

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
A1001	2220	96.4%	23.2%	86.2%	1.27	78.5%	728	Warranty
A1007	1907	93.7%	23.7%	96.5%	1.15	87.1%	86	Premier
A1052	37	100.0%	24.3%	100.0%	1.03	96.7%	129	Warranty
A1113	751	96.1%	20.7%	92.7%	1.13	88.2%	231	Warranty
A1131	93	92.3%	20.7%	94.3%	1.11	90.3%	616	Warranty
A1166	704	100.0%	6.0%	93.5%	1.27	78.9%	639	Warranty
A1199	3	100.0%	66.7%	50.0%	1.00	100.0%	799	Warranty
A1226	134	80.0%	3.8%	77.9%	1.24	81.0%	840	Warranty
A1241	59	92.3%	25.4%	84.8%	1.23	81.2%	751	Warranty
A1246	204	100.0%	8.5%	95.3%	1.07	93.2%	323	Warranty
A1259	49	100.0%	47.5%	95.1%	1.40	71.4%	675	Warranty
A1283	388	91.4%	25.8%	99.2%	1.00	99.7%	317	Warranty
A1297	287	100.0%	13.6%	91.4%	1.24	80.9%	392	Warranty
A1301	296	95.6%	31.5%	94.5%	1.14	87.5%	85	Premier
A1372	266	92.3%	6.1%	94.7%	1.20	83.0%	656	Warranty
A1386	251	95.5%	13.2%	95.3%	1.08	93.0%	188	Warranty
A1388	35	100.0%	11.4%	100.0%	1.00	100.0%	269	Warranty
A1431	714	98.1%	19.1%	92.2%	1.14	87.8%	83	Premier
A1440	709	100.0%	15.0%	98.3%	1.35	74.0%	390	Warranty
A1498	47	100.0%	24.4%	92.9%	1.35	74.1%	419	Warranty
A1499	81	100.0%	26.0%	95.9%	1.10	90.8%	66	Premier
A1523	244	94.4%	18.5%	95.2%	1.04	96.1%	174	Warranty
A1561	17	100.0%	53.3%	100.0%	1.10	90.9%	315	Warranty
A1567	295	99.0%	40.7%	98.5%	1.02	98.2%	24	Premier
A1571	1183	81.8%	2.4%	95.4%	1.06	94.5%	88	Premier
A1593	10	100.0%	30.0%	83.3%	2.57	38.9%	880	Warranty
A1683	153	100.0%	2.7%	92.1%	1.10	91.2%	583	Warranty
A1702	38	100.0%	27.0%	100.0%	1.00	100.0%	90	Warranty
A1715	64	100.0%	27.0%	91.4%	1.15	86.9%	225	Warranty
A1769	410	100.0%	14.7%	99.5%	1.02	98.2%	300	Warranty
A1784	9	100.0%	55.6%	100.0%	1.00	100.0%	112	Warranty
A1791	2	100.0%	100.0%	100.0%			501	Warranty
A1884	1	100.0%	0.0%	100.0%	1.00	100.0%	540	Warranty
A1900	231	93.8%	23.9%	92.2%	1.21	82.8%	409	Warranty
A1902	823	96.8%	12.9%	93.0%	1.08	92.4%	78	Premier
A1907	16	100.0%	53.8%	92.3%	1.08	92.3%	180	Warranty
A1928	98	100.0%	3.2%	96.6%	1.18	84.8%	592	Warranty
A1947	49	100.0%	14.3%	88.6%	1.27	78.8%	416	Warranty
A1993	57	100.0%	28.8%	95.8%	1.07	93.2%	107	Warranty
A1995	345	100.0%	11.7%	84.2%	1.25	79.8%	439	Warranty
A2021	262	95.0%	10.5%	91.9%	1.08	92.2%	604	Warranty
A2037	2082	93.6%	22.4%	93.2%	1.10	91.0%	229	Warranty
A2040	284	93.6%	24.9%	87.6%	1.20	83.1%	699	Warranty
A2078	34	66.7%	12.5%	90.0%	1.25	80.0%	843	Warranty
A2087	118	93.1%	31.6%	72.1%	1.64	61.0%	869	Warranty
A2097	201	100.0%	14.1%	95.2%	1.05	94.8%	318	Warranty
A2108	1889	91.9%	28.0%	88.8%	1.19	83.9%	696	Warranty
A2140	6	100.0%	66.7%	100.0%	1.00	100.0%	116	Warranty
A2142	635	98.0%	21.0%	88.8%	1.20	83.1%	253	Warranty
A2221	7	100.0%	57.1%	100.0%	1.17	85.7%	332	Warranty
A2381	361	88.9%	10.5%	95.6%	1.05	95.4%	356	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
A2399	931	93.4%	25.2%	88.1%	1.16	86.1%	669	Warranty
A2400	26	100.0%	20.0%	91.3%	1.26	79.3%	653	Warranty
A2433	987	91.3%	4.2%	94.3%	1.17	85.8%	247	Warranty
A2467	38	100.0%	15.8%	94.4%	1.06	94.7%	319	Warranty
A2483	832	94.4%	17.1%	91.9%	1.16	86.5%	243	Warranty
A2507	2795	88.5%	19.9%	90.3%	1.18	84.8%	702	Warranty
A2528	34	88.9%	44.1%	96.9%	1.14	88.0%	240	Warranty
