

Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
32014	268	94.7%	17.3%	99.2%	1.02	97.7%	149	Warranty
32045	18	100.0%	0.0%	100.0%	1.06	94.7%	561	Warranty
32066	188	100.0%	1.6%	97.8%	1.11	90.1%	570	Warranty
32162	2	100.0%	100.0%	100.0%	1.00	100.0%	535	Warranty
32174	3	100.0%	33.3%	100.0%	1.67	60.0%	452	Warranty
32274	6	100.0%	33.3%	100.0%	1.00	100.0%	283	Warranty
32288	7	100.0%	16.7%	100.0%	2.00	50.0%	476	Warranty
32298	130	100.0%	17.1%	92.2%	1.09	91.6%	186	Warranty
32309	89	100.0%	1.1%	97.7%	1.02	97.8%	560	Warranty
32323	44	100.0%	11.6%	100.0%	1.00	100.0%	265	Warranty
32327	45	100.0%	16.7%	77.8%	1.41	70.9%	805	Warranty
32330	419	100.0%	5.3%	94.9%	1.16	86.3%	593	Warranty
32354	17	100.0%	6.7%	75.0%	1.25	80.0%	768	Warranty
32356	14	100.0%	21.4%	100.0%	1.00	100.0%	111	Warranty
32358	28	83.3%	44.4%	85.2%	1.36	73.3%	829	Warranty
32392	2	100.0%	50.0%	100.0%			502	Warranty
32394	2	100.0%	50.0%	100.0%	3.00	33.3%	859	Warranty
32424	1295	97.6%	3.4%	93.8%	1.13	88.4%	600	Warranty
32440	2	100.0%	0.0%	100.0%	1.00	100.0%	534	Warranty
32441	14	50.0%	30.8%	91.7%	1.10	90.9%	493	Warranty
32487	392	100.0%	5.6%	92.5%	1.09	91.3%	76	Premier
32613	51	100.0%	39.1%	97.7%	1.05	95.1%	104	Warranty
32614	717	100.0%	0.3%	99.6%	1.00	100.0%	2	Premier
32678	24	100.0%	0.0%	90.0%	1.14	88.0%	613	Warranty
32731	48	100.0%	20.8%	97.8%	1.05	95.2%	102	Warranty
32825	30	100.0%	0.0%	96.4%	1.11	90.0%	575	Warranty
32829	52	81.8%	28.0%	91.5%	1.21	82.7%	760	Warranty
32872	517	92.9%	8.8%	88.0%	1.24	80.7%	724	Warranty
32899	64	100.0%	17.9%	98.1%	1.04	96.2%	135	Warranty
32919	7	100.0%	28.6%	100.0%	1.00	100.0%	512	Warranty
32964	54	100.0%	43.1%	84.4%	1.22	82.0%	429	Warranty
32967	10	100.0%	30.0%	100.0%	1.00	100.0%	277	Warranty
32990	15	100.0%	46.7%	100.0%	1.00	100.0%	94	Warranty
33132	998	94.7%	13.0%	97.5%	1.05	95.5%	164	Warranty
33256	190	95.8%	13.5%	95.9%	1.25	80.2%	643	Warranty
33270	23	100.0%	52.2%	84.2%	1.19	84.2%	665	Warranty
33327	80	100.0%	23.4%	94.3%	1.09	91.5%	70	Premier
33337	724	100.0%	1.0%	91.4%	1.11	90.4%	591	Warranty
33349	27	100.0%	33.3%	78.3%	1.82	55.0%	860	Warranty
33418	122	100.0%	18.2%	95.2%	1.14	87.5%	345	Warranty
33446	27	80.0%	38.5%	90.5%	1.17	85.2%	464	Warranty
33501	16	100.0%	0.0%	93.3%	1.13	88.9%	590	Warranty
33801	1	100.0%	100.0%	100.0%	1.00	100.0%	297	Warranty
33833	1	100.0%	0.0%	100.0%			912	Warranty
33960	61	100.0%	24.6%	76.6%	1.55	64.6%	832	Warranty
34015	119	100.0%	17.2%	98.2%	1.02	98.3%	130	Warranty
34032	13	100.0%	15.4%	70.0%	1.40	71.4%	487	Warranty
34035	29	100.0%	25.9%	73.7%	1.63	61.5%	851	Warranty
34153	529	100.0%	5.5%	99.0%	1.02	98.1%	555	Warranty
34177	763	100.0%	5.6%	98.0%	1.15	87.1%	580	Warranty
34180	1213	90.5%	25.3%	89.7%	1.17	85.5%	682	Warranty

Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
34188	191	93.8%	10.7%	87.1%	1.33	75.1%	761	Warranty
34293	90	100.0%	2.2%	100.0%	1.00	100.0%	506	Warranty
34354	1075	100.0%	3.6%	93.8%	1.17	85.5%	603	Warranty
34359	3	100.0%	66.7%	50.0%	1.00	100.0%	800	Warranty
34379	35	100.0%	45.7%	94.1%	1.09	91.4%	175	Warranty
34416	502	100.0%	7.1%	96.5%	1.18	84.7%	348	Warranty
