

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
32014	474	93%	100%	1.03	97%	232	Warranty
32045	19	100%	100%	1.07	94%	631	Warranty
32066	256	100%	97%	1.09	92%	393	Warranty
32162	2	100%	100%	1.00	100%	604	Warranty
32174	3	100%	100%	1.67	60%	517	Warranty
32288	8	100%	100%	1.43	70%	332	Warranty
32298	144	100%	92%	1.09	91%	255	Warranty
32309	92	100%	98%	1.03	97%	387	Warranty
32327	53	100%	82%	1.29	78%	518	Warranty
32330	518	100%	95%	1.20	84%	657	Warranty
32356	21	100%	94%	1.06	94%	236	Warranty
32358	46	80%	80%	1.41	71%	878	Warranty
32392	4	100%	100%	1.00	100%	369	Warranty
32394	6	100%	80%	3.60	28%	902	Warranty
32424	1758	98%	94%	1.12	89%	417	Warranty
32440	2	100%	100%	1.00	100%	605	Warranty
32441	17	50%	93%	1.25	80%	579	Warranty
32443	133	100%	95%	1.50	67%	511	Warranty
32456	0	N/A	N/A	N/A	N/A	N/A	Warranty
32485	78	100%	93%	1.11	90%	170	Select
32487	513	100%	93%	1.08	93%	47	Premier
32495	0	N/A	N/A	N/A	N/A	N/A	Warranty
32538	0	N/A	N/A	N/A	N/A	N/A	Warranty
32548	0	N/A	N/A	N/A	N/A	N/A	Warranty
32613	62	100%	98%	1.05	95%	124	Select
32614	980	100%	100%	1.00	100%	4	Premier
32678	39	100%	87%	1.26	79%	713	Warranty
32716	0	N/A	N/A	N/A	N/A	N/A	Warranty
32731	68	100%	97%	1.06	94%	126	Select
32829	68	88%	89%	1.20	83%	765	Warranty
32872	661	94%	89%	1.20	83%	482	Warranty
32899	88	85%	97%	1.05	95%	291	Warranty
32919	7	100%	100%	1.00	100%	606	Warranty
32964	64	100%	83%	1.26	79%	510	Warranty
32967	13	100%	100%	1.00	100%	196	Warranty
32990	20	88%	88%	1.19	84%	184	Select
33132	1373	96%	97%	1.05	95%	82	Premier
33256	244	97%	95%	1.26	79%	679	Warranty
33270	29	100%	88%	1.16	86%	446	Warranty
33327	110	100%	94%	1.10	91%	133	Select
33337	993	100%	91%	1.10	91%	651	Warranty
33349	36	100%	84%	1.71	58%	845	Warranty
33418	124	100%	95%	1.11	90%	399	Warranty
33446	38	89%	90%	1.14	88%	488	Warranty
33484	0	N/A	N/A	N/A	N/A	N/A	Warranty
33501	30	100%	93%	1.11	90%	649	Warranty
33630	0	N/A	N/A	N/A	N/A	N/A	Warranty
33801	1	100%	100%	1.00	100%	370	Warranty

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
33833	1	100%	100%	1.00	100%	607	Warranty
33960	68	100%	78%	1.43	70%	825	Warranty
34015	157	96%	99%	1.01	99%	219	Warranty
34032	14	100%	73%	1.36	73%	556	Warranty
34035	37	100%	78%	1.50	67%	838	Warranty
34153	828	100%	99%	1.02	98%	382	Warranty
34177	982	100%	98%	1.17	85%	646	Warranty
34180	1454	90%	90%	1.18	85%	718	Warranty
34188	236	90%	87%	1.34	74%	806	Warranty
34293	98	100%	100%	1.00	100%	371	Warranty
34354	1204	100%	94%	1.15	87%	418	Warranty
34359	4	100%	67%	1.00	100%	708	Warranty
34379	41	100%	95%	1.08	93%	159	Select
34416	536	100%	96%	1.17	86%	413	Warranty
34487	498	94%	99%	1.03	97%	233	Warranty
34493	0	N/A	N/A	N/A	N/A	N/A	Warranty
34503	3	100%	100%	1.00	100%	372	Warranty
34536	49	100%	98%	1.07	93%	153	Select
