

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
32014	206	1.03	1.000	0.083	0.990	1	Select	282
32045	14	1.00	1.000	0.000	1.000	0	Warranty	481
32066	117	1.11	1.000	0.000	0.973	0	Warranty	616
32162	2	1.00	1.000	1.000	1.000	0	Warranty	398
32174	3	1.67	1.000	0.333	1.000	1	Select	346
32274	6	1.00	1.000	0.333	1.000	1	Select	190
32288	6	2.00	1.000	0.200	1.000	1	Select	389
32298	77	1.06	1.000	0.219	0.944	2	Premier	51
32309	71	1.01	1.000	0.000	0.986	0	Warranty	536
32323	44	1.00	1.000	0.116	1.000	1	Select	247
32327	29	1.54	1.000	0.143	0.792	0	Warranty	817
32330	187	1.24	1.000	0.076	0.924	0	Warranty	686
32354	13	1.38	1.000	0.091	0.625	0	Warranty	851
32356	9	1.00	1.000	0.222	1.000	1	Select	209
32358	19	1.29	0.667	0.444	0.833	0	Warranty	749
32392	2	n/a	1.000	0.500	1.000	1	Select	396
32394	2	3.00	1.000	0.000	1.000	0	Warranty	863
32424	851	1.14	0.960	0.031	0.931	0	Warranty	688
32440	2	1.00	1.000	0.000	1.000	0	Warranty	500
32441	9	1.14	0.000	0.111	0.875	0	Warranty	908
32443	67	1.67	1.000	0.219	0.914	0	Warranty	744
32456	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
32481	208	1.17	1.000	0.000	0.944	0	Warranty	690
32485	50	1.07	1.000	0.140	0.913	1	Select	322
32487	277	1.11	1.000	0.062	0.916	2	Premier	95
32495	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
32538	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
32548	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
32613	32	1.05	1.000	0.414	0.963	2	Premier	117
32614	487	1.00	1.000	0.004	0.996	2	Premier	74
32678	9	1.00	1.000	0.000	1.000	0	Warranty	483
32716	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
32731	32	1.04	1.000	0.188	1.000	2	Premier	142
32825	30	1.11	1.000	0.000	0.964	0	Warranty	628
32829	43	1.26	0.889	0.293	0.895	0	Warranty	623
32872	278	1.24	0.938	0.095	0.863	0	Warranty	763
32899	53	1.05	1.000	0.200	0.977	2	Premier	143
32919	7	1.00	1.000	0.286	1.000	0	Warranty	417
32964	41	1.23	1.000	0.450	0.857	1	Select	241
32967	9	1.00	1.000	0.222	1.000	1	Select	210
32990	7	1.00	1.000	0.571	1.000	2	Premier	103
33132	717	1.05	0.937	0.128	0.975	1	Select	321
33206	344	1.63	1.000	0.000	0.847	0	Warranty	848
33256	114	1.25	1.000	0.120	0.981	0	Warranty	586
33270	14	1.23	1.000	0.357	0.818	0	Warranty	524
33325	3365	1.08	1.000	0.000	0.967	0	Warranty	597
33327	48	1.08	1.000	0.222	0.952	2	Premier	149

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33337	462	1.11	1.000	0.004	0.918	0	Warranty	665
33349	10	1.88	1.000	0.300	0.889	0	Warranty	750
33418	116	1.11	1.000	0.188	0.933	1	Select	300
33446	17	1.13	0.667	0.235	0.929	1	Select	388
33484	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
33501	6	1.00	1.000	n/a	1.000	0	Warranty	487
33521	607	1.02	1.000	0.000	0.981	0	Warranty	541
33630	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
33729	3737	1.53	1.000	0.000	0.875	0	Warranty	835
33801	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
33833	1	n/a	1.000	0.000	1.000	0	Warranty	897
33960	24	1.92	1.000	0.167	0.789	0	Warranty	845
34015	83	1.01	1.000	0.100	0.987	1	Select	263
34032	8	1.33	1.000	0.125	0.667	1	Select	394
34035	19	1.27	1.000	0.235	0.857	0	Warranty	613
34153	364	1.02	1.000	0.054	0.988	0	Warranty	465
34177	662	1.13	1.000	0.042	0.978	0	Warranty	585
34180	871	1.17	0.905	0.266	0.898	0	Warranty	572