34487	358	85.7%	12.8%	98.5%	1.04	96.4%	349	Warranty
34503	2	100.0%	50.0%	100.0%	1.00	100.0%	293	Warranty
34536	49	100.0%	23.4%	97.6%	1.08	93.0%	106	Warranty
34548	17	100.0%	41.2%	87.5%	1.25	80.0%	415	Warranty
34550	119	100.0%	37.4%	99.1%	1.01	98.9%	8	Premier
34551	1	100.0%	0.0%	100.0%	1.00	100.0%	545	Warranty
34588	12	100.0%	25.0%	100.0%	1.17	85.7%	579	Warranty
34611	4	100.0%	0.0%	100.0%	1.00	100.0%	517	Warranty
34612	17	100.0%	37.5%	100.0%	1.06	94.7%	304	Warranty
34644	371	86.4%	15.2%	87.3%	1.23	81.6%	467	Warranty
34683	1306	95.5%	14.9%	91.8%	1.10	90.5%	227	Warranty
34720	30	100.0%	30.4%	95.2%	1.13	88.5%	189	Warranty
34743	300	95.9%	32.8%	89.6%	1.24	80.6%	678	Warranty
34745	7	100.0%	0.0%	75.0%	1.67	60.0%	852	Warranty
34755	3	100.0%	0.0%	100.0%			904	Warranty
34765	159	100.0%	7.0%	88.1%	1.16	86.6%	377	Warranty
34797	59	100.0%	19.0%	83.3%	1.49	67.2%	794	Warranty
34800	4	50.0%	50.0%	100.0%	1.00	100.0%	798	Warranty
34807	4	100.0%	0.0%	100.0%	1.40	71.4%	650	Warranty
34928	202	100.0%	18.3%	90.1%	1.20	83.4%	241	Warranty
34989	37	100.0%	34.3%	90.6%	1.13	88.2%	607	Warranty
35029	42	86.7%	48.7%	94.4%	1.19	83.9%	436	Warranty
35031	11	100.0%	27.3%	88.9%	1.36	73.3%	720	Warranty
35092	41	100.0%	29.3%	85.7%	1.16	86.5%	393	Warranty
35094	1	100.0%	100.0%	100.0%			505	Warranty
35121	31	60.0%	19.4%	63.6%	1.53	65.5%	919	Warranty
35138	65	80.0%	31.3%	86.8%	1.40	71.6%	490	Warranty
35142	5	100.0%	66.7%	33.3%	1.67	60.0%	914	Warranty
35163	48	93.3%	37.0%	91.1%	1.09	92.0%	368	Warranty
35173	83	90.9%	25.6%	82.1%	1.49	67.3%	836	Warranty
35181	1325	90.7%	12.3%	92.7%	1.34	74.5%	755	Warranty
35193	106	100.0%	5.0%	91.7%	1.23	81.4%	633	Warranty
35212	929	91.5%	10.6%	85.3%	1.34	74.5%	785	Warranty
35239	117	91.7%	33.0%	85.3%	1.54	64.8%	486	Warranty
35303	12	100.0%	41.7%	100.0%	1.09	91.7%	150	Warranty
35332	27	100.0%	46.2%	87.0%	1.43	70.0%	462	Warranty
35345	3	100.0%	0.0%	100.0%	1.00	100.0%	522	Warranty
35394	45	100.0%	22.2%	100.0%	1.05	95.3%	303	Warranty
35446	14	75.0%	30.8%	83.3%	1.50	66.7%	872	Warranty
35498	34	100.0%	20.6%	100.0%	1.00	100.0%	91	Warranty
35500	223	84.6%	6.5%	95.1%	1.27	79.0%	746	Warranty
35516	6	100.0%	60.0%	75.0%	1.33	75.0%	797	Warranty
35534	3	100.0%	66.7%	100.0%	1.00	100.0%	120	Warranty
35553	231	93.3%	14.1%	95.5%	1.09	92.0%	209	Warranty
35587	3	0.0%	66.7%	50.0%	1.00	100.0%	929	Warranty

Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
35654	27	75.0%	26.9%	96.2%	1.08	92.6%	445	Warranty
35658	7	100.0%	16.7%	100.0%	1.00	100.0%	511	Warranty
35661	131	100.0%	2.3%	100.0%	1.03	97.0%	557	Warranty
35707	15	66.7%	33.3%	84.6%	1.58	63.2%	885	Warranty
35716	16	100.0%	13.3%	92.9%	1.56	64.0%	758	Warranty
35743	53	100.0%	12.2%	91.3%	1.15	87.0%	610	Warranty
35744	6	100.0%		100.0%			901	Warranty
35748	34	90.0%	40.0%	89.7%	1.11	90.5%	403	Warranty
35765	28	100.0%	46.4%	92.6%	1.12	89.7%	201	Warranty
35831	1	100.0%		100.0%			911	Warranty
35855	39	100.0%	26.3%	94.4%	1.18	84.8%	221	Warranty
35876	74	100.0%	10.4%	95.5%	1.05	95.0%	157	Warranty
35906	23	100.0%	43.5%	76.5%	1.39	72.0%	480	Warranty
36038	7	100.0%	42.9%	83.3%	1.17	85.7%	658	Warranty
36100	19	100.0%	66.7%	94.1%	1.06	94.7%	161	Warranty
