

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
A1001	2640	96%	87%	1.25	80%	740	Warranty
A1007	2590	94%	97%	1.14	88%	58	Premier
A1022	0	N/A	N/A	N/A	N/A	N/A	Warranty
A1052	48	100%	100%	1.04	96%	142	Select
A1113	851	96%	92%	1.15	87%	110	Premier
A1150	1	100%	100%	1.00	100%	911	Warranty
A1166	790	100%	93%	1.28	78%	678	Warranty
A1199	4	100%	67%	1.67	60%	882	Warranty
A1226	173	80%	75%	1.26	79%	870	Warranty
A1241	73	94%	84%	1.28	78%	778	Warranty
A1246	274	100%	96%	1.05	95%	224	Warranty
A1259	63	100%	96%	1.37	73%	468	Warranty
A1283	470	92%	99%	1.01	99%	229	Warranty
A1297	323	100%	90%	1.23	81%	461	Warranty
A1301	373	95%	95%	1.14	88%	106	Premier
A1372	379	93%	96%	1.17	85%	449	Warranty
A1386	339	97%	97%	1.06	94%	84	Premier
A1388	89	100%	100%	1.01	99%	203	Warranty
A1431	920	97%	92%	1.13	88%	107	Premier
A1440	863	100%	98%	1.30	77%	305	Warranty
A1496	0	N/A	N/A	N/A	N/A	N/A	Warranty
A1498	70	100%	94%	1.21	83%	295	Warranty
A1499	106	100%	97%	1.09	92%	130	Select
A1523	318	94%	95%	1.05	95%	94	Premier
A1552	0	N/A	N/A	N/A	N/A	N/A	Warranty
A1561	25	100%	100%	1.10	91%	227	Warranty
A1567	326	99%	98%	1.02	98%	23	Premier
A1571	1680	85%	95%	1.06	94%	113	Premier
A1593	11	100%	86%	2.00	50%	868	Warranty
A1683	196	100%	93%	1.08	92%	642	Warranty
A1702	46	100%	100%	1.00	100%	115	Select
A1715	79	93%	90%	1.12	89%	315	Warranty
A1769	478	100%	99%	1.03	98%	207	Warranty
A1784	13	100%	92%	1.08	92%	253	Warranty
A1791	3	100%	100%	1.00	100%	185	Warranty
A1813	0	N/A	N/A	N/A	N/A	N/A	Warranty
A1884	1	100%	100%	1.00	100%	586	Warranty
A1900	310	96%	92%	1.22	82%	333	Warranty
A1902	1060	98%	93%	1.09	92%	55	Premier
A1907	20	100%	88%	1.14	88%	303	Warranty
A1928	118	100%	98%	1.10	91%	636	Warranty
A1947	65	100%	90%	1.21	83%	319	Warranty
A1993	78	100%	95%	1.06	94%	129	Select
A1995	392	100%	85%	1.20	83%	339	Warranty
A2021	289	96%	92%	1.08	93%	421	Warranty
A2037	2742	94%	93%	1.10	91%	105	Premier
A2040	374	92%	88%	1.17	85%	715	Warranty
A2078	43	75%	89%	1.29	78%	848	Warranty

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A2087	151	95%	76%	1.55	64%	869	Warranty
A2097	297	100%	95%	1.06	94%	231	Warranty
A2108	2555	93%	89%	1.19	84%	706	Warranty
A2140	7	100%	100%	1.00	100%	186	Warranty
A2142	793	97%	89%	1.17	85%	79	Premier
A2221	7	100%	100%	1.20	83%	405	Warranty
A2381	572	91%	95%	1.06	94%	273	Warranty
A2399	1134	92%	89%	1.17	85%	711	Warranty
A2400	29	100%	92%	1.31	76%	472	Warranty
A2409	0	N/A	N/A	N/A	N/A	N/A	Warranty
A2433	1281	92%	95%	1.13	88%	111	Premier
A2483	1076	96%	91%	1.17	85%	318	Warranty
A2507	3509	90%	90%	1.16	86%	491	Warranty
A2528	41	92%	95%	1.17	86%	324	Warranty
A2546	16	80%	91%	1.63	62%	354	Warranty
A2575	220	75%	75%	1.48	68%	892	Warranty
A2590	0	N/A	N/A	N/A	N/A	N/A	Warranty
