

	<b>Western State</b>	<b>Northern State</b>	<b>Southern State</b>	<b>Mid-Atlantic State</b>
Number of Complaints received in a year	290+	60+	400+	110+
Complaints that were Standards related or Installation related	75% -Stds 25% - Inst	45% - Stds 50% - Inst		100% - Stds 0% - Inst
Average length of time after sale when complaints were filed	First year - 90%	Not available		Year Two
Does the state offer protection beyond the federal Subpart I requirements?	Yes - 1 yr. 10 mos. for new homes	Yes, 1 yr. Warranty for new homes only	Yes, 1 yr. Warranty for new homes only	No
Do you see any benefit to extended warranties?	None, consumers want quality delivered first time, not added on after a complaint has been filed.	None	Only if enforcement of the warranty were tied to licensing the manufacturer and/or retailer.	None
Do you see any benefit to replacing Subpart I?	None	None	Only if it provided for a quicker complaint resolution, class notification and correction process.	None
Do you think Subpart I works in your state?				Yes