36122	17	100.0%	6.3%	100.0%	1.45	69.0%	660	Warranty
36129	41	100.0%	9.8%	89.2%	1.32	75.6%	693	Warranty
36134	16	100.0%	50.0%	85.7%	1.50	66.7%	473	Warranty
36151	1029	100.0%	0.0%	94.7%	1.08	92.8%	572	Warranty
36156	2	100.0%	0.0%	100.0%			908	Warranty
36197	103	100.0%	11.7%	100.0%	1.35	74.2%	627	Warranty
36200	2697	87.5%	6.7%	88.0%	1.30	77.2%	779	Warranty
36230	355	87.5%	6.2%	94.5%	1.08	92.5%	625	Warranty
36272	79	100.0%	20.3%	94.7%	1.16	85.9%	212	Warranty
36289	1	100.0%	100.0%	100.0%			504	Warranty
36296	61	93.3%	36.7%	85.7%	1.33	75.0%	771	Warranty
36327	85	100.0%	32.9%	84.7%	1.23	81.3%	432	Warranty
36365	386	93.9%	11.9%	89.6%	1.57	63.5%	815	Warranty
36379	3	100.0%	0.0%	100.0%	1.00	100.0%	521	Warranty
36466	19	100.0%		100.0%			899	Warranty
36505	7	100.0%		100.0%			900	Warranty
36559	221	100.0%	5.2%	85.4%	1.37	73.0%	748	Warranty
36579	14	100.0%	30.8%	100.0%	1.14	87.5%	165	Warranty
36648	5	100.0%	40.0%	33.3%	3.00	33.3%	923	Warranty
36777	21	100.0%	23.8%	76.5%	1.28	78.3%	468	Warranty
36848	2	100.0%	0.0%	0.0%	3.00	33.3%	933	Warranty
36859	2	100.0%		100.0%			907	Warranty
36903	11	100.0%	63.6%	100.0%	1.13	88.9%	160	Warranty
37007	292	97.6%	38.8%	96.3%	1.11	90.5%	72	Premier
37013	139	100.0%	2.2%	79.8%	1.45	68.9%	808	Warranty
37054	96	100.0%	13.0%	94.8%	1.12	89.0%	340	Warranty
37112	332	94.4%	8.4%	97.5%	1.04	96.0%	324	Warranty
37142	47	100.0%	9.1%	100.0%	1.05	95.7%	133	Warranty
37169	32	55.6%	46.9%	85.2%	1.48	67.4%	889	Warranty
37215	10	100.0%	12.5%	83.3%	1.50	66.7%	795	Warranty
37345	8	100.0%	37.5%	100.0%	1.63	61.5%	725	Warranty
37392	590	84.6%	5.5%	96.7%	1.08	93.0%	626	Warranty
37403	155	100.0%	36.1%	98.3%	1.03	96.8%	32	Premier
37537	233	90.0%	5.6%	93.1%	1.35	74.3%	757	Warranty
37592	46	100.0%	26.7%	95.5%	1.12	89.6%	177	Warranty
37671	13	33.3%	40.0%	100.0%	1.00	100.0%	857	Warranty

Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
37720	199	100.0%	50.3%	96.9%	1.12	89.2%	68	Premier
37837	575	100.0%	10.2%	99.8%	1.02	98.4%	7	Premier
37885	25	87.5%	32.0%	61.1%	1.80	55.6%	891	Warranty
38043	2	100.0%	0.0%	100.0%	1.00	100.0%	533	Warranty
38079	8	100.0%	37.5%	85.7%	1.00	100.0%	330	Warranty
38097	13	100.0%	30.8%	80.0%	1.64	61.1%	833	Warranty
38166	34	80.0%	17.6%	93.8%	1.16	86.1%	739	Warranty
38173	47	100.0%	40.0%	100.0%	1.00	100.0%	264	Warranty
38336	1	100.0%	0.0%	100.0%	1.00	100.0%	544	Warranty
52113	33	100.0%	53.1%	86.2%	1.19	84.2%	655	Warranty
52390	14	100.0%	14.3%	100.0%	1.00	100.0%	273	Warranty
52436	407	100.0%	10.2%	98.4%	1.03	97.6%	21	Premier
52647	130	100.0%	4.6%	92.4%	1.10	91.1%	582	Warranty
52693	2	100.0%	50.0%	0.0%	2.00	50.0%	930	Warranty
54523	125	100.0%	35.2%	93.6%	1.16	86.1%	220	Warranty
54814	14	100.0%	50.0%	100.0%	1.20	83.3%	342	Warranty
55041	927	93.9%	11.4%	96.4%	1.10	90.9%	594	Warranty
55055	209	100.0%	10.7%	98.5%	1.06	94.5%	142	Warranty
55124	395	90.0%	21.8%	86.1%	1.26	79.1%	767	Warranty
55327	333	96.1%	30.9%	94.9%	1.07	93.2%	73	Premier
55400	2040	97.5%	32.6%	98.6%	1.03	97.0%	42	Premier
56039	12	0.0%	8.3%	90.9%	1.11	90.0%	921	Warranty
56625	92	81.3%	41.3%	92.9%	1.20	83.0%	461	Warranty
