

## SSG 2Q Ranking.XLS

DLR CODE	1H04 Final CLMS	1H04 PTS PER MACH	1H04 CSAT PCT	1H04 CSAT PART	1H04 FTF PCT	Paid QSP Qtrs.	Projected 2005 Warranty Status	2004 YTD Rank
A1001	1708	1.27	0.958	0.227	0.866	0	Warranty	654
A1007	1123	1.15	0.946	0.226	0.969	2	Premier	72
A1022	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A1052	23	1.07	1.000	0.217	1.000	1	Select	230
A1113	592	1.13	0.952	0.204	0.936	2	Premier	82
A1131	92	1.11	0.923	0.209	0.943	0	Warranty	533
A1166	591	1.24	1.000	0.038	0.936	0	Warranty	708
A1199	3	1.00	1.000	0.667	0.500	0	Warranty	429
A1226	110	1.24	1.000	0.037	0.779	0	Warranty	808
A1241	50	1.25	0.889	0.220	0.842	0	Warranty	732
A1246	143	1.08	1.000	0.050	0.955	0	Warranty	557
A1259	34	1.41	1.000	0.429	0.926	0	Warranty	457
A1283	281	1.00	0.875	0.242	0.993	0	Warranty	445
A1297	185	1.29	1.000	0.126	0.904	0	Warranty	687
A1301	213	1.14	0.963	0.346	0.940	2	Premier	39
A1372	149	1.25	0.909	0.088	0.942	0	Warranty	737
A1386	167	1.10	1.000	0.132	0.941	2	Premier	78
A1388	15	1.00	1.000	0.000	1.000	0	Warranty	480
A1431	510	1.15	0.976	0.203	0.922	2	Premier	84
A1440	532	1.40	1.000	0.159	0.977	0	Warranty	640
A1496	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A1498	36	1.47	1.000	0.176	0.903	0	Warranty	721
A1499	51	1.10	1.000	0.265	0.935	2	Premier	145
A1523	159	1.02	0.909	0.164	0.967	1	Select	302
A1552	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A1561	6	1.00	1.000	0.333	1.000	0	Warranty	411
A1567	183	1.02	0.985	0.393	0.989	2	Premier	4
A1571	743	1.07	0.750	0.022	0.945	2	Premier	99
A1593	10	2.57	1.000	0.300	0.833	0	Warranty	837
A1683	104	1.10	1.000	0.020	0.927	0	Warranty	638
A1702	26	1.00	1.000	0.240	1.000	2	Premier	130
A1715	50	1.18	1.000	0.260	0.911	1	Select	298
A1769	295	1.02	1.000	0.062	0.993	0	Warranty	460
A1784	9	1.00	1.000	0.556	1.000	2	Premier	105
A1791	2	n/a	1.000	1.000	1.000	1	Select	311
A1813	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A1884	1	1.00	1.000	0.000	1.000	0	Warranty	506
A1900	167	1.21	0.905	0.199	0.918	0	Warranty	643
A1902	578	1.08	0.978	0.131	0.930	2	Premier	87
A1907	9	1.17	1.000	0.429	0.833	1	Select	244
A1928	67	1.14	1.000	0.063	1.000	0	Warranty	554
A1947	33	1.35	1.000	0.152	0.862	0	Warranty	724
A1993	32	1.04	1.000	0.357	1.000	2	Premier	118
A1995	265	1.31	1.000	0.086	0.812	0	Warranty	788
A2021	216	1.09	1.000	0.106	0.906	0	Warranty	563
A2037	1392	1.09	0.929	0.235	0.938	1	Select	303
A2040	221	1.26	0.970	0.225	0.843	0	Warranty	658

