



# Dealer Sales and Service Summary Report

September 18, 2002

(Jul - Sep returns)

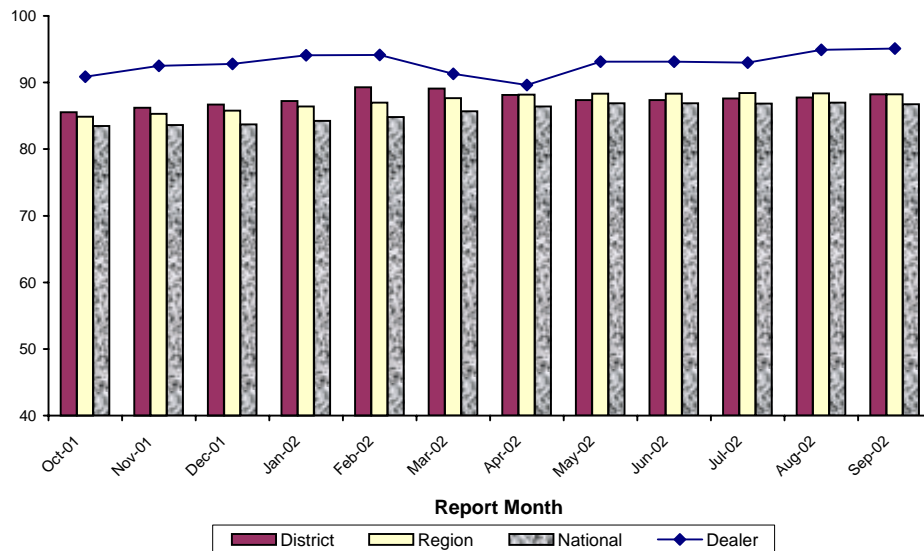
Eastern Region • Carousel Hyundai • PA030

## Hyundai Value Index (HVI)

	Dealer	Region	National
1-Month Rolling HVI	97	85	83
3-Month Rolling HVI	96	86	84
12-Month HVI	94	85	83

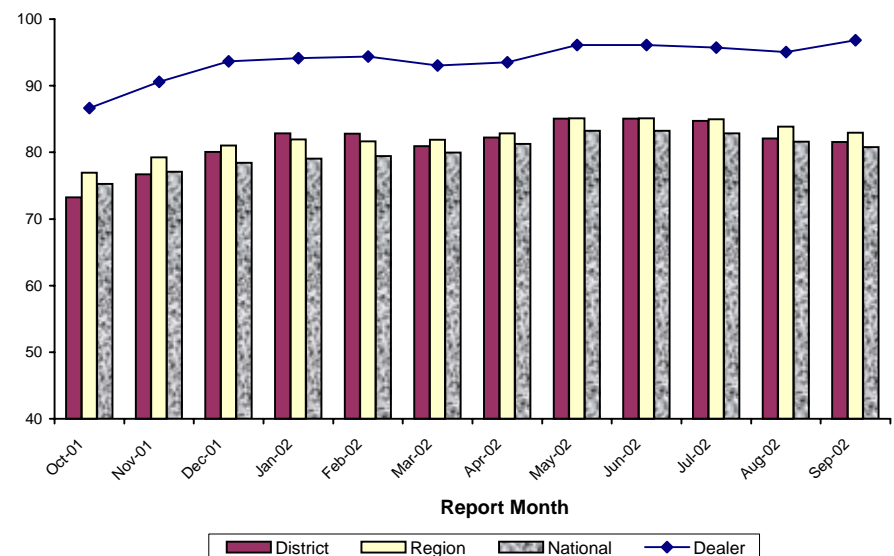
## Hyundai Purchase Index (HPI)

	Dealer	District	Region	National
1-Month HPI	95	88	88	86
<b>3-Month HPI</b>	<b>95</b>	<b>88</b>	<b>88</b>	<b>87</b>
12-Month HPI	93	88	88	86
<b>Ranking</b>	<b>—</b>	<b>1</b>	<b>20</b>	<b>31</b>



## Hyundai Service Index (HSI)

	Dealer	District	Region	National
1-Month HSI	99	81	83	81
<b>3-Month HSI</b>	<b>97</b>	<b>82</b>	<b>83</b>	<b>81</b>
12-Month HSI	95	83	83	81
<b>Ranking</b>	<b>—</b>	<b>1</b>	<b>7</b>	<b>16</b>



