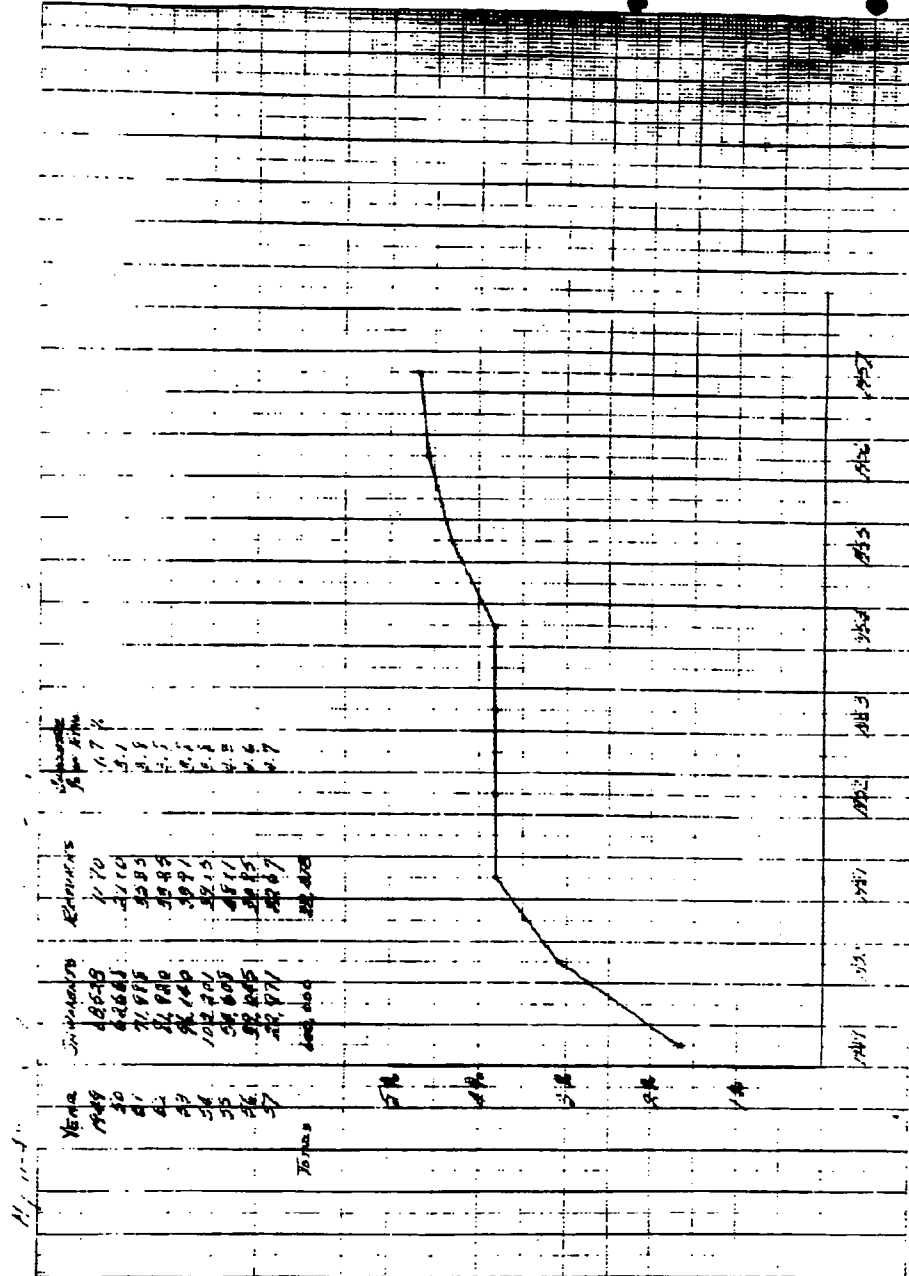


11-48 CUSTOMER COMPLAINTS
VS SHIPMENTS - CUMULATIVE

CHART NO 31



CONFIDENTIAL