A2652	48	100%	92%	1.14	88%	275	Warranty
A2653	0	N/A	N/A	N/A	N/A	N/A	Warranty
A2674	1394	93%	93%	1.19	84%	335	Warranty
A2684	2710	100%	91%	1.14	88%	278	Warranty
A2687	40	75%	88%	1.22	82%	560	Warranty
A2691	43	100%	83%	1.63	61%	840	Warranty
A2692	1428	97%	98%	1.03	97%	33	Premier
A2697	2455	93%	80%	1.54	65%	865	Warranty
A2703	610	95%	94%	1.07	93%	97	Premier
A2722	487	97%	88%	1.26	79%	727	Warranty
A2724	40	100%	97%	1.12	89%	244	Warranty
A2736	212	97%	98%	1.03	97%	34	Premier
A2750	0	N/A	N/A	N/A	N/A	N/A	Warranty
A2764	48	100%	85%	1.10	91%	299	Warranty
A2775	40	83%	87%	1.46	68%	570	Warranty
A2779	12	75%	67%	1.71	58%	356	Warranty
A2793	386	100%	99%	1.01	99%	62	Premier
A2834	24	100%	100%	1.11	90%	391	Warranty
A2840	596	96%	96%	1.10	91%	98	Premier
A2842	10	100%	75%	1.25	80%	536	Warranty
A2844	125	100%	96%	1.04	96%	221	Warranty
A2852	0	N/A	N/A	N/A	N/A	N/A	Warranty
A2856	1204	93%	87%	1.26	79%	763	Warranty
A2880	29	100%	93%	1.09	92%	402	Warranty
A2901	3386	100%	100%	1.01	99%	6	Premier
A2930	0	N/A	N/A	N/A	N/A	N/A	Warranty
A2952	494	100%	94%	1.08	92%	638	Warranty
A2958	20	33%	100%	1.17	86%	891	Warranty
A2975	72	100%	92%	1.13	89%	173	Select
A3006	2	100%	100%	1.00	100%	357	Warranty
A3008	2	100%	100%	1.00	100%	587	Warranty

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A3013	5	100%	100%	1.00	100%	187	Warranty
A3032	11	100%	100%	1.00	100%	188	Warranty
A3045	220	100%	85%	1.23	81%	712	Warranty
A3047	3	100%	100%	1.33	75%	668	Warranty
A3053	28	86%	96%	1.24	81%	739	Warranty
A3060	1254	93%	98%	1.02	98%	41	Premier
A3062	0	N/A	N/A	N/A	N/A	N/A	Warranty
A3115	100	100%	98%	1.14	88%	165	Select
A3124	1930	92%	89%	1.24	80%	746	Warranty
A3127	0	N/A	N/A	N/A	N/A	N/A	Warranty
A3133	15	100%	83%	1.17	86%	695	Warranty
A3139	90	96%	85%	1.33	75%	781	Warranty
A3144	32	80%	93%	1.18	85%	522	Warranty
A3151	43	100%	92%	1.19	84%	662	Warranty
A3155	1956	97%	93%	1.09	91%	57	Premier
A3156	0	N/A	N/A	N/A	N/A	N/A	Warranty
A3164	23	80%	67%	1.44	70%	896	Warranty
A3188	1295	98%	96%	1.07	93%	46	Premier
A3189	0	N/A	N/A	N/A	N/A	N/A	Warranty
A3190	106	92%	98%	1.10	91%	268	Warranty
A3196	233	93%	89%	1.24	81%	512	Warranty
A3201	0	N/A	N/A	N/A	N/A	N/A	Warranty
A3216	72	100%	85%	1.25	80%	501	Warranty
A3240	2	100%	100%	1.00	100%	588	Warranty
A3245	26	100%	91%	1.23	81%	316	Warranty
A3333	34	100%	90%	1.14	88%	659	Warranty
A3346	1	100%	100%	1.00	100%	589	Warranty
A3349	12	100%	91%	1.09	92%	409	Warranty
A3359	194	95%	92%	1.14	88%	301	Warranty
A3363	2895	95%	95%	1.06	94%	71	Premier
A3374	990	94%	87%	1.27	79%	759	Warranty
A3380	8157	95%	95%	1.08	93%	96	Premier
CL005	1466	97%	84%	1.29	78%	767	Warranty
CL017	77	100%	90%	1.10	91%	416	Warranty
CL046	140	94%	88%	1.20	83%	346	Warranty
CL085	226	97%	97%	1.04	97%	76	Premier