Total number of responses: 87

Graphs depict 3-month rolling score

Total number of responses: 27

Note: Rolling 3-Month Response Rate

Carousel Hyundai • PA030



# Dealer Sales Performance Report

September 18, 2002

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



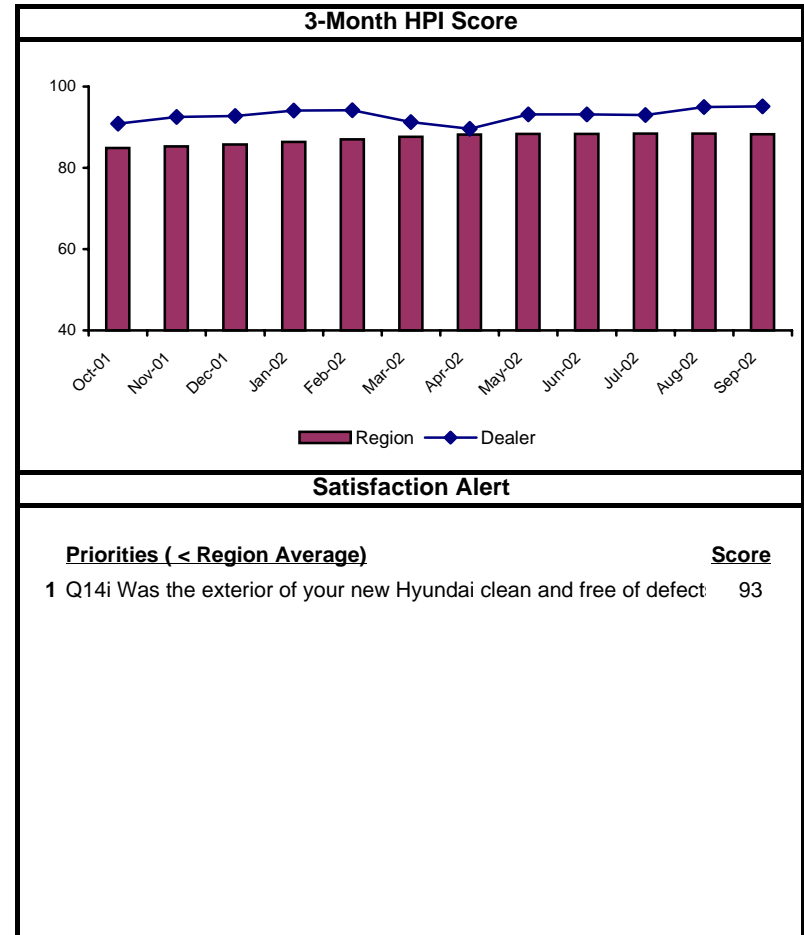
# Dealer 3-Month HPI Report

September 18, 2002

(Jul - Sep returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Dealer	Region
<b>Salesperson</b>	<b>22.4</b>	<b>98</b>	<b>92</b>
3a. Took time to seriously understand your needs	3.2	98	92
3b. Overall Appearance	3.2	98	92
3c. Ease of doing business with	3.2	99	93
3d. Knowledge of competitive vehicles	3.2	94	89
3e. Knowledge of Hyundai models and features	3.2	98	92
3f. Ability to answer your questions	3.2	99	92
3g. Provided a non-intimidating sales experience	3.2	99	93
<b>Purchase Transaction</b>	<b>18.3</b>	<b>95</b>	<b>87</b>
4a. Layout of dealership was inviting and friendly	3.7	96	87
4b. Fulfillment of promises made during the sales process	5.4	95	88
4c. Overall honesty and integrity	3.2	98	87
4d. Provided a non-intimidating sales process	1.4	99	90
5. How much pressure did you feel from your dealership	4.6	89	87
<b>Deal Received</b>	<b>21.1</b>	<b>91</b>	<b>84</b>
6. How would you rate the value represented by your new Hyundai?	8.6	94	87
7. How satisfied are you with the purchase price of your vehicle?	12.5	89	81
<b>Finance and Insurance Process</b>	<b>14.2</b>	<b>93</b>	<b>84</b>
10b. How the application process was handled	5.5	93	83
10e. Honesty and integrity of the Finance and Insurance Manager	5.5	93	84
10f. F & I Manager's knowledge of financing and leasing options	3.2	94	86
<b>Delivery Process</b>	<b>24.0</b>	<b>98</b>	<b>92</b>
13. Length of time taken to deliver your vehicle	6.5	96	86
14a. Salesperson spend enough time with you at delivery	1.7	100	98
14b. Were the owner's manual and operating controls explained to you?	1.0	100	96
14c. Was the warranty booklet of your new Hyundai explained to you?	1.1	100	97
14d. Was the Service Department shown to you?	1.4	94	83
14e. Were the service requirements of your new Hyundai explained to you?	2.1	99	91
14f. Were your questions answered at the time of delivery?	2.6	100	99
14g. Contacted after delivery to ensure everything was satisfactory	3.0	97	91
14h. Was the interior of your new Hyundai clean and free of defects?	1.6	100	97
14i. Was the exterior of your new Hyundai clean and free of defects?	1.4	93	94
14j. Were you personally thanked for your vehicle purchase/lease?	1.6	100	99
<b>Hyundai Purchase Index</b>	<b>100.0</b>	<b>95</b>	<b>88</b>
Total number of Responses:		87	13959