34188	140	1.32	0.900	0.101	0.857	0	Warranty	810
34293	60	1.00	1.000	0.017	1.000	0	Warranty	466
34354	815	1.19	1.000	0.034	0.939	0	Warranty	679
34359	3	1.00	1.000	0.667	0.500	0	Warranty	430
34379	23	1.00	1.000	0.391	1.000	2	Premier	114
34416	467	1.21	1.000	0.040	0.965	0	Warranty	656
34487	126	1.08	0.800	0.389	0.958	1	Select	267
34493	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
34503	2	1.00	1.000	0.500	1.000	1	Select	179
34536	48	1.08	1.000	0.217	0.976	2	Premier	144
34548	10	1.00	1.000	0.400	0.889	1	Select	196
34550	88	1.00	1.000	0.329	1.000	2	Premier	6
34551	1	1.00	1.000	0.000	1.000	0	Warranty	515
34588	6	1.33	1.000	0.500	1.000	0	Warranty	418
34611	1	1.00	1.000	0.000	1.000	0	Warranty	516
34612	13	1.00	1.000	0.250	1.000	1	Select	201
34644	323	1.24	0.833	0.144	0.858	0	Warranty	796
34654	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
34683	901	1.11	0.948	0.142	0.915	1	Select	358
34690	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
34720	22	1.12	1.000	0.294	0.933	1	Select	242
34743	203	1.25	0.980	0.315	0.906	0	Warranty	522
34745	7	1.67	1.000	0.000	0.750	0	Warranty	861
34755	3	n/a	1.000	0.000	1.000	0	Warranty	885
34765	139	1.16	1.000	0.065	0.880	1	Select	382
34797	59	1.49	1.000	0.172	0.833	0	Warranty	780
34800	4	1.00	0.500	0.500	1.000	0	Warranty	491
34807	4	1.40	1.000	0.000	1.000	0	Warranty	758
34928	146	1.24	1.000	0.199	0.883	1	Select	366

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34989	27	1.08	1.000	0.296	0.917	0	Warranty	438
35029	23	1.08	0.875	0.476	0.950	1	Select	208
35031	11	1.36	1.000	0.273	0.889	0	Warranty	598
35092	36	1.18	1.000	0.222	0.833	0	Warranty	584
35094	1	n/a	1.000	1.000	1.000	1	Select	314
35108	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
35121	17	1.67	0.750	0.294	0.583	0	Warranty	873
35123	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
35138	59	1.43	0.769	0.310	0.851	0	Warranty	802
35142	2	2.00	1.000	n/a	0.000	0	Warranty	913
35163	30	1.07	1.000	0.357	0.893	1	Select	220
35173	53	1.54	0.889	0.288	0.805	0	Warranty	803
35181	1047	1.35	0.921	0.111	0.926	0	Warranty	765
35193	72	1.13	1.000	0.015	0.923	0	Warranty	662
35212	749	1.35	0.884	0.093	0.853	0	Warranty	822
35239	83	1.83	0.846	0.235	0.828	0	Warranty	850
35303	10	1.11	1.000	0.400	1.000	1	Select	195
35332	15	1.38	1.000	0.467	0.929	1	Select	245
35345	1	n/a	1.000	n/a	1.000	0	Warranty	898
35394	36	1.00	1.000	0.167	1.000	1	Select	226
35395	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
35446	7	1.50	0.500	0.333	0.833	0	Warranty	864
35455	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
35470	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
35498	21	1.00	1.000	0.190	1.000	2	Premier	135
35500	102	1.20	0.778	0.091	0.947	0	Warranty	793
35504	1	1.00	1.000	0.000	1.000	0	Warranty	517
35511	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
35516	6	1.33	1.000	0.600	0.750	0	Warranty	447
35553	187	1.10	0.875	0.129	0.957	1	Select	370
35587	2	n/a	0.000	1.000	0.000	0	Warranty	918
35654	22	1.05	1.000	0.238	1.000	1	Select	218
35658	6	1.00	1.000	0.200	1.000	0	Warranty	422
35661	131	1.03	1.000	0.023	1.000	0	Warranty	523
35707	9	1.86	1.000	0.111	0.714	0	Warranty	860
35716	8	1.78	1.000	0.250	0.833	0	Warranty	794
35743	43	1.16	1.000	0.075	0.892	0	Warranty	660