56923	984	100.0%	5.5%	92.2%	1.20	83.7%	619	Warranty
56993	502	98.4%	17.3%	98.5%	1.03	97.4%	38	Premier
57179	79	90.0%	18.4%	91.2%	1.13	88.6%	405	Warranty
57385	724	93.4%	22.0%	89.6%	1.25	80.3%	708	Warranty
58841	1957	97.1%	19.2%	99.6%	1.00	99.7%	17	Premier
58973	39	100.0%	15.6%	93.3%	1.07	93.8%	169	Warranty
59118	88	87.5%	45.5%	95.2%	1.04	95.8%	360	Warranty
59195	17	100.0%	50.0%	80.0%	1.36	73.3%	774	Warranty
59326	1369	95.6%	5.8%	89.5%	1.21	82.5%	670	Warranty
59330	2	100.0%	50.0%	100.0%	1.00	100.0%	532	Warranty
59337	365	95.1%	32.1%	85.6%	1.34	74.6%	766	Warranty
59339	245	87.9%	35.8%	86.1%	1.30	76.9%	789	Warranty
59346	552	50.0%	0.5%	90.9%	1.21	82.6%	876	Warranty
59551	56	100.0%	16.1%	89.6%	1.13	88.5%	362	Warranty
59749	1321	98.7%	20.9%	95.5%	1.07	93.1%	64	Premier
60123	978	98.5%	11.8%	92.7%	1.17	85.8%	367	Warranty
60308	1072	94.3%	22.3%	90.0%	1.19	84.0%	410	Warranty
60311	78	94.4%	32.1%	91.2%	1.25	80.0%	683	Warranty
60779	2369	100.0%	0.1%	98.4%	1.14	87.9%	576	Warranty
61017	7	66.7%	42.9%	100.0%	1.13	88.9%	763	Warranty
61073	48	100.0%	22.0%	97.8%	1.04	95.8%	100	Warranty
61573	4	100.0%	50.0%	66.7%	2.25	44.4%	887	Warranty
61806	14	75.0%	28.6%	100.0%	1.12	89.5%	697	Warranty
61932	38	100.0%	13.2%	60.7%	1.84	54.3%	498	Warranty
61957	3	100.0%		100.0%			903	Warranty
62142	207	95.7%	24.6%	100.0%	1.00	100.0%	25	Premier
62175	4829	100.0%	0.0%	98.9%	1.01	98.9%	10	Premier
62182	32	100.0%	15.6%	100.0%	1.00	100.0%	110	Warranty

Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
62242	80	100.0%	27.4%	92.9%	1.11	89.7%	200	Warranty
62248	37	57.1%	40.0%	90.9%	1.23	81.4%	865	Warranty
62778	51	100.0%	25.0%	93.2%	1.21	82.5%	233	Warranty
63089	16	100.0%	6.3%	92.3%	1.25	80.0%	640	Warranty
63225	706	96.5%	27.3%	92.7%	1.12	89.0%	361	Warranty
63567	18	80.0%	55.6%	69.2%	1.71	58.6%	500	Warranty
63601	25	100.0%	56.0%	100.0%	1.00	100.0%	93	Warranty
63904	91	100.0%	29.0%	91.9%	1.13	88.7%	211	Warranty
63946	21	100.0%	47.6%	76.5%	1.36	73.3%	802	Warranty
64178	396	97.6%	16.5%	89.9%	1.14	87.9%	236	Warranty
64412	207	100.0%	13.8%	95.9%	1.19	83.9%	219	Warranty
64422	57	94.7%	39.6%	96.1%	1.07	93.5%	184	Warranty
64714	42	100.0%	6.5%	81.5%	1.19	83.8%	688	Warranty
64867	5	100.0%	50.0%	100.0%	1.00	100.0%	284	Warranty
65081	21	100.0%	33.3%	89.5%	1.06	94.7%	337	Warranty
65099	14	100.0%	23.1%	100.0%	1.54	65.0%	691	Warranty
65267	7	100.0%	100.0%	100.0%	1.00	100.0%	114	Warranty
65268	69	100.0%	29.4%	91.8%	1.22	81.9%	383	Warranty
65324	407	82.4%	27.8%	98.9%	1.09	91.8%	631	Warranty
65444	1412	94.4%	7.2%	98.0%	1.06	94.2%	574	Warranty
65591	13	100.0%	23.1%	100.0%	1.00	100.0%	274	Warranty
66164	981	95.5%	9.7%	96.5%	1.09	92.1%	338	Warranty
66245	423	97.4%	13.3%	91.9%	1.10	90.5%	217	Warranty
66976	35	100.0%	11.4%	93.3%	1.21	82.4%	373	Warranty
66996	124	100.0%	30.2%	97.3%	1.03	96.6%	40	Premier
67970	1972	95.4%	30.9%	89.2%	1.22	81.9%	676	Warranty
68333	44	100.0%	11.1%	90.6%	1.17	85.4%	371	Warranty
69113	20	80.0%	40.0%	88.9%	1.15	86.7%	465	Warranty
69150	34	100.0%	44.1%	85.7%	1.33	75.0%	730	Warranty
69152	1	100.0%	0.0%	100.0%	1.00	100.0%	543	Warranty
69613	1198	100.0%	3.1%	97.5%	1.03	97.2%	35	Premier
