Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
CDT	ARGENTINA	D02300	93			93	93	0	99	-8	93	1.00	100%		8%								
		D03100	58			58	58	0	60	-3	58	1.00	100%		5%								
		D03300	17			17	17	0	18	-2	17	1.00	100%		11%								
		D03600	1			1	1	0	1		1	1.00	100%										
		D03800	3			3	3	0	3		3	1.00	100%										
		D03900	11			11	11	0	12	-1	11	1.00	100%		8%								
		D04300	4			4	4	0	4		4	1.00	100%										
		D04600	4			4	4	0	4		4	1.00	100%										
		D07800	13			13	13	0	14	-2	13	1.00	100%		14%								
		D08300	26			26	25	1	32	-2	30	1.15	96%		6%								
	BRAZIL	PC1001	17			17	17	0	17		17	1.00	100%										
		PC1003	43	1		44	43	0	54	-4	50	1.16	100%	2%	7%								
		PC1007	68			68	68	0	69	-2	68	1.00	100%		3%								
		PC1012	30			30	30	0	36		36	1.20	100%										
		PC1016	6			6	5	1	8		8	1.33	83%										
		PC1027	76			76	75	1	93	-5	88	1.16	99%		5%								
		PC1033	16			16	16	0	16	-1	16	1.00	100%		6%								
		PC1036	3			3	3	0	3		3	1.00	100%										
		PC1044	5			5	5	0	5		5	1.00	100%										
		PC1053	6			6	6	0	7		7	1.17	100%										
		PC1056	13			13	13	0	16	-3	13	1.00	100%		19%								
		PC1058	67			67	67	0	69	-2	67	1.00	100%		3%								
		PC1061	57			57	57	0	63	-2	61	1.07	100%		3%								
		PC1069	51	1		52	50	1	54	-2	52	1.02	98%	2%	4%								
		PC1072	76	3		79	76	0	84	-7	77	1.01	100%	4%	8%								
		PC1075	2			2	2	0	3		3	1.50	100%										
		PC1076	19			19	19	0	20	-8	19	1.00	100%		40%								
		PC1077	12			12	12	0	15	-1	14	1.17	100%		7%								
		PC1080	42			42	42	0	42		42	1.00	100%										
		PC1081	34			34	34	0	34	-1	34	1.00	100%		3%								
		PC1085	63			63	63	0	71	-1	70	1.11	100%		1%								
		PC1102	30			30	30	0	30	-1	30	1.00	100%		3%								
		PC1110	7			7	7	0	8	-2	7	1.00	100%		25%								

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		PC1117	23			23	23	0	24	-3	23	1.00	100%		13%								
		PC1136	15			15	15	0	17	-1	16	1.07	100%		6%								
		PC1137	3			3	3	0	3		3	1.00	100%										
		PC1145	10			10	10	0	10	-1	10	1.00	100%		10%								
		PC1151	21			21	21	0	24		24	1.14	100%										
		PC1152	27	1		28	27	0	34	-1	33	1.22	100%	4%	3%								
		PC1153	89	1		90	89	0	105	-11	94	1.06	100%	1%	10%								
		PC1155	12			12	12	0	12	-1	12	1.00	100%		8%								
		PC1158	71			71	71	0	75	-10	71	1.00	100%		13%								
		PC1159	2			2	2	0	2		2	1.00	100%										
		PC1160	9			9	9	0	13	-4	9	1.00	100%		31%								
		PC1162	4			4	4	0	4		4	1.00	100%										
		PC1202	4	1		5	4	0	5	-2	4	1.00	100%	20%	40%								
		PC1203	20			20	20	0	22	-3	20	1.00	100%		14%								
		PC1204	281	1		282	281	0	291	-23	281	1.00	100%	0%	8%								
		PC1215	14			14	14	0	16	-3	14	1.00	100%		19%								
		PC1236	4			4	4	0	4		4	1.00	100%										
		PC1238	54			54	54	0	57	-1	56	1.04	100%		2%								
		PC1240	2			2	2	0	2		2	1.00	100%										
		PC1313	9			9	9	0	11		11	1.22	100%										
		PC1318	18			18	18	0	21	-1	20	1.11	100%		5%								
		PC1321	55			55	55	0	66	-18	55	1.00	100%		27%								
		PC1336	13			13	13	0	13	-2	13	1.00	100%		15%								
		PC1340	20			20	20	0	20		20	1.00	100%										
		PC1341	6			6	6	0	6	-17	6	1.00	100%		283%								
		PC1346	3			3	3	0	5		5	1.67	100%										
		PC1347	7			7	6	1	7		7	1.00	86%										
		PC1348	17			17	17	0	20	-3	17	1.00	100%		15%								
		PC1403	50			50	49	1	53	-3	50	1.00	98%		6%								
		PC1408	37			37	37	0	39	-1	38	1.03	100%		3%								
		PC1501	80	2		82	80	0	80	-18	80	1.00	100%	2%	23%								
		PC1512	1	1		2	1	0	1		1	1.00	100%	50%									
		PC1519	6			6	6	0	6	-1	6	1.00	100%		17%								