Note: All Scores are 3-Month Rolling

Carousel Hyundai • PA030



# Dealer Sales Loyalty Report

September 18, 2002

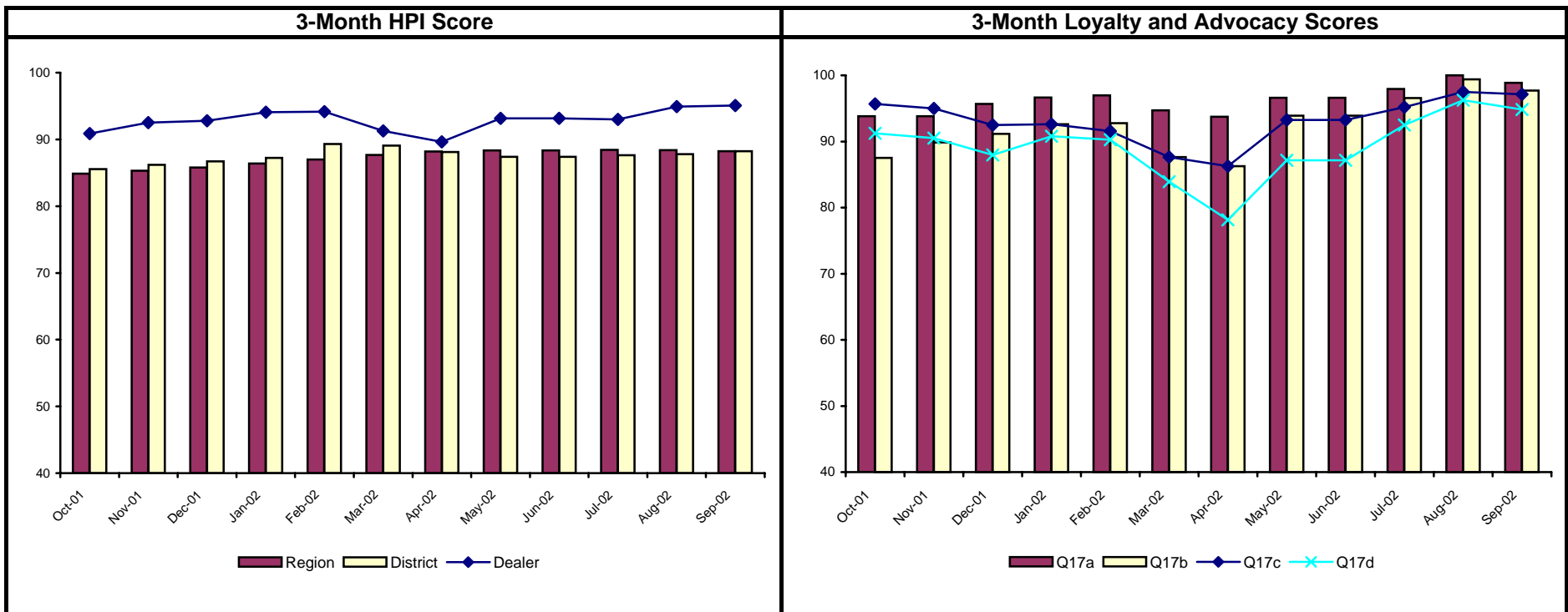
(Jul - Sep returns)

