



STATE OF MISSISSIPPI
Department of Insurance

GEORGE DALE
Commissioner of Insurance
State Fire Marshal

MILLARD D. MACKEY, CFI
State Chief Deputy Fire Marshal

LEON BOONE
Director L.C. Gas Division

RAY GILDEA
State Fire Coordinator

7th Floor Walter Sillers Bldg.
Post Office Box 22542 (39225)
Jackson, Mississippi
State Fire Marshal's Office
(601) 359-1061
Liquefied Compressed Gas
(601) 359-1064
State Fire Coordinator
(601) 359-1062

BULLETIN
99-1

**All Mississippi-Licensed Manufactured
Housing's Manufacturers and Dealers**

**FROM: Manufactured Housing Division
 of the State Fire Marshal's Office**

DATE: February 17, 1999

**Request for Inspections Procedures
of Consumer Complaints**

This Notice is sent to you by the Manufactured Housing Division of the State Fire Marshal's Office to clarify the proper procedures regarding requests for inspections of consumers' complaints from manufacturers and dealers.

As you are aware, pursuant to 24 CFR 3282.404(b), Subpart I of the Manufactured Home Procedural and Enforcement Regulations as set forth in the Uniform Standards for the Factory-Built Homes Law codified as MS Code, 1972, Ann., §75-49-5(3) et seq., the manufacturer is required to investigate and determine whether notification or notification and correction is necessary upon receipt of any information from any source within 20 days after first receiving the information. In addition, the manufacturer is required to keep complete records of all such information received. These records must describe who made the determination, what the determination was, and the basis for the determination.

Under 24 CFR 3282.256, Subpart F of the Manufactured Home Procedural and Enforcement Regulations, when the dealer believes a manufactured home contain the possible existence of an imminent safety hazard, serious defect, defect, or noncompliance, or receives a consumer complaint or other information concerning a manufactured home indicating the possible existence of an imminent safety hazard, serious defect, defect, or noncompliance in the manufactured home, the dealer shall refer the matter to the manufacturer for remedial action.

Under 24 CFR 3282.405(a) the State Administrative Agency (SAA)[State of Mississippi] is responsible for monitoring in-state manufacturers handling of all information indicating the possible existence of a failure to conform in accordance to the Federal Regulations, and the dealers handling of deficiencies of setup-related items, pursuant to the State of Mississippi's Minimum Standards for Blocking, Anchors, and Tiedowns codified as MS Code, 1972, Ann., §75-49-7(2) et seq. Plant audits and dealer lot monitoring of service records and site inspections procedures are to verify that the manufacturer's and/or dealers' records are accurate, that necessary corrections have been completed, and that where corrections were made by the responsible entity, no new failures to conform or imminent safety hazards have been created.

Therefore, due to a limited staff and the above referenced regulations, the Manufactured Housing Division will not conduct a site inspection unless it is deemed necessary by our review of all appropriate documentation from the manufacturer and/or dealer indicating complete compliance to the applicable Federal Regulations and/or State rules and regulations. The followings are the relevant documentation needed:

- A written request for the inspection on requesting company's letterhead,
- 2. The completed Determination/Remedial Action Form returned. (Should include the responsible entity and recommended corrective actions.)
- 3. The completed Subpart I Determination Form returned. (For manufacturers only)
- 4. The IPIA concurrence of methods used by the manufacturer to determine the class of potentially affected manufactured homes or state why it believes the methods to have been inappropriate, inadequate, or incorrect.
- 5. Any other material related to a given file.

Any questions concerning this matter should be forwarded in writing to the Manufactured Housing Division of the State Fire Marshal's Office at (601) 359-1061.