A2546	15	75.0%	35.7%	90.0%	1.83	54.5%	496	Warranty
A2575	173	83.3%	11.0%	71.2%	1.46	68.5%	878	Warranty
A2652	34	100.0%	30.4%	92.6%	1.12	89.3%	347	Warranty
A2674	1073	95.1%	23.4%	93.8%	1.19	83.9%	244	Warranty
A2684	2082	100.0%	2.0%	90.7%	1.14	88.1%	359	Warranty
A2687	36	66.7%	25.7%	85.7%	1.19	84.2%	846	Warranty
A2691	43	100.0%	30.2%	82.9%	1.60	62.5%	820	Warranty
A2692	1162	96.8%	24.1%	97.9%	1.02	98.1%	43	Premier
A2697	2024	93.3%	25.7%	78.9%	1.56	64.3%	847	Warranty
A2703	457	96.2%	22.0%	94.3%	1.07	93.4%	75	Premier
A2722	374	96.8%	22.5%	87.8%	1.25	80.1%	695	Warranty
A2724	37	100.0%	30.3%	96.9%	1.10	90.9%	163	Warranty
A2736	166	95.5%	29.1%	97.2%	1.04	95.7%	57	Premier
A2764	43	100.0%	34.9%	82.9%	1.14	87.5%	402	Warranty
A2775	38	80.0%	26.5%	85.7%	1.21	82.6%	481	Warranty
A2779	9	100.0%	71.4%	80.0%	1.40	71.4%	262	Warranty
A2793	249	100.0%	28.3%	99.5%	1.00	100.0%	123	Warranty
A2840	483	94.3%	15.5%	95.9%	1.08	92.4%	199	Warranty
A2842	8	100.0%	12.5%	66.7%	1.25	80.0%	817	Warranty
A2844	87	100.0%	24.7%	98.7%	1.01	98.8%	127	Warranty
A2856	933	92.9%	12.2%	87.0%	1.28	78.1%	753	Warranty
A2880	28	100.0%	23.1%	92.6%	1.08	92.3%	335	Warranty
A2889	11	100.0%	36.4%	77.8%	1.33	75.0%	778	Warranty
A2901	2352	99.4%	14.7%	100.0%	1.02	98.5%	9	Premier
A2952	493	100.0%	3.1%	93.9%	1.09	91.8%	577	Warranty
A2958	15	50.0%	20.0%	100.0%	1.19	84.2%	854	Warranty
A2975	49	100.0%	33.3%	90.9%	1.09	92.0%	197	Warranty
A3006	2	100.0%	50.0%	100.0%	1.00	100.0%	292	Warranty
A3008	2	100.0%	0.0%	100.0%	1.00	100.0%	527	Warranty
A3013	4	100.0%	75.0%	100.0%	1.00	100.0%	119	Warranty
A3032	9	100.0%	33.3%	100.0%	1.00	100.0%	279	Warranty
A3045	165	100.0%	31.1%	83.3%	1.25	80.1%	705	Warranty
A3047	3	100.0%	66.7%	100.0%	1.25	80.0%	599	Warranty
A3053	25	80.0%	26.1%	95.5%	1.12	89.5%	692	Warranty
A3060	1066	92.3%	1.5%	97.9%	1.02	98.0%	59	Premier
A3115	74	100.0%	16.9%	97.0%	1.12	89.6%	171	Warranty
A3124	1481	90.5%	3.5%	90.3%	1.18	84.7%	687	Warranty
A3133	11	100.0%	20.0%	88.9%	1.20	83.3%	641	Warranty
A3139	73	94.7%	42.9%	83.1%	1.37	73.0%	791	Warranty
A3144	26	75.0%	15.4%	96.0%	1.19	84.4%	466	Warranty
A3151	43	100.0%	20.9%	92.3%	1.26	79.2%	649	Warranty
A3155	1537	96.8%	18.1%	92.5%	1.11	90.1%	80	Premier
A3164	16	66.7%	50.0%	83.3%	1.33	75.0%	871	Warranty
A3188	999	98.2%	28.4%	96.2%	1.07	93.1%	63	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
A3190	74	87.5%	21.9%	96.8%	1.11	90.2%	381	Warranty
A3196	200	93.1%	18.5%	88.4%	1.22	82.3%	444	Warranty
A3216	60	100.0%	46.7%	84.6%	1.21	82.4%	421	Warranty
A3240	2	100.0%	0.0%	100.0%	1.00	100.0%	526	Warranty
A3245	23	100.0%	43.5%	90.0%	1.05	95.0%	178	Warranty
A3333	26	100.0%	12.0%	85.7%	1.00	100.0%	578	Warranty
A3349	9	100.0%	11.1%	100.0%	1.00	100.0%	278	Warranty
A3359	145	94.4%	18.1%	92.2%	1.18	84.4%	398	Warranty
A3363	2272	96.7%	9.0%	95.1%	1.06	94.5%	67	Premier
A3374	767	93.1%	29.1%	87.9%	1.27	78.7%	740	Warranty
A3380	5928	94.4%	22.8%	93.7%	1.11	90.1%	226	Warranty
CL005	1050	97.7%	22.4%	88.1%	1.31	76.4%	721	Warranty
CL017	46	100.0%	33.3%	85.0%	1.14	87.8%	636	Warranty
CL046	105	92.9%	18.4%	88.0%	1.26	79.5%	259	Warranty
CL085	176	97.8%	38.1%	97.4%	1.04	96.3%	46	Premier