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		PC1531	32	4		36	31	1	39	-5	34	1.06	97%	11%	13%								
		PC1532	1			1	1	0	1		1	1.00	100%										
		PC1536	23			23	23	0	23	-4	23	1.00	100%		17%								
		PC1537	13			13	13	0	16	-2	14	1.08	100%		13%								
		PC1607	41	6		47	40	1	45	-2	43	1.05	98%	13%	4%								
		PC1611	7			7	7	0	8		8	1.14	100%										
		PC1614	3			3	3	0	3		3	1.00	100%										
		PC1624	18			18	18	0	19	-3	18	1.00	100%		16%								
		PC1709	24			24	24	0	25		25	1.04	100%										
		PC1722	7			7	7	0	9	-1	8	1.14	100%		11%								
		PC1807	20	1		21	20	0	20	-1	20	1.00	100%	5%	5%								
		PC1810	10			10	9	1	13		13	1.30	90%										
		PC1812	14			14	14	0	16	-2	14	1.00	100%		13%								
		PC1903	68			68	68	0	73	-2	71	1.04	100%		3%								
		PC2001	127	2		129	127	0	166	-12	154	1.21	100%	2%	7%								
		PC2002	36			36	35	1	39	-6	36	1.00	97%		15%								
		PC2104	83			83	83	0	87	-1	86	1.04	100%		1%								
		PC2201	64			64	63	1	67	-4	64	1.00	98%		6%								
		PC2204	24			24	24	0	27	-4	24	1.00	100%		15%								
		PC2208	12			12	12	0	12		12	1.00	100%										
		PC2305	12	2		14	12	0	13		13	1.08	100%	14%									
		PC2404	9			9	9	0	9		9	1.00	100%										
		PC2501	3			3	3	0	3		3	1.00	100%										
		PC2605	15			15	15	0	16		16	1.07	100%										
		PC2704	3			3	3	0	3	-1	3	1.00	100%		33%								
		PC2803	2			2	2	0	2		2	1.00	100%										
		PC2902	26	1		27	26	0	32		32	1.23	100%	4%									
		PC3007	12			12	12	0	13		13	1.08	100%										
		PC3402	2			2	2	0	2		2	1.00	100%										
		PC3502	32	1		33	32	0	35	-3	32	1.00	100%	3%	9%								
		PC3601	16			16	16	0	20	-1	19	1.19	100%		5%								
		PC3702	3			3	3	0	3		3	1.00	100%										
		PCT001	411			411	411	0	420	-3	417	1.01	100%		1%								

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
	CHILE	078961	1			1	1	0	2		2	2.00	100%										
		090045	2			2	2	0	2		2	1.00	100%										
		094920	1			1	1	0	1		1	1.00	100%										
		095283	1			1	1	0	1		1	1.00	100%										
		095528	1			1	1	0	1		1	1.00	100%										
		097630	2			2	2	0	2		2	1.00	100%										
		H96484	7			7	7	0	7		7	1.00	100%										
		V13502	10			10	10	0	10		10	1.00	100%										
		V1ENT3	50			50	49	1	57	-1	56	1.12	98%		2%								
		V27121	17			17	17	0	19	-1	18	1.06	100%		5%								
		V2SO98	30			30	30	0	32	-3	30	1.00	100%		9%								
		V4INF8	13			13	13	0	13		13	1.00	100%										
		V5CO01	38			38	38	0	39	-3	38	1.00	100%		8%								
		V6390M	1			1	1	0	1		1	1.00	100%										
		V88883	159			159	159	0	178	-6	172	1.08	100%		3%								
		V88884	45			45	45	0	51	-1	50	1.11	100%		2%								
		V88885	25			25	25	0	26		26	1.04	100%										
		V88886	7			7	7	0	7		7	1.00	100%										
		V88887	7			7	7	0	9		9	1.29	100%										
	COLOMBIA	ABCL00	32			32	32	0	32	-1	32	1.00	100%		3%								
		BCOBTA	38			38	38	0	38	-2	38	1.00	100%		5%								
		BGABCL	5			5	5	0	5		5	1.00	100%										
		BGASIC	194			194	189	5	215	-12	203	1.05	97%		6%								
		BGPTSR	71	2		73	71	0	88	-13	75	1.06	100%	3%	15%								
		BGSYSL	88			88	88	0	94	-3	91	1.03	100%		3%								
		BGZURI	16			16	15	1	18		18	1.13	94%										
		CLBSIC	46			46	46	0	51	-2	49	1.07	100%		4%								
		CLZUR0	119			119	118	1	128	-5	123	1.03	99%		4%								
		COLS02	14			14	14	0	14		14	1.00	100%										
		COLS04	1			1	1	0	1		1	1.00	100%										
		COLSOF	8			8	8	0	8	-1	8	1.00	100%		13%								
		COML01	361			361	355	6	379	-4	375	1.04	98%		1%								
		COML02	23			23	23	0	23		23	1.00	100%										