34548	21	100%	90%	1.30	77%	483	Warranty
34550	132	97%	99%	1.01	99%	65	Premier
34551	1	100%	100%	1.00	100%	608	Warranty
34588	14	100%	100%	1.15	87%	637	Warranty
34611	9	100%	88%	1.25	80%	700	Warranty
34612	20	100%	100%	1.06	95%	213	Warranty
34644	385	88%	87%	1.24	80%	533	Warranty
34654	0	N/A	N/A	N/A	N/A	N/A	Warranty
34683	1782	96%	92%	1.12	89%	108	Premier
34690	0	N/A	N/A	N/A	N/A	N/A	Warranty
34720	34	100%	95%	1.13	88%	254	Warranty
34743	325	95%	90%	1.21	83%	699	Warranty
34745	8	100%	80%	1.71	58%	863	Warranty
34755	3	100%	100%	1.00	100%	968	Warranty
34765	178	100%	89%	1.18	85%	311	Warranty
34797	59	100%	83%	1.46	68%	805	Warranty
34800	13	60%	70%	1.33	75%	907	Warranty
34807	5	100%	100%	1.40	71%	681	Warranty
34928	252	97%	90%	1.20	84%	327	Warranty
34989	37	100%	91%	1.18	85%	666	Warranty
35029	54	83%	96%	1.13	89%	475	Warranty
35031	26	100%	86%	1.23	81%	703	Warranty
35092	53	100%	87%	1.24	81%	477	Warranty
35094	1	100%	100%	1.00	100%	582	Warranty
35108	0	N/A	N/A	N/A	N/A	N/A	Warranty
35121	37	75%	68%	1.36	74%	895	Warranty
35123	0	N/A	N/A	N/A	N/A	N/A	Warranty
35138	70	82%	86%	1.39	72%	565	Warranty
35142	16	100%	45%	1.64	61%	905	Warranty
35163	64	95%	92%	1.12	89%	292	Warranty

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
35173	129	95%	83%	1.45	69%	828	Warranty
35181	1660	92%	93%	1.34	75%	757	Warranty
35193	143	100%	92%	1.21	83%	444	Warranty
35212	1151	92%	86%	1.33	75%	793	Warranty
35236	0	N/A	N/A	N/A	N/A	N/A	Warranty
35239	151	94%	86%	1.44	70%	550	Warranty
35287	0	N/A	N/A	N/A	N/A	N/A	Warranty
35303	21	100%	100%	1.14	88%	240	Warranty
35332	33	92%	86%	1.37	73%	546	Warranty
35345	7	100%	100%	1.00	100%	609	Warranty
35394	58	100%	96%	1.16	86%	408	Warranty
35395	0	N/A	N/A	N/A	N/A	N/A	Warranty
35446	17	80%	87%	1.33	75%	563	Warranty
35470	1	100%	100%	1.00	100%	610	Warranty
35498	69	100%	95%	1.06	94%	128	Select
35500	347	82%	96%	1.36	74%	800	Warranty
35511	0	N/A	N/A	N/A	N/A	N/A	Warranty
35516	6	100%	75%	1.33	75%	813	Warranty
35534	5	100%	100%	1.00	100%	197	Warranty
35553	252	96%	95%	1.08	92%	259	Warranty
35587	4	0%	67%	1.00	100%	1035	Warranty
35654	28	83%	96%	1.11	90%	467	Warranty
35655	0	N/A	N/A	N/A	N/A	N/A	Warranty
35658	8	100%	100%	1.00	100%	373	Warranty
35707	18	67%	88%	1.64	61%	897	Warranty
35716	28	100%	83%	1.76	57%	859	Warranty
35743	78	100%	91%	1.26	80%	688	Warranty
35744	11	100%	100%	1.00	100%	976	Warranty
35748	44	90%	92%	1.21	83%	500	Warranty
35765	44	100%	95%	1.08	93%	158	Select
35831	1	100%	100%	1.00	100%	977	Warranty
35855	44	100%	95%	1.17	85%	175	Select
35876	110	100%	95%	1.08	93%	160	Select
35906	32	90%	75%	1.38	73%	571	Warranty
36038	9	100%	88%	1.13	89%	664	Warranty
36100	24	100%	86%	1.19	84%	334	Warranty
36122	18	100%	100%	1.47	68%	698	Warranty
