after delivery to ensure everything was satisfactory	87
3 Q14i Was the exterior of your new Hyundai clean and free of defect	93

Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

May 31, 2002

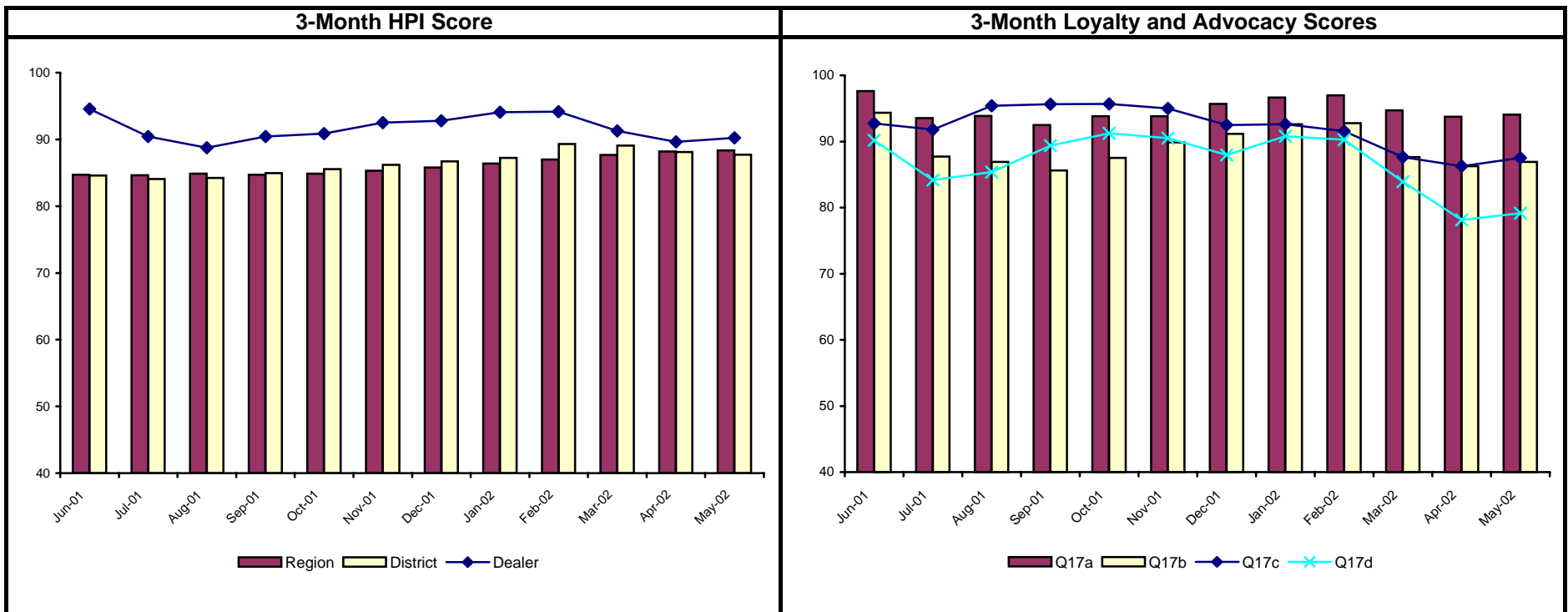
(Mar - May returns)

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	88	90	88	88	92	87	86

Summing It All Up

16. Overall Satisfaction with the dealership	93	87	86	89	86	86	90	85	84
17a. Likelihood of recommending this dealer to a friend or relative	93	91	92	94	92	92	95	92	91
17b. Likelihood of purchasing or leasing another Hyundai from this dealership	91	88	87	87	88	87	89	87	85
17c. Likelihood of using same dealer for service and repair	91	83	85	88	84	85	92	84	83
17d. Likelihood of purchasing or leasing another Hyundai	84	85	85	79	85	86	86	85	84





Dealer 3-Month Sales Information Report

May 31, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Mar - May returns)

	Dealer	District	Region
About Your Purchase Intentions			
1. Are you the primary driver of this vehicle? (%)	93	88	89
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	16	20	20
- Recommendation of family or friends.....	21	30	29
- Drive by.....	10	8	9
- Newspaper ads.....	34	30	32
- Radio ads.....	5	4	5
- TV ads.....	4	8	7
- Manufacturer/dealer web page.....	35	26	26
- Internet buying service.....	14	10	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.....	22	30	36
- 45 minutes to an hour.....	41	28	31
- 1 to 2 hours.....	23	27	21
- More than 2 hours.....	14	15	12
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	98	93	92
- Sales Manager.....	29	42	34
- General Manager.....	5	12	10
- Finance and Insurance Manager.....	25	29	26
About The Delivery Process			
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).....	8	13	28
About You			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	80	78	80
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	19	20	20
- An ADDITIONAL vehicle.....	18	22	25
- REPLACED a vehicle you no longer have.....	63	57	56
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Hyundai.....	36	18	18
Honda.....	27	8	4
Ford.....	9	18	13
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Chevrolet.....	17	12	12
Ford.....	14	15	13
Dodge.....	12	9	8
21. Are you:.....			
Male (%).....	47	47	48
Female (%).....	53	53	52
22. Median Age (Years).....	43	47	46
23. Ethnicity (%).....			
White/Caucasian.....	90	84	86
Black/African-American.....	3	11	8
Asian.....	4	1	2
Hispanic.....	3	2	3
Other (Specify).....	1	1	1
24. Median Household Income (\$)......	64,000	53,646	53,703