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A2078	8	1.29	1.000	0.000	1.000	0	Warranty	711
A2087	93	1.68	0.944	0.267	0.716	0	Warranty	836
A2097	107	1.05	1.000	0.215	0.940	1	Select	249
A2108	1145	1.19	0.948	0.271	0.898	0	Warranty	545
A2140	5	1.00	1.000	0.400	1.000	1	Select	183
A2142	496	1.22	0.974	0.193	0.877	1	Select	375
A2221	7	1.17	1.000	0.571	1.000	1	Select	181
A2381	237	1.04	0.929	0.078	0.958	1	Select	351
A2399	734	1.15	0.917	0.223	0.883	0	Warranty	602
A2400	24	1.29	1.000	0.174	0.905	0	Warranty	637
A2409	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A2433	674	1.22	0.882	0.047	0.939	1	Select	390
A2467	38	1.06	1.000	0.158	0.944	1	Select	278
A2483	592	1.14	0.934	0.172	0.922	1	Select	356
A2507	1841	1.18	0.890	0.212	0.902	0	Warranty	641
A2528	20	1.00	1.000	0.400	1.000	2	Premier	113
A2546	5	1.00	0.500	0.400	1.000	1	Select	363
A2575	110	1.47	0.889	0.127	0.728	0	Warranty	853
A2590	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A2652	25	1.11	1.000	0.429	0.947	1	Select	200
A2653	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A2674	811	1.19	0.969	0.232	0.948	2	Premier	76
A2684	1422	1.14	1.000	0.004	0.910	1	Select	384
A2687	27	1.15	0.000	0.115	0.857	0	Warranty	909
A2691	43	1.60	1.000	0.302	0.829	0	Warranty	726
A2692	828	1.02	0.965	0.248	0.983	2	Premier	26
A2697	1387	1.41	0.928	0.282	0.798	0	Warranty	752
A2703	294	1.06	0.944	0.233	0.960	2	Premier	58
A2722	265	1.23	0.959	0.228	0.892	0	Warranty	603
A2724	22	1.05	1.000	0.227	0.952	1	Select	237
A2736	109	1.05	1.000	0.301	0.968	2	Premier	18
A2750	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A2764	35	1.16	1.000	0.314	0.778	0	Warranty	547
A2775	31	1.13	1.000	0.241	0.880	1	Select	308
A2779	4	1.00	1.000	0.500	1.000	2	Premier	107
A2793	178	1.00	1.000	0.173	0.994	1	Select	225
A2840	354	1.09	0.923	0.152	0.959	1	Select	336
A2842	6	1.14	1.000	0.167	0.800	0	Warranty	647
A2844	54	1.02	1.000	0.367	1.000	2	Premier	115
A2852	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A2856	666	1.30	0.914	0.111	0.874	0	Warranty	784
A2880	19	1.12	1.000	0.333	0.889	1	Select	246
A2889	11	1.33	1.000	0.364	0.778	0	Warranty	601
A2901	1599	1.02	0.992	0.153	0.999	2	Premier	42
A2930	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A2952	387	1.08	1.000	0.031	0.924	0	Warranty	612
A2958	13	1.20	0.500	0.231	1.000	0	Warranty	826

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A2975	41	1.10	1.000	0.325	0.889	1	Select	243
A3006	2	1.00	1.000	0.500	1.000	1	Select	173
A3008	2	1.00	1.000	0.000	1.000	0	Warranty	496
A3013	3	1.00	1.000	0.667	1.000	1	Select	165
A3032	7	1.00	1.000	0.286	1.000	1	Select	197
A3045	125	1.23	1.000	0.266	0.830	0	Warranty	580
A3047	3	1.25	1.000	0.667	1.000	0	Warranty	406
A3053	8	1.17	1.000	0.375	1.000	0	Warranty	419
A3060	709	1.01	0.909	0.019	0.989	2	Premier	93
A3062	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A3115	58	1.15	1.000	0.125	0.962	1	Select	333
A3124	1033	1.12	0.929	0.032	0.916	0	Warranty	714
A3127	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A3133	7	1.29	1.000	0.167	1.000	0	Warranty	553
A3139	50	1.52	1.000	0.362	0.821	0	Warranty	652
A3144	21	1.13	0.750	0.190	1.000	1	Select	381
A3151	43	1.26	1.000	0.209	0.923	0	Warranty	571
A3155	1173	1.11	0.966	0.182	0.923	2	Premier	86
A3156	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A3164	12	1.33	0.667	0.625	0.778	0	Warranty	669
A3188	675	1.08	0.982	0.290	0.955	2	Premier	35
A3189	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A3190	35	1.00	1.000	0.207	0.964	1	Select	224
A3196	169	1.22	0.917	0.176	0.876	0	Warranty	698
A3201	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A3216	29	1.23	1.000	0.385	0.818	0	Warranty	467
A3240	2	1.00	1.000	0.000	1.000	0	Warranty	497
A3245	15	1.09	1.000	0.333	0.833	1	Select	258
A3333	18	1.00	1.000	0.176	0.769	0	Warranty	551
A3346	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
A3349	6	1.00	1.000	0.000	1.000	0	Warranty	485
A3359	82	1.16	1.000	0.171	0.921	1	Select	335
A3363	1528	1.05	0.980	0.089	0.957	2	Premier	80
A3374	540	1.30	0.967	0.296	0.878	0	Warranty	579
A3380	3795	1.14	0.942	0.212	0.923	1	Select	339
CL005	678	1.34	0.965	0.236	0.885	0	Warranty	659
CL017	16	1.00	1.000	0.438	0.857	0	Warranty	416
CL046	94	1.26	0.900	0.151	0.878	1	Select	387
CL085	134	1.04	1.000	0.361	0.966	2	Premier	8
CL103	7	1.00	1.000	0.571	1.000	2	Premier	104
CL110	31	1.24	0.800	0.207	0.852	0	Warranty	786
CL126	57	1.13	0.950	0.542	0.957	0	Warranty	413
CL129	22	1.28	1.000	0.286	0.667	0	Warranty	742
CL155	60	1.10	1.000	0.281	0.964	2	Premier	33
CL169	34	1.13	1.000	0.296	0.923	2	Premier	146
CL186	67	1.12	1.000	0.286	0.948	2	Premier	40
CL190	31	1.35	1.000	0.300	0.696	0	Warranty	739