36129	65	100%	86%	1.32	76%	744	Warranty
36134	22	100%	84%	1.50	67%	545	Warranty
36151	1442	100%	94%	1.10	91%	643	Warranty
36156	3	100%	100%	1.00	100%	978	Warranty
36197	149	100%	100%	1.31	76%	438	Warranty
36200	3531	85%	87%	1.31	76%	824	Warranty
36230	453	90%	93%	1.11	90%	674	Warranty
36272	79	100%	95%	1.16	86%	265	Warranty
36289	4	100%	100%	1.33	75%	442	Warranty
36296	79	89%	87%	1.33	75%	804	Warranty
36327	119	100%	82%	1.33	75%	528	Warranty

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
36365	592	94%	93%	1.41	71%	520	Warranty
36379	3	100%	100%	1.00	100%	611	Warranty
36466	21	100%	100%	1.00	100%	979	Warranty
36505	28	100%	100%	1.00	100%	374	Warranty
36536	0	N/A	N/A	N/A	N/A	N/A	Warranty
36559	288	100%	84%	1.30	77%	752	Warranty
36648	6	100%	50%	1.75	57%	903	Warranty
36754	1	100%	100%	1.00	100%	612	Warranty
36777	25	100%	75%	1.39	72%	553	Warranty
36801	6	100%	100%	1.00	100%	375	Warranty
36848	14	100%	92%	1.15	87%	430	Warranty
36859	2	100%	100%	1.00	100%	981	Warranty
36903	19	100%	100%	1.19	84%	168	Select
36911	0	N/A	N/A	N/A	N/A	N/A	Warranty
37007	293	98%	96%	1.10	91%	91	Premier
37013	139	100%	80%	1.44	69%	818	Warranty
37016	0	N/A	N/A	N/A	N/A	N/A	Warranty
37054	127	100%	96%	1.08	93%	235	Warranty
37066	0	N/A	N/A	N/A	N/A	N/A	Warranty
37112	403	94%	97%	1.08	93%	258	Warranty
37142	54	83%	100%	1.08	93%	298	Warranty
37169	45	71%	87%	1.39	72%	575	Warranty
37215	17	100%	86%	1.43	70%	783	Warranty
37232	0	N/A	N/A	N/A	N/A	N/A	Warranty
37236	1	100%	100%	1.00	100%	376	Warranty
37345	10	100%	100%	1.80	56%	784	Warranty
37392	727	89%	96%	1.06	95%	426	Warranty
37403	172	100%	99%	1.03	97%	16	Premier
37537	329	93%	92%	1.36	74%	769	Warranty
37538	0	N/A	N/A	N/A	N/A	N/A	Warranty
37592	123	100%	95%	1.14	88%	171	Select
37669	1	100%	100%	1.00	100%	987	Warranty
37671	16	50%	100%	1.11	90%	566	Warranty
37720	269	100%	96%	1.12	89%	49	Premier
37759	8	100%	83%	1.67	60%	844	Warranty
37837	843	100%	100%	1.02	98%	8	Premier
37885	54	93%	77%	1.86	54%	886	Warranty
38043	2	100%	100%	1.00	100%	613	Warranty
38079	10	100%	89%	1.00	100%	234	Warranty
38097	14	100%	82%	1.58	63%	837	Warranty
38166	247	86%	94%	1.12	89%	693	Warranty
38173	113	100%	100%	1.02	99%	205	Warranty
38218	0	N/A	N/A	N/A	N/A	N/A	Warranty
38336	9	100%	100%	1.00	100%	377	Warranty
38366	15	0%	73%	1.42	71%	1041	Warranty
38371	39	100%	89%	1.80	56%	842	Warranty
38383	84	100%	99%	1.01	99%	206	Warranty
38454	1	100%	100%	1.00	100%	614	Warranty

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
38462	1	100%	100%	1.00	100%	615	Warranty
38485	3	100%	100%	1.00	100%	989	Warranty
38492	0	N/A	N/A	N/A	N/A	N/A	Warranty
38750	12	100%	100%	1.45	69%	696	Warranty
38786	0	N/A	N/A	N/A	N/A	N/A	Warranty
38886	397	100%	100%	1.04	96%	385	Warranty