Dealer 1-Month Salesperson Report

May 31, 2002

(May Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	BELS71	JENK70	LETT22	RAYS84	STIL44	HANE43
Salesperson	22.4	92	91	95	100	100	100	100	100	86
3a. Took time to seriously understand your needs	3.2	92	92	95	100	100	100	100	100	100
3b. Overall Appearance	3.2	92	92	95	100	100	100	100	100	100
3c. Ease of doing business with	3.2	93	92	95	100	100	100	100	100	100
3d. Knowledge of competitive vehicles	3.2	89	87	95	100	100	100	100	100	100
3e. Knowledge of Hyundai models and features	3.2	93	92	95	100	100	100	100	100	100
3f. Ability to answer your questions	3.2	92	90	95	100	100	100	100	100	100
3g. Provided a non-intimidating sales experience	3.2	93	93	91	100	100	100	100	100	0
Sample Size		4584	454	22	3	2	2	6	4	1
Share of Dealer Responses (%)					14	9	9	27	18	5
Hyundai Purchase Index					99	100	87	97	97	55

	Weight (%)	Region	District	Dealer	DELA46
Salesperson	22.4	92	91	95	75
3a. Took time to seriously understand your needs	3.2	92	92	95	75
3b. Overall Appearance	3.2	92	92	95	75
3c. Ease of doing business with	3.2	93	92	95	75
3d. Knowledge of competitive vehicles	3.2	89	87	95	75
3e. Knowledge of Hyundai models and features	3.2	93	92	95	75
3f. Ability to answer your questions	3.2	92	90	95	75
3g. Provided a non-intimidating sales experience	3.2	93	93	91	75
Sample Size		4584	454	22	4
Share of Dealer Responses (%)					18
Hyundai Purchase Index					82



3 Month Sales STAR Report

May 31, 2002

(Mar - May returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	STIL44	BELS71	RAYS84	JENK70	LETT22	DELA46
Salesperson STAR Score	34.3	90	89	93	99	99	97	97	91	83
3a. Took time to seriously understand your needs	3.2	92	92	94	100	100	97	100	86	83
3b. Overall Appearance	3.2	92	91	95	100	100	100	100	86	83
3c. Ease of doing business with	3.2	93	92	95	100	100	94	100	100	89
3d. Knowledge of competitive vehicles	3.2	89	88	93	97	100	97	100	93	89
3e. Knowledge of Hyundai models and features	3.2	93	92	98	100	100	100	100	93	89
3f. Ability to answer your questions	3.2	92	91	96	100	100	97	100	93	89
3g. Provided a non-intimidating sales experience	3.2	93	93	93	100	100	100	100	93	83
4b. Fulfillment of promises made during the sales process	5.4	88	87	90	100	91	97	100	86	83
13. Length of time taken to deliver your vehicle	6.5	86	86	88	97	100	94	85	93	69
Sample Size		14580	1523	84	17	11	18	10	7	9
Share of Dealer Responses (%)					20	13	21	12	8	11
Hyundai Purchase Index					95	98	95	95	84	84

	Weight (%)	Region	District	Dealer	HANE43
Salesperson STAR Score	34.3	90	89	93	77
3a. Took time to seriously understand your needs	3.2	92	92	94	83
3b. Overall Appearance	3.2	92	91	95	83
3c. Ease of doing business with	3.2	93	92	95	79
3d. Knowledge of competitive vehicles	3.2	89	88	93	75
3e. Knowledge of Hyundai models and features	3.2	93	92	98	96
3f. Ability to answer your questions	3.2	92	91	96	92
3g. Provided a non-intimidating sales experience	3.2	93	93	93	71
4b. Fulfillment of promises made during the sales process	5.4	88	87	90	67
13. Length of time taken to deliver your vehicle	6.5	86	86	88	67
Sample Size		14580	1523	84	12
Share of Dealer Responses (%)					14
Hyundai Purchase Index					74