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CL194	21	1.00	1.000	0.095	0.947	1	Select	285
CL201	606	1.27	0.960	0.112	0.833	0	Warranty	772
CL205	682	1.15	0.891	0.185	0.925	0	Warranty	622
CL218	2	2.00	1.000	0.500	0.000	0	Warranty	889
CL255	55	1.39	0.900	0.245	0.867	0	Warranty	745
CL258	81	1.09	0.938	0.210	0.935	0	Warranty	476
CL277	525	1.04	1.000	0.114	0.976	1	Select	277
CL320	111	1.57	0.920	0.261	0.820	0	Warranty	799
CL324	4	1.17	1.000	0.500	1.000	0	Warranty	408
CL343	123	1.20	1.000	0.208	0.905	1	Select	341
CL376	45	1.14	1.000	0.111	0.902	1	Select	364
CL401	11	1.36	1.000	0.364	0.750	0	Warranty	644
CL409	31	1.30	1.000	0.267	0.783	0	Warranty	673
CL424	181	1.00	0.667	0.467	0.994	0	Warranty	440
CL441	102	1.20	1.000	0.202	0.934	2	Premier	85
CL457	269	1.17	1.000	0.015	0.868	0	Warranty	741
CL458	38	1.10	0.500	0.053	0.879	0	Warranty	862
CL462	191	1.01	1.000	0.037	0.984	0	Warranty	468
CL475	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
CL507	321	1.09	1.000	0.295	0.956	2	Premier	30
CL565	24	1.14	0.583	0.522	0.842	0	Warranty	666
CL621	147	1.26	1.000	0.430	0.881	0	Warranty	446
CL658	88	1.02	1.000	0.205	0.988	2	Premier	28
CL678	2	1.00	1.000	0.500	1.000	1	Select	174
CL683	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
CL718	49	1.13	1.000	0.271	0.875	0	Warranty	462
CL796	1	1.00	1.000	0.000	1.000	0	Warranty	507
CL802	3	1.00	1.000	0.500	1.000	1	Select	172
CL819	15	1.13	1.000	0.333	0.929	1	Select	231
CL844	12	1.10	1.000	0.083	1.000	1	Select	318
CL857	4	1.00	1.000	0.500	1.000	2	Premier	106
CL865	634	1.19	0.571	0.018	0.935	0	Warranty	858
CL906	85	1.11	1.000	0.254	0.929	1	Select	260
CL920	37	1.14	1.000	0.265	0.900	1	Select	283
CL922	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
V0156	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
V0188	128	1.34	1.000	0.000	0.991	0	Warranty	738
V0189	5	1.25	1.000	0.800	0.750	0	Warranty	409
V0322	11	1.10	1.000	1.000	1.000	0	Warranty	400
V0676	35	1.06	1.000	0.486	0.971	2	Premier	111
V0799	11	1.70	1.000	0.091	0.778	0	Warranty	849
V0914	24	1.73	1.000	0.087	0.842	0	Warranty	840
V0947	6	1.00	1.000	0.167	1.000	1	Select	227
01832	3	1.50	1.000	0.333	0.500	0	Warranty	842
02100	10	1.62	1.000	0.000	0.375	0	Warranty	903
02530	5	1.40	1.000	0.600	0.750	0	Warranty	455
02541	134	1.01	0.938	0.180	0.992	2	Premier	53

