



Dealer Sales and Service Summary Report

October 18, 2002

(Aug - Oct returns)

Eastern Region • Carousel Hyundai • PA030

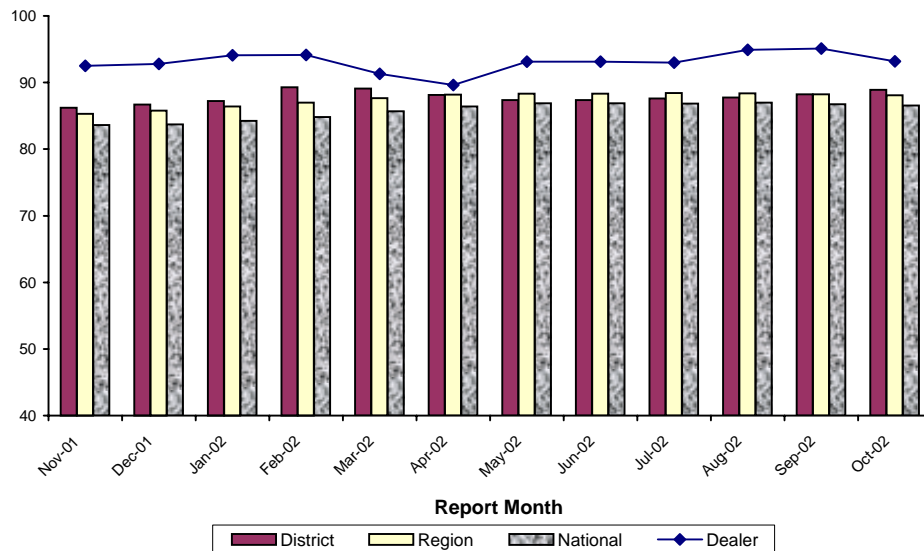
Hyundai Value Index (HVI)

| | Dealer | Region | National |
|---------------------|--------|--------|----------|
| 1-Month Rolling HVI | 92 | 85 | 83 |
| 3-Month Rolling HVI | 95 | 85 | 83 |
| 12-Month HVI | 94 | 85 | 83 |

Hyundai Purchase Index (HPI)

| | Dealer | District | Region | National |
|--------------------|-----------|-----------|-----------|-----------|
| 1-Month HPI | 87 | 90 | 88 | 86 |
| 3-Month HPI | 93 | 89 | 88 | 87 |
| 12-Month HPI | 93 | 88 | 88 | 86 |

Ranking — 1 32 72



Total number of responses: 93

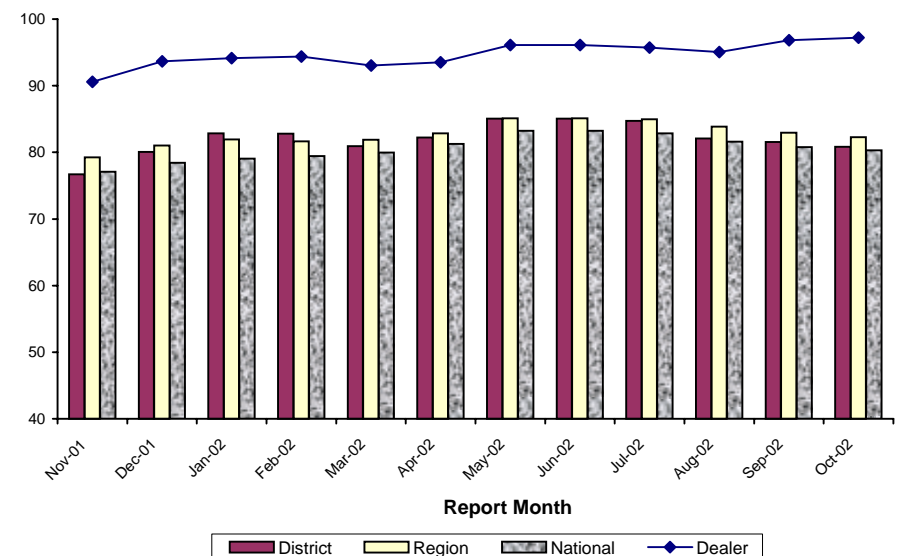
Note: Rolling 3-Month Response Rate

Graphs depict 3-month rolling score

Hyundai Service Index (HSI)

| | Dealer | District | Region | National |
|--------------------|-----------|-----------|-----------|-----------|
| 1-Month HSI | 98 | 82 | 81 | 80 |
| 3-Month HSI | 97 | 81 | 82 | 80 |
| 12-Month HSI | 95 | 82 | 83 | 81 |