69873	42	100.0%	17.1%	77.4%	1.48	67.3%	823	Warranty
70064	85	96.0%	39.3%	98.8%	1.01	98.7%	140	Warranty
70203	128	87.5%	9.8%	98.3%	1.15	86.9%	388	Warranty
70226	122	87.5%	33.3%	90.9%	1.20	83.5%	722	Warranty
70235	39	80.0%	35.1%	91.4%	1.11	89.7%	258	Warranty
70662	27	100.0%	0.0%	95.8%	1.21	82.4%	611	Warranty
70860	60	90.0%	23.3%	86.5%	1.25	79.7%	759	Warranty
70881	14	100.0%	21.4%	92.3%	1.09	91.7%	339	Warranty
71115	6	100.0%	33.3%	100.0%	1.00	100.0%	513	Warranty
71565	103	94.7%	33.0%	87.9%	1.17	85.6%	666	Warranty
71797	304	100.0%	33.8%	96.2%	1.05	95.0%	50	Premier
72647	4987	94.5%	31.9%	97.3%	1.15	86.7%	81	Premier
72682	1543	92.5%	10.8%	95.2%	1.08	92.3%	354	Warranty
72690	50	100.0%	24.5%	82.5%	1.51	66.1%	809	Warranty
73616	388	100.0%	18.7%	93.1%	1.30	77.1%	251	Warranty
73757	5	100.0%	0.0%	100.0%	1.00	100.0%	516	Warranty
73919	220	90.0%	15.6%	88.5%	1.19	84.3%	714	Warranty
74002	13	100.0%	46.2%	90.9%	1.09	91.7%	346	Warranty
74015	2679	95.8%	22.3%	87.2%	1.26	79.4%	718	Warranty
74078	10	100.0%	33.3%	87.5%	1.20	83.3%	652	Warranty



Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
74163	243	100.0%	15.0%	88.7%	1.26	79.3%	412	Warranty
74355	24	100.0%	40.9%	95.0%	1.17	85.2%	213	Warranty
74821	63	100.0%	36.1%	91.4%	1.12	89.6%	208	Warranty
74825	576	100.0%	3.8%	89.2%	1.24	80.6%	657	Warranty
74834	580	93.0%	11.8%	99.6%	1.00	99.6%	310	Warranty
74847	60	100.0%	21.4%	85.7%	1.24	80.7%	430	Warranty
74998	3	100.0%	33.3%	100.0%	1.00	100.0%	520	Warranty
75420	80	100.0%	8.8%	95.9%	1.04	96.5%	308	Warranty
75468	2	0.0%	100.0%	100.0%	1.00	100.0%	906	Warranty
75546	163	96.0%	34.0%	85.4%	1.28	78.2%	454	Warranty
76044	46	100.0%	0.0%	87.5%	1.47	68.3%	762	Warranty
76206	780	100.0%	0.0%	90.4%	1.44	69.6%	735	Warranty
76845	217	92.9%	19.4%	94.0%	1.11	90.2%	365	Warranty
76911	8	50.0%	28.6%	83.3%	1.25	80.0%	886	Warranty
77288	59	100.0%	12.5%	98.2%	1.02	98.0%	302	Warranty
77761	458	94.4%	15.3%	94.8%	1.13	88.8%	84	Premier
78489	1	100.0%	0.0%	100.0%	1.00	100.0%	542	Warranty
79662	118	100.0%	16.9%	99.1%	1.01	99.1%	6	Premier
79764	1442	98.0%	33.7%	99.0%	1.03	97.5%	36	Premier
79809	101	100.0%	10.0%	99.0%	1.00	100.0%	124	Warranty
80406	663	91.5%	16.0%	85.5%	1.21	82.9%	738	Warranty
80435	8	100.0%	37.5%	83.3%	1.20	83.3%	424	Warranty
80602	298	96.2%	11.8%	90.8%	1.17	85.3%	391	Warranty
80785	1	100.0%	0.0%	100.0%	1.00	100.0%	541	Warranty
80790	14	100.0%	21.4%	72.7%	1.30	76.9%	803	Warranty
80969	30	100.0%	31.0%	92.3%	1.33	75.0%	418	Warranty
81482	721	90.9%	2.6%	98.1%	1.06	94.0%	77	Premier
81586	4	100.0%	50.0%	100.0%	1.00	100.0%	286	Warranty
81997	91	100.0%	12.2%	98.9%	1.05	94.8%	306	Warranty
82066	983	94.4%	21.2%	99.8%	1.00	99.9%	136	Warranty
82067	16	100.0%	33.3%	85.7%	1.21	82.4%	411	Warranty
82360	554	89.4%	24.8%	83.6%	1.29	77.7%	793	Warranty
82376	899	98.0%	8.2%	99.3%	1.01	99.0%	301	Warranty
83012	323	96.3%	11.9%	93.2%	1.09	91.4%	595	Warranty
83416	6	100.0%	20.0%	100.0%	1.00	100.0%	282	Warranty
83940	93	100.0%	21.1%	91.5%	1.18	84.9%	369	Warranty
83944	30	100.0%	3.3%	92.9%	1.34	74.4%	671	Warranty
83960	115	92.3%	12.4%	82.3%	1.20	83.2%	756	Warranty