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03047	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
03428	3	n/a	1.000	n/a	1.000	0	Warranty	883
03476	8	1.56	0.667	0.500	1.000	0	Warranty	682
03708	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
04198	1	1.00	0.000	1.000	1.000	1	Select	312
04619	32	1.32	0.800	0.241	0.875	0	Warranty	782
05760	98	1.15	0.857	0.133	0.857	0	Warranty	753
06064	105	1.12	1.000	0.115	0.894	0	Warranty	590
06292	4	1.00	1.000	0.750	1.000	1	Select	164
06671	31	1.41	1.000	0.077	0.800	0	Warranty	816
06900	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
07249	3	1.00	1.000	0.000	1.000	1	Select	310
07448	2	1.00	1.000	0.000	1.000	0	Warranty	498
07461	1	1.33	1.000	0.000	1.000	0	Warranty	736
07509	6	1.33	0.500	0.400	0.750	0	Warranty	855
07720	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
07792	10	n/a	1.000	0.100	1.000	0	Warranty	875
07801	8	1.33	1.000	0.571	1.000	0	Warranty	414
08149	26	1.23	1.000	0.231	0.960	0	Warranty	475
08444	1	1.00	1.000	0.000	1.000	0	Warranty	508
08499	14	1.69	1.000	0.286	0.727	0	Warranty	812
08528	2	1.00	1.000	1.000	1.000	1	Select	158
08639	30	1.00	0.750	0.200	1.000	1	Select	340
08718	12	1.50	0.333	0.364	0.909	0	Warranty	869
08891	43	1.01	0.800	0.167	1.000	0	Warranty	549
09071	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
09080	143	1.24	1.000	0.140	0.838	0	Warranty	700
09154	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
09232	15	1.20	1.000	0.133	0.923	1	Select	365
09237	12	1.20	1.000	0.500	0.909	1	Select	206
09294	7	1.00	1.000	0.143	1.000	1	Select	232
09448	34	1.00	1.000	0.235	0.969	2	Premier	134
09461	27	1.03	1.000	0.037	0.920	0	Warranty	566
09502	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
09516	5	1.00	1.000	0.250	0.667	0	Warranty	578
09607	148	1.35	1.000	0.252	0.692	0	Warranty	776
09627	14	1.00	1.000	0.214	0.923	1	Select	234
09759	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
09871	1	1.00	1.000	0.000	1.000	0	Warranty	509
09904	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
09932	9	1.00	1.000	0.167	1.000	2	Premier	139
10258	111	1.66	0.714	0.135	0.818	0	Warranty	870
10373	20	1.17	0.833	0.350	0.824	1	Select	374
10553	20	1.50	1.000	0.211	0.882	0	Warranty	723
10580	13	1.00	0.500	0.154	0.909	0	Warranty	827
10617	9	1.43	1.000	0.222	0.667	0	Warranty	814
10630	37	1.32	1.000	0.094	0.935	0	Warranty	702

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10656	129	1.17	0.875	0.127	0.936	0	Warranty	694
10746	85	1.14	1.000	0.111	0.922	1	Select	354
10768	3	1.00	1.000	0.000	1.000	0	Warranty	493
10789	102	1.05	0.897	0.358	0.931	1	Select	233
11099	56	1.00	0.909	0.308	1.000	1	Select	212
11271	2	1.00	1.000	0.500	1.000	1	Select	175
11383	42	1.22	1.000	0.564	0.917	1	Select	194
11407	46	1.05	1.000	0.381	0.976	2	Premier	120
11495	2	1.00	0.000	0.500	1.000	0	Warranty	843
11521	9	1.43	0.750	0.444	0.875	0	Warranty	716
11647	19	n/a	1.000	n/a	1.000	0	Warranty	879
11651	1	1.00	1.000	0.000	1.000	0	Warranty	510
11675	44	1.18	1.000	0.186	0.951	1	Select	325
11687	36	1.13	1.000	0.167	0.871	1	Select	350
11914	13	1.87	0.600	0.462	0.917	0	Warranty	838
12155	1	1.00	1.000	0.000	1.000	0	Warranty	511
12236	16	1.09	0.500	0.333	0.929	0	Warranty	779
12302	80	1.31	1.000	0.225	0.885	1	Select	371
12340	4	1.40	1.000	0.500	0.667	0	Warranty	610
12374	21	1.00	0.667	0.286	0.950	1	Select	360
12376	13	1.50	1.000	0.545	1.000	0	Warranty	421
12406	89	1.43	1.000	0.221	0.792	0	Warranty	759
12427	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
12504	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
12562	5	1.00	1.000	0.200	1.000	0	Warranty	423
12595	58	1.19	1.000	0.155	0.816	0	Warranty	677
12630	46	1.11	0.909	0.304	1.000	1	Select	248
12723	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
12725	110	1.20	1.000	0.262	0.971	1	Select	269
12742	8	1.00	1.000	0.125	1.000	1	Select	238
12812	23	1.50	1.000	0.318	0.733	0	Warranty	755
12970	18	1.30	1.000	0.059	0.923	0	Warranty	730
13065	3872	1.03	0.947	0.042	0.980	2	Premier	90
13308	1	n/a	1.000	1.000	1.000	1	Select	313
13317	30	1.00	1.000	0.074	1.000	1	Select	264
13364	48	1.69	1.000	0.455	0.824	0	Warranty	625
13420	22	1.25	1.000	0.500	0.867	0	Warranty	426
13558	3	1.00	1.000	1.000	1.000	2	Premier	100
13574	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
13693	116	1.13	0.947	0.261	0.943	1	Select	290
13725	6	1.33	1.000	0.167	0.800	0	Warranty	757
13817	201	1.03	0.824	0.122	0.995	1	Select	353
13960	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
14202	5	1.00	0.500	0.600	0.750	0	Warranty	642
14278	131	1.10	1.000	0.133	0.975	2	Premier	68
14286	3	1.00	1.000	1.000	1.000	1	Select	157
14361	33	1.33	1.000	0.313	0.862	0	Warranty	570