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		COML03	33			33	33	0	34		34	1.03	100%										
		COML04	33			33	33	0	34		34	1.03	100%										
		COML08	98			98	95	3	103	-6	98	1.00	97%		6%								
		CSCA01	16			16	16	0	19		19	1.19	100%										
		CURSOF	61			61	61	0	64	-6	61	1.00	100%		9%								
		IBGSVD	4			4	4	0	4		4	1.00	100%										
		MDCCHI	72	1		73	72	0	79	-3	76	1.06	100%	1%	4%								
		SOLTS1	88			88	83	5	96	-4	92	1.05	94%		4%								
		SOLTS2	9			9	8	1	9		9	1.00	89%										
		SOLTS3	13			13	13	0	13		13	1.00	100%										
		SOLTS4	20			20	19	1	21		21	1.05	95%										
		SOLTS6	13			13	13	0	16	-1	15	1.15	100%		6%								
		TMCCIA	8			8	8	0	8		8	1.00	100%										
		ZURIMN	20			20	18	2	21		21	1.05	90%										
		ZURIPR	31			31	31	0	35	-1	34	1.10	100%		3%								
	ECUADOR	D01191	10			10	10	0	10	-2	10	1.00	100%		20%								
		D05410	21			21	21	0	26		26	1.24	100%										
		D14596	12			12	12	0	14		14	1.17	100%										
		D23000	1			1	1	0	1		1	1.00	100%										
		D41109	4			4	4	0	4	-2	4	1.00	100%		50%								
		D81550	6			6	6	0	6		6	1.00	100%										
		D87531	2			2	2	0	2		2	1.00	100%										
		DG1550	5			5	5	0	6	-1	5	1.00	100%		17%								
		DG459B	9			9	9	0	9		9	1.00	100%										
	LCR	000001	12			12	12	0	12		12	1.00	100%										
		002210	73			73	63	10	76		76	1.04	86%										
		006215	3			3	3	0	3		3	1.00	100%										
		021000	231			231	229	2	278		278	1.20	99%										
		040174	30			30	29	1	35		35	1.17	97%										
		089720	47			47	46	1	54		54	1.15	98%										
	MEXICO	000140	10			10	10	0	12	-2	10	1.00	100%		17%								
		000174	15	3		18	14	1	20	-1	19	1.27	93%	17%	5%								
		000748	22			22	21	1	26	-2	24	1.09	95%		8%								

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		000824	9			9	9	0	12	-3	9	1.00	100%		25%								
		000826	59	31		90	59	0	80	-3	77	1.31	100%	34%	4%								
		000832	172			172	169	3	185	-2	183	1.06	98%		1%								
		000838	23			23	23	0	29	-2	27	1.17	100%		7%								
		000906	5	1		6	5	0	5		5	1.00	100%	17%									
		000932	6	2		8	6	0	6	-1	6	1.00	100%	25%	17%								
		000952	6			6	6	0	6		6	1.00	100%										
		000958	63			63	61	2	70	-4	66	1.05	97%		6%								
		001824	3			3	3	0	4		4	1.33	100%										
		002852	41			41	41	0	45		45	1.10	100%										
		D00044	36			36	36	0	36		36	1.00	100%										
		D00046	33			33	33	0	33	-1	33	1.00	100%		3%								
		D00870	35			35	35	0	40	-3	37	1.06	100%		8%								
		D01298	337	9		346	337	0	343	-7	337	1.00	100%	3%	2%								
		D01800	21			21	21	0	22		22	1.05	100%			2	10%	1	1				88%
		D02174	2	1		3	2	0	2		2	1.00	100%	33%									
		D02298	8			8	8	0	9		9	1.13	100%										
		D03188	6			6	6	0	7		7	1.17	100%										
		D04208	53			53	53	0	58	-2	56	1.06	100%		3%								
		D04298	103			103	102	1	104		104	1.01	99%										
		D04500	42			42	42	0	54	-2	52	1.24	100%		4%								
		D04501	16			16	15	1	24		24	1.50	94%										
		D04503	8			8	8	0	9		9	1.13	100%										
		D04506	23	1		24	23	0	29	-1	28	1.22	100%	4%	3%								
		D04508	30			30	30	0	35		35	1.17	100%										
		D04600	55	1		56	55	0	55		55	1.00	100%	2%									
		D05000	8			8	8	0	8		8	1.00	100%										
		D05001	15			15	15	0	17	-1	16	1.07	100%		6%								
		D05500	19			19	19	0	22		22	1.16	100%										
		D06298	17			17	17	0	20	-2	18	1.06	100%		10%								
		D07043	13			13	13	0	18		18	1.38	100%										
		D07298	162			162	162	0	168	-7	162	1.00	100%		4%								
		D08298	10	1		11	10	0	13	-1	12	1.20	100%	9%	8%								