84102	42	100.0%	2.6%	97.6%	1.32	75.5%	632	Warranty
84419	1	100.0%	100.0%	100.0%			503	Warranty
84462	15	100.0%	20.0%	100.0%	1.00	100.0%	271	Warranty
84497	73	100.0%	26.8%	98.6%	1.02	98.5%	12	Premier
84591	145	100.0%	0.7%	97.8%	1.04	95.7%	563	Warranty
84865	1038	95.1%	22.4%	89.6%	1.19	84.4%	407	Warranty
84894	5	100.0%	60.0%	0.0%	3.00	33.3%	932	Warranty
84964	143	100.0%	10.7%	88.7%	1.18	84.8%	629	Warranty
85075	8	100.0%	50.0%	85.7%	1.67	60.0%	484	Warranty
85177	83	100.0%		98.8%	1.01	98.8%	554	Warranty
85217	9	100.0%	0.0%	60.0%	2.00	50.0%	888	Warranty
85366	292	94.9%	19.6%	95.4%	1.17	85.2%	234	Warranty
85698	214	100.0%	24.5%	100.0%	1.05	95.1%	31	Premier

Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
85762	16	100.0%	31.3%	85.7%	1.14	87.5%	630	Warranty
85806	6	100.0%	33.3%	100.0%	1.80	55.6%	260	Warranty
85833	16	80.0%	58.3%	100.0%	1.40	71.4%	475	Warranty
85986	154	100.0%	18.7%	99.2%	1.03	96.6%	22	Premier
85996	618	98.3%	25.0%	97.7%	1.04	96.0%	45	Premier
86302	93	50.0%	4.4%	87.5%	1.17	85.5%	879	Warranty
86314	33	100.0%	51.9%	75.0%	1.29	77.8%	776	Warranty
86350	80	100.0%	29.1%	97.3%	1.16	86.3%	190	Warranty
86505	788	88.4%	15.0%	89.7%	1.15	86.9%	435	Warranty
86801	8	100.0%	57.1%	100.0%	1.38	72.7%	637	Warranty
86961	321	93.3%	6.0%	97.7%	1.04	96.5%	571	Warranty
87004	85	87.5%	13.4%	87.7%	1.21	82.8%	754	Warranty
87148	238	100.0%	0.0%	97.9%	1.05	94.9%	566	Warranty
87346	12	100.0%	27.3%	77.8%	2.00	50.0%	494	Warranty
87368	67	100.0%	16.9%	96.8%	1.18	84.9%	203	Warranty
87370	1985	94.8%	17.4%	99.2%	1.00	99.6%	41	Premier
87500	831	97.9%	17.5%	90.8%	1.21	82.8%	246	Warranty
87840	15	100.0%	20.0%	91.7%	1.31	76.5%	667	Warranty
87844	15	100.0%	21.4%	100.0%	1.00	100.0%	270	Warranty
87846	4	100.0%	0.0%	66.7%	2.67	37.5%	892	Warranty
88038	556	97.6%	32.9%	93.1%	1.13	88.9%	79	Premier
88145	3047	91.9%	22.1%	89.2%	1.48	67.5%	810	Warranty
88164	3335	100.0%	0.6%	91.4%	1.16	86.3%	615	Warranty
88197	134	100.0%	13.8%	99.2%	1.04	96.6%	23	Premier
88236	37	77.8%	29.4%	90.6%	1.20	83.3%	474	Warranty
88272	72	100.0%	18.3%	95.6%	1.08	92.6%	58	Premier
88344	76	100.0%	45.2%	98.4%	1.02	98.0%	18	Premier
88544	1142	93.6%	14.0%	87.1%	1.40	71.5%	781	Warranty
88575	23	100.0%	39.1%	90.9%	1.24	80.8%	647	Warranty
88578	14	75.0%	30.8%	81.8%	1.58	63.2%	882	Warranty
88629	107	100.0%	29.1%	85.9%	1.52	65.7%	783	Warranty
88664	284	100.0%	17.4%	100.0%	1.10	91.0%	52	Premier
88736	63	100.0%	9.5%	94.9%	1.20	83.1%	614	Warranty
88750	69	100.0%	13.8%	81.5%	1.27	78.6%	736	Warranty
88752	10	100.0%	30.0%	77.8%	1.60	62.5%	835	Warranty
88807	1432	100.0%	3.0%	97.6%	1.04	96.5%	39	Premier
88869	25	66.7%	41.7%	90.9%	1.14	87.5%	485	Warranty
88970	295	86.8%	29.2%	89.7%	1.12	89.2%	680	Warranty
89006	52	91.7%	34.0%	93.0%	1.29	77.8%	717	Warranty
89099	186	100.0%	5.4%	89.5%	1.12	89.1%	609	Warranty
89102	27	100.0%	0.0%	85.7%	1.43	69.7%	764	Warranty
89128	6	100.0%	16.7%	100.0%	2.00	50.0%	796	Warranty
89159	104	100.0%	14.7%	83.9%	1.38	72.3%	463	Warranty
89160	45	100.0%	17.8%	92.3%	1.52	65.9%	457	Warranty
89202	11	66.7%	36.4%	90.0%	1.56	64.3%	881	Warranty
89268	13	100.0%	41.7%	100.0%	1.33	75.0%	237	Warranty