38989	4	100%	100%	1.00	100%	1051	wNEW 2004
39097	467	94%	97%	1.05	96%	48	Premier
52109	0	N/A	N/A	N/A	N/A	N/A	Warranty
52113	46	100%	85%	1.28	78%	735	Warranty
52241	0	N/A	N/A	N/A	N/A	N/A	Warranty
52390	25	100%	100%	1.00	100%	198	Warranty
52436	549	100%	99%	1.02	98%	12	Premier
52647	148	100%	93%	1.10	91%	647	Warranty
52693	2	100%	0%	2.00	50%	1040	Warranty
54523	144	100%	94%	1.20	83%	283	Warranty
54814	14	100%	100%	1.20	83%	407	Warranty
55041	1374	92%	95%	1.11	90%	660	Warranty
55055	304	94%	98%	1.06	95%	246	Warranty
55124	591	89%	87%	1.25	80%	782	Warranty
55327	458	95%	95%	1.08	93%	53	Premier
55400	2737	97%	99%	1.03	97%	29	Premier
56039	21	0%	89%	1.11	90%	1034	Warranty
56625	157	82%	93%	1.16	86%	513	Warranty
56923	1269	100%	92%	1.18	85%	434	Warranty
56993	660	99%	99%	1.02	98%	21	Premier
57179	113	94%	89%	1.15	87%	470	Warranty
57385	1216	94%	90%	1.20	83%	710	Warranty
58841	2776	96%	100%	1.00	100%	19	Premier
58901	0	N/A	N/A	N/A	N/A	N/A	Warranty
58973	41	100%	94%	1.06	94%	161	Select
59118	100	89%	93%	1.08	93%	447	Warranty
59172	0	N/A	N/A	N/A	N/A	N/A	Warranty
59195	21	100%	85%	1.29	78%	737	Warranty
59326	1639	91%	89%	1.23	82%	742	Warranty
59330	2	100%	100%	1.00	100%	616	Warranty
59337	484	94%	85%	1.32	76%	792	Warranty
59339	383	87%	86%	1.28	78%	807	Warranty
59346	807	60%	91%	1.18	85%	867	Warranty
59551	82	100%	87%	1.17	85%	459	Warranty
59749	1677	97%	95%	1.08	93%	63	Premier
60123	1355	97%	93%	1.16	86%	288	Warranty
60308	1370	94%	90%	1.18	85%	337	Warranty
60311	91	94%	91%	1.19	84%	692	Warranty
60779	2613	100%	98%	1.15	87%	400	Warranty
61017	8	67%	100%	1.13	89%	785	Warranty
61073	74	100%	97%	1.04	96%	123	Select
61573	5	100%	75%	1.75	57%	876	Warranty

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
61575	0	N/A	N/A	N/A	N/A	N/A	Warranty
61806	16	75%	100%	1.13	89%	726	Warranty
61932	43	100%	61%	1.94	52%	581	Warranty
61957	3	100%	100%	1.00	100%	997	Warranty
62142	311	97%	100%	1.00	100%	14	Premier
62175	6009	100%	99%	1.01	99%	9	Premier
62182	33	100%	100%	1.00	100%	199	Warranty
62242	102	100%	93%	1.08	92%	166	Select
62248	55	57%	92%	1.26	80%	880	Warranty
62778	78	100%	94%	1.16	86%	177	Select
62967	0	N/A	N/A	N/A	N/A	N/A	Warranty
63089	16	100%	92%	1.33	75%	702	Warranty
63225	933	96%	92%	1.12	89%	281	Warranty
63567	29	86%	83%	1.38	73%	352	Warranty
63601	32	100%	100%	1.00	100%	117	Select
63904	106	100%	90%	1.19	84%	308	Warranty
63946	30	100%	85%	1.24	81%	496	Warranty
64178	468	96%	90%	1.16	86%	320	Warranty
64412	325	89%	95%	1.16	86%	331	Warranty
64422	66	96%	97%	1.05	95%	162	Select
64714	53	60%	76%	1.32	76%	899	Warranty
64867	7	100%	100%	1.00	100%	378	Warranty
64955	0	N/A	N/A	N/A	N/A	N/A	Warranty
65081	28	100%	92%	1.08	93%	247	Warranty
65099	27	100%	91%	1.79	56%	826	Warranty