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		D09113	7			7	7	0	7		7	1.00	100%										
		D09120	13			13	13	0	13		13	1.00	100%										
		D09123	31			31	30	1	35		35	1.13	97%										
		D09298	66			66	66	0	72	-2	70	1.06	100%		3%								
		D09916	7			7	7	0	8		8	1.14	100%										
		D10405	28	4		32	28	0	31	-2	29	1.04	100%	13%	6%								
		D12455	2			2	2	0	3		3	1.50	100%										
		D15678	168			168	168	0	170		170	1.01	100%										
		D20405	18	2		20	18	0	21		21	1.17	100%	10%									
		D30405	30			30	30	0	32	-1	31	1.03	100%		3%								
		D40405	2			2	2	0	2		2	1.00	100%										
		D50405	17	1		18	17	0	22	-3	19	1.12	100%	6%	14%								
		D70000	11			11	11	0	11		11	1.00	100%										
		D70002	3			3	3	0	3		3	1.00	100%										
		D80000	6			6	6	0	10		10	1.67	100%										
		D80001	5	3		8	5	0	5		5	1.00	100%	38%									
		D80003	8			8	8	0	9	-1	8	1.00	100%		11%								
		D80004	1			1	1	0	1		1	1.00	100%										
		D80006	8	1		9	8	0	9	-2	8	1.00	100%	11%	22%								
		D80007	2			2	2	0	2		2	1.00	100%										
		D80013	9			9	9	0	11	-1	10	1.11	100%		9%								
		D80014	17			17	17	0	20		20	1.18	100%										
		D80018	6			6	6	0	6		6	1.00	100%										
		D80019	318			318	318	0	333	-3	330	1.04	100%		1%								
		D80023	39	3		42	39	0	46	-2	44	1.13	100%	7%	4%								
		D80024	9	3		12	9	0	9	-1	9	1.00	100%	25%	11%								
		D80027	77			77	77	0	87	-13	77	1.00	100%		15%								
		D80028	28			28	28	0	36	-7	29	1.04	100%		19%								
		D80030	15			15	15	0	16	-1	15	1.00	100%		6%								
		D80031	6	1		7	6	0	6	-2	6	1.00	100%	14%	33%								
		D80032	6			6	6	0	12		12	2.00	100%										
		D80033	11	3		14	11	0	11		11	1.00	100%	21%									
		D80034	9	1		10	9	0	10	-1	9	1.00	100%	10%	10%								

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		D80035	59			59	59	0	63		63	1.07	100%										
		D80036	49	1		50	49	0	50	-1	49	1.00	100%	2%	2%								
		D80038	23			23	23	0	26		26	1.13	100%										
		D80040	10			10	10	0	11		11	1.10	100%										
		D80041	11			11	11	0	15		15	1.36	100%										
		D80043	22			22	22	0	22	-1	22	1.00	100%		5%								
		D80045	2			2	2	0	2		2	1.00	100%										
		D80046	35			35	35	0	35	-1	35	1.00	100%		3%								
		D80047	42			42	42	0	43		43	1.02	100%										
		D80048	2			2	2	0	2	-1	2	1.00	100%		50%								
		D80052	1			1	1	0	1		1	1.00	100%										
		D80053	13			13	12	1	18	-1	17	1.31	92%		6%								
		D80054	3	1		4	3	0	3	-3	3	1.00	100%	25%	100%								
		D80055	47			47	47	0	55	-2	53	1.13	100%		4%								
		D80056	135	1		136	135	0	144	-4	140	1.04	100%	1%	3%								
		D80058	39	4		43	36	3	41		41	1.05	92%	9%									
		D80059	42			42	42	0	42	-3	42	1.00	100%		7%								
		D80060	5			5	5	0	8		8	1.60	100%										
		D80061	26			26	26	0	27		27	1.04	100%										
		D80062	34			34	34	0	34	-1	34	1.00	100%		3%								
		D80063	17			17	16	1	17		17	1.00	94%										
		D80064	138			138	138	0	144	-1	143	1.04	100%		1%								
		D80065	9			9	9	0	10		10	1.11	100%										
		D80066	7			7	7	0	8		8	1.14	100%										
		D80068	2			2	2	0	2		2	1.00	100%										
		D80069	1			1	1	0	1		1	1.00	100%										
		D80070	1			1	1	0	1		1	1.00	100%										
		D80071	73			73	73	0	74	-1	73	1.00	100%		1%								
		D80073	1			1	1	0	1		1	1.00	100%										
		D80074	7			7	7	0	7		7	1.00	100%										
		D80075	1			1	1	0	1		1	1.00	100%										
		D80077	16			16	16	0	20		20	1.25	100%										
		D80079	8	1		9	8	0	10		10	1.25	100%	11%									