Ranking — 2 6 19



Total number of responses: 21

Carousel Hyundai • PA030



Dealer Sales Performance Report

October 18, 2002

(Aug - Oct 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 | 91 | 94 | 92 | 96 | 93 | 92 | 96 | 92 | 92 |
| 3a. Took time to seriously understand your needs | 3.2 | 92 | 94 | 92 | 96 | 92 | 92 | 97 | 92 | 92 |
| 3b. Overall Appearance | 3.2 | 92 | 95 | 92 | 96 | 93 | 92 | 97 | 92 | 92 |
| 3c. Ease of doing business with | 3.2 | 90 | 95 | 93 | 96 | 93 | 92 | 96 | 93 | 92 |
| 3d. Knowledge of competitive vehicles | 3.2 | 88 | 92 | 89 | 92 | 90 | 89 | 94 | 89 | 89 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 90 | 95 | 92 | 96 | 93 | 92 | 97 | 93 | 92 |
| 3f. Ability to answer your questions | 3.2 | 90 | 94 | 92 | 96 | 92 | 92 | 97 | 91 | 91 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 92 | 95 | 93 | 97 | 94 | 93 | 96 | 94 | 93 |
| Purchase Transaction | 18.3 | 88 | 90 | 88 | 93 | 88 | 87 | 92 | 87 | 87 |
| 4a. Layout of dealership was inviting and friendly | 3.7 | 87 | 90 | 87 | 94 | 87 | 87 | 94 | 86 | 85 |
| 4b. Fulfillment of promises made during the sales process | 5.4 | 92 | 91 | 88 | 95 | 88 | 88 | 95 | 88 | 87 |
| 4c. Overall honesty and integrity | 3.2 | 89 | 91 | 87 | 96 | 88 | 87 | 95 | 87 | 87 |
| 4d. Provided a non-intimidating sales process | 1.4 | 93 | 94 | 90 | 97 | 91 | 90 | 96 | 90 | 89 |
| 5. How much pressure did you feel from your dealership | 4.6 | 84 | 88 | 87 | 88 | 87 | 87 | 86 | 86 | 86 |
| Deal Received | 21.1 | 79 | 86 | 84 | 88 | 85 | 84 | 86 | 84 | 83 |
| 6. How would you rate the value represented by your new Hyundai? | 8.6 | 77 | 89 | 87 | 89 | 88 | 87 | 90 | 87 | 87 |
| 7. How satisfied are you with the purchase price of your vehicle? | 12.5 | 80 | 83 | 81 | 88 | 82 | 81 | 84 | 81 | 81 |
| Finance and Insurance Process | 14.2 | 84 | 86 | 84 | 92 | 84 | 84 | 92 | 83 | 83 |
| 10b. How the application process was handled | 5.5 | 81 | 85 | 83 | 91 | 84 | 83 | 91 | 83 | 82 |
| 10e. Honesty and integrity of the Finance and Insurance Manager | 5.5 | 86 | 86 | 84 | 93 | 84 | 83 | 92 | 82 | 83 |
| 10f. F & I Manager's knowledge of financing and leasing options | 3.2 | 86 | 87 | 86 | 94 | 86 | 85 | 93 | 84 | 85 |
| Delivery Process | 24.0 | 92 | 94 | 92 | 96 | 93 | 92 | 95 | 93 | 92 |
| 13. Length of time taken to deliver your vehicle | 6.5 | 87 | 88 | 85 | 92 | 86 | 85 | 93 | 86 | 85 |
| 14a. Salesperson spend enough time with you at delivery | 1.7 | 100 | 98 | 98 | 100 | 98 | 98 | 99 | 98 | 98 |
| 14b. Were the owner's manual and operating controls explained to you? | 1.0 | 97 | 98 | 96 | 99 | 97 | 96 | 99 | 97 | 96 |
| 14c. Was the warranty booklet of your new Hyundai explained to you? | 1.1 | 97 | 99 | 97 | 99 | 98 | 97 | 99 | 97 | 97 |
| 14d. Was the Service Department shown to you? | 1.4 | 81 | 87 | 82 | 89 | 87 | 83 | 91 | 86 | 83 |
| 14e. Were the service requirements of your new Hyundai explained to you? | 2.1 | 87 | 94 | 91 | 95 | 92 | 91 | 97 | 91 | 91 |
| 14f. Were your questions answered at the time of delivery? | 2.6 | 100 | 99 | 99 | 100 | 99 | 99 | 100 | 99 | 99 |
| 14g. Contacted after delivery to ensure everything was satisfactory | 3.0 | 87 | 94 | 91 | 95 | 93 | 91 | 91 | 93 | 91 |
| 14h. Was the interior of your new Hyundai clean and free of defects? | 1.6 | 97 | 98 | 97 | 99 | 97 | 97 | 98 | 98 | 97 |
| 14i. Was the exterior of your new Hyundai clean and free of defects? | 1.4 | 90 | 95 | 94 | 94 | 93 | 94 | 94 | 94 | 95 |
| 14j. Were you personally thanked for your vehicle purchase/lease? | 1.6 | 100 | 99 | 98 | 100 | 99 | 99 | 99 | 99 | 99 |
| Hyundai Purchase Index | 100.0 | 87 | 90 | 88 | 93 | 89 | 88 | 93 | 88 | 88 |