89373	157	100.0%	15.9%	94.6%	1.16	86.5%	207	Warranty
89382	52	92.3%	45.7%	100.0%	1.00	100.0%	309	Warranty
89391	19	66.7%	25.0%	55.6%	2.20	45.5%	922	Warranty
89517	41	100.0%	14.6%	88.9%	1.17	85.7%	378	Warranty
89538	351	100.0%	18.0%	100.0%	1.01	99.4%	4	Premier

Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
89554	87	81.5%	37.6%	95.1%	1.05	95.3%	642	Warranty
89576	19	80.0%	27.8%	94.1%	1.08	92.9%	420	Warranty
89683	383	94.5%	19.6%	88.6%	1.17	85.8%	408	Warranty
89763	43	100.0%	39.5%	75.0%	1.55	64.4%	837	Warranty
89819	229	93.8%	30.0%	89.3%	1.23	81.6%	694	Warranty
89831	263	92.0%	33.0%	84.0%	1.45	69.2%	821	Warranty
89834	26	100.0%	3.8%	96.2%	1.05	95.7%	311	Warranty
89839	27	100.0%	47.8%	95.2%	1.09	91.7%	327	Warranty
89861	84	80.0%	24.6%	93.4%	1.24	80.6%	470	Warranty
89886	117	91.4%	39.1%	96.3%	1.03	97.2%	179	Warranty
89907	8	100.0%	12.5%	100.0%	1.00	100.0%	510	Warranty
89984	3	100.0%	0.0%	50.0%	1.50	66.7%	884	Warranty
90124	16	100.0%	26.7%	66.7%	1.38	72.7%	838	Warranty
90214	37	100.0%	13.9%	94.3%	2.30	43.5%	842	Warranty
90226	30	100.0%	28.6%	96.3%	1.00	100.0%	132	Warranty
90264	30	100.0%	3.3%	72.7%	1.10	90.9%	703	Warranty
90293	291	93.5%	16.3%	96.8%	1.03	96.9%	326	Warranty
90317	577	97.3%	16.9%	98.5%	1.01	98.6%	37	Premier
90325	108	90.0%	40.4%	91.5%	1.19	84.1%	684	Warranty
90326	47	75.0%	17.8%	97.6%	1.11	90.2%	257	Warranty
90330	384	94.3%	31.9%	98.7%	1.02	98.2%	153	Warranty
90361	84	100.0%	11.9%	96.3%	1.08	92.4%	322	Warranty
90379	42	100.0%	36.8%	87.9%	1.08	92.3%	352	Warranty
90424	318	97.4%	19.7%	92.8%	1.10	91.2%	204	Warranty
90433	95	95.5%	37.5%	95.1%	1.22	82.3%	387	Warranty
90459	10	33.3%	40.0%	87.5%	1.40	71.4%	917	Warranty
90461	555	98.4%	15.5%	99.6%	1.03	97.5%	26	Premier
90479	22	100.0%	47.4%	81.3%	1.26	79.2%	733	Warranty
90481	615	75.0%	1.3%	88.0%	1.23	81.5%	824	Warranty
90555	39	100.0%	18.9%	97.0%	1.06	94.1%	154	Warranty
90674	204	100.0%	6.9%	94.3%	1.10	91.0%	333	Warranty
90680	66	100.0%	20.5%	97.1%	1.12	89.6%	170	Warranty
90748	55	100.0%	16.4%	96.2%	1.08	92.7%	321	Warranty
90813	31	92.3%	54.8%	60.0%	1.55	64.5%	883	Warranty
90843	56	86.7%	45.1%	93.8%	1.23	81.0%	727	Warranty
90847	24	75.0%	20.8%	95.7%	1.09	91.7%	450	Warranty
90876	1037	98.0%	12.6%	90.7%	1.13	88.3%	366	Warranty
91122	2	100.0%	0.0%	100.0%	1.00	100.0%	531	Warranty
91123	143	100.0%	15.2%	97.7%	1.08	92.8%	316	Warranty
91247	45	100.0%	41.5%	89.7%	1.27	78.7%	663	Warranty
92231	10	100.0%	40.0%	57.1%	2.25	44.4%	896	Warranty
92315	2	100.0%	50.0%	100.0%	1.00	100.0%	530	Warranty
92342	141	100.0%	7.7%	95.4%	1.05	95.5%	314	Warranty
92543	8384	94.9%	20.5%	86.4%	1.15	87.2%	661	Warranty
93283	60	90.0%	18.3%	96.5%	1.10	90.9%	230	Warranty
93426	536	84.4%	33.1%	94.5%	1.09	91.9%	399	Warranty
93535	27	100.0%	33.3%	100.0%	1.03	96.8%	98	Warranty
94757	13	0.0%	7.7%	91.7%	1.00	100.0%	918	Warranty
94778	2	100.0%	0.0%	100.0%	1.00	100.0%	529	Warranty
94790	6	100.0%	66.7%	100.0%	1.00	100.0%	117	Warranty
94875	7	100.0%	42.9%	83.3%	1.20	83.3%	426	Warranty



Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
94897	37	100.0%	20.0%	97.1%	1.06	94.3%	151	Warranty
94925	9	100.0%	33.3%	85.7%	1.00	100.0%	329	Warranty