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>88</b>	<b>88</b>	<b>95</b>	<b>88</b>	<b>88</b>	<b>93</b>	<b>88</b>	<b>88</b>

## Summing It All Up

16. Overall Satisfaction with the dealership	92	86	85	96	86	86	92	86	85
17a. Likelihood of recommending this dealer to a friend or relative	97	92	92	99	92	92	96	92	92
17b. Likelihood of purchasing or leasing another Hyundai from this dealership	94	87	87	98	88	87	93	88	87
17c. Likelihood of using same dealer for service and repair	94	84	85	97	86	85	93	85	84
17d. Likelihood of purchasing or leasing another Hyundai	92	85	85	95	86	86	89	86	85





# Dealer 3-Month Sales Information Report

September 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(Jul - Sep returns)

	Dealer	District	Region
<b>About Your Purchase Intentions</b>			
1. Are you the primary driver of this vehicle? (%)	90	93	89
2. What brought you into the dealership where you purchased your Hyundai? (%)			
- Previous experience.....	8	16	18
- Recommendation of family or friends.....	26	32	30
- Drive by.....	17	8	8
- Newspaper ads.....	33	32	34
- Radio ads.....	0	4	6
- TV ads.....	9	8	7
- Manufacturer/dealer web page.....	30	26	26
- Internet buying service.....	3	13	14
- Direct mail.....	0	1	2
<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.....	28	30	36
- 45 minutes to an hour.....	34	27	30
- 1 to 2 hours.....	24	27	21
- More than 2 hours.....	14	16	13
9. Which dealership personnel were you personally involved with in negotiating the price of your vehicle? (%)			
- Salesperson.....	98	93	93
- Sales Manager.....	25	41	33
- General Manager.....	3	14	10
- Finance and Insurance Manager.....	30	31	26
<b>About The Delivery Process</b>			
11. Were you offered a Hyundai Protection Plan Extended Service Contract? (% Yes).....	100	92	90
12. How long did it take the dealership to deliver your vehicle? (Average Time - Hours).....	15	11	26
<b>About You</b>			
19. Is this your first Hyundai vehicle you have ever purchased/leased? (% Yes).....	85	83	83
20. How does this new Hyundai fit into your household...(%)			
- The FIRST vehicle.....	6	21	21
- An ADDITIONAL vehicle.....	19	24	25
- REPLACED a vehicle you no longer have.....	75	55	54
20a. If your Hyundai is an ADDITIONAL vehicle, tell us about your other vehicle...(%)			
Hyundai.....	15	12	18
Toyota.....	15	4	6
Jeep.....	15	3	3
20b. If your Hyundai REPLACED a vehicle, tell us about the vehicle you replaced...(%)			
Ford.....	22	18	14
Chevrolet.....	18	12	11
Honda.....	8	5	5
21. Are you:.....			
Male (%).....	44	45	46
Female (%).....	56	55	54
22. Median Age (Years).....	45	47	47
23. Ethnicity (%).....			
White/Caucasian.....	95	86	87
Black/African-American.....	3	11	7
Asian.....	0	1	2
Hispanic.....	3	2	3
Other (Specify).....	0	1	2
24. Median Household Income (\$)......	56,250	52,311	52,869



# Dealer 1-Month Salesperson Report

September 18, 2002

(September Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	DELA46	JENK70	CLOC03	RAYS84	BELS71	PERE65
<b>Salesperson</b>	<b>22.4</b>	<b>91</b>	<b>91</b>	<b>96</b>	<b>100</b>	<b>99</b>	<b>98</b>	<b>96</b>	<b>95</b>	<b>90</b>
3a. Took time to seriously understand your needs	3.2	91	91	97	100	100	100	100	88	93
3b. Overall Appearance	3.2	91	92	97	100	100	100	100	100	86
3c. Ease of doing business with	3.2	92	91	97	100	100	100	100	88	93
3d. Knowledge of competitive vehicles	3.2	88	88	89	100	94	88	75	88	79
3e. Knowledge of Hyundai models and features	3.2	92	92	98	100	100	100	100	100	93
3f. Ability to answer your questions	3.2	91	91	98	100	100	100	100	100	93
3g. Provided a non-intimidating sales experience	3.2	93	93	98	100	100	100	100	100	93
<b>Sample Size</b>		<b>5520</b>	<b>581</b>	<b>33</b>	<b>6</b>	<b>10</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>7</b>
Share of Dealer Responses (%)					18	30	12	6	12	21
Hyundai Purchase Index					100	98	97	98	88	90