35744	3	n/a	1.000	n/a	1.000	0	Warranty	886
35748	24	1.08	0.800	0.318	0.895	0	Warranty	556
35765	20	1.16	1.000	0.400	0.895	1	Select	229
35831	1	n/a	1.000	n/a	1.000	0	Warranty	899
35855	25	1.27	1.000	0.200	0.913	1	Select	362
35876	45	1.03	1.000	0.100	0.976	1	Select	279
35906	18	1.50	1.000	0.444	0.667	0	Warranty	710
35968	41	1.11	1.000	0.000	0.973	0	Warranty	618
36038	6	1.20	1.000	0.333	0.800	0	Warranty	537
36072	181	1.87	1.000	0.000	1.000	0	Warranty	834

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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
36100	8	1.00	1.000	0.714	0.857	1	Select	168
36122	17	1.45	1.000	0.063	1.000	0	Warranty	728
36129	35	1.39	1.000	0.114	0.871	0	Warranty	762
36134	11	1.50	1.000	0.455	0.900	1	Select	299
36151	575	1.05	1.000	0.000	0.967	0	Warranty	573
36156	2	n/a	1.000	0.000	1.000	0	Warranty	893
36156	2	n/a	1.000	0.000	1.000	0	Warranty	894
36197	61	1.31	1.000	0.066	1.000	0	Warranty	661
36200	1834	1.29	0.920	0.061	0.880	0	Warranty	800
36230	252	1.05	0.833	0.053	0.957	0	Warranty	693
36272	60	1.16	1.000	0.183	0.947	1	Select	317
36289	1	n/a	1.000	1.000	1.000	1	Select	315
36296	48	1.35	0.917	0.340	0.842	0	Warranty	649
36327	56	1.20	1.000	0.321	0.826	1	Select	328
36365	271	1.50	0.913	0.124	0.874	0	Warranty	819
36379	2	1.00	1.000	0.000	1.000	0	Warranty	501
36466	19	n/a	1.000	n/a	1.000	0	Warranty	880
36505	5	n/a	1.000	n/a	1.000	0	Warranty	882
36509	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
36529	55	1.18	1.000	0.000	0.918	0	Warranty	720
36536	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
36559	101	1.23	1.000	0.059	0.948	0	Warranty	671
36579	14	1.14	1.000	0.308	1.000	2	Premier	137
36648	5	3.00	1.000	0.200	0.333	0	Warranty	907
36777	18	1.31	1.000	0.167	0.714	0	Warranty	797
36848	2	3.00	1.000	0.000	0.000	0	Warranty	915
36859	2	n/a	1.000	n/a	1.000	0	Warranty	895
36903	6	1.00	1.000	0.333	1.000	1	Select	191
36911	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
37007	247	1.12	0.970	0.363	0.961	2	Premier	21
37013	138	1.46	1.000	0.022	0.796	0	Warranty	841
37016	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
37054	64	1.10	1.000	0.140	0.980	1	Select	295
37066	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
37112	292	1.04	0.909	0.061	0.972	0	Warranty	588
37142	35	1.06	1.000	0.125	1.000	2	Premier	154
37169	18	1.67	0.600	0.444	0.867	0	Warranty	839
37215	1	n/a	1.000	n/a	1.000	0	Warranty	900
37234	52	1.07	1.000	0.000	0.980	0	Warranty	576
37236	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
37329	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
37345	4	1.50	1.000	0.500	1.000	0	Warranty	428
37392	264	1.11	0.850	0.092	0.963	0	Warranty	685
37403	95	1.00	1.000	0.471	1.000	2	Premier	1
37537	117	1.33	0.833	0.052	0.945	0	Warranty	818
37538	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
37580	275	1.07	1.000	0.000	0.953	0	Warranty	605

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37592	46	1.12	1.000	0.244	0.955	2	Premier	150
37671	7	1.00	0.500	0.400	1.000	0	Warranty	593
37720	117	1.05	1.000	0.535	0.964	2	Premier	2
37815	388	1.07	1.000	0.008	0.942	0	Warranty	607
37837	357	1.01	1.000	0.103	1.000	2	Premier	55
37885	7	1.50	0.750	0.571	0.600	0	Warranty	815
38043	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