CL103	13	100%	100%	1.38	72%	322	Warranty
CL110	53	89%	92%	1.15	87%	480	Warranty
CL126	78	95%	95%	1.18	85%	667	Warranty
CL129	37	88%	62%	1.73	58%	904	Warranty
CL155	138	100%	94%	1.10	91%	89	Premier
CL169	71	79%	89%	1.46	68%	353	Warranty
CL186	137	100%	96%	1.10	91%	45	Premier
CL190	55	100%	77%	1.29	77%	539	Warranty
CL194	41	100%	92%	1.05	95%	242	Warranty
CL201	1101	98%	81%	1.34	74%	797	Warranty
CL205	1032	90%	93%	1.11	90%	458	Warranty
CL218	7	100%	50%	1.50	67%	580	Warranty

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CL255	99	90%	90%	1.24	80%	750	Warranty
CL258	148	96%	94%	1.08	92%	410	Warranty
CL277	664	100%	98%	1.04	96%	66	Premier
CL320	192	94%	82%	1.48	68%	843	Warranty
CL324	7	0%	100%	1.14	88%	1030	Warranty
CL343	243	100%	91%	1.16	87%	287	Warranty
CL376	127	89%	96%	1.08	93%	285	Warranty
CL401	17	100%	77%	1.31	76%	795	Warranty
CL409	47	100%	84%	1.27	79%	734	Warranty
CL424	302	75%	99%	1.00	100%	448	Warranty
CL441	151	100%	92%	1.15	87%	103	Premier
CL457	598	67%	86%	1.17	85%	864	Warranty
CL458	219	92%	89%	1.31	76%	777	Warranty
CL462	2133	100%	99%	1.02	98%	384	Warranty
CL475	0	N/A	N/A	N/A	N/A	N/A	Warranty
CL507	574	100%	95%	1.07	93%	43	Premier
CL565	29	58%	88%	1.20	83%	879	Warranty
CL621	235	97%	89%	1.20	83%	694	Warranty
CL658	217	100%	99%	1.01	99%	11	Premier
CL678	8	100%	86%	1.14	88%	453	Warranty
CL683	0	N/A	N/A	N/A	N/A	N/A	Warranty
CL718	104	100%	89%	1.21	83%	684	Warranty
CL796	1	100%	100%	1.00	100%	590	Warranty
CL802	7	100%	100%	1.33	75%	304	Warranty
CL819	28	78%	83%	1.17	85%	554	Warranty
CL844	25	100%	100%	1.08	92%	149	Select
CL857	4	100%	100%	1.00	100%	189	Warranty
CL865	1617	71%	94%	1.18	85%	810	Warranty
CL906	155	100%	93%	1.07	93%	83	Premier
CL920	69	95%	93%	1.20	84%	325	Warranty
CL922	0	N/A	N/A	N/A	N/A	N/A	Warranty
V0156	38	0%	91%	1.41	71%	1036	Warranty
V0188	192	100%	99%	1.28	78%	661	Warranty
V0189	9	100%	71%	1.29	78%	552	Warranty
V0322	14	100%	100%	1.09	92%	632	Warranty
V0676	42	100%	98%	1.05	95%	147	Select
V0799	13	100%	82%	1.67	60%	850	Warranty
V0914	31	100%	84%	1.46	68%	543	Warranty
V0947	11	100%	100%	1.00	100%	190	Warranty
01832	10	100%	75%	1.25	80%	537	Warranty
02100	87	89%	81%	1.34	75%	841	Warranty
02530	13	100%	73%	1.36	73%	555	Warranty
02541	549	98%	99%	1.01	99%	15	Premier
03047	1	100%	100%	2.00	50%	811	Warranty
03428	6	0%	50%	2.00	50%	1045	Warranty
03476	39	83%	94%	1.34	74%	801	Warranty
03708	3	100%	100%	1.00	100%	358	Warranty
04198	11	83%	100%	1.00	100%	256	Warranty

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04619	98	82%	86%	1.52	66%	874	Warranty
05760	505	94%	90%	1.12	89%	454	Warranty
06064	258	88%	93%	1.11	90%	685	Warranty
06292	34	100%	97%	1.03	97%	146	Select
06671	98	100%	87%	1.45	69%	779	Warranty