CL103	12	100.0%	58.3%	100.0%	1.42	70.6%	249	Warranty
CL110	41	88.9%	28.9%	89.2%	1.18	84.4%	448	Warranty
CL126	77	95.2%	47.5%	94.9%	1.16	86.4%	617	Warranty
CL129	32	100.0%	25.8%	63.6%	1.42	70.3%	856	Warranty
CL155	111	100.0%	22.3%	95.9%	1.09	92.1%	60	Premier
CL169	55	84.6%	35.4%	92.7%	1.28	78.0%	261	Warranty
CL186	98	100.0%	29.9%	96.3%	1.09	91.6%	61	Premier
CL190	44	100.0%	26.2%	72.7%	1.33	75.0%	813	Warranty
CL194	35	100.0%	20.0%	90.3%	1.04	96.3%	328	Warranty
CL201	807	96.9%	11.6%	83.1%	1.28	78.2%	752	Warranty
CL205	900	90.2%	18.6%	92.8%	1.13	88.3%	397	Warranty
CL218	3	100.0%	66.7%	50.0%	1.67	60.0%	499	Warranty
CL255	79	87.5%	25.7%	90.9%	1.32	75.6%	772	Warranty
CL258	111	95.2%	20.0%	92.3%	1.09	91.4%	605	Warranty
CL277	569	100.0%	13.1%	97.6%	1.05	95.5%	141	Warranty
CL320	148	93.1%	23.0%	82.8%	1.50	66.8%	827	Warranty
CL324	5	100.0%	60.0%	100.0%	1.14	87.5%	573	Warranty
CL343	181	100.0%	21.0%	91.0%	1.18	84.4%	235	Warranty
CL376	67	100.0%	17.9%	93.7%	1.09	91.7%	176	Warranty
CL401	12	100.0%	33.3%	77.8%	1.33	75.0%	777	Warranty
CL409	39	100.0%	21.1%	83.9%	1.26	79.2%	712	Warranty
CL424	234	75.0%	40.0%	99.6%	1.00	100.0%	379	Warranty
CL441	131	100.0%	20.6%	92.0%	1.19	83.7%	232	Warranty
CL457	410	100.0%	1.4%	88.9%	1.15	86.7%	620	Warranty
CL458	135	80.0%	4.4%	91.0%	1.22	81.8%	775	Warranty
CL462	350	100.0%	4.4%	98.4%	1.02	98.5%	558	Warranty
CL507	457	100.0%	29.9%	95.2%	1.08	92.5%	62	Premier
CL565	28	58.3%	44.4%	87.0%	1.12	89.3%	853	Warranty
CL621	194	98.1%	42.8%	89.2%	1.23	81.2%	664	Warranty
CL658	154	100.0%	21.6%	98.6%	1.02	98.3%	13	Premier
CL678	7	100.0%	14.3%	83.3%	1.20	83.3%	425	Warranty
CL718	72	100.0%	29.6%	88.3%	1.17	85.7%	628	Warranty
CL796	1	100.0%	0.0%	100.0%	1.00	100.0%	539	Warranty
CL802	5	100.0%	75.0%	100.0%	1.33	75.0%	374	Warranty
CL819	21	71.4%	38.1%	83.3%	1.16	86.4%	488	Warranty
CL844	16	100.0%	13.3%	100.0%	1.08	92.9%	143	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
CL857	4	100.0%	50.0%	100.0%	1.00	100.0%	118	Warranty
CL865	1072	66.7%	1.6%	93.5%	1.19	84.1%	826	Warranty
CL906	115	100.0%	26.6%	93.2%	1.10	90.7%	185	Warranty
CL920	50	100.0%	36.2%	93.0%	1.10	91.3%	183	Warranty
V0156	1	100.0%	0.0%	100.0%	1.00	100.0%	538	Warranty
V0188	156	100.0%	0.0%	99.2%	1.31	76.4%	622	Warranty
V0189	6	100.0%	83.3%	80.0%	1.20	83.3%	447	Warranty
V0322	12	100.0%	50.0%	100.0%	1.09	91.7%	567	Warranty
V0676	41	100.0%	51.2%	97.5%	1.05	95.5%	103	Warranty
V0799	11	100.0%	9.1%	77.8%	1.70	58.8%	845	Warranty
V0914	28	100.0%	14.8%	87.0%	1.62	61.9%	479	Warranty
V0947	8	100.0%	12.5%	100.0%	1.00	100.0%	280	Warranty
01832	5	100.0%	40.0%	33.3%	1.67	60.0%	915	Warranty
02100	70	100.0%	11.6%	77.6%	1.41	71.1%	807	Warranty
02530	11	100.0%	45.5%	66.7%	1.50	66.7%	492	Warranty
02541	445	97.2%	13.4%	99.5%	1.00	99.5%	19	Premier
03047	1	100.0%	0.0%	100.0%	2.00	50.0%	801	Warranty
03428	5	100.0%	0.0%	0.0%	2.00	50.0%	928	Warranty
03476	31	83.3%	25.8%	92.9%	1.41	70.7%	816	Warranty
03708	2	100.0%	100.0%	100.0%	1.00	100.0%	295	Warranty
03708	2	100.0%	100.0%	100.0%	1.00	100.0%	296	Warranty
04198	8	80.0%	62.5%	100.0%	1.00	100.0%	353	Warranty