38079	4	n/a	1.000	0.500	1.000	1	Select	395
38097	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
38166	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
38173	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
38218	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
38336	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
52109	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
52113	25	1.24	1.000	0.600	0.818	0	Warranty	420
52241	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
52390	7	1.00	1.000	0.000	1.000	0	Warranty	484
52436	293	1.04	1.000	0.088	0.978	2	Premier	66
52647	103	1.10	1.000	0.049	0.924	0	Warranty	615
52693	2	2.00	1.000	0.500	0.000	0	Warranty	890
54523	82	1.16	1.000	0.323	0.958	2	Premier	38
54814	11	1.20	1.000	0.545	1.000	1	Select	185
55041	852	1.10	0.979	0.090	0.965	0	Warranty	552
55055	125	1.06	1.000	0.098	0.974	1	Select	305
55124	254	1.29	0.911	0.245	0.854	0	Warranty	699
55327	195	1.08	0.978	0.318	0.951	2	Premier	29
55400	1345	1.03	0.972	0.348	0.988	2	Premier	9
56039	10	1.13	0.000	0.100	0.889	0	Warranty	905
56625	74	1.25	0.750	0.392	0.924	0	Warranty	626
56923	576	1.21	1.000	0.068	0.926	0	Warranty	667
56993	355	1.03	0.980	0.187	0.987	2	Premier	44
57179	41	1.13	1.000	0.205	0.944	1	Select	292
57385	414	1.24	0.957	0.202	0.900	0	Warranty	627
58841	1255	1.00	0.971	0.211	0.998	2	Premier	27
58901	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
58973	20	1.00	1.000	0.308	1.000	2	Premier	119
59118	84	1.05	1.000	0.300	0.947	1	Select	216
59172	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
59195	14	1.30	1.000	0.500	0.889	0	Warranty	431
59326	1071	1.22	0.970	0.051	0.890	0	Warranty	746
59330	2	1.00	1.000	0.500	1.000	0	Warranty	404
59337	259	1.38	0.948	0.300	0.846	0	Warranty	668
59339	139	1.38	0.844	0.422	0.847	0	Warranty	648
59346	343	1.20	1.000	0.003	0.916	0	Warranty	729
59551	44	1.14	1.000	0.091	0.892	0	Warranty	635
59749	942	1.08	0.982	0.206	0.945	2	Premier	63
60123	680	1.17	1.000	0.130	0.937	1	Select	348

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60308	742	1.18	0.940	0.219	0.900	1	Select	357
60311	60	1.30	1.000	0.283	0.902	0	Warranty	544
60779	1611	1.14	1.000	0.000	0.983	0	Warranty	629
61017	5	1.17	0.667	0.600	1.000	0	Warranty	442
61073	37	1.00	1.000	0.226	1.000	2	Premier	131
61573	2	2.33	1.000	0.500	1.000	0	Warranty	564
61575	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
61806	6	1.00	1.000	0.000	1.000	0	Warranty	488
61932	15	1.33	1.000	0.133	0.750	1	Select	392
61957	3	n/a	1.000	n/a	1.000	0	Warranty	887
61957	3	n/a	1.000	n/a	1.000	0	Warranty	888
62142	175	1.00	0.952	0.245	1.000	1	Select	217
62175	3944	1.01	1.000	0.000	0.989	2	Premier	81
62182	23	1.00	1.000	0.043	1.000	1	Select	284
62242	60	1.13	1.000	0.246	0.943	2	Premier	61
62248	20	1.37	0.500	0.333	0.813	0	Warranty	857
62778	32	1.27	1.000	0.226	0.889	1	Select	359
62967	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
63089	16	1.25	1.000	0.063	0.923	0	Warranty	701
63225	433	1.14	0.956	0.279	0.932	0	Warranty	459
63567	15	1.86	0.750	0.533	0.600	0	Warranty	854
63601	15	1.00	1.000	0.333	1.000	2	Premier	116
63904	64	1.08	1.000	0.311	0.952	2	Premier	22
63946	17	1.37	1.000	0.471	0.786	0	Warranty	526
64178	295	1.13	0.960	0.126	0.895	1	Select	373