## SSG 2Q Ranking.XLS

DLR CODE	1H04 Final CLMS	1H04 PTS PER MACH	1H04 CSAT PCT	1H04 CSAT PART	1H04 FTF PCT	Paid QSP Qtrs.	Projected 2005 Warranty Status	2004 YTD Rank
14405	9	1.50	1.000	0.444	1.000	0	Warranty	444
14413	15	1.11	1.000	0.357	0.917	1	Select	223
14623	32	1.32	1.000	0.094	0.900	0	Warranty	733
14642	37	1.37	1.000	0.108	0.833	1	Select	391
14741	17	1.50	0.500	0.235	0.545	0	Warranty	904
14893	1	1.00	1.000	1.000	1.000	1	Select	160
14997	10	1.00	1.000	0.500	1.000	1	Select	170
15227	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
15230	112	1.25	0.727	0.244	0.859	0	Warranty	804
15320	406	1.06	1.000	0.026	0.967	2	Premier	91
15455	22	1.00	1.000	0.136	1.000	1	Select	235
15549	366	1.04	0.957	0.087	1.000	0	Warranty	474
15561	198	1.01	0.958	0.401	0.993	2	Premier	5
15596	1	1.00	1.000	0.000	1.000	0	Warranty	512
15633	1429	1.00	0.960	0.056	0.996	2	Premier	71
15666	5	1.00	1.000	0.500	1.000	1	Select	171
15903	10	1.00	1.000	0.125	0.667	0	Warranty	696
15919	10	1.56	1.000	0.333	0.714	0	Warranty	770
16057	2	1.00	1.000	0.500	1.000	0	Warranty	403
16082	1525	1.04	0.965	0.151	0.971	2	Premier	65
16157	48	1.07	1.000	0.346	1.000	1	Select	199
16285	10	1.00	1.000	0.250	1.000	1	Select	203
16329	70	1.04	0.938	0.284	0.985	1	Select	228
16531	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
16553	3487	1.12	1.000	0.000	0.964	2	Premier	96
16613	266	1.38	1.000	0.045	0.861	0	Warranty	801
16655	169	1.00	1.000	0.102	0.984	1	Select	256
16672	28	1.34	1.000	0.179	0.885	0	Warranty	684
16716	553	1.18	0.952	0.058	0.879	0	Warranty	740
16729	4	n/a	1.000	0.000	0.500	0	Warranty	911
16752	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
16752	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
16822	15	1.44	1.000	0.071	0.929	0	Warranty	768
16827	43	1.03	0.833	0.237	0.972	1	Select	306
16830	19	1.86	0.889	0.526	0.583	0	Warranty	833
16881	1414	1.01	0.967	0.120	0.995	2	Premier	60
16931	69	1.04	1.000	0.103	0.955	1	Select	304
16975	16	1.08	1.000	0.333	1.000	2	Premier	126
16996	28	1.00	1.000	0.214	1.000	2	Premier	133
17084	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
17183	37	1.26	0.875	0.387	0.929	0	Warranty	527
17213	7	1.13	1.000	0.429	0.833	0	Warranty	435
17447	124	1.00	1.000	0.073	1.000	1	Select	266
17627	21	1.89	1.000	0.190	0.750	0	Warranty	846
17646	227	1.03	1.000	0.119	0.961	2	Premier	64
17781	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
17964	16	1.38	1.000	0.313	0.929	1	Select	331