06900	0	N/A	N/A	N/A	N/A	N/A	Warranty
07249	30	100%	96%	1.00	100%	208	Warranty
07448	4	100%	100%	1.00	100%	359	Warranty
07461	25	100%	96%	1.04	96%	225	Warranty
07509	19	75%	79%	1.42	71%	885	Warranty
07720	12	25%	80%	1.11	90%	1025	Warranty
07792	35	83%	94%	1.15	87%	722	Warranty
07801	33	71%	92%	1.10	91%	790	Warranty
08149	141	100%	95%	1.17	86%	266	Warranty
08444	7	100%	100%	1.00	100%	591	Warranty
08499	46	100%	84%	1.71	58%	562	Warranty
08528	4	100%	100%	1.25	80%	424	Warranty
08639	90	94%	100%	1.00	100%	145	Select
08718	42	75%	89%	1.37	73%	572	Warranty
08891	145	94%	100%	1.01	99%	218	Warranty
09071	0	N/A	N/A	N/A	N/A	N/A	Warranty
09080	637	100%	85%	1.25	80%	723	Warranty
09154	1	100%	100%	1.00	100%	592	Warranty
09232	61	100%	93%	1.13	89%	172	Select
09237	106	100%	90%	1.16	86%	180	Select
09294	26	100%	96%	1.04	96%	223	Warranty
09448	132	96%	98%	1.00	100%	95	Premier
09461	124	50%	87%	1.13	89%	884	Warranty
09502	7	100%	33%	2.00	50%	1032	Warranty
09516	8	100%	83%	1.33	75%	770	Warranty
09607	747	100%	72%	1.34	75%	827	Warranty
09627	35	83%	94%	1.09	91%	338	Warranty
09759	0	N/A	N/A	N/A	N/A	N/A	Warranty
09871	24	100%	67%	1.87	54%	889	Warranty
09932	29	100%	91%	1.12	89%	270	Warranty
10258	210	80%	88%	1.45	69%	866	Warranty
10373	32	83%	89%	1.18	85%	529	Warranty
10553	41	100%	95%	1.24	80%	440	Warranty
10580	13	50%	91%	1.00	100%	855	Warranty
10630	89	100%	92%	1.28	78%	689	Warranty
10656	298	94%	95%	1.10	91%	272	Warranty
10746	89	100%	91%	1.14	88%	276	Warranty
10768	3	100%	100%	1.00	100%	593	Warranty
10789	340	89%	91%	1.14	87%	485	Warranty
11099	113	96%	97%	1.01	99%	148	Select
11271	10	100%	86%	1.29	78%	506	Warranty
11383	97	100%	95%	1.19	84%	178	Select
11407	86	100%	99%	1.01	99%	120	Select

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11495	5	0%	75%	1.25	80%	1037	Warranty
11521	39	63%	70%	1.61	62%	1027	Warranty
11647	23	100%	100%	1.00	100%	360	Warranty
11651	5	100%	100%	1.20	83%	648	Warranty
11675	62	100%	96%	1.20	83%	274	Warranty
11687	85	100%	84%	1.28	78%	509	Warranty
11914	23	60%	90%	1.79	56%	906	Warranty
12075	0	N/A	N/A	N/A	N/A	N/A	Warranty
12155	1	100%	100%	1.00	100%	594	Warranty
12236	33	80%	92%	1.36	74%	558	Warranty
12302	186	100%	79%	1.39	72%	544	Warranty
12340	28	100%	76%	1.30	77%	798	Warranty
12374	36	75%	94%	1.17	86%	538	Warranty
12376	23	100%	100%	1.67	60%	758	Warranty
12406	153	100%	81%	1.47	68%	819	Warranty
12427	0	N/A	N/A	N/A	N/A	N/A	Warranty
12504	9	100%	100%	1.00	100%	191	Warranty
12562	8	100%	100%	1.00	100%	192	Warranty
12595	102	100%	88%	1.13	89%	289	Warranty
12630	71	88%	97%	1.08	93%	280	Warranty
12723	0	N/A	N/A	N/A	N/A	N/A	Warranty
12725	187	100%	98%	1.19	84%	262	Warranty
12742	20	100%	100%	1.06	94%	214	Warranty