64412	150	1.19	1.000	0.129	0.957	1	Select	349
64422	37	1.12	1.000	0.314	0.941	2	Premier	140
64714	22	1.19	1.000	0.105	0.824	0	Warranty	717
64867	4	1.00	1.000	1.000	1.000	1	Select	156
64955	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
65081	18	1.07	1.000	0.222	0.875	0	Warranty	461
65099	6	1.33	1.000	0.000	1.000	0	Warranty	735
65267	6	1.00	1.000	0.833	1.000	1	Select	163
65268	62	1.25	1.000	0.262	0.907	0	Warranty	535
65324	280	1.13	0.774	0.249	0.984	0	Warranty	600
65444	1032	1.06	0.940	0.067	0.982	0	Warranty	558
65591	9	1.00	1.000	0.333	1.000	1	Select	187
66164	633	1.08	0.940	0.116	0.959	1	Select	345
66245	239	1.11	1.000	0.164	0.918	2	Premier	79
66976	22	1.19	1.000	0.091	0.947	1	Select	368
66996	98	1.04	1.000	0.304	0.966	2	Premier	17
67970	1392	1.21	0.950	0.311	0.897	0	Warranty	525
68333	33	1.20	1.000	0.097	0.889	0	Warranty	670
69113	16	1.22	1.000	0.313	0.857	1	Select	324
69150	21	1.40	1.000	0.381	0.813	0	Warranty	583
69152	1	1.00	1.000	0.000	1.000	0	Warranty	518
69613	868	1.02	1.000	0.021	0.984	2	Premier	77

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
69873	34	1.38	1.000	0.182	0.815	0	Warranty	751
70064	63	1.02	0.947	0.397	0.983	1	Select	193
70203	90	1.19	0.750	0.047	0.976	0	Warranty	811
70226	80	1.29	0.913	0.342	0.871	0	Warranty	592
70235	23	1.10	0.714	0.318	0.905	1	Select	377
70420	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
70662	27	1.21	1.000	0.000	0.958	0	Warranty	707
70860	26	1.32	1.000	0.154	0.870	0	Warranty	705
70881	12	1.11	1.000	0.250	0.909	1	Select	271
71115	5	1.00	1.000	0.200	1.000	0	Warranty	424
71565	75	1.19	1.000	0.280	0.844	0	Warranty	540
71797	263	1.05	1.000	0.333	0.963	2	Premier	12
72647	3300	1.15	0.939	0.325	0.974	2	Premier	48
72682	594	1.09	0.914	0.113	0.954	1	Select	361
72690	33	1.58	1.000	0.219	0.800	0	Warranty	790
73616	278	1.17	1.000	0.221	0.944	2	Premier	67
73757	4	1.00	1.000	0.000	1.000	0	Warranty	492
73919	176	1.19	0.875	0.149	0.887	0	Warranty	731
74002	11	1.11	1.000	0.545	0.889	1	Select	186
74015	1944	1.26	0.946	0.225	0.874	0	Warranty	651
74078	10	1.20	1.000	0.222	0.875	0	Warranty	562
74163	185	1.31	1.000	0.153	0.867	0	Warranty	706
74355	17	1.25	1.000	0.400	0.923	1	Select	240
74367	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
74821	52	1.09	1.000	0.373	0.939	2	Premier	132
74825	381	1.29	1.000	0.015	0.865	0	Warranty	789
74834	436	1.00	0.915	0.132	0.995	1	Select	286
74847	33	1.19	1.000	0.219	0.933	1	Select	316
74998	3	1.00	1.000	0.333	1.000	0	Warranty	412
75120	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
75129	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
75420	68	1.04	1.000	0.074	0.953	0	Warranty	528
75421	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
75468	2	1.00	0.000	1.000	1.000	0	Warranty	502
75546	115	1.23	1.000	0.330	0.911	1	Select	273
76044	46	1.47	1.000	0.000	0.875	0	Warranty	828
76206	473	1.48	1.000	0.000	0.895	0	Warranty	824
76742	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
76845	157	1.13	0.913	0.204	0.930	0	Warranty	561
76911	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
77259	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
77288	47	1.00	1.000	0.068	1.000	0	Warranty	453
77761	396	1.12	0.941	0.157	0.955	2	Premier	89
78489	1	1.00	1.000	0.000	1.000	0	Warranty	519