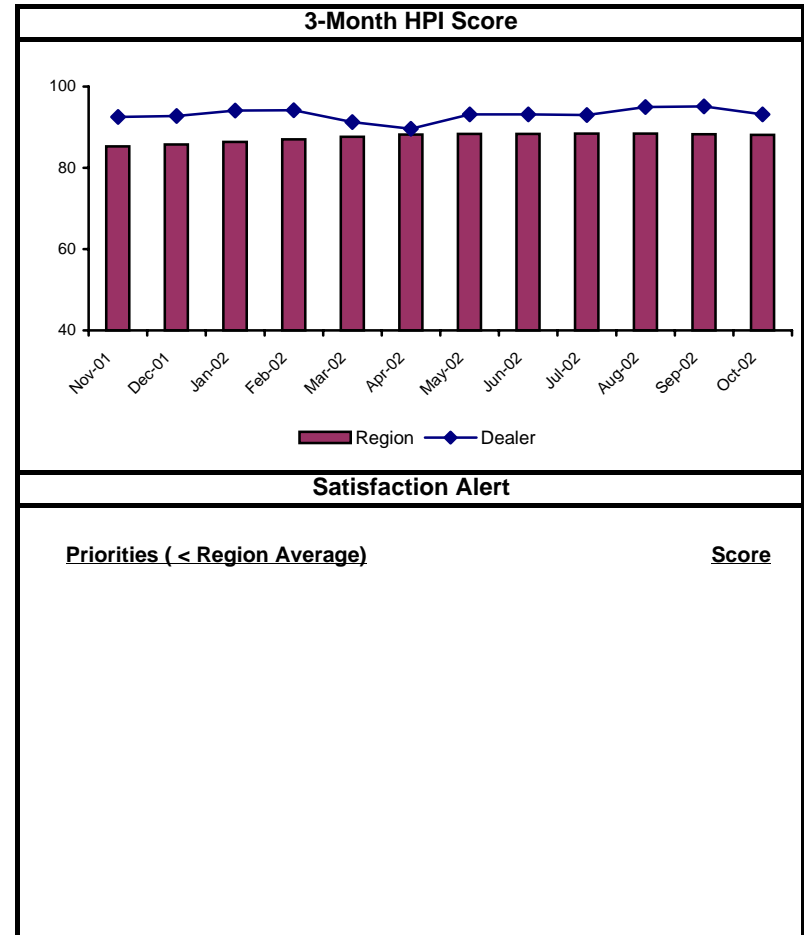
Dealer 3-Month HPI Report

October 18, 2002

(Aug - Oct 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 | 96 | 92 |
| 3b. Overall Appearance | 3.2 | 96 | 92 |
| 3c. Ease of doing business with | 3.2 | 96 | 92 |
| 3d. Knowledge of competitive vehicles | 3.2 | 92 | 89 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 96 | 92 |
| 3f. Ability to answer your questions | 3.2 | 96 | 92 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 97 | 93 |
| Purchase Transaction | 18.3 | 93 | 87 |
| 4a. Layout of dealership was inviting and friendly | 3.7 | 94 | 87 |
| 4b. Fulfillment of promises made during the sales process | 5.4 | 95 | 88 |
| 4c. Overall honesty and integrity | 3.2 | 96 | 87 |
| 4d. Provided a non-intimidating sales process | 1.4 | 97 | 90 |
| 5. How much pressure did you feel from your dealership | 4.6 | 88 | 87 |
| Deal Received | 21.1 | 88 | 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 | 88 | 81 |
| Finance and Insurance Process | 14.2 | 92 | 84 |
| 10b. How the application process was handled | 5.5 | 91 | 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 | 94 | 85 |
| Delivery Process | 24.0 | 96 | 92 |
| 13. Length of time taken to deliver your vehicle | 6.5 | 92 | 85 |
| 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 | 96 |
| 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 | 83 |
| 14e. Were the service requirements of your new Hyundai explained to you? | 2.1 | 95 | 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 | 95 | 91 |
| 14h. Was the interior of your new Hyundai clean and free of defects? | 1.6 | 99 | 97 |
| 14i. Was the exterior of your new Hyundai clean and free of defects? | 1.4 | 94 | 94 |
| 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: | | 93 | 15477 |



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



Dealer Sales Loyalty Report

October 18, 2002

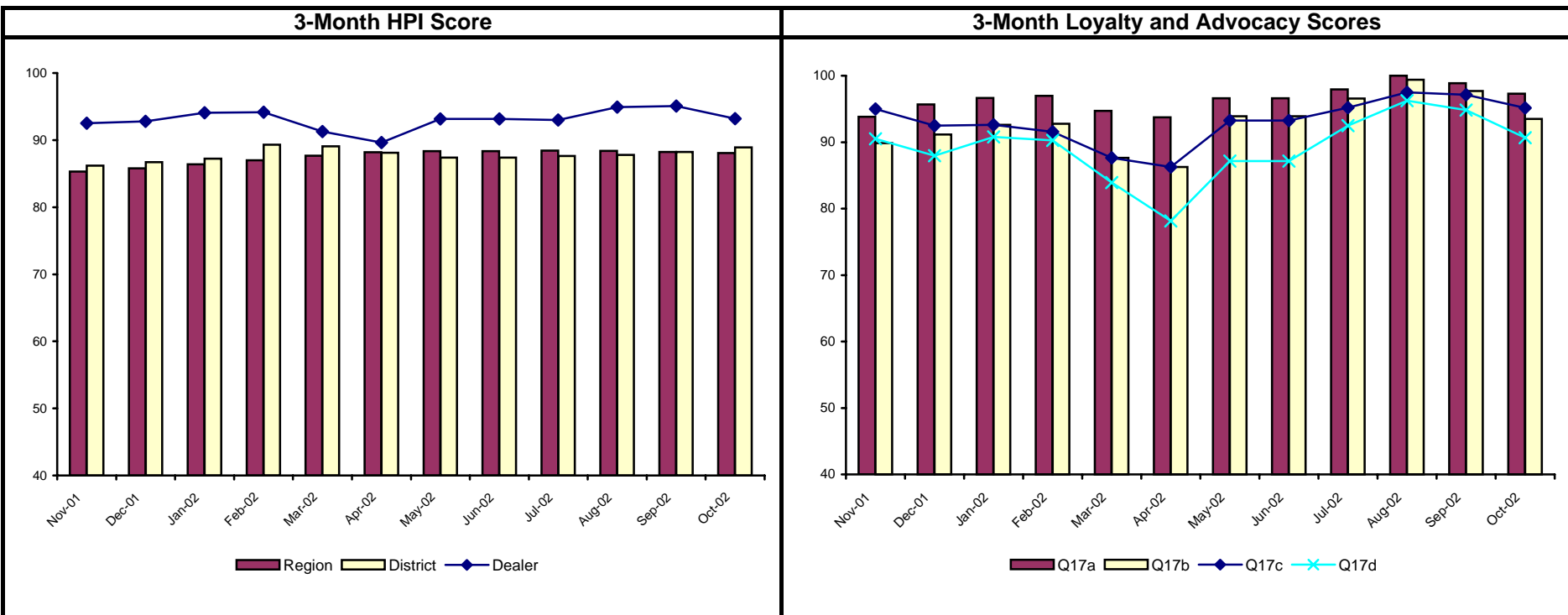
(Aug - Oct returns)