04619	89	77.8%	19.0%	86.8%	1.51	66.3%	863	Warranty
05760	370	91.3%	10.7%	90.2%	1.11	89.9%	651	Warranty
06064	253	87.5%	9.5%	93.1%	1.10	91.2%	645	Warranty
06292	25	100.0%	33.3%	95.7%	1.04	96.2%	148	Warranty
06671	83	100.0%	14.5%	91.0%	1.36	73.3%	698	Warranty
07249	15	100.0%	21.4%	100.0%	1.00	100.0%	272	Warranty
07448	3	100.0%	0.0%	100.0%	1.00	100.0%	525	Warranty
07461	10	100.0%	10.0%	88.9%	1.18	84.6%	384	Warranty
07509	11	50.0%	33.3%	88.9%	1.17	85.7%	874	Warranty
07720	11	33.3%	54.5%	77.8%	1.10	90.9%	895	Warranty
07792	26	75.0%	26.9%	96.2%	1.25	80.0%	787	Warranty
07801	25	71.4%	42.9%	88.9%	1.27	78.9%	839	Warranty
08149	101	100.0%	20.8%	96.9%	1.20	83.1%	355	Warranty
08444	4	100.0%	0.0%	100.0%	1.00	100.0%	519	Warranty
08499	35	100.0%	23.5%	82.8%	1.75	57.1%	489	Warranty
08528	4	100.0%	75.0%	100.0%	1.20	83.3%	343	Warranty
08639	73	92.3%	27.4%	100.0%	1.00	100.0%	145	Warranty
08718	35	72.7%	38.2%	86.7%	1.48	67.6%	866	Warranty
08891	140	93.8%	14.3%	100.0%	1.01	98.8%	307	Warranty
09080	402	100.0%	12.5%	85.2%	1.24	80.4%	685	Warranty
09154	1	100.0%	0.0%	100.0%	1.00	100.0%	552	Warranty
09232	45	100.0%	25.6%	89.7%	1.19	83.7%	242	Warranty
09237	60	100.0%	37.3%	86.5%	1.20	83.1%	254	Warranty
09294	20	100.0%	31.6%	94.7%	1.06	94.4%	320	Warranty
09448	101	100.0%	25.0%	96.8%	1.00	100.0%	14	Premier
09461	113	50.0%	2.7%	85.9%	1.11	89.8%	870	Warranty
09502	5	100.0%	25.0%	50.0%	2.33	42.9%	916	Warranty
09516	8	100.0%	57.1%	83.3%	1.25	80.0%	707	Warranty
09607	567	100.0%	12.1%	71.6%	1.33	74.9%	818	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
09627	34	80.0%	17.6%	93.5%	1.06	94.3%	413	Warranty
09871	17	100.0%	18.8%	83.3%	1.42	70.6%	773	Warranty
09904	2	100.0%	100.0%	100.0%	1.50	66.7%	674	Warranty
09932	20	100.0%	25.0%	93.3%	1.11	90.0%	191	Warranty
10258	158	72.7%	13.9%	85.7%	1.54	65.1%	875	Warranty
10373	25	81.8%	52.0%	86.4%	1.12	89.5%	458	Warranty
10553	28	100.0%	22.2%	92.0%	1.42	70.4%	719	Warranty
10580	13	50.0%	15.4%	90.9%	1.00	100.0%	834	Warranty
10617	9	100.0%	22.2%	66.7%	1.43	70.0%	844	Warranty
10630	58	100.0%	20.9%	92.9%	1.35	74.1%	672	Warranty
10656	204	92.9%	12.9%	95.0%	1.12	89.6%	364	Warranty
10746	87	100.0%	12.2%	92.3%	1.14	87.8%	214	Warranty
10768	3	100.0%	0.0%	100.0%	1.00	100.0%	524	Warranty
10789	226	89.8%	32.6%	89.2%	1.13	88.4%	417	Warranty
11099	93	95.7%	37.1%	97.6%	1.01	98.6%	147	Warranty
11271	5	100.0%	60.0%	75.0%	1.00	100.0%	375	Warranty
11383	75	100.0%	43.3%	95.3%	1.17	85.5%	210	Warranty
11407	65	100.0%	34.4%	98.3%	1.04	96.4%	34	Premier
11495	4	0.0%	50.0%	66.7%	1.33	75.0%	931	Warranty
11521	30	62.5%	37.9%	75.0%	1.50	66.7%	893	Warranty
11647	21	100.0%	0.0%	100.0%			898	Warranty
11651	1	100.0%	0.0%	100.0%	1.00	100.0%	551	Warranty
11675	56	100.0%	20.4%	96.2%	1.19	84.3%	350	Warranty
11687	63	100.0%	15.9%	86.5%	1.27	78.6%	434	Warranty
11914	17	60.0%	35.3%	93.8%	1.87	53.6%	890	Warranty
12155	1	100.0%	0.0%	100.0%	1.00	100.0%	550	Warranty
12236	25	66.7%	25.0%	95.5%	1.05	95.2%	459	Warranty
12302	148	100.0%	24.4%	77.8%	1.46	68.5%	482	Warranty
12340	16	100.0%	28.6%	75.0%	1.36	73.7%	806	Warranty
12374	26	66.7%	34.6%	96.0%	1.05	95.7%	455	Warranty