79139	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
79662	103	1.01	1.000	0.126	0.990	2	Premier	49
79764	1038	1.02	0.972	0.333	0.994	2	Premier	11

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
79809	59	1.00	1.000	0.086	1.000	1	Select	255
80406	472	1.18	0.946	0.169	0.856	0	Warranty	672
80435	3	1.00	1.000	0.333	1.000	1	Select	192
80602	188	1.12	1.000	0.128	0.932	1	Select	338
80785	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
80790	5	1.33	1.000	0.200	0.750	0	Warranty	764
80969	20	1.44	1.000	0.250	0.875	0	Warranty	674
81482	508	1.06	0.750	0.008	0.983	2	Premier	98
81586	1	n/a	1.000	0.000	1.000	0	Warranty	901
81997	91	1.05	1.000	0.122	0.989	1	Select	272
82066	572	1.00	0.930	0.198	0.998	1	Select	239
82067	12	1.30	1.000	0.364	0.800	0	Warranty	559
82360	417	1.34	0.882	0.245	0.813	0	Warranty	775
82376	782	1.01	1.000	0.076	0.994	0	Warranty	456
83012	214	1.11	0.952	0.132	0.927	0	Warranty	582
83416	5	1.00	1.000	0.000	1.000	0	Warranty	490
83940	53	1.27	1.000	0.255	0.867	0	Warranty	581
83944	28	1.37	1.000	0.036	0.923	0	Warranty	774
83960	53	1.13	0.800	0.094	0.894	0	Warranty	781
84102	29	1.17	1.000	0.038	0.964	0	Warranty	636
84419	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
84462	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
84497	52	1.02	1.000	0.300	0.980	2	Premier	127
84591	111	1.06	1.000	0.009	0.971	0	Warranty	569
84865	766	1.17	0.936	0.194	0.898	1	Select	367
84894	3	n/a	1.000	0.000	0.000	0	Warranty	917
84964	100	1.20	1.000	0.112	0.869	0	Warranty	680
85075	5	3.00	1.000	0.400	1.000	1	Select	386
85177	52	1.02	1.000	n/a	0.980	0	Warranty	542
85217	8	2.00	1.000	0.000	0.500	0	Warranty	881
85366	245	1.17	0.944	0.205	0.963	1	Select	332
85698	181	1.06	1.000	0.207	1.000	2	Premier	37
85762	9	1.13	1.000	0.333	0.875	0	Warranty	448
85799	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
85806	5	1.00	1.000	0.400	1.000	2	Premier	112
85986	129	1.04	1.000	0.134	0.991	2	Premier	57
85996	420	1.04	0.989	0.256	0.980	2	Premier	23
86302	79	1.22	0.500	0.053	0.866	0	Warranty	872
86314	24	1.23	1.000	0.500	0.842	0	Warranty	432
86350	43	1.21	1.000	0.279	0.949	1	Select	276
86505	616	1.18	0.844	0.149	0.876	0	Warranty	754
86801	6	1.33	1.000	0.400	1.000	0	Warranty	436
86961	208	1.03	0.909	0.073	0.969	0	Warranty	575
87004	65	1.22	0.857	0.159	0.873	0	Warranty	761
87148	178	1.08	1.000	0.000	0.971	0	Warranty	589
87346	10	2.33	1.000	0.222	0.714	0	Warranty	859
87368	63	1.19	1.000	0.131	0.966	1	Select	343

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
87370	1226	1.00	0.929	0.194	0.992	2	Premier	46
87500	640	1.20	0.973	0.168	0.917	2	Premier	94
87840	12	1.40	1.000	0.167	0.889	0	Warranty	715
87844	14	1.00	1.000	0.231	1.000	1	Select	207
87846	4	2.67	1.000	0.000	0.667	0	Warranty	877
88038	511	1.16	0.971	0.299	0.920	1	Select	274
88145	2082	1.55	0.936	0.220	0.890	0	Warranty	771
88164	2225	1.17	1.000	0.005	0.911	0	Warranty	718
88197	85	1.06	1.000	0.134	0.987	2	Premier	62
88236	26	1.29	1.000	0.200	0.870	1	Select	380
88272	51	1.07	1.000	0.180	0.959	2	Premier	152
88344	49	1.03	1.000	0.357	0.976	2	Premier	121
88544	776	1.36	0.965	0.154	0.877	0	Warranty	743
88578	10	1.67	0.500	0.222	0.875	0	Warranty	874
88629	73	1.56	1.000	0.222	0.847	0	Warranty	760
88664	210	1.09	1.000	0.169	1.000	2	Premier	59