65267	10	100%	100%	1.00	100%	138	Select
65268	89	100%	89%	1.28	78%	479	Warranty
65324	497	84%	99%	1.07	94%	665	Warranty
65444	1934	95%	98%	1.06	94%	395	Warranty
65591	16	100%	100%	1.00	100%	200	Warranty
66164	1204	96%	97%	1.09	92%	249	Warranty
66245	648	94%	92%	1.11	90%	296	Warranty
66976	55	100%	94%	1.14	88%	263	Warranty
66996	161	100%	97%	1.04	96%	28	Premier
67970	2475	96%	89%	1.21	82%	701	Warranty
68333	55	100%	91%	1.22	82%	457	Warranty
69113	28	75%	82%	1.41	71%	576	Warranty
69150	49	100%	88%	1.29	77%	719	Warranty
69152	2	100%	100%	1.00	100%	617	Warranty
69613	1490	97%	97%	1.04	96%	77	Premier
69873	48	100%	81%	1.32	76%	776	Warranty
70064	105	97%	99%	1.01	99%	144	Select
70203	182	90%	98%	1.13	88%	297	Warranty
70226	168	89%	92%	1.18	84%	495	Warranty
70235	50	87%	91%	1.14	88%	344	Warranty
70420	0	N/A	N/A	N/A	N/A	N/A	Warranty
70662	28	100%	96%	1.20	83%	655	Warranty
70860	91	88%	85%	1.30	77%	820	Warranty

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
70881	15	100%	93%	1.07	93%	396	Warranty
71115	6	100%	100%	1.00	100%	618	Warranty
71565	131	96%	88%	1.21	82%	714	Warranty
71797	316	100%	96%	1.07	94%	78	Premier
72647	6755	95%	97%	1.16	86%	59	Premier
72682	1736	93%	95%	1.07	93%	264	Warranty
72690	58	90%	83%	1.49	67%	857	Warranty
73616	520	100%	93%	1.33	75%	340	Warranty
73757	5	100%	100%	1.00	100%	619	Warranty
73919	264	92%	89%	1.17	85%	492	Warranty
74002	16	100%	85%	1.14	88%	460	Warranty
74015	3349	96%	87%	1.25	80%	733	Warranty
74078	10	100%	88%	1.38	73%	756	Warranty
74163	327	100%	87%	1.23	81%	474	Warranty
74355	26	100%	91%	1.22	82%	314	Warranty
74367	0	N/A	N/A	N/A	N/A	N/A	Warranty
74821	73	100%	93%	1.10	91%	169	Select
74825	745	100%	89%	1.21	82%	682	Warranty
74834	781	95%	100%	1.01	99%	217	Warranty
74847	79	100%	88%	1.17	86%	310	Warranty
74998	6	100%	100%	1.00	100%	620	Warranty
75120	0	N/A	N/A	N/A	N/A	N/A	Warranty
75129	0	N/A	N/A	N/A	N/A	N/A	Warranty
75420	94	100%	97%	1.04	96%	222	Warranty
75421	0	N/A	N/A	N/A	N/A	N/A	Warranty
75468	3	0%	100%	1.00	100%	1005	Warranty
75546	256	95%	86%	1.30	77%	527	Warranty
76044	46	100%	88%	1.49	67%	789	Warranty
76206	894	100%	89%	1.46	68%	773	Warranty
76742	0	N/A	N/A	N/A	N/A	N/A	Warranty
76845	266	94%	93%	1.12	90%	435	Warranty
76911	22	57%	76%	1.47	68%	909	Warranty
77259	0	N/A	N/A	N/A	N/A	N/A	Warranty
77288	157	92%	97%	1.07	93%	411	Warranty
77761	465	94%	95%	1.12	89%	104	Premier
79139	0	N/A	N/A	N/A	N/A	N/A	Warranty
79662	120	100%	99%	1.01	99%	139	Select
79764	1743	97%	99%	1.02	98%	24	Premier
79809	142	100%	99%	1.14	88%	245	Warranty
80406	844	91%	86%	1.21	83%	766	Warranty
80435	10	100%	88%	1.13	89%	293	Warranty
80602	443	97%	92%	1.16	86%	300	Warranty
80785	1	100%	100%	1.00	100%	621	Warranty
80790	25	63%	86%	1.20	83%	875	Warranty