## SSG 2Q Ranking.XLS

DLR CODE	1H04 Final CLMS	1H04 PTS PER MACH	1H04 CSAT PCT	1H04 CSAT PART	1H04 FTF PCT	Paid QSP Qtrs.	Projected 2005 Warranty Status	2004 YTD Rank
17975	2	1.00	1.000	0.500	1.000	1	Select	176
18118	441	1.02	0.833	0.070	0.991	0	Warranty	620
18205	13	1.44	1.000	0.417	0.818	0	Warranty	565
18330	11	1.00	1.000	0.000	1.000	0	Warranty	482
18370	9	1.29	1.000	0.667	1.000	1	Select	180
18481	550	1.12	1.000	0.061	0.945	0	Warranty	596
18516	28	1.18	1.000	0.214	0.957	1	Select	301
18834	28	1.47	1.000	0.038	0.826	0	Warranty	831
18888	21	1.21	1.000	0.381	0.889	1	Select	254
18889	9	1.71	1.000	0.222	0.857	0	Warranty	787
18948	83	1.63	1.000	0.173	0.782	0	Warranty	825
19018	91	1.09	0.000	0.011	0.940	0	Warranty	906
19177	3	1.00	1.000	0.000	1.000	0	Warranty	494
19220	66	1.35	1.000	0.346	0.896	0	Warranty	530
19250	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
19255	273	1.00	1.000	0.361	1.000	2	Premier	3
19286	24	1.20	0.889	0.417	0.957	1	Select	253
19338	16	1.90	1.000	0.231	0.636	0	Warranty	856
19368	88	1.11	0.909	0.341	0.875	0	Warranty	463
19727	14	1.40	1.000	0.143	0.917	0	Warranty	713
19829	7	1.00	0.333	0.833	1.000	0	Warranty	427
19943	2	n/a	1.000	0.000	1.000	0	Warranty	891
20112	4	1.25	1.000	0.500	1.000	0	Warranty	415
20115	22	1.00	1.000	0.182	1.000	1	Select	221
20116	6	2.00	1.000	0.400	0.750	0	Warranty	792
20150	14	1.40	1.000	0.538	0.900	0	Warranty	433
20234	1361	1.08	1.000	0.019	0.966	2	Premier	92
20328	10	1.54	1.000	0.100	0.889	0	Warranty	798
20364	3	n/a	1.000	n/a	1.000	0	Warranty	884
20416	79	1.16	0.714	0.127	0.871	0	Warranty	820
20442	6	1.17	1.000	0.333	1.000	1	Select	219
20511	3	2.00	1.000	0.333	0.500	0	Warranty	865
20696	7	1.20	1.000	0.571	0.667	1	Select	268
20707	4	1.25	1.000	0.000	1.000	0	Warranty	692
20709	28	1.55	1.000	0.000	0.818	0	Warranty	847
20820	1839	1.02	0.963	0.265	0.992	2	Premier	19
20821	215	1.17	1.000	0.068	0.889	0	Warranty	681
20911	10	1.11	0.750	0.556	1.000	1	Select	215
20921	5	1.00	1.000	0.000	1.000	0	Warranty	489
22030	333	1.07	1.000	0.015	0.948	0	Warranty	591
22099	45	1.18	1.000	0.295	0.927	2	Premier	153
22245	12	1.14	1.000	0.500	0.875	1	Select	202
22289	33	1.06	0.750	0.387	0.964	1	Select	287
22298	26	1.19	1.000	0.292	0.870	0	Warranty	477
22315	1008	1.18	1.000	0.000	0.937	2	Premier	97
22380	26	1.46	1.000	0.240	0.958	0	Warranty	608
22425	38	1.03	1.000	0.324	0.971	2	Premier	124