88736	25	1.35	1.000	0.160	0.857	0	Warranty	722
88750	43	1.22	1.000	0.140	0.861	0	Warranty	664
88752	5	1.33	1.000	0.400	0.750	0	Warranty	594
88869	21	1.00	0.750	0.400	0.947	1	Select	252
88970	221	1.13	0.808	0.279	0.897	0	Warranty	624
89006	36	1.17	0.800	0.242	0.968	0	Warranty	632
89099	145	1.14	1.000	0.069	0.870	0	Warranty	678
89102	27	1.43	1.000	0.000	0.857	0	Warranty	829
89159	94	1.41	1.000	0.141	0.831	0	Warranty	778
89160	28	2.08	1.000	0.036	0.913	0	Warranty	852
89202	7	1.83	0.500	0.286	1.000	0	Warranty	866
89268	8	1.00	1.000	0.429	1.000	2	Premier	109
89373	103	1.17	1.000	0.214	0.938	2	Premier	73
89382	24	n/a	1.000	0.222	1.000	1	Select	397
89391	13	2.67	1.000	0.300	0.400	0	Warranty	876
89512	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
89517	23	1.00	1.000	0.130	0.905	1	Select	291
89538	243	1.00	1.000	0.189	1.000	2	Premier	25
89554	65	1.05	0.833	0.349	0.951	0	Warranty	451
89576	15	1.10	0.800	0.357	0.923	1	Select	323
89683	256	1.19	0.943	0.188	0.875	0	Warranty	646
89763	35	1.61	1.000	0.429	0.731	0	Warranty	709
89834	13	1.00	1.000	0.077	1.000	1	Select	261
89839	14	1.00	1.000	0.615	1.000	1	Select	166
89861	58	1.25	1.000	0.250	0.962	1	Select	309
89886	78	1.01	0.905	0.368	0.959	1	Select	211
89907	7	1.00	1.000	0.143	1.000	0	Warranty	437
89984	1	1.00	1.000	0.000	1.000	0	Warranty	520
90124	3	n/a	1.000	0.333	0.500	0	Warranty	910
90214	26	2.17	1.000	0.154	0.960	0	Warranty	821
90226	24	1.00	1.000	0.261	0.955	1	Select	214

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
90264	25	1.11	1.000	0.040	0.778	0	Warranty	748
90293	174	1.03	0.960	0.184	0.970	1	Select	257
90317	368	1.01	0.957	0.162	0.987	2	Premier	56
90325	72	1.19	0.957	0.386	0.906	0	Warranty	450
90326	29	1.11	1.000	0.179	0.960	2	Premier	155
90330	293	1.01	0.943	0.309	1.000	1	Select	205
90361	78	1.09	1.000	0.103	0.960	0	Warranty	531
90379	28	1.08	1.000	0.333	0.917	1	Select	222
90424	224	1.10	0.963	0.200	0.912	1	Select	329
90433	68	1.25	0.938	0.340	0.932	0	Warranty	470
90459	10	1.40	0.333	0.400	0.875	0	Warranty	867
90461	387	1.01	0.976	0.138	0.995	2	Premier	54
90473	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
90479	20	1.24	1.000	0.471	0.786	0	Warranty	454
90481	454	1.24	1.000	0.009	0.877	0	Warranty	767
90555	37	1.07	1.000	0.171	0.968	1	Select	262
90599	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
90674	162	1.10	1.000	0.043	0.941	0	Warranty	604
90680	56	1.10	1.000	0.229	0.968	2	Premier	147
90748	29	1.16	1.000	0.207	0.923	1	Select	320
90809	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
90813	24	1.60	1.000	0.458	0.533	0	Warranty	809
90843	38	1.29	0.889	0.353	0.938	0	Warranty	546
90847	21	1.10	0.750	0.238	0.950	1	Select	379
90876	816	1.15	0.977	0.131	0.886	0	Warranty	631
91024	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
91122	1	n/a	1.000	0.000	1.000	0	Warranty	902
91123	127	1.07	1.000	0.119	0.974	1	Select	293
91247	25	1.24	1.000	0.217	0.850	0	Warranty	617
92231	8	1.50	1.000	0.500	0.600	0	Warranty	719
92315	2	1.00	1.000	0.500	1.000	0	Warranty	405
92342	112	1.04	1.000	0.038	0.962	0	Warranty	538
93283	45	1.11	0.875	0.200	0.977	1	Select	334
93426	344	1.08	0.836	0.344	0.957	1	Select	270
93535	16	1.00	1.000	0.250	1.000	2	Premier	129
94757	7	1.00	1.000	0.000	0.833	0	Warranty	657