# 3 Month Sales STAR Report

September 18, 2002

(Jul - Sep returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

	Weight (%)	Region	District	Dealer	LETT22	STIL44	CLOC03	RAYS84	JENK70	DELA46
<b>Salesperson STAR Score</b>	<b>34.3</b>	<b>90</b>	<b>90</b>	<b>97</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>98</b>	<b>98</b>	<b>97</b>
3a. Took time to seriously understand your needs	3.2	92	92	98	100	100	100	100	100	97
3b. Overall Appearance	3.2	92	93	98	100	100	100	100	100	97
3c. Ease of doing business with	3.2	93	93	99	100	100	100	100	100	100
3d. Knowledge of competitive vehicles	3.2	89	89	94	100	100	94	94	97	94
3e. Knowledge of Hyundai models and features	3.2	92	93	98	100	100	100	100	100	94
3f. Ability to answer your questions	3.2	92	91	99	100	100	100	100	100	97
3g. Provided a non-intimidating sales experience	3.2	93	94	99	100	100	100	100	100	100
4b. Fulfillment of promises made during the sales process	5.4	88	87	95	100	100	100	94	92	97
13. Length of time taken to deliver your vehicle	6.5	86	85	96	100	100	100	100	97	97
<b>Sample Size</b>		<b>13959</b>	<b>1402</b>	<b>87</b>	<b>7</b>	<b>1</b>	<b>9</b>	<b>16</b>	<b>18</b>	<b>17</b>
Share of Dealer Responses (%)					8	1	10	18	21	20
Hyundai Purchase Index					97	100	99	95	96	94

	Weight (%)	Region	District	Dealer	BELS71	PERE65
<b>Salesperson STAR Score</b>	<b>34.3</b>	<b>90</b>	<b>90</b>	<b>97</b>	<b>94</b>	<b>91</b>
3a. Took time to seriously understand your needs	3.2	92	92	98	92	93
3b. Overall Appearance	3.2	92	93	98	100	86
3c. Ease of doing business with	3.2	93	93	99	96	93
3d. Knowledge of competitive vehicles	3.2	89	89	94	92	79
3e. Knowledge of Hyundai models and features	3.2	92	93	98	100	93
3f. Ability to answer your questions	3.2	92	91	99	100	93
3g. Provided a non-intimidating sales experience	3.2	93	94	99	96	93
4b. Fulfillment of promises made during the sales process	5.4	88	87	95	92	100
13. Length of time taken to deliver your vehicle	6.5	86	85	96	88	86
<b>Sample Size</b>		<b>13959</b>	<b>1402</b>	<b>87</b>	<b>12</b>	<b>7</b>
Share of Dealer Responses (%)					14	8
Hyundai Purchase Index					94	90

Note: All scores are 3 - Month



# Dealer 1-Month HPI VIN Report

September 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(September 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	07/24/02	KMHDN45D42U365519		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	07/24/02	KM8SC73D42U292475		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
BELS71	07/25/02	KM8SC73D32U302980		4	5	4	4	5	5	5	5	4	5	5	4	3	4	3	3	3	2	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	53
BELS71	08/05/02	KM8SC73D22U303814		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	100
CAND62	08/03/02	KMHCG45C22U379321	Y	1	5	1	1	1	1	5	5	1	1	1	4	5	5	N/AN/AN/A	3	N	N	N	Y	N	Y	N	Y	N	Y	N	N	46
CLOC03	07/09/02	KM8SC73D52U282604		5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	98
CLOC03	07/18/02	KMHCG35C12U213933		5	5	5	4	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	N	Y	91
CLOC03	07/24/02	KMHWF35H12A686776		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	100
CLOC03	07/30/02	KMHDN45D62U296459		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	100
DELA46	07/11/02	KM8SC73D62U302973		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	100
DELA46	07/18/02	KMHDN45D32U304324		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	100
DELA46	07/19/02	KMHWF35H12A669279		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	100
DELA46	08/05/02	KMHCG35C82U224797		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	100
DELA46	08/09/02	KM8SC73D32U310867		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	100
DELA46	08/12/02	KMHWF35H02A703020		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	99
JENK70	07/02/02	KM8SC13D02U271345		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	100
JENK70	07/22/02	KMHWF35H02A683853		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	100
JENK70	07/23/02	KMHFU45E52A173435		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	Y	100
JENK70	07/23/02	KMHFU45E92A171297		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	100