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 | 87 | 90 | 88 | 93 | 89 | 88 | 93 | 88 | 88 |

Summing It All Up

| | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|----|
| 16. Overall Satisfaction with the dealership | 84 | 89 | 86 | 91 | 87 | 86 | 91 | 86 | 85 |
| 17a. Likelihood of recommending this dealer to a friend or relative | 95 | 94 | 92 | 97 | 93 | 92 | 96 | 92 | 92 |
| 17b. Likelihood of purchasing or leasing another Hyundai from this dealership | 87 | 90 | 87 | 93 | 88 | 87 | 92 | 88 | 87 |
| 17c. Likelihood of using same dealer for service and repair | 94 | 86 | 85 | 95 | 85 | 85 | 92 | 85 | 85 |
| 17d. Likelihood of purchasing or leasing another Hyundai | 83 | 89 | 86 | 91 | 87 | 85 | 88 | 86 | 85 |





Dealer 3-Month Sales Information Report

October 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Aug - Oct returns)

| | Dealer | District | Region |
|---|--------|----------|--------|
| About Your Purchase Intentions | | | |
| 1. Are you the primary driver of this vehicle? (%) | 78 | 87 | 88 |
| 2. What brought you into the dealership where you purchased your Hyundai? (%) | | | |
| - Previous experience..... | 13 | 16 | 18 |
| - Recommendation of family or friends..... | 28 | 32 | 29 |
| - Drive by..... | 13 | 8 | 8 |
| - Newspaper ads..... | 33 | 34 | 34 |
| - Radio ads..... | 3 | 4 | 6 |
| - TV ads..... | 7 | 8 | 6 |
| - Manufacturer/dealer web page..... | 26 | 26 | 26 |
| - Internet buying service..... | 9 | 13 | 14 |
| - 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 | 33 | 36 |
| - 45 minutes to an hour..... | 31 | 26 | 30 |
| - 1 to 2 hours..... | 24 | 25 | 21 |
| - More than 2 hours..... | 15 | 16 | 13 |
| 9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%) | | | |
| - Salesperson..... | 99 | 94 | 93 |
| - Sales Manager..... | 29 | 40 | 33 |
| - General Manager..... | 5 | 13 | 10 |
| - Finance and Insurance Manager..... | 27 | 30 | 25 |
| About The Delivery Process | | | |
| 11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes)..... | 99 | 92 | 90 |
| 12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours)..... | 16 | 11 | 27 |
| About You | | | |
| 19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes)..... | 80 | 82 | 82 |
| 20. How does this new Hyundai fit into your household...(%) | | | |
| - The FIRST vehicle..... | 10 | 22 | 21 |
| - An ADDITIONAL vehicle..... | 21 | 24 | 25 |
| - REPLACED a vehicle you no longer have..... | 69 | 54 | 53 |
| 20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%) | | | |
| Hyundai..... | 27 | 15 | 17 |
| Jeep..... | 13 | 3 | 3 |
| Ford..... | 7 | 19 | 13 |
| 20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%) | | | |
| Ford..... | 20 | 17 | 14 |
| Chevrolet..... | 13 | 11 | 10 |
| Honda..... | 11 | 5 | 5 |
| 21. Are you:..... | | | |
| Male (%)..... | 40 | 46 | 46 |
| Female (%)..... | 60 | 54 | 54 |
| 22. Median Age (Years)..... | 45 | 48 | 47 |
| 23. Ethnicity (%)..... | | | |
| White/Caucasian..... | 93 | 85 | 87 |
| Black/African-American..... | 5 | 11 | 6 |
| Asian..... | 0 | 1 | 2 |
| Hispanic..... | 2 | 2 | 3 |
| Other (Specify)..... | 0 | 1 | 1 |
| 24. Median Household Income (\$)...... | 52,857 | 51,655 | 53,334 |