94778	1	1.00	1.000	0.000	1.000	0	Warranty	521
94790	5	1.00	1.000	0.600	1.000	1	Select	167
94871	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
94875	6	1.25	1.000	0.500	0.800	1	Select	251
94897	25	1.09	1.000	0.217	0.955	2	Premier	151
94925	6	1.00	1.000	0.000	0.750	0	Warranty	734
94926	57	1.08	0.667	0.070	0.960	0	Warranty	805
94954	2	n/a	1.000	0.000	1.000	0	Warranty	896
94981	8	1.00	1.000	0.250	1.000	1	Select	204
95088	116	1.64	0.938	0.209	0.814	0	Warranty	823
95180	7	1.20	1.000	0.429	1.000	2	Premier	125

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
95184	30	1.13	1.000	0.200	0.929	1	Select	307
95199	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
95214	130	1.02	0.867	0.168	0.978	1	Select	319
95250	2	1.00	1.000	0.000	1.000	0	Warranty	503
95322	14	1.00	1.000	0.286	1.000	2	Premier	122
95337	101	1.04	1.000	0.238	0.990	2	Premier	24
95382	49	1.00	1.000	0.065	0.935	0	Warranty	478
95401	2	1.00	1.000	1.000	1.000	1	Select	159
95431	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
95483	5	1.00	1.000	0.750	1.000	2	Premier	102
95748	395	1.05	0.833	0.109	0.987	0	Warranty	609
95758	3	2.00	1.000	0.000	0.000	0	Warranty	912
95759	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
95861	94	1.04	1.000	0.086	0.978	1	Select	296
95874	204	1.08	1.000	0.045	0.934	1	Select	355
95927	7	1.25	1.000	0.000	1.000	0	Warranty	691
95959	474	1.02	0.952	0.087	0.991	0	Warranty	472
96297	51	1.09	1.000	0.400	0.938	2	Premier	128
96309	19	1.07	1.000	0.556	0.933	1	Select	182
96356	387	1.01	0.778	0.056	0.995	0	Warranty	675
96530	170	1.13	1.000	0.083	0.921	0	Warranty	599
96537	1130	1.00	1.000	0.250	0.999	2	Premier	14
96666	60	1.66	1.000	0.117	0.766	0	Warranty	844
96823	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
96825	355	1.16	1.000	0.101	0.883	0	Warranty	645
96879	5	1.00	1.000	0.400	1.000	1	Select	184
96959	1808	1.01	0.993	0.140	0.991	2	Premier	45
96960	210	1.15	1.000	0.056	0.863	0	Warranty	697
96964	40	1.00	1.000	0.025	1.000	0	Warranty	464
96965	68	1.15	1.000	0.074	0.935	0	Warranty	614
97092	413	1.13	0.914	0.206	0.938	1	Select	342
97429	8	1.17	1.000	0.000	0.833	0	Warranty	769
97477	27	1.24	1.000	0.296	0.857	0	Warranty	539
97522	294	1.19	0.882	0.247	0.954	1	Select	347
97553	97	1.05	1.000	0.309	0.989	2	Premier	13
97891	2	1.00	1.000	0.000	1.000	0	Warranty	504
97910	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
97976	149	1.02	1.000	0.139	0.986	2	Premier	52
98048	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
98086	316	1.36	0.972	0.177	0.844	0	Warranty	747
98115	45	1.48	1.000	0.182	0.897	0	Warranty	725
98181	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
98234	66	1.42	1.000	0.180	0.909	0	Warranty	695
98461	36	1.22	0.833	0.324	0.935	1	Select	352
98476	373	1.48	1.000	0.000	0.946	0	Warranty	807
98674	31	1.64	1.000	0.467	0.739	0	Warranty	676
98699	2	1.00	1.000	0.000	1.000	0	Warranty	505

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
98910	4	1.25	1.000	0.250	1.000	0	Warranty	458
98934	9	1.00	1.000	0.333	1.000	1	Select	188
99032	11	1.22	1.000	0.556	1.000	0	Warranty	407
99034	329	1.08	1.000	0.101	0.931	2	Premier	88
99274	0	n/a	n/a	n/a	n/a	0	Warranty	n/a
99304	17	1.17	1.000	0.429	0.846	0	Warranty	439
99363	37	1.06	0.875	0.429	0.971	1	Select	213