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



# Dealer 1-Month HPI VIN Report

September 18, 2002  
(September 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			
JENK70	07/27/02	KMHDN45D82U417380	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	Y	100		
JENK70	07/27/02	KMHDN45D32U390833	Y	5	5	5	4	5	5	5	4	4	5	5	3	5	4	5	5	N/A	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	82		
JENK70	07/29/02	KMHCG45C82U383373		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	Y	Y	100		
JENK70	08/03/02	KMHDN45D62U283145		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
JENK70	08/03/02	KMHHM65D23U042894		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
JENK70	08/07/02	KM8SC13DX2U312032		5	5	5	N/A	5	5	5	5	5	5	5	5	5	4	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	94	
PERE65	07/22/02	KMHDN45D32U394025		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
PERE65	07/23/02	KMHCG45C52U306248		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
PERE65	07/23/02	KMHDN45D02U353805		5	4	5	4	5	5	5	4	5	5	5	4	5	4	5	5	5	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	82	
PERE65	07/24/02	KMHWF25S02A684202		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	Y	Y	91	
PERE65	07/29/02	KM8SC73D72U300813		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	Y	Y	Y	100	
PERE65	08/03/02	KMHWF25S42A680556		5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	100	
PERE65	08/12/02	KMHHM65DX3U043324		4	4	4	3	4	4	4	3	5	5	4	3	4	4	3	N/AN/A	4	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	55
RAYS84	07/01/02	KM8SC73D92U295467		5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	98	
RAYS84	07/25/02	KMHDN55D92U067473		5	5	5	5	5	5	5	5	5	5	5	4	5	5	5	5	5	5	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	98	

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



## Dealer 1-Month Sales Verbatim Report

September 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(September Returns)