12376	17	100.0%	53.3%	100.0%	1.58	63.2%	710	Warranty
12406	122	100.0%	29.4%	82.5%	1.44	69.4%	782	Warranty
12504	4	100.0%	50.0%	100.0%	1.00	100.0%	288	Warranty
12562	7	100.0%	42.9%	100.0%	1.00	100.0%	281	Warranty
12595	82	100.0%	17.1%	86.1%	1.14	87.7%	382	Warranty
12630	53	91.7%	30.2%	100.0%	1.10	91.1%	198	Warranty
12725	145	100.0%	29.1%	97.8%	1.20	83.5%	205	Warranty
12742	13	100.0%	8.3%	100.0%	1.00	100.0%	276	Warranty
12812	36	100.0%	28.6%	72.0%	1.50	66.7%	841	Warranty
12970	29	100.0%	7.1%	87.0%	1.30	76.9%	701	Warranty
13065	5215	95.8%	4.1%	98.0%	1.03	97.5%	48	Premier
13308	3	100.0%	33.3%	100.0%	1.00	100.0%	291	Warranty
13317	41	100.0%	5.3%	100.0%	1.00	100.0%	266	Warranty
13364	107	87.5%	24.6%	88.3%	1.33	75.0%	790	Warranty
13420	50	100.0%	48.1%	91.7%	1.16	86.4%	363	Warranty
13558	8	100.0%	100.0%	100.0%	1.00	100.0%	96	Warranty
13693	143	95.5%	24.6%	94.7%	1.13	88.4%	223	Warranty
13725	6	100.0%	16.7%	80.0%	1.33	75.0%	769	Warranty
13817	277	84.6%	14.0%	98.5%	1.04	96.2%	358	Warranty
14202	5	50.0%	60.0%	75.0%	1.00	100.0%	873	Warranty
14278	229	100.0%	11.6%	96.7%	1.18	84.6%	206	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
14286	4	100.0%	75.0%	100.0%	1.00	100.0%	287	Warranty
14361	57	100.0%	32.7%	88.0%	1.21	82.7%	400	Warranty
14405	13	100.0%	58.3%	100.0%	1.42	70.6%	654	Warranty
14413	23	100.0%	38.1%	88.9%	1.20	83.3%	394	Warranty
14572	8	100.0%	50.0%	100.0%	1.00	100.0%	113	Warranty
14623	41	100.0%	7.3%	86.8%	1.31	76.6%	706	Warranty
14642	39	100.0%	10.3%	81.3%	1.38	72.7%	471	Warranty
14741	27	71.4%	29.6%	63.2%	1.47	68.2%	894	Warranty
14893	3	100.0%	50.0%	100.0%	1.67	60.0%	453	Warranty
14997	22	100.0%	47.6%	75.0%	1.90	52.6%	495	Warranty
15227	1	100.0%	0.0%	100.0%	1.00	100.0%	549	Warranty
15230	141	78.6%	21.7%	88.3%	1.21	82.6%	478	Warranty
15320	592	100.0%	1.9%	95.9%	1.06	94.4%	56	Premier
15455	36	100.0%	11.1%	100.0%	1.00	100.0%	268	Warranty
15549	544	98.4%	15.7%	100.0%	1.04	96.3%	305	Warranty
15561	278	97.1%	41.4%	96.9%	1.03	96.9%	53	Premier
15596	1	100.0%	0.0%	100.0%	1.00	100.0%	548	Warranty
15633	1878	96.1%	6.0%	99.3%	1.00	99.5%	33	Premier
15666	5	100.0%	50.0%	100.0%	1.00	100.0%	285	Warranty
15903	41	100.0%	10.3%	91.9%	1.03	97.0%	569	Warranty
15919	11	100.0%	30.0%	75.0%	1.50	66.7%	830	Warranty
16057	3	100.0%	66.7%	100.0%	1.00	100.0%	290	Warranty
16082	2184	96.9%	18.0%	97.7%	1.04	96.5%	51	Premier
16157	63	100.0%	30.8%	97.3%	1.08	93.0%	158	Warranty
16285	13	100.0%	40.0%	100.0%	1.00	100.0%	275	Warranty
16329	102	96.7%	38.5%	99.0%	1.03	96.9%	144	Warranty
16553	4868	100.0%	0.0%	96.4%	1.12	89.5%	69	Premier
16613	397	100.0%	4.5%	83.8%	1.42	70.4%	770	Warranty
16655	199	100.0%	12.5%	98.6%	1.00	100.0%	125	Warranty
16672	53	100.0%	22.9%	88.4%	1.30	77.0%	686	Warranty
16716	800	96.8%	5.9%	89.0%	1.15	87.1%	635	Warranty
16729	5	100.0%	20.0%	33.3%	4.00	25.0%	926	Warranty
16752	3	100.0%	0.0%	100.0%	1.33	75.0%	623	Warranty
16822	24	85.7%	30.4%	90.9%	1.41	70.8%	814	Warranty
16827	70	90.9%	27.0%	98.4%	1.07	93.9%	193	Warranty
16830	22	90.0%	54.5%	66.7%	1.71	58.6%	497	Warranty
16881	1581	96.8%	13.5%	99.3%	1.01	99.3%	27	Premier
16931	90	100.0%	12.4%	95.3%	1.05	95.7%	155	Warranty