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		D80081	96			96	96	0	105	-7	98	1.02	100%		7%								
		D80082	11	1		12	11	0	11		11	1.00	100%	8%									
		D80085	2			2	2	0	3		3	1.50	100%										
	PERU	PC0001	110			110	110	0	113	-2	111	1.01	100%		2%								
		PC0002	29			29	29	0	29	-1	29	1.00	100%		3%								
		PC0003	578			578	576	2	598	-19	579	1.00	100%		3%								
		PC0004	148	4		152	148	0	159	-2	157	1.06	100%	3%	1%								
		PC0005	33	2		35	33	0	36	-2	34	1.03	100%	6%	6%								
		PC0007	26			26	26	0	27	-1	26	1.00	100%		4%								
		PC0008	1			1	1	0	1		1	1.00	100%										
		PC0009	15			15	15	0	15	-4	15	1.00	100%		27%								
	URUGUAY	D00300	5			5	5	0	5		5	1.00	100%										
		D00400	8			8	8	0	9		9	1.13	100%										
		D04000	123			123	123	0	124	-1	123	1.00	100%		1%								
		D05000	2			2	2	0	2		2	1.00	100%										
	VENEZUELA	010117	19			19	18	1	20		20	1.05	95%										
		871400	66	1		67	66	0	67	-8	66	1.00	100%	1%	12%								
		871500	163			163	163	0	173	-7	166	1.02	100%		4%								
		871700	43	7		50	43	0	49		49	1.14	100%	14%									
		871800	69	1		70	69	0	75	-1	74	1.07	100%	1%	1%								
		871950	19	1		20	19	0	20		20	1.05	100%	5%									
		CAS001	111			111	106	5	126	-7	119	1.07	95%		6%								
		CAS004	28	1		29	27	1	28	-1	28	1.00	96%	3%	4%								
		CAS005	1			1	1	0	2		2	2.00	100%										
		CAS006	57	1		58	56	1	63	-2	61	1.07	98%	2%	3%								
		CAS007	9			9	9	0	9		9	1.00	100%										
		CAS008	80	4		84	79	1	84	-1	83	1.04	99%	5%	1%								
		CAS009	53	1		54	53	0	57	-1	56	1.06	100%	2%	2%								
		CAS010	21			21	21	0	21	-1	21	1.00	100%		5%								
		CAS011	42	2		44	42	0	44	-1	43	1.02	100%	5%	2%								
		CAS012	51			51	51	0	56	-5	51	1.00	100%		9%								
		CAS013	4			4	4	0	4		4	1.00	100%										
		CAS014	12	6		18	12	0	13		13	1.08	100%	33%									

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		CAS015	7			7	7	0	7		7	1.00	100%										
		CAS016	3			3	3	0	3		3	1.00	100%										
		CAS020	6			6	6	0	6		6	1.00	100%										
MOBILE	ARGENTINA	D02300	46			46	45	1	50	-2	48	1.04	98%		4%								
		D03100	26			26	26	0	30	-1	29	1.12	100%		3%								
		D03300	5			5	5	0	5	-1	5	1.00	100%		20%								
		D03800	18			18	18	0	20	-1	19	1.06	100%		5%								
		D03900	7			7	7	0	8	-2	7	1.00	100%		25%								
		D04300	2			2	2	0	2		2	1.00	100%										
		D04600	2			2	2	0	3		3	1.50	100%										
		D07800	4			4	4	0	6		6	1.50	100%										
		D08300	9			9	9	0	9		9	1.00	100%										
	BRAZIL	PC1001	1			1	1	0	1		1	1.00	100%										
		PC1007	2		2	2	2	0	2		2	1.00	100%										
		PC1016	1			1	1	0	1		1	1.00	100%										
		PC1027	2		1	2	2	0	2		2	1.00	100%										
		PC1053	2	1	2	3	2	0	2	-1	2	1.00	100%	33%	50%								
		PC1061	1			1	1	0	1		1	1.00	100%										
		PC1069	1			1	1	0	1		1	1.00	100%										
		PC1072	1		1	1	1	0	1		1	1.00	100%										
		PC1076	1			1	1	0	1		1	1.00	100%										
		PC1081	2			2	2	0	2		2	1.00	100%										
		PC1153	1			1	1	0	2		2	2.00	100%										
		PC1202	2			2	2	0	2		2	1.00	100%										
		PC1204	5	2	1, 7	7	5	0	5	-4	5	1.00	100%	29%	80%								
		PC1215	1			1	1	0	1		1	1.00	100%										
		PC1321	1		1	1	1	0	1	-1	1	1.00	100%		100%								
		PC1403	2			2	2	0	2		2	1.00	100%										
		PC1512	1		2	1	1	0	1		1	1.00	100%										
		PC1607	1		1	1	1	0	1		1	1.00	100%										
		PC1709	1			1	1	0	1		1	1.00	100%										
		PC1711	1			1	1	0	1		1	1.00	100%										
		PC1722	1			1	1	0	1		1	1.00	100%										