80969	54	100%	87%	1.33	75%	508	Warranty
81482	884	92%	98%	1.07	94%	52	Premier
81586	6	100%	100%	1.00	100%	201	Warranty
81997	91	100%	99%	1.08	93%	388	Warranty

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
82066	1492	96%	100%	1.00	100%	64	Premier
82067	22	100%	76%	1.29	77%	541	Warranty
82360	696	88%	85%	1.23	81%	787	Warranty
82376	960	98%	99%	1.02	98%	209	Warranty
83012	457	95%	92%	1.09	91%	658	Warranty
83416	6	100%	100%	1.00	100%	379	Warranty
83940	124	100%	92%	1.13	89%	267	Warranty
83944	31	100%	93%	1.28	78%	680	Warranty
83960	127	92%	84%	1.27	79%	786	Warranty
84102	57	100%	98%	1.57	64%	745	Warranty
84419	1	100%	100%	1.00	100%	583	Warranty
84462	158	100%	99%	1.01	99%	204	Warranty
84497	78	100%	99%	1.01	99%	140	Select
84591	198	100%	96%	1.06	94%	634	Warranty
84865	1267	94%	89%	1.21	83%	494	Warranty
84894	7	100%	33%	2.75	36%	585	Warranty
84964	196	100%	87%	1.21	83%	691	Warranty
85075	10	100%	89%	1.50	67%	532	Warranty
85177	97	100%	99%	1.01	99%	627	Warranty
85217	12	0%	67%	1.67	60%	1043	Warranty
85698	247	100%	100%	1.03	98%	10	Premier
85762	26	75%	83%	1.14	88%	834	Warranty
85799	0	N/A	N/A	N/A	N/A	N/A	Warranty
85806	7	100%	100%	2.00	50%	350	Warranty
85833	19	86%	94%	1.35	74%	540	Warranty
85986	177	96%	99%	1.06	94%	81	Premier
85996	815	98%	97%	1.05	95%	39	Premier
86302	113	50%	89%	1.12	89%	881	Warranty
86314	35	100%	77%	1.26	79%	780	Warranty
86350	111	100%	96%	1.22	82%	282	Warranty
86505	1042	85%	92%	1.12	90%	487	Warranty
86801	13	100%	91%	1.64	61%	803	Warranty
86961	415	95%	98%	1.03	97%	389	Warranty
87004	105	90%	89%	1.18	85%	504	Warranty
87148	405	100%	97%	1.13	88%	641	Warranty
87346	13	100%	80%	1.67	60%	567	Warranty
87368	74	100%	97%	1.19	84%	174	Select
87370	2644	95%	99%	1.00	100%	25	Premier
87500	965	98%	91%	1.20	84%	321	Warranty
87840	15	100%	92%	1.36	74%	716	Warranty
87844	34	100%	96%	1.21	83%	427	Warranty
87846	4	100%	67%	2.67	38%	908	Warranty
88038	648	98%	93%	1.09	92%	54	Premier
88145	3963	92%	90%	1.44	69%	808	Warranty
88164	4235	100%	91%	1.15	87%	429	Warranty
88197	182	100%	99%	1.07	93%	32	Premier
88236	50	86%	93%	1.11	90%	336	Warranty
88272	96	100%	94%	1.09	92%	132	Select

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
88344	94	100%	99%	1.01	99%	121	Select
88544	1377	94%	87%	1.41	71%	802	Warranty
88575	34	89%	83%	1.23	81%	796	Warranty
88578	16	75%	75%	1.42	71%	888	Warranty
88629	161	100%	88%	1.44	69%	772	Warranty
88664	492	100%	100%	1.09	92%	36	Premier
88736	115	100%	96%	1.09	92%	394	Warranty
88750	92	100%	85%	1.28	78%	507	Warranty
88752	14	100%	75%	1.50	67%	853	Warranty
88807	1789	100%	98%	1.03	97%	22	Premier
88869	31	71%	89%	1.25	80%	564	Warranty
88970	379	90%	90%	1.12	90%	469	Warranty
89006	68	94%	95%	1.22	82%	465	Warranty
89099	225	100%	91%	1.12	89%	422	Warranty