Dealer 1-Month Salesperson Report

October 18, 2002

(October Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

| | Weight (%) | Region | District | Dealer | CLOC03 | DELA46 | RAYS84 | JENK70 | PERE65 | CAND62 |
|--|-------------|-------------|------------|-----------|------------|------------|------------|-----------|-----------|-----------|
| Salesperson | 22.4 | 92 | 94 | 91 | 100 | 100 | 100 | 99 | 88 | 65 |
| 3a. Took time to seriously understand your needs | 3.2 | 92 | 94 | 92 | 100 | 100 | 100 | 100 | 100 | 60 |
| 3b. Overall Appearance | 3.2 | 92 | 95 | 92 | 100 | 100 | 100 | 100 | 92 | 70 |
| 3c. Ease of doing business with | 3.2 | 93 | 95 | 90 | 100 | 100 | 100 | 100 | 83 | 70 |
| 3d. Knowledge of competitive vehicles | 3.2 | 89 | 92 | 88 | 100 | 100 | 100 | 90 | 83 | 75 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 92 | 95 | 90 | 100 | 100 | 100 | 100 | 92 | 50 |
| 3f. Ability to answer your questions | 3.2 | 92 | 94 | 90 | 100 | 100 | 100 | 100 | 83 | 60 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 93 | 95 | 92 | 100 | 100 | 100 | 100 | 83 | 70 |
| Sample Size | | 5602 | 532 | 31 | 7 | 5 | 2 | 5 | 6 | 5 |
| Share of Dealer Responses (%) | | | | | 23 | 16 | 6 | 16 | 19 | 16 |
| Hyundai Purchase Index | | | | | 98 | 97 | 98 | 94 | 76 | 74 |

| | Weight (%) | Region | District | Dealer | BELS71 |
|--|-------------|-------------|------------|-----------|-----------|
| Salesperson | 22.4 | 92 | 94 | 91 | 64 |
| 3a. Took time to seriously understand your needs | 3.2 | 92 | 94 | 92 | 50 |
| 3b. Overall Appearance | 3.2 | 92 | 95 | 92 | 50 |
| 3c. Ease of doing business with | 3.2 | 93 | 95 | 90 | 50 |
| 3d. Knowledge of competitive vehicles | 3.2 | 89 | 92 | 88 | 0 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 92 | 95 | 90 | 100 |
| 3f. Ability to answer your questions | 3.2 | 92 | 94 | 90 | 100 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 93 | 95 | 92 | 100 |
| Sample Size | | 5602 | 532 | 31 | 1 |
| Share of Dealer Responses (%) | | | | | 3 |
| Hyundai Purchase Index | | | | | 42 |



3 Month Sales STAR Report

October 18, 2002

(Aug - Oct returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

| | Weight (%) | Region | District | Dealer | LETT22 | CLOC03 | DELA46 | RAYS84 | JENK70 | BELS71 |
|---|-------------|--------------|-------------|-----------|------------|------------|-----------|-----------|-----------|-----------|
| Salesperson STAR Score | 34.3 | 90 | 91 | 95 | 100 | 100 | 99 | 99 | 96 | 93 |
| 3a. Took time to seriously understand your needs | 3.2 | 92 | 92 | 96 | 100 | 100 | 100 | 100 | 100 | 90 |
| 3b. Overall Appearance | 3.2 | 92 | 93 | 96 | 100 | 100 | 100 | 100 | 100 | 95 |
| 3c. Ease of doing business with | 3.2 | 92 | 93 | 96 | 100 | 100 | 100 | 100 | 100 | 90 |
| 3d. Knowledge of competitive vehicles | 3.2 | 89 | 90 | 92 | 100 | 97 | 100 | 92 | 94 | 85 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 92 | 93 | 96 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3f. Ability to answer your questions | 3.2 | 92 | 92 | 96 | 100 | 100 | 100 | 100 | 100 | 100 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 93 | 94 | 97 | 100 | 100 | 100 | 100 | 100 | 100 |
| 4b. Fulfillment of promises made during the sales process | 5.4 | 88 | 88 | 95 | 100 | 100 | 100 | 100 | 92 | 95 |
| 13. Length of time taken to deliver your vehicle | 6.5 | 85 | 86 | 92 | 100 | 100 | 97 | 100 | 89 | 85 |
| Sample Size | | 15477 | 1539 | 93 | 4 | 15 | 15 | 12 | 19 | 10 |
| Share of Dealer Responses (%) | | | | | 4 | 16 | 16 | 13 | 20 | 11 |
| Hyundai Purchase Index | | | | | 98 | 99 | 98 | 97 | 96 | 88 |

| | Weight (%) | Region | District | Dealer | PERE65 | CAND62 |
|---|-------------|--------------|-------------|-----------|-----------|-----------|
| Salesperson STAR Score | 34.3 | 90 | 91 | 95 | 88 | 70 |
| 3a. Took time to seriously understand your needs | 3.2 | 92 | 92 | 96 | 96 | 60 |
| 3b. Overall Appearance | 3.2 | 92 | 93 | 96 | 88 | 70 |
| 3c. Ease of doing business with | 3.2 | 92 | 93 | 96 | 88 | 70 |
| 3d. Knowledge of competitive vehicles | 3.2 | 89 | 90 | 92 | 81 | 75 |
| 3e. Knowledge of Hyundai models and features | 3.2 | 92 | 93 | 96 | 92 | 50 |
| 3f. Ability to answer your questions | 3.2 | 92 | 92 | 96 | 88 | 60 |
| 3g. Provided a non-intimidating sales experience | 3.2 | 93 | 94 | 97 | 88 | 70 |
| 4b. Fulfillment of promises made during the sales process | 5.4 | 88 | 88 | 95 | 88 | 80 |
| 13. Length of time taken to deliver your vehicle | 6.5 | 85 | 86 | 92 | 85 | 80 |
| Sample Size | | 15477 | 1539 | 93 | 13 | 5 |
| Share of Dealer Responses (%) | | | | | 14 | 5 |
| Hyundai Purchase Index | | | | | 83 | 74 |