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		PC1807	5		2, 3	5	5	0	5		5	1.00	100%										
		PC2001	1			1	1	0	1		1	1.00	100%										
		PC2104	2			2	2	0	2		2	1.00	100%										
		PC2201	1		1	1	1	0	1		1	1.00	100%										
		PC3007	4			4	4	0	4		4	1.00	100%										
		PC3601	1			1	1	0	1		1	1.00	100%										
		PCT001	33			33	32	1	38	-1	37	1.12	97%		3%								
	CHILE	V13502	35			35	35	0	39	-8	35	1.00	100%		21%								
		V1ENT3	1			1	1	0	1		1	1.00	100%										
		V27121	4			4	4	0	7		7	1.75	100%										
		V2SO98	3			3	3	0	3	-1	3	1.00	100%		33%								
		V5CO01	5			5	5	0	7	-1	6	1.20	100%		14%								
		V88883	57			57	57	0	66	-11	57	1.00	100%		17%								
		V88884	48			48	48	0	53	-4	49	1.02	100%		8%								
		V88885	38			38	38	0	40	-5	38	1.00	100%		13%								
		V88887	2			2	2	0	4		4	2.00	100%										
		V88889	1			1	1	0	1		1	1.00	100%										
	COLOMBIA	ABCL00	8			8	8	0	8	-2	8	1.00	100%		25%								
		BGABCL	1			1	1	0	1		1	1.00	100%										
		BGASIC	29			29	29	0	39	-11	29	1.00	100%		28%								
		BGIBMS	4			4	4	0	4		4	1.00	100%										
		BGPTSR	38	3		41	37	1	47	-10	38	1.00	97%	7%	21%								
		BGSYSL	34			34	34	0	41	-1	40	1.18	100%		2%								
		BGZURI	8			8	8	0	12	-1	11	1.38	100%		8%								
		CLBSIC	19	1		20	19	0	24		24	1.26	100%	5%									
		CLZUR0	19			19	19	0	25	-3	22	1.16	100%		12%								
		COLSOF	12			12	12	0	12		12	1.00	100%										
		COML01	65			65	63	2	73	-2	71	1.09	97%		3%								
		COML02	4			4	4	0	4		4	1.00	100%										
		COML03	1			1	1	0	1		1	1.00	100%										
		COML04	1			1	1	0	1		1	1.00	100%										
		COML08	3			3	3	0	3	-1	3	1.00	100%		33%								
		CSCA01	3			3	3	0	3		3	1.00	100%										

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		CURSOF	4			4	4	0	4		4	1.00	100%										
		MDCCHI	43			43	43	0	49	-3	46	1.07	100%		6%								
		TMCCIA	2			2	2	0	3		3	1.50	100%										
		ZURIPR	1			1	1	0	1		1	1.00	100%										
	ECUADOR	D01191	1			1	1	0	1		1	1.00	100%										
		D05410	7			7	7	0	8		8	1.14	100%										
		D14596	9			9	9	0	12		12	1.33	100%										
		D23000	1			1	1	0	1		1	1.00	100%										
		D41109	8			8	8	0	8		8	1.00	100%										
		D81550	4			4	4	0	4		4	1.00	100%										
		DG459B	4			4	4	0	4		4	1.00	100%										
	LCR	002210	12			12	11	1	13		13	1.08	92%										
		006215	2			2	2	0	2		2	1.00	100%										
		021000	53			53	48	5	68		68	1.28	91%										
		040174	2			2	2	0	2		2	1.00	100%										
		089720	36			36	32	4	51		51	1.42	89%										
	MEXICO	000140	6			6	6	0	7		7	1.17	100%										
		000838	14			14	14	0	18		18	1.29	100%										
		D01298	70	58		128	70	0	72		72	1.03	100%	45%		21	16%	12	9				89%
		D02174	2			2	2	0	2		2	1.00	100%										
		D04500	59			59	59	0	60		60	1.02	100%										
		D80075	8			8	8	0	9		9	1.13	100%										
		D80078	12			12	12	0	12		12	1.00	100%										
		D80084	1			1	1	0	1		1	1.00	100%										
	PERU	PC0001	30			30	30	0	31	-1	30	1.00	100%		3%								
		PC0002	2			2	2	0	2		2	1.00	100%										
		PC0003	100			100	100	0	115	-1	114	1.14	100%		1%								
		PC0004	140			140	140	0	141	-2	140	1.00	100%		1%								
		PC0005	7			7	7	0	8		8	1.14	100%										
		PC0007	4			4	4	0	4		4	1.00	100%										
		PC0008	1			1	1	0	1		1	1.00	100%										
		PC0009	6			6	6	0	7		7	1.17	100%										
		PC0010	1			1	1	0	1		1	1.00	100%										