12812	45	91%	79%	1.45	69%	861	Warranty
12970	35	50%	86%	1.31	76%	898	Warranty
13308	7	100%	83%	1.60	63%	557	Warranty
13317	49	50%	100%	1.00	100%	548	Warranty
13364	168	85%	88%	1.30	77%	816	Warranty
13420	68	100%	91%	1.11	90%	420	Warranty
13558	8	100%	100%	1.00	100%	134	Select
13574	0	N/A	N/A	N/A	N/A	N/A	Warranty
13693	185	87%	93%	1.14	87%	341	Warranty
13725	7	100%	80%	1.20	83%	730	Warranty
13817	433	82%	98%	1.03	97%	436	Warranty
14202	6	67%	80%	1.25	80%	578	Warranty
14278	330	96%	93%	1.22	82%	329	Warranty
14286	4	100%	100%	1.00	100%	361	Warranty
14361	82	100%	90%	1.21	83%	313	Warranty
14405	27	100%	92%	1.65	61%	799	Warranty
14413	23	100%	89%	1.16	86%	439	Warranty
14572	10	100%	100%	1.00	100%	135	Select
14623	51	100%	87%	1.30	77%	724	Warranty
14642	39	100%	81%	1.31	76%	530	Warranty
14741	36	56%	65%	1.48	68%	1029	Warranty
14893	4	100%	100%	1.50	67%	484	Warranty
14997	26	100%	75%	1.56	64%	569	Warranty
15227	5	100%	67%	2.00	50%	894	Warranty
15230	211	85%	88%	1.24	81%	542	Warranty



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15320	834	100%	97%	1.04	96%	31	Premier
15455	66	100%	100%	1.03	97%	383	Warranty
15549	650	99%	100%	1.04	97%	211	Warranty
15561	382	98%	96%	1.05	95%	42	Premier
15596	1	100%	100%	1.00	100%	595	Warranty
15633	2646	95%	99%	1.01	99%	72	Premier
15666	7	100%	100%	1.00	100%	362	Warranty
15903	51	83%	89%	1.13	88%	747	Warranty
15919	26	100%	76%	1.44	69%	832	Warranty
16057	3	100%	100%	1.00	100%	363	Warranty
16082	2905	96%	98%	1.04	97%	38	Premier
16157	87	100%	93%	1.09	92%	250	Warranty
16285	13	100%	100%	1.00	100%	364	Warranty
16329	159	98%	99%	1.02	98%	67	Premier
16513	14	100%	100%	1.00	100%	365	Warranty
16531	0	N/A	N/A	N/A	N/A	N/A	Warranty
16553	6373	100%	96%	1.12	89%	50	Premier
16613	489	100%	86%	1.39	72%	774	Warranty
16655	240	100%	99%	1.00	100%	61	Premier
16672	69	91%	90%	1.27	79%	764	Warranty
16716	1031	98%	89%	1.15	87%	450	Warranty
16729	6	100%	50%	2.25	44%	584	Warranty
16752	3	100%	100%	1.33	75%	669	Warranty
16822	27	86%	88%	1.39	72%	835	Warranty
16827	92	94%	97%	1.07	94%	167	Select
16830	26	92%	74%	1.63	62%	355	Warranty
16881	1674	97%	99%	1.01	99%	20	Premier
16931	115	100%	96%	1.05	96%	150	Select
16975	18	100%	100%	1.06	94%	215	Warranty
16996	39	90%	100%	1.00	100%	156	Select
17008	10	100%	88%	1.13	89%	663	Warranty
17084	0	N/A	N/A	N/A	N/A	N/A	Warranty
17183	75	93%	97%	1.15	87%	286	Warranty
17213	15	100%	85%	1.15	87%	683	Warranty
17447	313	100%	100%	1.00	100%	193	Warranty
17627	39	100%	84%	1.41	71%	534	Warranty
17646	441	100%	94%	1.07	94%	238	Warranty
17781	0	N/A	N/A	N/A	N/A	N/A	Warranty
17964	25	100%	95%	1.18	85%	176	Select
17975	6	100%	100%	1.17	86%	398	Warranty
18055	0	N/A	N/A	N/A	N/A	N/A	Warranty
18118	658	88%	98%	1.05	95%	652	Warranty