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
BELS71	07/24/02	KMHDN45D42U365519	THE WHOLE EXPERIENCE WAS WONDERFUL. THANK YOU ALL SO MUCH.
BELS71	08/05/02	KM8SC73D22U303814	I WOULD LIKE TO SAY THIS IS MY SECOND HYUNDAI I OWE AND I AM VERY HAPPY WITH THEM BOTH, SO FAR I HAD NO REAL PROBLEMS, THE DEALERSHIP WAS VERY GOOD, I REALLY WANT YOU TO TELL CAROUSEL HYUNDAI ABOUTHOW WELL THEIR SALESPERSON EILEEN BELSER HANDLE THE SALES FOR US. SHE COULD ANSWER EVERY IMPORTANT QUESTION I HAD ON THE CAR, AND SHE LET US MAKE THE DECISION.
CAND62	08/03/02	KMHCG45C22U379321	I LIKE THE CAR. I HAD AN EXCELLENT EXPERIENCE WITH CHERYL RIEHL (SP)-THE PERSON WHO COMPLETED MY PAPERWORK. MY SALES REP WAS A TOTAL MORON. I ARRIVED AT THE DEALERSHIP 1/2 HOUR EARLY TO PICK UP MY CAR AND THE VEHICLE WAS STILL SITTING IN THE SAME SPOT WHEN I VIEWED IT. (I COULD NOT TEST DRIVE IT.. THE ONLY MANUAL VEHICLE THEY HAD AVAILABLE HAD NO AIR CONDITIONING AND WAS A 2DOOR). I ASKED IF THEVEHICLE WOULD BE WASHED AND MY SALES REP ADVISED ME 'YOU'RE EARLY, AND IT ONLY TAKES 10 MINS TO WASH A CAR' EARLIER IN THE WEEK, I CALLED TO HAVE A BUG GUARD 'PUT WITH THE VEHICLE' .. FROM WEDNESDAY TO FRIDAY, I RECEIVED 3 PHONE CALLS REGARDING THIS ITEM... THE FIRST CALL ASKED HOW I WAS TO PAY FOR THE ACCESSORY.. I ADVISED THAT I WANTED TO MAKE SURE THE ITEM WAS AVAILABLE AND 'LEFT WITH THE VEHICLE' WHEN I TOOK DELIVERY. I WOULD PAY FOR IT WHEN I PAID THE BALANCE. THE 2ND PHONE CALL WAS ASKING FOR MY CREDIT CARD INFORMATION. AGAIN, I ADVISED I WOULD PAY FOR IT WHEN I TOOK DELIVERY THAT SATUR
CLOC03	07/18/02	KMHCG35C12U213933	I HAD A GOOD EXPERIENCE WITH CAROUSEL HYUNDAI, HOWEVER, I DONT APPRECIATE THE DEALERSHIP (CAROUSEL) LOGOS ALL OVER MY CAR. NO ONE ASKED ME IF THEY COULD PUT A PERMANENT DECAL ON MY TRUNK, AND ALSO, IAM VERY ANGRY THAT THE DEALERSHIP PLACED AN ADVERTISEMENT LICENSE PLATE ON THE FRONT BUMPER AND ACTUALLY SCREWED 2 HOLES INTO IT, NOT BOTHERING TO USE THE FACTORY ISSUED HOLES OR A SPACER. I WOULDDEFINITELY LIKE THIS FIXED IMMEDIATELY!
DELA46	07/18/02	KMHDN45D32U304324	WHEN I WALKED INTO CAROUSEL HYUNDAI DEALERSHIP I STILL WASNT SURE WHAT KIND OF CAR I WANTED BY THE TIME I LEFT. I WAS JUST ABOUT CONVICED (THANKS TO RANDY DELANO, THE SALES REPRESENTATIVES THAT THEELANTRA WAS MY CHOICE. NOT THAT I HAVE THE ELANTRA I KNOW I MADE THE RIGHT CHOICE. IF /WHEN IM IN THE MARKET FOR ANOTHER CAR I DEFINITELY WOULD RETURN TO CAROUSEL HYUNDAI AND HAVE ALREADY RECOMMENDEDMR DELANO AND THE DEALERSHIP TO MY FAMILY AND FRIENDS
DELA46	08/05/02	KMHCG35C82U224797	PURCHASED CAR FOR GRANDDAUGHTER (17) SHE LIKES THE CAR A LOT AND ENJOYED BEING WITH US DURING THE PURCHASE AT CAROUSEL
DELA46	08/09/02	KM8SC73D32U310867	ABSOLUTELY HASSLE FREE, NO PRESSURE AND FRIENDLY & HONEST. IT WAS A PLEASURE DOING BUSINESS WITH CAROUSEL.

Note: All returns are for the current month

1 of 2 for Carousel Hyundai • PA030



## Dealer 1-Month Sales Verbatim Report

September 18, 2002

(September Returns)