Note: All scores are 3 - Month



Dealer 1-Month HPI VIN Report

May 31, 2002
(May 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	04/09/02	KMHDN55D12U039151	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
BELS71	04/22/02	KMHMM65D23U024248		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	04/24/02	KM8SC13D12U204138		5	5	5	5	5	5	5	5	5	5	5	4	5	5	N/AN/AN/A	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	97
DELA46	04/06/02	KMHCG35C82U189999		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	N/A	Y	Y	Y	Y	Y	Y	N/A	Y	Y	Y	100
DELA46	04/08/02	KMHCG35C42U187215		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	04/15/02	KM8SC13D82U228758		5	5	5	5	5	5	5	5	4	5	5	4	5	5	5	5	5	4	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	90
DELA46	04/23/02	KM8SC73D22U184937		3	3	3	3	3	3	3	2	2	2	2	3	4	4	4	5	5	2	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	40
HANE43	03/09/02	KMHDN45D42U333069		5	5	5	5	5	5	3	3	3	3	3	3	4	4	3	4	4	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	55
JENK70	04/01/02	KM8SB12B72U214952		3	2	2	2	2	2	2	2	3	3	2	3	3	2	2	2	2	2	N/A	Y	Y	Y	Y	Y	Y	Y	Y	Y	16
JENK70	04/17/02	KMHWF35H12A620065		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	04/27/02	KMHDN45D52U386640		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	04/22/02	KMHMM65D23U019356		5	5	5	5	5	5	5	5	5	5	5	2	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	95
LETT22	04/22/02	KMHCG35C52U207844		5	5	5	5	5	5	5	5	5	5	5	4	5	4	3	5	5	4	Y	Y	Y	Y	Y	Y	N	Y	N	Y	78
RAYS84	04/01/02	KM8SC13D02U233307		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
RAYS84	04/05/02	KMHWF35H32A623890		5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	91
RAYS84	04/06/02	KMHDN45D62U346986		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	04/13/02	KMHWF25H12A600828		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	04/15/02	KMHWF25S52A592678		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
RAYS84	04/29/02	KMHMM65D23U019549		5	5	5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	92

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



Dealer 1-Month HPI VIN Report

Eastern Region • District EA6 • Carousel Hyundai • PA030

May 31, 2002
(May Returns)

- 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
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- 14a. Salesperson spent enough time with you
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- 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
STIL44	03/30/02	KMHCG35C52U190270		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
STIL44	04/01/02	KMHDN55D02U052957		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
STIL44	04/13/02	KMHDN45D92U325940		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	Y	Y	89
STIL44	04/27/02	KM8SB12B72U250768		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	97

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



Dealer 1-Month Sales Verbatim Report

May 31, 2002

(May Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	04/22/02	KMHHM65D23U024248	I JUST WANTED TO SAY IM EXTREMELY WITH EVERYTHING. MS BELSER WAS EXTREMELY NICE AND HELPFUL. I DIDNT PLAN ON BUYING A NEW CAR BUT I FELL IN LOVE WITH IT WHEN I TEST DROVE IT. THANKS
BELS71	04/24/02	KM8SC13D12U204138	WAS VERY PLEASED AND EILEEN WAS VERY HELPFUL!!!
DELA46	04/08/02	KMHCG35C42U187215	MY SALESMAN, RANDY DELANO, IS GREAT AT WHAT HE DOES. HE RECENTLY LEFT (BRIEFLY) BUT IS NOW BACK. I HOPE IN THE FUTURE, IT IS MADE WORTH HIS WHILE TO STAY WITH HYUNDAI.
DELA46	04/15/02	KM8SC13D82U228758	EVERYONE AT THE DEALERSHIP WAS VERY FRIENDLY. VERY NICE TO DEAL WITH.
JENK70	04/01/02	KM8SB12B72U214952	HAD LEATHER SEAT PUT IN BY DIFFERENT COMPANY WRONG SEAT PUT IN HAD TO WAIT EXTRA DAYS WAS NOT COMPENSATED FOR INCONVENIENCE NEVER CALLED TO SEE IF HAD ANY OTHER PROBLEMS. HAD TO TAKE CAR BACK TO HAVESEATS LOOKED AT SECONDARY TO NOT WORKING AT SAME COMPANY, FELT MY TIME WAS NOT IMPORTANT HYUNDAI SAID TO JUST PICK UP CAR NEXT DAY. NO CONSIDERING OF MY SCHEDULE OR INCONVENIENCE. WILL PROBABLY NOTHAVE CAR SERVICED THROUGH HYUNDAI BECAUSE OF LACK OF FOLLOW THROUGH.
JENK70	04/17/02	KMHWF35H12A620065	VERY COURTEOUS- MADE A STRONG EFFORT TO MAKE THE DEAL- GOOD FOLLOW- UP.
LETT22	04/22/02	KMHHM65D23U019356	NICE CARS ARE FAST CARS
LETT22	04/22/02	KMHCG35C52U207844	OVERALL, MY EXPERIENCE WAS EXCELLENT. BILL LETTER IS A FANTASTIC SALESPERSON I ENJOYED WORKING WITH HIM. THE LADY WHO HANDLED THE FINANCING WAS EXTREMELY KNOWLEDGEABLE. MY CONCERN OVERALL WAS THATTHERE WAS SOME DIFFICULTY WITH THE FINANCING AND THAT DID NOT WORK OUT THE WAY I WOULD HAVE PREFERRED. I TRIED TO PRE-QUALIFY MYSELF FIRST WHICH IS WHY I WAS NOT SATISFIED WITH THE WAY THAT THATWORKED OUT. I DECIDED TO ACCEPT THE VEHICLE HOWEVER AND AM GENERALLY PLEASED WITH IT. ITS GREAT VALUE.
RAYS84	04/06/02	KMHDN45D62U346986	I HAD A GREAT EXPERIENCE IN PURCHASING MY FIRST VEHICLE. THE SALESPERSON TIM RAYSOR WAS EXCELLENT, USING A NO PRESSURE SALES APPROACH AND PROVIDING THOROUGH ANSWERS TO MY QUESTIONS.
RAYS84	04/29/02	KMHHM65D23U019549	GREAT DEAL, GOOD SERVICE BUT THE DEFECTIVE MOTOR IN THE SUNROOF SHOULD HAVE BEEN FIXED BEFORE WE PICKED UP THE CAR. WE MADE AN APPT. TO HAVE IT FIXED AND WHEN WE GOT THERE IT STILL DIDNT ARRIVE. WEWILL CALL AGAIN NEXT WEEK.
STIL44	04/01/02	KMHDN55D02U052957	I WAS VERY PLEASED WITH MY EXPERIENCE AT CAROUSEL HYUNDAI. I COMPARISION SHOPPED AT ANOTHER HYUNDAI DEALER AND BY FAR , CAROUSEL HYUNDAI WAS A MUCH BETTER EXPERIENCE. EVERYONE WAS VERY WILLING TO WORKWITH ME.