89102	29	100%	82%	1.46	69%	809	Warranty
89128	7	100%	100%	2.00	50%	549	Warranty
89159	111	100%	84%	1.34	75%	521	Warranty
89160	54	89%	94%	1.33	75%	523	Warranty
89202	13	75%	91%	1.50	67%	574	Warranty
89268	16	100%	100%	1.27	79%	179	Select
89373	234	100%	94%	1.14	88%	100	Premier
89382	121	93%	98%	1.06	94%	251	Warranty
89391	23	67%	67%	1.86	54%	1031	Warranty
89512	0	N/A	N/A	N/A	N/A	N/A	Warranty
89517	49	100%	89%	1.16	86%	443	Warranty
89538	474	100%	100%	1.00	100%	2	Premier
89554	105	83%	96%	1.04	96%	441	Warranty
89576	22	80%	95%	1.06	94%	471	Warranty
89683	534	93%	90%	1.16	87%	466	Warranty
89763	59	100%	76%	1.38	73%	822	Warranty
89819	283	94%	89%	1.19	84%	705	Warranty
89831	317	92%	85%	1.47	68%	839	Warranty
89834	44	100%	98%	1.02	98%	212	Warranty
89839	38	100%	93%	1.11	90%	404	Warranty
89861	124	87%	95%	1.25	80%	514	Warranty
89886	155	93%	97%	1.04	96%	85	Premier
89907	143	100%	87%	1.14	88%	671	Warranty
89984	6	100%	33%	2.00	50%	1033	Warranty
90124	23	100%	67%	1.53	65%	877	Warranty
90214	56	100%	94%	2.10	48%	849	Warranty
90226	42	89%	92%	1.09	92%	323	Warranty
90264	30	100%	73%	1.24	81%	794	Warranty
90293	444	96%	97%	1.05	96%	239	Warranty
90317	783	98%	98%	1.02	98%	27	Premier
90325	149	89%	92%	1.24	81%	738	Warranty
90326	54	86%	98%	1.12	89%	183	Select
90330	471	95%	99%	1.02	98%	74	Premier
90361	107	100%	94%	1.18	84%	428	Warranty

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
90379	47	100%	89%	1.10	91%	423	Warranty
90424	398	96%	93%	1.13	89%	290	Warranty
90433	125	96%	96%	1.14	88%	271	Warranty
90459	15	40%	82%	1.30	77%	1024	Warranty
90461	732	99%	99%	1.04	96%	26	Premier
90473	0	N/A	N/A	N/A	N/A	N/A	Warranty
90479	37	100%	78%	1.44	69%	829	Warranty
90481	750	75%	87%	1.19	84%	830	Warranty
90555	39	100%	97%	1.03	97%	216	Warranty
90599	0	N/A	N/A	N/A	N/A	N/A	Warranty
90674	254	100%	93%	1.14	88%	419	Warranty
90680	69	100%	97%	1.08	93%	230	Warranty
90748	89	100%	95%	1.07	93%	237	Warranty
90809	0	N/A	N/A	N/A	N/A	N/A	Warranty
90813	33	87%	64%	1.50	67%	893	Warranty
90843	87	88%	89%	1.38	72%	815	Warranty
90847	26	80%	96%	1.23	81%	531	Warranty
90876	1199	98%	91%	1.12	89%	279	Warranty
91024	0	N/A	N/A	N/A	N/A	N/A	Warranty
91122	3	100%	100%	1.00	100%	622	Warranty
91123	155	100%	98%	1.07	93%	226	Warranty
91127	0	N/A	N/A	N/A	N/A	N/A	Warranty
91247	74	95%	88%	1.29	78%	754	Warranty
92231	12	100%	50%	2.25	44%	1026	Warranty
92315	2	100%	100%	1.00	100%	623	Warranty
92342	160	100%	96%	1.05	95%	228	Warranty
92543	11086	95%	86%	1.15	87%	697	Warranty
93283	93	94%	97%	1.04	96%	163	Select
93426	733	87%	95%	1.07	93%	302	Warranty
93535	32	100%	97%	1.07	94%	155	Select
94757	15	50%	93%	1.00	100%	561	Warranty
94778	3	100%	100%	1.00	100%	624	Warranty
94790	6	100%	100%	1.00	100%	202	Warranty