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	URUGUAY	D04000	3			3	3	0	3		3	1.00	100%										
	VENEZUELA	010117	3			3	3	0	3		3	1.00	100%										
		871200	6			6	6	0	6		6	1.00	100%										
		871400	12	1		13	12	0	12		12	1.00	100%	8%									
		871500	40			40	40	0	41	-1	40	1.00	100%		2%								
		871700	25	1		26	25	0	26		26	1.04	100%	4%									
		871800	5			5	5	0	6		6	1.20	100%										
		871950	3			3	3	0	3		3	1.00	100%										
		CAS001	17			17	17	0	18		18	1.06	100%										
		CAS004	1			1	1	0	2		2	2.00	100%										
		CAS006	1			1	1	0	1	-1	1	1.00	100%		100%								
		CAS007	2			2	2	0	3	-1	2	1.00	100%		33%								
		CAS008	4			4	4	0	4		4	1.00	100%										
		CAS009	7			7	7	0	7	-1	7	1.00	100%		14%								
		CAS010	2			2	2	0	2		2	1.00	100%										
		CAS011	1			1	1	0	1		1	1.00	100%										
		CAS012	5			5	5	0	5		5	1.00	100%										
		CAS014	2			2	2	0	2		2	1.00	100%										
		CAS015	1			1	1	0	1		1	1.00	100%										
		CAS020	1			1	1	0	1		1	1.00	100%										
SERVER	ARGENTINA	D02300	14			14	14	0	16	-2	14	1.00	100%		13%								
		D03100	6			6	6	0	6	-1	6	1.00	100%		17%								
		D03300	1			1	1	0	1	-1	1	1.00	100%		100%								
		D07800	2			2	1	1	3		3	1.50	50%										
		D08300	3			3	3	0	3		3	1.00	100%										
	BRAZIL	PC1001	4			4	4	0	4		4	1.00	100%										
		PC1003	3			3	3	0	6	-2	4	1.33	100%		33%								
		PC1007	2			2	2	0	3		3	1.50	100%										
		PC1012	1			1	1	0	1		1	1.00	100%										
		PC1027	19	1		20	18	1	20		20	1.05	95%	5%									
		PC1033	1			1	1	0	1		1	1.00	100%										
		PC1036	1			1	1	0	1		1	1.00	100%										
		PC1056	1			1	1	0	1		1	1.00	100%										

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		PC1061	2			2	2	0	2	-4	2	1.00	100%		200%								
		PC1072	2			2	2	0	2		2	1.00	100%										
		PC1075	3			3	3	0	3	-1	3	1.00	100%		33%								
		PC1076	4			4	4	0	6	-1	5	1.25	100%		17%								
		PC1077	5			5	5	0	6	-1	5	1.00	100%		17%								
		PC1080	81			81	81	0	84		84	1.04	100%										
		PC1085	6			6	6	0	8		8	1.33	100%										
		PC1102	1			1	1	0	1		1	1.00	100%										
		PC1110	2			2	2	0	3		3	1.50	100%										
		PC1145	2			2	2	0	2		2	1.00	100%										
		PC1151	2			2	2	0	5		5	2.50	100%										
		PC1152	3			3	3	0	5		5	1.67	100%										
		PC1153	2			2	2	0	4	-1	3	1.50	100%		25%								
		PC1158	10			10	10	0	10	-2	10	1.00	100%		20%								
		PC1160	5			5	5	0	5		5	1.00	100%										
		PC1202	3			3	3	0	3		3	1.00	100%										
		PC1204	4	2		6	4	0	4	-2	4	1.00	100%	33%	50%								
		PC1215	1			1	1	0	1	-3	1	1.00	100%		300%								
		PC1236	1			1	1	0	1		1	1.00	100%										
		PC1340	2			2	2	0	2		2	1.00	100%										
		PC1346	2			2	2	0	2		2	1.00	100%										
		PC1348	5			5	5	0	6	-3	5	1.00	100%		50%								
		PC1403	4			4	4	0	8	-4	4	1.00	100%		50%								
		PC1501	29			29	29	0	32	-1	31	1.07	100%		3%								
		PC1519	1			1	1	0	1		1	1.00	100%										
		PC1530	2			2	2	0	3		3	1.50	100%										
		PC1536	2			2	2	0	2		2	1.00	100%										
		PC1537	9			9	9	0	9		9	1.00	100%										
		PC1607	5			5	5	0	5	-3	5	1.00	100%		60%								
		PC1614	1			1	1	0	1		1	1.00	100%										
		PC1624	3			3	3	0	3	-1	3	1.00	100%		33%								
		PC1709	2			2	2	0	3		3	1.50	100%										
		PC1812	1			1	1	0	1		1	1.00	100%										