18205	50	91%	93%	1.28	78%	743	Warranty
18330	18	100%	100%	1.00	100%	596	Warranty
18370	21	80%	84%	1.28	78%	351	Warranty
18481	1232	97%	92%	1.18	85%	673	Warranty
18516	43	100%	97%	1.07	93%	154	Select
18834	59	100%	88%	1.30	77%	717	Warranty

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Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
18888	35	100%	90%	1.34	74%	499	Warranty
18889	16	75%	83%	1.62	62%	890	Warranty
18948	119	100%	84%	1.47	68%	349	Warranty
19018	168	78%	92%	1.11	90%	755	Warranty
19177	3	100%	100%	1.00	100%	597	Warranty
19220	114	100%	87%	1.27	79%	493	Warranty
19250	0	N/A	N/A	N/A	N/A	N/A	Warranty
19255	547	100%	100%	1.00	100%	3	Premier
19286	56	76%	94%	1.18	85%	535	Warranty
19338	22	100%	76%	1.59	63%	568	Warranty
19368	174	95%	86%	1.21	83%	725	Warranty
19727	15	100%	92%	1.29	78%	690	Warranty
19829	16	60%	92%	1.23	81%	872	Warranty
19943	2	100%	100%	1.00	100%	598	Warranty
20112	18	100%	79%	1.40	71%	812	Warranty
20115	39	83%	100%	1.00	100%	406	Warranty
20116	11	100%	89%	1.67	60%	821	Warranty
20150	22	100%	88%	1.27	79%	486	Warranty
20234	1841	100%	97%	1.06	94%	37	Premier
20328	15	100%	93%	1.50	67%	761	Warranty
20364	5	100%	0%	2.00	50%	1039	Warranty
20416	80	71%	87%	1.16	86%	836	Warranty
20442	11	100%	100%	1.09	92%	151	Select
20511	4	100%	67%	1.33	75%	851	Warranty
20696	29	100%	80%	1.16	86%	489	Warranty
20707	7	100%	80%	1.20	83%	731	Warranty
20709	42	100%	79%	1.60	63%	854	Warranty
20820	3442	96%	98%	1.04	96%	40	Premier
20821	374	100%	90%	1.13	88%	431	Warranty
20911	27	90%	92%	1.32	76%	525	Warranty
20921	9	100%	100%	1.00	100%	366	Warranty
22030	590	100%	94%	1.13	88%	650	Warranty
22099	68	100%	95%	1.10	91%	131	Select
22245	22	100%	94%	1.06	94%	157	Select
22289	50	79%	95%	1.07	94%	476	Warranty
22298	41	89%	92%	1.16	86%	481	Warranty
22315	1673	100%	94%	1.14	88%	56	Premier
22380	48	100%	93%	1.38	72%	497	Warranty
22425	73	100%	99%	1.09	92%	127	Select
22530	430	100%	89%	1.18	85%	451	Warranty
22599	368	100%	99%	1.05	95%	69	Premier
22612	2	100%	0%	4.00	25%	1044	Warranty
22765	18	86%	85%	1.38	72%	847	Warranty
22781	79	100%	100%	1.00	100%	136	Select
22811	966	99%	94%	1.08	93%	90	Premier
23038	11	100%	90%	1.33	75%	345	Warranty
23043	551	100%	99%	1.02	98%	13	Premier
23067	100	100%	90%	1.21	83%	456	Warranty



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Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
23157	3	100%	67%	1.67	60%	883	Warranty
23206	1106	100%	100%	1.40	71%	687	Warranty
23274	20	100%	95%	1.15	87%	414	Warranty
23293	398	100%	98%	1.02	99%	141	Select
23366	57	77%	79%	1.28	78%	871	Warranty
23785	26	100%	86%	1.14	88%	309	Warranty
23788	166	97%	99%	1.00	100%	17	Premier
23917	104	90%	96%	1.12	89%	182	Select