16975	18	100.0%	29.4%	100.0%	1.07	93.8%	138	Warranty
16996	32	100.0%	28.1%	100.0%	1.00	100.0%	92	Warranty
17008	7	100.0%	16.7%	80.0%	1.00	100.0%	597	Warranty
17183	55	90.0%	35.4%	95.6%	1.22	82.3%	414	Warranty
17213	13	100.0%	30.8%	81.8%	1.15	86.7%	662	Warranty
17447	227	100.0%	7.5%	100.0%	1.00	100.0%	263	Warranty
17627	29	100.0%	24.1%	77.3%	1.71	58.3%	849	Warranty
17646	351	100.0%	10.6%	95.5%	1.04	95.7%	152	Warranty
17964	21	100.0%	42.9%	94.4%	1.25	80.0%	239	Warranty
17975	2	100.0%	100.0%	100.0%	1.00	100.0%	294	Warranty
18118	577	85.7%	6.6%	98.6%	1.04	96.1%	596	Warranty
18205	27	87.5%	34.6%	86.4%	1.30	76.9%	792	Warranty
18330	12	100.0%	0.0%	100.0%	1.00	100.0%	508	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
18370	13	100.0%	53.8%	100.0%	1.18	84.6%	181	Warranty
18481	848	97.6%	6.1%	93.2%	1.14	88.1%	608	Warranty
18516	31	100.0%	22.6%	96.2%	1.15	87.0%	194	Warranty
18834	49	100.0%	2.1%	88.4%	1.34	74.6%	713	Warranty
18889	12	50.0%	25.0%	90.0%	1.70	58.8%	913	Warranty
18948	99	100.0%	22.9%	80.9%	1.54	65.1%	483	Warranty
19018	124	75.0%	3.3%	94.0%	1.09	91.5%	732	Warranty
19177	3	100.0%	0.0%	100.0%	1.00	100.0%	523	Warranty
19220	96	100.0%	37.7%	85.3%	1.35	73.9%	744	Warranty
19255	423	100.0%	35.5%	99.5%	1.00	100.0%	3	Premier
19286	41	84.6%	37.5%	94.7%	1.14	87.5%	423	Warranty
19338	20	100.0%	41.2%	73.3%	1.71	58.3%	862	Warranty
19368	140	93.9%	39.3%	86.8%	1.16	86.1%	673	Warranty
19727	15	100.0%	13.3%	92.3%	1.38	72.7%	690	Warranty
19829	11	33.3%	66.7%	100.0%	1.00	100.0%	858	Warranty
19943	2	100.0%	0.0%	100.0%			910	Warranty
20112	13	100.0%	23.1%	81.8%	1.18	84.6%	677	Warranty
20115	36	100.0%	13.9%	100.0%	1.00	100.0%	267	Warranty
20116	7	100.0%	33.3%	80.0%	1.80	55.6%	850	Warranty
20150	17	100.0%	53.3%	91.7%	1.33	75.0%	427	Warranty
20234	1614	100.0%	1.9%	97.1%	1.07	93.6%	55	Premier
20328	14	100.0%	7.1%	92.3%	1.41	70.8%	711	Warranty
20364	5	100.0%	0.0%	0.0%	2.00	50.0%	927	Warranty
20416	80	71.4%	12.7%	87.1%	1.16	86.5%	822	Warranty
20442	7	100.0%	42.9%	100.0%	1.14	87.5%	166	Warranty
20511	3	100.0%	33.3%	50.0%	2.00	50.0%	905	Warranty
20696	25	100.0%	20.0%	81.8%	1.14	87.5%	406	Warranty
20707	7	100.0%	16.7%	80.0%	1.17	85.7%	681	Warranty
20709	31	100.0%	3.6%	84.0%	1.56	64.1%	811	Warranty
20820	2783	96.1%	27.2%	98.8%	1.03	97.3%	44	Premier
20821	328	100.0%	5.8%	89.3%	1.15	86.9%	618	Warranty
20911	20	85.7%	42.1%	94.4%	1.38	72.7%	472	Warranty
20921	6	100.0%	16.7%	100.0%	1.00	100.0%	515	Warranty
22030	475	100.0%	1.3%	93.8%	1.13	88.8%	586	Warranty
22099	56	100.0%	35.2%	94.1%	1.14	87.5%	108	Warranty
22245	18	100.0%	43.8%	92.9%	1.09	91.7%	182	Warranty
22289	40	72.7%	44.7%	97.1%	1.05	95.0%	437	Warranty
22298	31	100.0%	32.1%	89.3%	1.17	85.2%	380	Warranty
22315	1265	100.0%	0.0%	93.5%	1.18	85.1%	82	Premier
22380	42	100.0%	26.8%	91.9%	1.50	66.7%	747	Warranty
22425	57	100.0%	30.4%	98.1%	1.07	93.7%	105	Warranty
22530	305	100.0%	12.0%	87.8%	1.17	85.2%	634	Warranty
22599	279	100.0%	12.6%	98.1%	1.04	95.7%	137	Warranty
22612	2	100.0%	0.0%	0.0%	4.00	25.0%	935	Warranty
22765	11	83.3%	60.0%	87.5%	1.67	60.0%	864	Warranty
22781	67	100.0%	21.4%	100.0%	1.00	100.0%	109	Warranty