## SSG 2Q Ranking.XLS

DLR CODE	1H04 Final CLMS	1H04 PTS PER MACH	1H04 CSAT PCT	1H04 CSAT PART	1H04 FTF PCT	Paid QSP Qtrs.	Projected 2005 Warranty Status	2004 YTD Rank
22530	166	1.12	1.000	0.106	0.879	0	Warranty	619
22599	157	1.05	1.000	0.141	0.980	1	Select	265
22612	2	4.00	1.000	0.000	0.000	0	Warranty	916
22765	8	1.83	0.750	0.571	0.800	0	Warranty	783
22781	49	1.00	1.000	0.150	1.000	2	Premier	141
22811	356	1.05	0.976	0.144	0.946	2	Premier	69
23038	4	1.67	1.000	0.250	1.000	1	Select	378
23043	306	1.01	1.000	0.314	0.990	2	Premier	7
23067	48	1.25	1.000	0.104	0.850	0	Warranty	727
23157	3	1.67	1.000	0.000	0.667	0	Warranty	871
23206	463	1.33	1.000	0.097	0.990	0	Warranty	650
23274	15	1.22	1.000	0.467	1.000	1	Select	198
23293	352	1.01	1.000	0.166	0.994	2	Premier	34
23363	18	1.00	1.000	0.000	1.000	0	Warranty	479
23366	12	1.38	1.000	0.250	0.667	0	Warranty	795
23785	14	1.22	1.000	0.214	0.846	1	Select	369
23788	99	1.00	0.952	0.337	0.988	2	Premier	10
23917	30	1.10	1.000	0.300	0.966	2	Premier	138
23958	39	1.36	0.857	0.216	0.844	0	Warranty	791
24085	489	1.17	0.961	0.237	0.901	1	Select	337
24088	51	1.20	0.833	0.294	0.913	0	Warranty	621
24351	365	1.08	1.000	0.182	0.931	1	Select	289
24373	1008	1.49	1.000	0.001	0.918	0	Warranty	813
24550	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
24800	245	1.02	1.000	0.149	0.972	2	Premier	50
24801	89	1.10	0.947	0.318	0.878	1	Select	275
24827	22	1.17	1.000	0.273	0.952	1	Select	259
24861	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
24905	16	1.38	1.000	0.438	0.933	0	Warranty	449
24914	261	1.01	1.000	0.065	0.984	1	Select	288
24976	6	1.67	1.000	0.600	0.750	0	Warranty	550
25187	173	1.16	0.964	0.382	0.914	2	Premier	41
25262	1	1.00	1.000	1.000	1.000	1	Select	161
25331	1	1.00	1.000	1.000	1.000	1	Select	162
25365	90	1.06	0.900	0.211	0.924	1	Select	330
25417	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
25436	13	1.17	1.000	0.167	1.000	1	Select	297
25538	22	1.44	1.000	0.227	1.000	0	Warranty	574
25600	119	1.10	0.833	0.286	0.955	1	Select	326
25670	251	1.19	1.000	0.005	0.947	1	Select	383
25779	8	1.00	1.000	0.125	1.000	0	Warranty	441
25780	6	1.00	1.000	0.667	1.000	0	Warranty	401
25783	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
25804	27	1.16	1.000	0.000	0.962	0	Warranty	663
25806	592	1.05	0.948	0.260	0.988	2	Premier	36
25875	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
25945	146	1.05	1.000	0.019	0.980	0	Warranty	548

## SSG 2Q Ranking.XLS

DLR CODE	1H04 Final CLMS	1H04 PTS PER MACH	1H04 CSAT PCT	1H04 CSAT PART	1H04 FTF PCT	Paid QSP Qtrs.	Projected 2005 Warranty Status	2004 YTD Rank
26001	39	1.00	1.000	0.282	1.000	2	Premier	123
26019	265	1.03	1.000	0.016	0.992	0	Warranty	534
26091	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
26165	230	1.35	0.800	0.476	0.889	0	Warranty	587
26514	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
26677	396	1.15	1.000	0.133	0.972	2	Premier	83
26679	1	1.00	1.000	0.000	1.000	0	Warranty	513
26701	112	1.52	1.000	0.144	0.824	0	Warranty	806
26765	274	1.16	1.000	0.112	0.894	1	Select	372
26783	34	1.13	1.000	0.345	0.880	0	Warranty	443
27101	6	1.00	1.000	0.000	1.000	0	Warranty	486
27171	32	1.16	1.000	0.400	0.889	0	Warranty	434
27280	2	n/a	1.000	0.000	1.000	0	Warranty	892
27283	348	1.05	0.952	0.090	0.988	1	Select	327
27497	159	1.01	1.000	0.000	0.994	0	Warranty	529
27537	2	1.00	1.000	0.500	1.000	1	Select	177
27658	51	1.04	1.000	0.140	1.000	2	Premier	148
27752	51	1.00	1.000	0.444	0.977	2	Premier	110
27789	860	1.25	0.922	0.248	0.867	0	Warranty	653
27804	5	1.00	1.000	0.800	0.750	1	Select	169
27894	191	1.41	0.969	0.210	0.828	0	Warranty	756
27914	23	1.06	1.000	0.333	0.895	0	Warranty	425
27957	2	3.00	1.000	0.000	0.000	0	Warranty	914
27972	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
27977	44	1.19	1.000	0.023	0.917	0	Warranty	704
28109	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
28119	398	1.14	1.000	0.000	0.954	0	Warranty	655
28215	636	1.04	1.000	0.168	0.993	2	Premier	43
28222	16	1.57	1.000	0.188	0.857	0	Warranty	777
28315	27	1.00	1.000	0.444	1.000	2	Premier	108
28334	332	1.11	0.938	0.083	0.933	1	Select	376
28368	83	1.36	0.923	0.346	0.932	0	Warranty	555
28434	7	1.00	1.000	0.333	1.000	0	Warranty	410
28541	61	1.06	1.000	0.279	0.949	2	Premier	31
28547	471	1.07	0.966	0.360	0.972	2	Premier	16
28598	160	1.33	1.000	0.096	0.953	0	Warranty	689
28608	185	1.18	0.909	0.078	0.833	0	Warranty	785
28716	802	1.17	0.917	0.343	0.917	1	Select	294
28742	63	1.13	0.875	0.362	0.926	1	Select	281
28783	327	1.12	1.000	0.130	0.907	0	Warranty	560
28837	69	1.00	1.000	0.211	0.982	2	Premier	20
28853	77	1.11	1.000	0.040	0.986	0	Warranty	568
29107	281	1.05	0.963	0.123	0.958	2	Premier	75
29198	7	1.33	1.000	0.429	0.833	0	Warranty	469
29481	14	1.25	0.500	0.364	0.909	1	Select	393
29560	13	2.00	0.500	0.500	0.778	0	Warranty	868
29578	172	1.15	0.870	0.247	0.915	0	Warranty	595

