

# SGS CTS-US CERTIFICATION CLIENT PRODUCT RECALL

## WHAT SHOULD BE RECALLED?

A product that:

- Fails to meet a consumer product safety standard or banning regulation
- Contains a defect which could create a substantial product hazard to consumers
- Creates an unreasonable risk of serious injury or death
- Fails to comply with a voluntary standard upon which the commission has relied under the Consumer Product Safety Act (CPSA)

## DESIGNATE A "RECALL COORDINATOR"

The Company should designate a "Recall Coordinator" who should have at least the following qualifications and duties:

- Knowledge of the product, product recall procedures of CPSC, responsibility for initiating a product recall and act as company's primary liaison with CPSC
- Ability and authority to receive/function as main product safety information source & coordinator and authority to implement a product recall
- Responsibility for keeping the CEO of the company informed about the reporting requirements and problems that can lead to product recall

## FILING THE RECALL REPORT WITH CPSC

- Information that could warrant a product recall must reach to the Recall Coordinator or Chief executive of the company within 5 working days
- Product that qualifies for a recall must be reported to CPSC within 24 hours of receiving such information
- A Company can take up to ten days to investigate in-case of uncertainty whether information received about a defective product is reportable to CPSC

## CORRECTIVE ACTION PLAN (CAP)

The company should identify a remedy to correct the product defect and prepare a comprehensive Corrective Action Plan.

## PLANNING THE RECALL

- All the unsafe products should be identified and tracked
- All the retailers should be notified to stop selling the product and asked to help identify the customers who own the product
- All existing databases should be reviewed to identify potential product owners (e.g., Customer service records, Product registration etc)
- A press release announcing the recall should be prepared

## TOLL FREE NUMBER

The company should set up a toll-free telephone service to handle the number of calls expected after the recall is announced.

## REPLACING THE DEFECTIVE PRODUCT

The company should deploy manpower and/or fund an effort to provide replacement parts for defective products or to exchange them for new products that do not have the problem.

## MONITORING THE RECALL

The company should monitor the product recall and report the progress to CPSC.

### SGS CTS-US

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## FILE YOUR REPORTS HERE



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Office of Compliance  
Recalls and Compliance Division  
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Bethesda, Maryland 20814  
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This brochure is prepared in accordance with US Consumer Product Safety Commission's product recall handbook and SGS CTS-US QSI-09-QA for product Recall.

# SGS

WHEN YOU NEED TO BE SURE