Note: All scores are 3 - Month

1 of 1 for Carousel Hyundai • PA030



Dealer 1-Month HPI VIN Report

October 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(October 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
- 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 | 08/26/02 | KMHCG45C72U379315 | | 4 | 4 | 4 | 3 | 5 | 5 | 5 | 3 | 5 | 5 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | Y | Y | Y | N | N | Y | N | Y | Y | Y | 42 |
| BELS71 | 08/31/02 | KMHDN45D42U297366 | | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 4 | N | Y | N | Y | Y | N | N | Y | Y | Y | 24 |
| CAND62 | 08/10/02 | KMHWF25H32A698311 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 91 |
| CAND62 | 08/26/02 | KMHWF35H82A709678 | | 4 | 4 | 4 | 1 | 1 | 4 | 4 | 4 | 4 | 1 | N/A | 5 | 3 | 3 | 3 | N/A | N/A | 3 | Y | N | Y | N | Y | Y | N | Y | Y | Y | 33 | |
| CAND62 | 08/28/02 | KM8SB12B62U194094 | | 4 | 5 | 4 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 4 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | N | Y | 84 |
| CAND62 | 08/31/02 | KM8SC73D42U278124 | | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 88 |
| CAND62 | 09/02/02 | KM8SC13D62U276033 | | 3 | 3 | 4 | N/A | 3 | 3 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | Y | Y | Y | N | N/A | Y | Y | Y | Y | Y | 70 |
| CLOC03 | 08/06/02 | KMHHM65D73U043541 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| CLOC03 | 08/24/02 | KMHDN45D12U452102 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| CLOC03 | 08/26/02 | KMHDN45D42U425783 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| CLOC03 | 08/27/02 | KMHDN45D02U450227 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 4 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 89 |
| CLOC03 | 09/04/02 | KM8SC13D22U327608 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| CLOC03 | 09/10/02 | KM8SC73D92U334686 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| CLOC03 | 09/11/02 | KMHFU45E32A184188 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| DELA46 | 08/17/02 | KM8SC13D12U265828 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | N | Y | Y | Y | Y | Y | Y | 99 |
| DELA46 | 08/28/02 | KMHCG45C22U383448 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| DELA46 | 08/31/02 | KM8SC73D12U322080 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| DELA46 | 09/02/02 | KM8SC73D32U260259 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 100 |
| DELA46 | 09/10/02 | KMHCG35C02U182352 | Y | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | Y | Y | Y | N | N | Y | N | N | N | Y | 87 |

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



Dealer 1-Month HPI VIN Report

October 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

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- 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 | |
|----------------|------------|-------------------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|----|--------------|-----------|------|------|-----|------|------|------|------|------|------|------|------|------|------|-----------|-----|
| JENK70 | 08/31/02 | KM8SC73D52U320963 | | 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 | |
| JENK70 | 09/02/02 | KM8SC73D42U326382 | | 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 | 09/09/02 | KM8SC73D22U330351 | | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 85 | |
| JENK70 | 09/10/02 | KM8SC73D62U321894 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 | 5 | 5 | 4 | 4 | 5 | N/AN/AN/A | 2 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 83 | |
| JENK70 | 09/11/02 | KMHDN45D82U467664 | | 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 | 08/02/02 | KM8SC13D82U310330 | | N/A | 5 | 5 | 4 | 5 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 5 | 4 | 4 | 3 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 75 | |
| PERE65 | 08/19/02 | KM8SC73D02U290724 | | 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 | N/A | 100 |
| PERE65 | 08/31/02 | KM8SC73D12U309765 | Y | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 3 | 2 | 4 | 5 | 5 | 4 | 3 | 1 | 3 | 2 | 5 | Y | Y | Y | Y | N | Y | Y | Y | N | Y | 55 | |
| PERE65 | 09/04/02 | KMHWF35H22A710003 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 4 | 4 | 3 | 4 | 4 | 5 | Y | Y | N | Y | N | Y | Y | Y | Y | Y | 74 | |
| PERE65 | 09/13/02 | KMHDN45D22U466851 | | 5 | 4 | 3 | 4 | 4 | 4 | 3 | 5 | 4 | 3 | 3 | 3 | 3 | 3 | 5 | 5 | 5 | 5 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | 49 | |
| PERE65 | 09/17/02 | KMHWF35H92A717756 | | 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 | 08/19/02 | KM8SC73D72U234389 | | 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 | 08/20/02 | KMHWF35H12A710039 | | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | N/AN/AN/AN/A | 5 | Y | Y | Y | Y | N | Y | Y | N | Y | Y | Y | Y | Y | 94 | |