## SSG 2Q Ranking.XLS

DLR CODE	1H04 Final CLMS	1H04 PTS PER MACH	1H04 CSAT PCT	1H04 CSAT PART	1H04 FTF PCT	Paid QSP Qtrs.	Projected 2005 Warranty Status	2004 YTD Rank
29719	708	1.09	0.916	0.266	0.946	1	Select	280
29818	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
29819	117	1.66	1.000	0.116	0.824	0	Warranty	832
29856	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
29862	236	1.22	0.853	0.279	0.907	0	Warranty	633
29967	98	1.19	1.000	0.177	0.838	0	Warranty	639
30129	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
30177	2	1.00	1.000	0.500	1.000	1	Select	178
30178	58	1.13	0.800	0.298	0.898	0	Warranty	611
30227	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
30236	6	1.00	1.000	0.333	1.000	1	Select	189
30260	37	1.21	1.000	0.278	0.906	0	Warranty	471
30268	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
30273	882	1.25	0.918	0.309	0.899	0	Warranty	567
30334	23	n/a	1.000	n/a	1.000	0	Warranty	878
30355	33	1.31	1.000	0.258	0.760	0	Warranty	703
30358	6	1.00	1.000	0.167	0.750	0	Warranty	577
30361	22	1.35	1.000	0.000	0.813	0	Warranty	830
30369	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
30370	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
30390	1443	1.00	1.000	0.017	0.991	0	Warranty	473
30437	25	1.22	0.667	0.292	0.913	0	Warranty	773
30472	88	1.22	1.000	0.207	0.913	1	Select	344
30508	11	1.11	1.000	0.273	0.900	0	Warranty	452
30588	1	1.00	1.000	0.000	1.000	0	Warranty	514
30722	6	1.00	1.000	1.000	1.000	2	Premier	101
30765	15	1.09	0.667	0.385	0.917	0	Warranty	606
30820	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
30897	6	1.60	1.000	0.333	1.000	0	Warranty	543
31012	158	1.13	1.000	0.265	0.960	2	Premier	47
31055	17	1.56	1.000	0.118	0.933	0	Warranty	766
31149	25	1.37	1.000	0.455	0.950	1	Select	236
31151	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
31175	386	1.14	0.893	0.272	0.933	0	Warranty	532
31207	3	1.50	1.000	1.000	1.000	0	Warranty	402
31253	168	1.01	1.000	0.189	0.987	2	Premier	32
31300	13	1.27	1.000	0.200	0.875	0	Warranty	634
31372	22	1.00	1.000	0.190	1.000	2	Premier	136
31399	1	1.00	1.000	1.000	1.000	0	Warranty	399
31474	7	1.50	1.000	0.286	0.833	1	Select	385
31490	2	1.00	1.000	0.000	1.000	0	Warranty	499
31558	2221	1.00	1.000	0.030	0.989	2	Premier	70
31603	116	1.26	1.000	0.177	0.893	0	Warranty	630
31609	1493	1.14	0.958	0.023	0.920	0	Warranty	712
31611	33	1.19	1.000	0.294	0.969	1	Select	250
31743	3	1.00	1.000	0.000	1.000	0	Warranty	495
31749	0	n/a	n/a	n/a	n/a	0	Warranty	n/a

## SSG 2Q Ranking.XLS

<b>DLR CODE</b>	<b>1H04 Final CLMS</b>	<b>1H04 PTS PER MACH</b>	<b>1H04 CSAT PCT</b>	<b>1H04 CSAT PART</b>	<b>1H04 FTF PCT</b>	<b>Paid QSP Qtrs.</b>	<b>Projected 2005 Warranty Status</b>	<b>2004 YTD Rank</b>
31800	136	1.01	0.972	0.306	0.974	2	Premier	15
31897	32	1.54	1.000	0.313	0.846	0	Warranty	683