23958	74	94%	88%	1.22	82%	503	Warranty
24085	1114	95%	88%	1.24	81%	505	Warranty
24088	101	80%	93%	1.23	81%	791	Warranty
24351	738	97%	96%	1.06	95%	87	Premier
24373	2746	100%	90%	1.79	56%	833	Warranty
24550	4	67%	67%	1.33	75%	901	Warranty
24800	401	100%	97%	1.03	97%	68	Premier
24801	204	95%	88%	1.19	84%	343	Warranty
24827	41	100%	98%	1.18	85%	261	Warranty
24905	45	100%	93%	1.48	68%	751	Warranty
24914	333	100%	99%	1.01	99%	93	Premier
24976	14	67%	82%	1.60	63%	900	Warranty
25187	342	95%	92%	1.13	89%	109	Premier
25262	17	67%	93%	1.31	76%	573	Warranty
25331	1	100%	100%	1.00	100%	367	Warranty
25365	185	93%	95%	1.02	98%	88	Premier
25417	0	N/A	N/A	N/A	N/A	N/A	Warranty
25436	21	100%	100%	1.05	95%	386	Warranty
25538	26	100%	100%	1.23	81%	415	Warranty
25600	245	83%	89%	1.29	78%	547	Warranty
25670	359	100%	94%	1.14	88%	99	Premier
25779	38	67%	100%	1.00	100%	707	Warranty
25780	17	100%	100%	1.00	100%	599	Warranty
25783	0	N/A	N/A	N/A	N/A	N/A	Warranty
25806	939	97%	98%	1.04	96%	35	Premier
25875	0	N/A	N/A	N/A	N/A	N/A	Warranty
25945	320	100%	98%	1.04	96%	630	Warranty
26001	95	100%	99%	1.01	99%	119	Select
26019	526	100%	98%	1.03	97%	629	Warranty
26091	0	N/A	N/A	N/A	N/A	N/A	Warranty
26165	304	78%	93%	1.15	87%	524	Warranty
26514	6	100%	100%	1.33	75%	670	Warranty
26677	735	99%	97%	1.13	89%	51	Premier
26679	8	67%	100%	1.50	67%	873	Warranty
26701	192	100%	81%	1.46	68%	814	Warranty
26765	422	95%	92%	1.12	89%	294	Warranty
26783	62	91%	94%	1.13	88%	455	Warranty
27101	6	100%	100%	1.00	100%	600	Warranty
27171	57	100%	94%	1.08	93%	243	Warranty
27280	2	100%	100%	1.00	100%	601	Warranty

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Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
27283	617	97%	99%	1.03	97%	220	Warranty
27537	3	100%	100%	1.00	100%	194	Warranty
27658	251	92%	86%	1.34	75%	348	Warranty
27752	92	97%	99%	1.13	89%	252	Warranty
27789	1590	90%	88%	1.21	83%	748	Warranty
27804	16	100%	85%	1.15	87%	463	Warranty
27894	330	98%	87%	1.27	79%	347	Warranty
27914	35	100%	89%	1.20	83%	677	Warranty
27957	2	100%	0%	3.00	33%	1042	Warranty
27972	0	N/A	N/A	N/A	N/A	N/A	Warranty
27977	56	100%	84%	1.29	78%	741	Warranty
28109	0	N/A	N/A	N/A	N/A	N/A	Warranty
28215	1185	99%	99%	1.05	95%	30	Premier
28222	30	100%	89%	1.33	75%	502	Warranty
28315	49	100%	100%	1.00	100%	116	Select
28334	390	93%	93%	1.10	91%	432	Warranty
28368	137	95%	94%	1.29	77%	490	Warranty
28434	14	100%	92%	1.08	93%	644	Warranty
28541	99	100%	96%	1.04	97%	125	Select
28547	918	95%	97%	1.05	95%	44	Premier
28598	215	100%	96%	1.27	78%	672	Warranty
28608	231	95%	85%	1.23	82%	515	Warranty
28648	0	N/A	N/A	N/A	N/A	N/A	Warranty
28716	1369	93%	92%	1.16	86%	328	Warranty
28742	184	93%	88%	1.20	84%	498	Warranty
28783	647	100%	94%	1.07	93%	241	Warranty