94926	66	75.0%	9.1%	96.6%	1.07	93.8%	433	Warranty
94954	3	100.0%	0.0%	100.0%			902	Warranty
94981	17	100.0%	35.3%	100.0%	1.07	93.8%	139	Warranty
95088	134	95.0%	22.6%	78.2%	1.65	60.7%	855	Warranty
95180	10	100.0%	60.0%	100.0%	1.25	80.0%	216	Warranty
95184	53	75.0%	15.1%	96.1%	1.08	93.0%	440	Warranty
95214	194	90.0%	18.5%	97.7%	1.02	98.5%	173	Warranty
95250	2	100.0%	0.0%	100.0%	1.00	100.0%	528	Warranty
95322	24	100.0%	29.2%	100.0%	1.05	95.0%	99	Warranty
95337	136	100.0%	27.6%	99.2%	1.04	96.0%	29	Premier
95382	87	100.0%	7.2%	97.1%	1.00	100.0%	556	Warranty
95401	4	100.0%	100.0%	100.0%	1.33	75.0%	376	Warranty
95483	8	100.0%	71.4%	100.0%	1.00	100.0%	95	Warranty
95610	2482	93.3%	1.0%	93.3%	1.14	87.4%	87	Premier
95748	727	85.7%	8.0%	99.2%	1.03	97.5%	587	Warranty
95758	4	100.0%	0.0%	0.0%	1.50	66.7%	924	Warranty
95861	139	100.0%	14.0%	96.9%	1.05	95.3%	146	Warranty
95874	210	100.0%	4.8%	93.0%	1.08	92.3%	334	Warranty
95927	12	100.0%	16.7%	88.9%	1.43	70.0%	745	Warranty
95959	674	96.4%	8.8%	99.2%	1.02	98.3%	562	Warranty
96297	76	95.5%	43.8%	92.8%	1.09	91.7%	218	Warranty
96309	25	100.0%	50.0%	95.2%	1.05	95.5%	156	Warranty
96356	564	81.0%	5.2%	99.6%	1.01	99.1%	601	Warranty
96530	233	100.0%	8.2%	93.9%	1.13	88.8%	585	Warranty
96537	2019	100.0%	26.9%	99.9%	1.00	100.0%	1	Premier
96589	82	70.0%	26.8%	82.1%	1.40	71.4%	877	Warranty
96666	75	100.0%	13.3%	78.7%	1.60	62.6%	831	Warranty
96825	482	95.7%	7.9%	89.7%	1.14	87.4%	638	Warranty
96879	8	100.0%	87.5%	85.7%	1.14	87.5%	386	Warranty
96959	2572	99.5%	15.5%	98.3%	1.02	98.3%	20	Premier
96960	249	100.0%	5.5%	88.9%	1.12	89.2%	612	Warranty
96964	51	100.0%	5.9%	100.0%	1.02	98.1%	299	Warranty
96965	114	100.0%	14.4%	92.0%	1.21	82.9%	624	Warranty
96979	227	97.1%	26.0%	93.6%	1.09	91.6%	589	Warranty
97092	635	92.5%	21.8%	93.0%	1.12	89.3%	238	Warranty
97429	14	100.0%	0.0%	91.7%	1.09	91.7%	584	Warranty
97477	32	100.0%	31.3%	84.6%	1.23	81.5%	679	Warranty
97522	402	91.3%	23.8%	94.7%	1.19	84.3%	250	Warranty
97553	122	100.0%	30.6%	98.2%	1.07	93.3%	47	Premier
97891	7	100.0%	50.0%	60.0%	1.50	66.7%	867	Warranty
97910	88	100.0%	2.3%	93.2%	1.03	97.4%	568	Warranty
97976	233	100.0%	14.0%	98.6%	1.02	98.1%	15	Premier
98086	494	97.9%	14.8%	86.1%	1.29	77.5%	726	Warranty
98115	63	100.0%	14.8%	88.9%	1.44	69.4%	750	Warranty
98181	6	100.0%	33.3%	80.0%	1.25	80.0%	737	Warranty
98234	95	91.7%	19.5%	91.0%	1.38	72.6%	765	Warranty
98461	53	90.0%	34.0%	93.5%	1.24	80.4%	443	Warranty
98476	534	100.0%	0.6%	95.3%	1.56	64.1%	741	Warranty
98674	40	100.0%	46.2%	71.0%	1.54	64.8%	848	Warranty

Location Id	YTD FINAL CLMS	YTD Customer Satisfaction PCT	YTD Customer Satisfaction Survey Participation	YTD First Time Fix	YTD PPM	YTD PTS EFF PC	YTD Ranking Order	2005 Projected Tier Track
98699	3	100.0%	33.3%	100.0%	1.00	100.0%	289	Warranty
98910	4	100.0%	25.0%	100.0%	1.25	80.0%	598	Warranty
98934	15	100.0%	46.2%	92.9%	1.14	87.5%	351	Warranty
99032	13	100.0%	45.5%	100.0%	1.18	84.6%	581	Warranty
99034	401	96.3%	11.7%	93.6%	1.07	93.3%	192	Warranty
99304	21	100.0%	38.9%	73.3%	1.29	77.8%	788	Warranty
99363	52	93.3%	48.0%	95.9%	1.07	93.8%	196	Warranty