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



Dealer 1-Month Sales Verbatim Report

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| Salesperson ID | Sales Date | VIN | Comments from mail/Internet |
|----------------|------------|-------------------|---|
| BELS71 | 08/26/02 | KMHCG45C72U379315 | A MONTH AFTER PURCHASE I HAVE DEVELOPED MINOR CONCERNS AND HAVE APPT FOR SERVICE DEPT TO CHECK THEN OUT |
| BELS71 | 08/31/02 | KMHDN45D42U297366 | I WAS NOT HAPPY ABOUT BEING FORCES TO LEAVE WITH THE CAR THE SAME DAY I WENT IN I DID NOT HAVE INSURANCE YET AND THE CAR STILL NEEDED TO BE DETAILED CLEANED AND A CD PLAYER INSTALLED I WOULD HAVERATHER RETURNED LATER THAT WEEK TO GET THE CAR |
| CAND62 | 08/26/02 | KMHWF35H82A709678 | I CANT BELIEVE YOU GUYS SOLD ME MY CAR BEING LESS OF WHAT THEY SAID ABOUT THE HORSEPOWER I FEEL LIKE I WAS LIED TOO AND I RATHER GET SOME MONEY BACK THEN THE OPTIONS YOU OFFER ME |
| CLOC03 | 08/06/02 | KMHHM65D73U043541 | MY EXPERIENCE AT CAROUSEL HYUNDAI WAS GREAT AND I WOULD REALLY LIKE TO THANK GREG GLOCKSON. HE WAS VERY POLITE AND HELPFUL, BUT NOT OVER-BEARING. HE WAS VERY KIND AND TOOK TIME TO EXPLAIN EVERYTHING TO ME. HE WAS A GREAT HELP! |
| CLOC03 | 09/11/02 | KMHFU45E32A184188 | YOUR 100000/10 YR WARRANTY WAS THE DECIDING FACTOR ON BUYING HYUNDAI. YOUR 2.9% X 5YR WAS THE DECIDING FACTOR ON BUYING THE XG350 |
| DELA46 | 08/31/02 | KM8SC73D12U322080 | RANDY DELANO DID AN EXCELLENT JOB. I WILL GO BACK TO DO BUSINESS IN THE FUTURE WITH RANDY. I SHOULD HAVE BOUGHT MY OTHER TWO VEHICLES FROM RANDY. RANDY IS THE BEST SALESPERSON THAT I EVER HAD. IT WOULD BE A PLEASURE TO HAVE A PERSON LIKE RANDY WORKING FOR ME. THANK YOU SO MUCH RANDY. AND KEEP UP THE GOOD WORK. |
| DELA46 | 09/02/02 | KM8SC73D32U260259 | THE REASON I WILL CHOOSE NOT TO USE CAROUSEL FOR SERVICE IS THAT IT IS TOO FAR FROM MY HOME. I HAVE A HYUNDAI DEALER CLOSE. I WAS EXTREMELY SATISFIED WITH MY SALESPERSON AND PROCESS. YET I WAS NOT SATISFIED WITH THE DELIVERY PERSON IT TOOK TOO LONG TO CLEAN THE CAR. REAR SPEAKER BLOWN AT TIME OF PURCHASE. |
| DELA46 | 09/10/02 | KMHCG35C02U182352 | THIS IS OUR SECOND PURCHASE FROM CAROUSEL!!!!!! THEY TREAT US RIGHT! |
| JENK70 | 08/31/02 | KM8SC73D52U320963 | DON JENKINS WAS VERY NICE AND HONEST AND MADE PURCHASING OUR SANTA FE A PLEASURE. |
| JENK70 | 09/09/02 | KM8SC73D22U330351 | OVERALL MY EXPERIENCE WAS A GOOD ONE! |
| JENK70 | 09/10/02 | KM8SC73D62U321894 | I WAS VERY PLEASED OVERALL-THE ONLY THING I WOULD POINT OUT IS BECAUSE I WAS TRADING IN A VEHICLE IT WOULD HAVE BEEN NICE TO COME BACK ONCE MY NEW VEHICLE WAS DETAILED, ETC. INSTEAD OF WAITING AROUND. I WAS NOT OFFERED THAT OPTION AND HAD NO IDEA I WOULD WAIT AS LONG AS I DID. |
| JENK70 | 09/11/02 | KMHDN45D82U467664 | IT WAS A GREAT EXPERIENCE ESPECIALLY WHEN I HAVENT TRUSTED A SALESPERSON IN A LONG ITME. MR JENKINS SR CHANGED MY MIND. |



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(October Returns)

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| Salesperson ID | Sales Date | VIN | Comments from mail/Internet |
|----------------|------------|--------------------|---|
| PERE65 | 08/31/02 | KM8SC73D12U309765 | THE SALESMAN WAS VERY NICE. THE FINACE DEPARTMENT SCARED THE HELL OUT OF MY WIFE A COUPLE OF DAYS AFTER SHE BOUGHT THE CAR , CLAIMING THE BANK WANTED MORE MONEY DOWN OR THE CAR BACK. THE PROBLEM WAS EVENTUALLY WORKED OUT BUT IT SHOULD HAVE BEEN WORKED OUT BEFORE THE ALARMING PHONE CALL TO MY WIFE. THE CAR ITSELF WAS DELIVERED WITH PAINT SCRAPES ON BOTH THE FRONT AND BACK BUMPERS,AND THE WHEEL WELLGUARDS CAME OFF BECAUSE THE DEALERSHIP APPLIED WAX TO THE CAR RIGHT BEFORE INSTALLING THE WHEEL WELL 'DING'STRIPS. THIS HAS ALL RESULTED IN ME HAVING TO BRING THE CAR BACK TO THE DEALER (30 MILES AWAY) FOR REPAIRS. THIS IS A GREAT INCONVIENANCE BECAUSE ME AND MY WIFE BOTH WORK TWO JOBS. |
| PERE65 | 09/13/02 | KMHNDN45D22U466851 | I HAVE BEEN GOING TO CAROUSEL HYUNDAI FOR SERVICE ON MY 94 HYUNDAI FOR A FEW YEARS AND HAVE BEEN ABSOLUTELY THRILLED AT THE OUTSTANDING SERVICE RECEIVED FROM THEIR SERVICE DEPARTMENT WHICH MADE ME WANT TO BUY MY NEW CAR FROM CAROUSEL. I AM GLAD I DID AND VERY SATISFIED WITH MY PURCHASE. |
| PERE65 | 09/17/02 | KMHWF35H92A717756 | #2 ANOTHER HYUNDAI DEALERSHIP DID NOT HAVE COLOR & OTHER SPECS I DESIRED. #12 THEY WERE READY IMMEDIATELY, I HAD TO MAKE ARRANGEMENTS FOR CAR IN MY POSSESION. #17B & D QUALITY & WARRANTY OF THIS ONE-IWONT NEED ANOTHER! #24 PERSONAL! #25 PLEASE DO NOT ADD ME TO ANY MARKETING LISTS! THANKS. |
| RAYS84 | 08/20/02 | KMHWF35H12A710039 | WAS UNHAPPY TO FIND HOLES DRILLED IN MY FRONT BUMPER TO DISPLAY AN UNSIGHTLY CAROUSEL LICENSE PLATE. |