94871	0	N/A	N/A	N/A	N/A	N/A	Warranty
94875	9	100%	88%	1.17	86%	312	Warranty
94897	44	100%	98%	1.03	98%	143	Select
94925	16	100%	92%	1.08	93%	248	Warranty
94926	90	80%	98%	1.05	95%	317	Warranty
94954	3	100%	100%	1.00	100%	625	Warranty
94981	22	100%	100%	1.05	96%	210	Warranty
95088	158	96%	81%	1.46	69%	559	Warranty
95180	10	100%	100%	1.20	83%	257	Warranty
95184	88	75%	94%	1.10	91%	516	Warranty
95199	0	N/A	N/A	N/A	N/A	N/A	Warranty
95214	252	93%	98%	1.01	99%	80	Premier
95250	2	100%	100%	1.00	100%	626	Warranty
95322	36	100%	100%	1.10	91%	152	Select
95337	188	100%	97%	1.05	95%	73	Premier

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
95382	141	100%	98%	1.01	99%	628	Warranty
95401	12	100%	91%	1.30	77%	478	Warranty
95431	0	N/A	N/A	N/A	N/A	N/A	Warranty
95483	9	100%	100%	1.00	100%	118	Select
95610	3220	93%	93%	1.12	89%	60	Premier
95748	1087	82%	99%	1.02	98%	656	Warranty
95758	5	100%	25%	1.50	67%	1028	Warranty
95759	0	N/A	N/A	N/A	N/A	N/A	Warranty
95861	172	100%	98%	1.06	94%	75	Premier
95874	214	100%	93%	1.09	92%	401	Warranty
95927	16	100%	92%	1.36	73%	720	Warranty
95959	827	94%	98%	1.02	98%	635	Warranty
96297	101	96%	92%	1.12	89%	284	Warranty
96309	28	89%	96%	1.12	90%	306	Warranty
96356	773	83%	99%	1.01	99%	412	Warranty
96530	342	100%	94%	1.12	90%	403	Warranty
96537	2988	100%	100%	1.00	100%	1	Premier
96589	107	73%	80%	1.45	69%	887	Warranty
96666	79	100%	78%	1.62	62%	856	Warranty
96823	0	N/A	N/A	N/A	N/A	N/A	Warranty
96825	568	93%	91%	1.13	88%	676	Warranty
96879	10	100%	89%	1.11	90%	277	Warranty
96959	3468	100%	98%	1.02	98%	18	Premier
96960	304	100%	90%	1.11	90%	653	Warranty
96964	85	100%	99%	1.10	91%	392	Warranty
96965	153	100%	93%	1.18	85%	433	Warranty
96979	300	98%	95%	1.08	93%	640	Warranty
97092	836	93%	93%	1.13	89%	112	Premier
97429	16	100%	92%	1.08	92%	645	Warranty
97477	43	100%	83%	1.34	74%	775	Warranty
97522	501	93%	94%	1.20	83%	330	Warranty
97553	130	100%	97%	1.19	84%	101	Premier
97891	8	100%	50%	2.00	50%	1021	Warranty
97976	303	97%	99%	1.02	98%	70	Premier
98048	0	N/A	N/A	N/A	N/A	N/A	Warranty
98086	629	97%	86%	1.26	80%	736	Warranty
98115	79	100%	91%	1.46	68%	762	Warranty
98181	8	100%	86%	1.33	75%	749	Warranty
98234	108	93%	86%	1.44	69%	823	Warranty
98461	78	93%	96%	1.26	79%	473	Warranty
98476	736	100%	95%	1.60	63%	771	Warranty
98674	49	100%	74%	1.51	66%	858	Warranty
98699	4	100%	100%	1.00	100%	380	Warranty
98910	4	100%	100%	1.25	80%	654	Warranty
98934	16	100%	93%	1.08	93%	397	Warranty
99032	15	100%	92%	1.33	75%	709	Warranty
99034	549	97%	92%	1.10	91%	269	Warranty
99274	0	N/A	N/A	N/A	N/A	N/A	Warranty

2004 Full Year Ranking Published

Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
99304	24	80%	78%	1.24	81%	862	Warranty
99363	81	95%	95%	1.04	96%	164	Select