Eastern Region • District EA6 • Carousel Hyundai • PA030

Salesperson ID	Sales Date	VIN	Comments from mail/Internet
DELA46	08/12/02	KMHWF35H02A703020	THIS IS MY SECOND BUYING EXPERIENCE WITH CAROUSEL HYUNDAI. I CANT SAY ENOUGH GOOD THINGS ABOUT THEM. EVERYONE FROM SALES TO SERVICE DEPTS ARE FRIENDLY, INFORMATIVE, AND HELPFUL. THANKS FOR OLDFASHIONED CUSTOMER SERVICE.
JENK70	07/02/02	KM8SC13D02U271345	DON JENKINS WAS GREAT! NO HASSLE, LISTENED TO ME, WAS HONEST, FAIR AND DIDNT PLAY GAMES. HE DISPELS THE CAR SALESMAN STIGMA, I WILL KEEP GOING BACK AS LONG AS HYUNDAI CONTINUES MAKING A FINEAUTO, ABSOLUTELY LOVE MY SANTA FE. THE WHOLE EXPERIENCE WAS ACTUALLY ENJOYABLE!
JENK70	07/29/02	KMHCG45C82U383373	MY WIFE AND I HAD A VERY REWARDING EXPERIENCE IN PURCHASING A NEW CAR. THIS WAS OUR FIRST TIME PURCHASING A CAR. WE WOULD RECOMMEND HYUNDAI AND YOUR DEALERSHIP TO FRIENDS AND FAMILY. DON IS AN HONESTFRIENDLY SALESMAN. WE RECOMMEND HIM TOO THANKS.
JENK70	08/03/02	KMHHM65D23U042894	THIS WAS THE BEST MOST COMFORTABLE CAR BUYING EXPERIENCE I HAVE EVER HAD.
PERE65	07/22/02	KMHDN45D32U394025	MY SALESPERSON(PATRICK) AT THE CAROUSEL HYUNDAI WAS IS A GREAT PERSON, VERY KNOWLEDGEABLE PATIENT, JURRY AND HONEST. I ABSOLTELY WILL RECOMMEND MY FRIENDS AND FAMILY TO SEE HIM
PERE65	07/24/02	KMHWF25S02A684202	I HAD BROUGHT A FRIEND WITH ME FOR MY PURCHASE AND HE WAS SO IMPRESSED HE ENDED UP BUYING A CAR AS WELL WE SPENT 4 NIGHTS AT THE DLRSHP EVERYONE WAS EXTREMELY FRIENDLY PLEASANT AND HELPFUL THANK YOU!!
PERE65	08/03/02	KMHWF25S42A680556	SERVICE DEPT IS OUTSTANDING.
PERE65	08/12/02	KMHHM65DX3U043324	MY HUSBAND OWNS A TRUCK REPAIR BUSINESS SO OTHER THEN INCLUDED SERVICE, MY CAR WILL BE TAKEN CARE OF THERE.



# Dealer Sales Phone Contact Report

September 18, 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	75	85	86	85	88	86	86	85	90	87	87	86
2. Did you have any problem(s) during your sales experience? (% Yes)	0	8	7	8	4	8	7	8	3	7	6	7
3. Has the problem been resolved to your satisfaction? (% Yes)	N/A	56	60	57	0	59	58	57	20	54	56	56
Total number of responses:	20	402	4628	12583	72	1355	14925	38677	295	5613	57601	150347



# Dealer 1-Month Sales Phone Contact Vin Report

September 18, 2002

Eastern Region • District EA6 • Carousel Hyundai • PA030

(September completes)

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	08/05/02	KM8SC73D22U303814		08/19/02	5	N	N/A
CAND62	08/03/02	KMHCG45C22U379321		08/19/02	2	N	N/A
CAND62	08/07/02	KM8SC73D12U309944		08/24/02	5	N	N/A
CAND62	08/10/02	KMHWF25H32A698311		08/22/02	4	N	N/A
CAND62	08/26/02	KMHWF35H82A709678		09/14/02	5	N	N/A
CAND62	08/31/02	KMHDN45D82U465719		09/17/02	5	N	N/A
DELA46	08/05/02	KMHCG35CX2U221464		08/24/02	1	N	N/A
DELA46	08/17/02	KM8SC13D12U265828		08/31/02	5	N	N/A
DELA46	08/31/02	KM8SC73D42U260433		09/17/02	5	N	N/A
DELA46	09/02/02	KM8SC73D32U260259		09/17/02	5	N	N/A
JENK70	08/07/02	KM8SC13DX2U312032		08/20/02	5	N	N/A
JENK70	08/31/02	KM8SC73D52U320963		09/16/02	5	N	N/A
PERE65	08/09/02	KMHWF25S42A668438		08/21/02	4	N	N/A
PERE65	08/13/02	KMHCG45C22U368206		08/29/02	5	N	N/A
PERE65	08/19/02	KM8SC73D02U290724		09/03/02	5	N	N/A
PERE65	08/23/02	KM8SC13D22U234068		09/08/02	4	N	N/A
PERE65	08/30/02	KMHDN45D62U466979		09/12/02	4	N	N/A
PERE65	08/31/02	KM8SC73D12U309765		09/17/02	4	N	N/A
RAYS84	08/20/02	KMHWF35H12A710039		09/03/02	4	N	N/A
RAYS84	08/31/02	KMHWF25S82A685274		09/17/02	5	N	N/A

Note: All returns are for the current month