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		PC1903	3			3	3	0	3		3	1.00	100%										
		PC2001	2			2	2	0	3		3	1.50	100%										
		PC2002	2			2	2	0	3		3	1.50	100%										
		PC2208	3			3	3	0	4		4	1.33	100%										
		PC2305	1			1	1	0	2		2	2.00	100%										
		PC2501	2			2	2	0	3		3	1.50	100%										
		PC2605	5			5	4	1	5		5	1.00	80%										
		PC2902	6			6	6	0	8		8	1.33	100%										
		PC3502	4	1		5	4	0	4		4	1.00	100%	20%									
		PC3702	2			2	2	0	2		2	1.00	100%										
	CHILE	V2SO98	1			1	1	0	1		1	1.00	100%										
		V5CO01	2			2	2	0	3	-3	2	1.00	100%		100%								
		V88883	12			12	12	0	16	-3	13	1.08	100%		19%								
		V88884	10	1		11	10	0	12		12	1.20	100%	9%									
		V88887	1			1	1	0	1		1	1.00	100%										
	COLOMBIA	ABCL00	4			4	4	0	6		6	1.50	100%										
		BCOBTA	7			7	7	0	7		7	1.00	100%										
		BGASIC	20			20	19	1	21	-5	20	1.00	95%		24%								
		BGPTSR	9	1		10	9	0	12	-4	9	1.00	100%	10%	33%								
		BGZURI	5			5	5	0	5	-1	5	1.00	100%		20%								
		CLBSIC	1			1	1	0	1		1	1.00	100%										
		CLZUR0	8			8	8	0	8		8	1.00	100%										
		COML01	11			11	10	1	11		11	1.00	91%										
		COML02	4			4	4	0	5		5	1.25	100%										
		COML04	2			2	2	0	2		2	1.00	100%										
		COML08	2			2	2	0	4		4	2.00	100%										
		CSCA01	1			1	1	0	2		2	2.00	100%										
		CURSOF	1			1	1	0	1		1	1.00	100%										
		MDCCHI	19			19	19	0	26	-1	25	1.32	100%		4%								
		ZURIMN	2			2	2	0	2		2	1.00	100%										
		ZURIPR	1			1	1	0	1		1	1.00	100%										
	ECUADOR	D01191	1			1	1	0	2	-2	1	1.00	100%		100%								
		D05410	10			10	10	0	10		10	1.00	100%										

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		D14596	1			1	1	0	1	-1	1	1.00	100%		100%								
		D41109	4			4	4	0	4		4	1.00	100%										
		DG1550	1			1	1	0	1		1	1.00	100%										
		DG459B	1			1	1	0	1		1	1.00	100%										
	LCR	002210	8			8	8	0	8		8	1.00	100%										
		006215	5			5	5	0	5		5	1.00	100%										
		021000	18			18	17	1	27		27	1.50	94%										
		040174	9			9	9	0	11		11	1.22	100%										
		089720	8			8	7	1	8		8	1.00	88%										
	MEXICO	000140	2			2	2	0	2		2	1.00	100%										
		000832	15			15	15	0	17	-4	15	1.00	100%		24%								
		000838	2			2	2	0	2		2	1.00	100%										
		002852	3			3	3	0	4		4	1.33	100%										
		D01298	3	3		6	3	0	7	-1	6	2.00	100%	50%	14%								
		D01800	1			1	1	0	1		1	1.00	100%										
		D02174	1			1	1	0	1		1	1.00	100%										
		D02298	27			27	27	0	27		27	1.00	100%										
		D04208	5			5	5	0	8		8	1.60	100%										
		D04500	1			1	1	0	1		1	1.00	100%										
		D04506	2			2	2	0	2		2	1.00	100%										
		D04600	1	1		2	1	0	1		1	1.00	100%	50%									
		D05000	6			6	6	0	7		7	1.17	100%										
		D09120	2			2	2	0	2		2	1.00	100%										
		D10405	5			5	5	0	7	-1	6	1.20	100%		14%								
		D15678	3			3	3	0	3		3	1.00	100%										
		D80014	2			2	2	0	2		2	1.00	100%										
		D80027	1			1	1	0	1		1	1.00	100%										
		D80030	1			1	1	0	1		1	1.00	100%										
		D80036	8			8	8	0	9	-2	8	1.00	100%		22%								
		D80046	1			1	1	0	1		1	1.00	100%										
		D80047	1			1	1	0	1		1	1.00	100%										
		D80053	2			2	2	0	4		4	2.00	100%										
		D80058	1			1	1	0	1		1	1.00	100%										

Brand	Country Name	Locid	Parts Claims	Labor Only Claims	Depot Claims	Total Claims	FTF Claims	Non FTF Claims	Parts Ordered	Parts Returned	Net Parts Used	PPI	FTF	Percent Labor Only	Percent Parts Returned	Surveys	Percent Surveyed	Vsat	Sat	Neutr	Dsat	Vdsat	NSI
		D80070	2			2	2	0	2		2	1.00	100%										
	PERU	PC0001	13			13	13	0	15	-1	14	1.08	100%		7%								
		PC0002	2			2	2	0	2		2	1.00	100%										
		PC0003	28			28	28	0	30	-4	28	1.00	100%		13%								
		PC0004	9	1		10	9	0	12	-3	9	1.00	100%	10%	25%								
		PC0005	1			1	1	0	1		1	1.00	100%										
		PC0009	9			9	9	0	10		10	1.11	100%										
		PC0010	1			1	1	0	1		1	1.00	100%										
	URUGUAY	D00300	1			1	1	0	1		1	1.00	100%										
		D04000	9			9	9	0	9	-1	9	1.00	100%		11%								
		D05000	1			1	1	0	1		1	1.00	100%										
	VENEZUELA	871500	17			17	16	1	18		18	1.06	94%										
		CAS005	1			1	1	0	1		1	1.00	100%										
		CAS008	1			1	1	0	1		1	1.00	100%										