28837	217	94%	98%	1.02	98%	114	Premier
28853	225	89%	96%	1.22	82%	704	Warranty
29107	641	92%	96%	1.05	95%	260	Warranty
29198	11	100%	90%	1.20	83%	452	Warranty
29481	33	75%	78%	1.35	74%	577	Warranty
29560	24	40%	78%	2.79	36%	1038	Warranty
29578	234	83%	91%	1.17	86%	760	Warranty
29641	28	100%	91%	1.13	89%	425	Warranty
29719	1236	93%	95%	1.08	92%	102	Premier
29818	0	N/A	N/A	N/A	N/A	N/A	Warranty
29819	263	100%	82%	1.65	61%	846	Warranty
29856	0	N/A	N/A	N/A	N/A	N/A	Warranty
29862	418	90%	91%	1.21	82%	729	Warranty
29967	125	100%	86%	1.17	86%	462	Warranty
30129	0	N/A	N/A	N/A	N/A	N/A	Warranty
30177	4	100%	100%	1.00	100%	195	Warranty
30178	102	76%	92%	1.11	90%	768	Warranty
30227	16	100%	93%	1.07	93%	639	Warranty
30236	12	100%	100%	1.00	100%	137	Select
30260	87	100%	88%	1.30	77%	721	Warranty
30268	0	N/A	N/A	N/A	N/A	N/A	Warranty
30273	1985	91%	90%	1.21	83%	732	Warranty

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Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
30334	47	100%	75%	1.50	67%	852	Warranty
30355	42	89%	82%	1.27	79%	551	Warranty
30358	13	100%	80%	1.33	75%	788	Warranty
30361	46	100%	89%	1.20	84%	675	Warranty
30369	0	N/A	N/A	N/A	N/A	N/A	Warranty
30370	0	N/A	N/A	N/A	N/A	N/A	Warranty
30390	2535	100%	99%	1.00	100%	381	Warranty
30420	0	N/A	N/A	N/A	N/A	N/A	Warranty
30437	40	75%	89%	1.33	75%	860	Warranty
30472	154	100%	90%	1.22	82%	326	Warranty
30508	56	100%	96%	1.06	95%	633	Warranty
30588	5	100%	100%	1.00	100%	368	Warranty
30722	11	100%	88%	1.13	89%	181	Select
30765	20	75%	94%	1.12	89%	519	Warranty
30820	0	N/A	N/A	N/A	N/A	N/A	Warranty
30897	18	100%	94%	1.50	67%	753	Warranty
30969	106	100%	97%	1.08	93%	390	Warranty
31012	397	95%	96%	1.07	94%	92	Premier
31149	52	100%	91%	1.49	67%	526	Warranty
31151	0	N/A	N/A	N/A	N/A	N/A	Warranty
31175	736	88%	94%	1.13	89%	686	Warranty
31207	9	100%	86%	1.29	78%	728	Warranty
31253	410	100%	99%	1.01	99%	5	Premier
31300	16	100%	91%	1.25	80%	464	Warranty
31372	40	100%	97%	1.03	97%	122	Select
31399	2	100%	100%	1.00	100%	602	Warranty
31474	14	100%	92%	1.33	75%	342	Warranty
31490	2	100%	100%	1.00	100%	603	Warranty
31558	4273	100%	99%	1.01	99%	7	Premier
31603	291	100%	90%	1.19	84%	445	Warranty
31609	2694	98%	92%	1.16	86%	437	Warranty
31611	164	100%	95%	1.27	79%	307	Warranty
31743	9	100%	86%	1.57	64%	817	Warranty
31749	0	N/A	N/A	N/A	N/A	N/A	Warranty
31800	260	95%	96%	1.05	95%	86	Premier
31897	59	90%	84%	1.39	72%	831	Warranty
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

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Location ID	FY04 FINAL CLMS	FY04 CSAT PCT	FY04 FTF PCT	FY04 PPM	FY04 PTS EFF	FY04 RANKING ORDER	2005 SERVICE DESIGNATION
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