Dealer Sales Phone Contact Report

May 31, 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	93	87	89	88	92	87	88	87	89	87	87	85
2. Did you have any problem(s) during your sales experience? (% Yes)	0	4	5	5	1	6	6	6	4	6	6	7
3. Has the problem been resolved to your satisfaction? (% Yes)	N/A	60	56	58	0	62	60	59	38	51	55	55
Total number of responses:	22	561	5348	13961	71	1652	15784	40778	299	5642	56280	146356



Dealer 1-Month Sales Phone Contact Vin Report

May 31, 2002

(May 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	04/29/02	KMHCG45C22U345993		05/15/02	5	N	N/A
BELS71	05/17/02	KM8SC13D62U269146		05/30/02	5	N	N/A
DELA46	04/23/02	KMHCG35C42U207852		05/10/02	5	N	N/A
HANE43	05/10/02	KM8SC73D62U168689		05/22/02	3	N	N/A
HANE43	05/10/02	KMHDN55D12U061408		05/22/02	5	N	N/A
JENK70	04/27/02	KMHDN45D52U386640		05/09/02	5	N	N/A
JENK70	05/08/02	KMHCG35C62U211319		05/22/02	5	N	N/A
JENK70	05/17/02	KM8SC73D32U253988		05/29/02	5	N	N/A
LETT22	04/22/02	KMHHM65D23U019356		05/06/02	5	N	N/A
LETT22	04/26/02	KMHDN45D22U243533		05/10/02	4	N	N/A
LETT22	05/01/02	KMHCG35C22U207252		05/18/02	5	N	N/A
LETT22	05/03/02	KMHCG35C32U207244		05/18/02	5	N	N/A
LETT22	05/04/02	KMHWF25H72A644445		05/16/02	5	N	N/A
LETT22	05/06/02	KMHDN45D02U327916		05/22/02	5	N	N/A
RAYS84	04/26/02	KM8SC13D12U208996		05/10/02	5	N	N/A
RAYS84	04/29/02	KMHHM65D23U019549		05/14/02	5	N	N/A
RAYS84	05/03/02	KM8SC73D92U250450		05/17/02	5	N	N/A
RAYS84	05/04/02	KM8SC73D22U259877		05/16/02	5	N	N/A
RAYS84	05/11/02	KMHHN65F93U027601		05/28/02	5	N	N/A
RAYS84	05/17/02	KMHHN65FX3U018647		05/29/02	5	N	N/A
STIL44	04/18/02	KM8SB12B72U192578		05/04/02	5	N	N/A

Note: All returns are for the current month



Dealer 1-Month Sales Phone Contact Vin Report

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May 31, 2002
(May completes)

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
STIL44	04/27/02	KM8SB12B72U250768		05/09/02	5	N	N/A