22811	687	98.4%	11.5%	94.1%	1.06	93.9%	172	Warranty
23038	8	100.0%	37.5%	100.0%	1.29	77.8%	228	Warranty
23043	385	100.0%	29.4%	98.9%	1.02	98.5%	11	Premier
23067	72	100.0%	13.9%	90.6%	1.22	81.9%	389	Warranty
23157	3	100.0%	0.0%	66.7%	1.67	60.0%	868	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
23206	1106	100.0%	5.5%	99.5%	1.39	72.0%	648	Warranty
23274	20	100.0%	45.0%	94.7%	1.18	84.6%	357	Warranty
23293	369	100.0%	19.5%	98.2%	1.02	98.3%	131	Warranty
23366	40	80.0%	38.5%	81.8%	1.24	80.6%	828	Warranty
23785	16	100.0%	31.3%	86.7%	1.20	83.3%	252	Warranty
23788	132	96.2%	32.2%	99.1%	1.00	100.0%	28	Premier
23917	64	100.0%	21.9%	96.8%	1.13	88.3%	71	Premier
23958	57	90.0%	20.4%	85.1%	1.31	76.2%	784	Warranty
24085	725	95.4%	23.5%	87.7%	1.24	80.5%	446	Warranty
24088	73	83.3%	32.9%	92.5%	1.18	84.5%	734	Warranty
24351	532	98.7%	19.2%	94.6%	1.06	94.0%	167	Warranty
24373	1850	100.0%	0.2%	92.1%	1.65	60.5%	780	Warranty
24800	324	100.0%	13.3%	97.5%	1.02	97.6%	134	Warranty
24801	158	93.1%	28.9%	87.1%	1.16	86.3%	428	Warranty
24827	38	100.0%	28.9%	97.3%	1.17	85.7%	195	Warranty
24905	31	100.0%	32.3%	93.1%	1.48	67.5%	731	Warranty
24914	315	100.0%	7.3%	98.7%	1.01	98.9%	126	Warranty
24976	11	50.0%	55.6%	75.0%	1.67	60.0%	920	Warranty
25187	252	95.2%	41.0%	90.5%	1.16	86.6%	245	Warranty
25262	5	50.0%	66.7%	100.0%	1.00	100.0%	477	Warranty
25331	1	100.0%	100.0%	100.0%	1.00	100.0%	298	Warranty
25365	114	92.3%	21.1%	93.1%	1.06	94.7%	215	Warranty
25436	17	100.0%	13.3%	100.0%	1.14	87.5%	325	Warranty
25538	26	100.0%	23.1%	100.0%	1.39	72.1%	395	Warranty
25600	172	87.0%	27.9%	91.8%	1.21	82.5%	451	Warranty
25670	321	100.0%	3.5%	94.2%	1.18	84.7%	222	Warranty
25779	17	100.0%	23.5%	100.0%	1.00	100.0%	507	Warranty
25780	10	100.0%	70.0%	100.0%	1.00	100.0%	509	Warranty
25804	27	100.0%	0.0%	96.2%	1.16	86.2%	588	Warranty
25806	786	96.7%	26.0%	98.1%	1.04	95.8%	54	Premier
25945	212	100.0%	2.9%	98.4%	1.05	95.0%	565	Warranty
26001	64	100.0%	25.4%	98.4%	1.02	98.1%	16	Premier
26019	436	100.0%	1.2%	99.0%	1.02	97.6%	559	Warranty
26165	284	85.7%	35.0%	94.6%	1.19	83.7%	441	Warranty
26677	551	100.0%	13.3%	96.6%	1.14	87.4%	74	Premier
26679	1	100.0%	0.0%	100.0%	1.00	100.0%	547	Warranty
26701	135	100.0%	18.3%	82.4%	1.50	66.7%	804	Warranty
26765	341	93.3%	11.1%	91.4%	1.13	88.6%	385	Warranty
26783	44	100.0%	34.2%	91.2%	1.09	91.7%	344	Warranty
27101	6	100.0%	0.0%	100.0%	1.00	100.0%	514	Warranty
27171	46	100.0%	40.9%	92.7%	1.10	90.7%	341	Warranty
27280	2	100.0%	0.0%	100.0%			909	Warranty
27283	499	96.7%	9.1%	98.8%	1.04	95.7%	313	Warranty
27537	3	100.0%	66.7%	100.0%	1.00	100.0%	122	Warranty
27658	138	91.7%	22.6%	91.7%	1.20	83.2%	256	Warranty
27752	75	100.0%	39.4%	98.4%	1.09	91.7%	159	Warranty
27789	1230	90.7%	27.1%	87.0%	1.23	81.6%	742	Warranty
27804	8	100.0%	62.5%	85.7%	1.00	100.0%	331	Warranty
27894	258	97.3%	20.5%	85.6%	1.34	74.5%	460	Warranty
27914	32	100.0%	30.0%	87.5%	1.23	81.5%	659	Warranty
27957	2	100.0%	0.0%	0.0%	3.00	33.3%	934	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
27977	53	100.0%	3.8%	88.4%	1.20	83.3%	646	Warranty
28215	894	100.0%	17.9%	98.9%	1.04	96.3%	30	Premier