Dealer Sales Phone Contact Report

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| | 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 | 80 | 87 | 87 | 85 | 82 | 86 | 87 | 85 | 89 | 87 | 87 | 86 |
| 2. Did you have any problem(s) during your sales experience? (% Yes) | 3 | 7 | 7 | 8 | 1 | 7 | 7 | 8 | 4 | 7 | 7 | 7 |
| 3. Has the problem been resolved to your satisfaction? (% Yes) | 100 | 47 | 51 | 54 | 100 | 51 | 55 | 56 | 27 | 55 | 56 | 57 |
| Total number of responses: | 30 | 534 | 5139 | 13477 | 74 | 1399 | 14877 | 39526 | 296 | 5684 | 58140 | 151021 |



Dealer 1-Month Sales Phone Contact Vin Report

October 18, 2002

(October completes)

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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 | 09/16/02 | KMHWF25H82A709304 | | 10/02/02 | 5 | N | N/A |
| BELS71 | 09/26/02 | KMHDN45DX2U443978 | | 10/08/02 | 4 | N | N/A |
| BELS71 | 09/28/02 | KMHWF35H62A720100 | | 10/11/02 | 5 | N | N/A |
| BELS71 | 09/28/02 | KMHCG35C22U220308 | | 10/13/02 | 5 | N | N/A |
| BELS71 | 09/30/02 | KM8SC73D12U336920 | | 10/14/02 | 5 | N | N/A |
| CAND62 | 09/02/02 | KM8SC13D62U276033 | | 09/19/02 | 5 | N | N/A |
| CAND62 | 09/21/02 | KM8SC13D52U322001 | | 10/03/02 | 4 | N | N/A |
| CLOC03 | 09/02/02 | KM8SC73D02U306369 | | 09/19/02 | 5 | N | N/A |
| CLOC03 | 09/11/02 | KMHFU45E32A184188 | | 09/26/02 | 5 | N | N/A |
| CLOC03 | 09/21/02 | KMHWF35H12A708890 | | 10/04/02 | 5 | N | N/A |
| CLOC03 | 09/21/02 | KMHCG35C22U232801 | | 10/03/02 | 5 | N | N/A |
| CLOC03 | 10/01/02 | KM8SC73D32U255952 | | 10/15/02 | 4 | N | N/A |
| CLOC03 | 10/05/02 | KM8SC73D93U346323 | | 10/17/02 | 5 | N | N/A |
| DELA46 | 09/10/02 | KMHCG35C02U182352 | | 09/25/02 | 5 | N | N/A |
| JENK70 | 09/02/02 | KM8SC73D42U326382 | | 09/19/02 | 5 | N | N/A |
| JENK70 | 09/09/02 | KM8SC73D22U330351 | | 09/23/02 | 5 | N | N/A |
| JENK70 | 09/10/02 | KM8SC73D62U321894 | | 09/27/02 | 4 | N | N/A |
| JENK70 | 09/23/02 | KMHDN45D42U465751 | | 10/09/02 | 5 | N | N/A |
| JENK70 | 09/23/02 | KM8SB12B32U334490 | | 10/07/02 | 5 | Y | Y |
| JENK70 | 10/05/02 | KMHHN65F43U052485 | | 10/17/02 | 5 | N | N/A |
| PERE65 | 09/16/02 | KM8SC73D22U321875 | | 10/03/02 | 3 | N | N/A |

Note: All returns are for the current month



Dealer 1-Month Sales Phone Contact Vin Report

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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 | | | |
|---------------------|------------|-------------------|-------------------|----------------|---|---|-----|
| PERE65 | 09/17/02 | KMHWF35H92A717756 | | 10/03/02 | 5 | N | N/A |
| PERE65 | 09/19/02 | KM8SC73D42U325166 | | 10/01/02 | 5 | N | N/A |
| PERE65 | 09/23/02 | KM8SB12BX2U288348 | | 10/07/02 | 5 | N | N/A |
| PERE65 | 09/25/02 | KM8SC73D92U332498 | | 10/08/02 | 4 | N | N/A |
| PERE65 | 09/27/02 | KM8SC73DX2U260467 | | 10/09/02 | 5 | N | N/A |
| PERE65 | 10/05/02 | KMHDN55D82U062250 | | 10/17/02 | 3 | N | N/A |
| RAYS84 | 09/17/02 | KMHDN45D22U364059 | | 10/01/02 | 5 | N | N/A |
| RAYS84 | 09/30/02 | KMHFU45E92A166570 | | 10/14/02 | 1 | N | N/A |
| RAYS84 | 10/05/02 | KMHDN55D12U068939 | | 10/17/02 | 4 | N | N/A |