28222	24	100.0%	37.5%	90.9%	1.36	73.3%	438	Warranty
28315	39	100.0%	50.0%	100.0%	1.00	100.0%	89	Warranty
28334	375	92.3%	10.8%	93.5%	1.10	90.5%	370	Warranty
28368	114	94.3%	33.0%	93.3%	1.32	75.6%	709	Warranty
28434	10	100.0%	44.4%	88.9%	1.11	90.0%	606	Warranty
28541	75	100.0%	29.3%	95.8%	1.05	95.5%	49	Premier
28547	717	95.8%	33.9%	97.1%	1.06	94.4%	65	Premier
28598	188	100.0%	11.4%	96.0%	1.32	75.8%	644	Warranty
28608	210	93.8%	10.7%	83.2%	1.19	83.8%	729	Warranty
28716	1098	92.7%	32.9%	92.3%	1.16	86.1%	248	Warranty
28742	132	90.5%	21.7%	89.4%	1.19	84.0%	442	Warranty
28783	501	100.0%	14.7%	93.3%	1.09	91.5%	336	Warranty
28837	145	90.5%	23.0%	97.9%	1.01	98.8%	168	Warranty
28853	133	100.0%	5.0%	96.5%	1.21	83.0%	602	Warranty
29107	446	92.7%	12.5%	96.2%	1.05	94.9%	187	Warranty
29198	9	100.0%	44.4%	87.5%	1.27	78.6%	431	Warranty
29481	26	75.0%	43.5%	85.0%	1.28	78.3%	491	Warranty
29560	19	40.0%	55.6%	78.6%	2.44	41.0%	925	Warranty
29578	199	85.2%	25.0%	91.6%	1.14	87.3%	700	Warranty
29641	27	100.0%	29.6%	95.2%	1.04	96.0%	312	Warranty
29719	974	92.5%	26.7%	94.5%	1.09	91.5%	224	Warranty
29819	160	100.0%	11.0%	83.2%	1.59	62.7%	819	Warranty
29862	344	88.5%	27.4%	91.8%	1.21	82.5%	715	Warranty
29967	116	100.0%	21.2%	85.4%	1.18	85.1%	401	Warranty
30177	3	100.0%	66.7%	100.0%	1.00	100.0%	121	Warranty
30178	72	72.2%	31.4%	90.2%	1.13	88.9%	786	Warranty
30236	7	100.0%	50.0%	100.0%	1.00	100.0%	115	Warranty
30260	67	100.0%	25.8%	85.7%	1.32	76.0%	723	Warranty
30273	1509	91.4%	31.9%	90.6%	1.20	83.2%	689	Warranty
30334	38	100.0%		100.0%			897	Warranty
30355	37	100.0%	28.6%	79.3%	1.27	78.9%	456	Warranty
30358	12	100.0%	25.0%	77.8%	1.50	66.7%	825	Warranty
30361	35	100.0%	0.0%	85.2%	1.28	78.4%	704	Warranty
30390	1752	100.0%	1.9%	99.2%	1.00	99.7%	553	Warranty
30437	30	66.7%	24.1%	89.3%	1.30	76.7%	861	Warranty
30472	125	100.0%	19.4%	87.2%	1.25	79.7%	422	Warranty
30508	32	100.0%	12.5%	96.8%	1.03	96.8%	564	Warranty
30588	2	100.0%	50.0%	100.0%	1.00	100.0%	537	Warranty
30722	8	100.0%	83.3%	100.0%	1.00	100.0%	97	Warranty
30765	19	75.0%	41.2%	93.8%	1.07	93.8%	449	Warranty
30897	6	100.0%	50.0%	100.0%	1.60	62.5%	716	Warranty
31012	302	93.7%	28.3%	96.4%	1.09	92.0%	202	Warranty
31055	18	100.0%	11.1%	93.8%	1.53	65.5%	743	Warranty
31149	37	100.0%	55.9%	90.0%	1.55	64.4%	469	Warranty
31175	581	87.4%	30.5%	93.3%	1.15	87.0%	668	Warranty
31207	8	100.0%	42.9%	83.3%	1.33	75.0%	749	Warranty
31253	268	100.0%	15.6%	98.8%	1.01	98.7%	128	Warranty
31300	15	100.0%	33.3%	90.0%	1.23	81.3%	396	Warranty
31372	35	100.0%	20.6%	97.0%	1.04	96.3%	101	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
31399	1	100.0%	100.0%	100.0%	1.00	100.0%	546	Warranty
31474	13	100.0%	46.2%	91.7%	1.31	76.5%	255	Warranty
31490	2	100.0%	0.0%	100.0%	1.00	100.0%	536	Warranty
31558	3237	100.0%	3.1%	98.9%	1.01	99.5%	5	Premier
31603	198	100.0%	18.0%	91.1%	1.18	84.7%	372	Warranty
31609	2099	97.3%	2.7%	92.0%	1.16	86.3%	621	Warranty
31611	103	100.0%	15.0%	92.6%	1.29	77.3%	404	Warranty
31743	4	100.0%	0.0%	100.0%	1.00	100.0%	518	Warranty
31800	199	94.0%	29.0%	97.1%	1.03	97.2%	162	Warranty
31897	53	87.5%	34.0%	88.9%	1.40	71.4%	812	Warranty