

Filing an Online Initial Section 15b Report

1. Navigate to the CPSC homepage: www.CPSC.gov
2. Access the online reporting system by clicking on the **Business** button on the right. (Fig. 1)

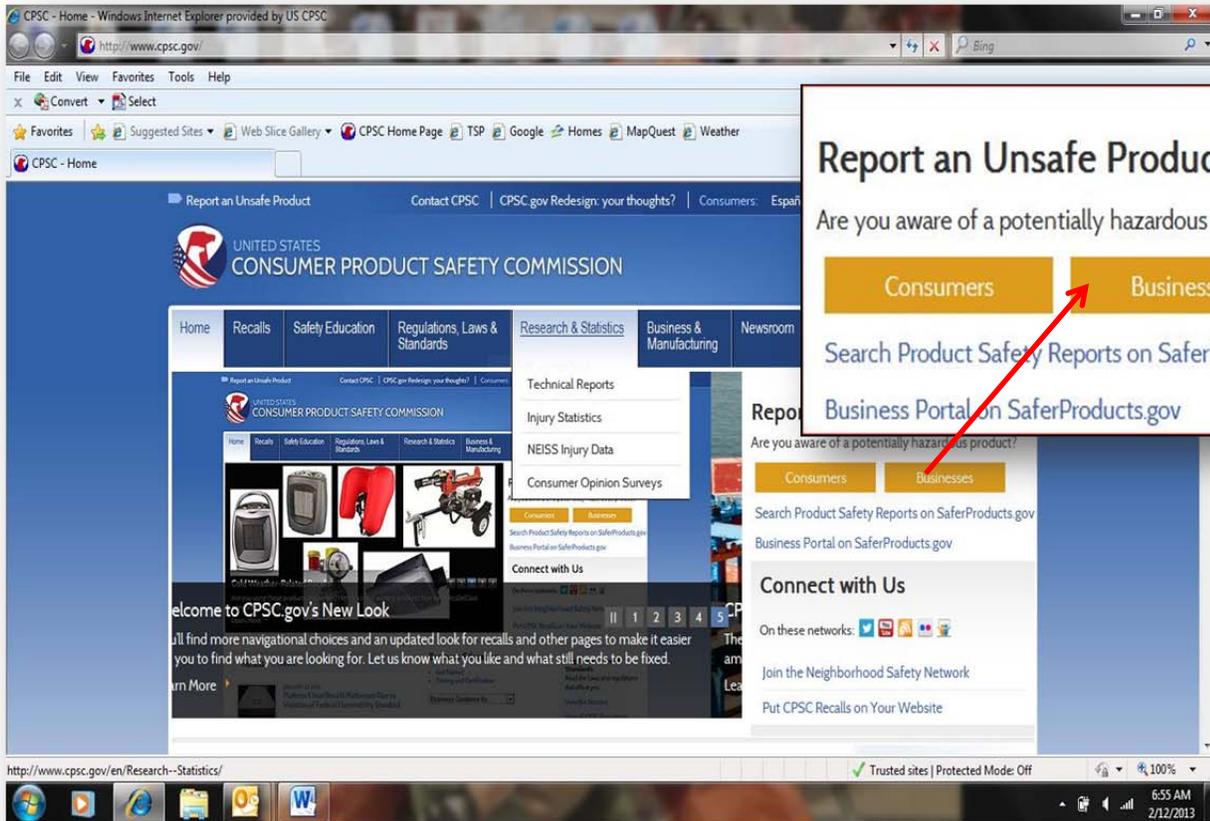


Fig. 1

3. Click on either **Sign In and Report** or **Report Without Registering**
 - If you do not have a user name and password, registering will enable you to login to our system saving time in the future. (Fig.2)
 - You will also find links to the Recall Handbook and the applicable CFR.

Fig. 2



3. General Information: The online process will take you through a series of steps. These steps are divided into five sections that are separated by five horizontal tabs (*Fig. 3*) beginning with “General Information”. The other tabs that are not active will appear grey. In the “General Information” tab you will provide information about the following:

- Contact information
- Is the Report confidential?
- Are you filing a Fast Track recall?
- When you are finished in this tab, click **Next**.

Fig. 3

CPSC.gov SaferProducts.gov PoolSafely.gov Recalls.gov ATVsafety.gov

SaferProducts.gov Report An Unsafe Product Business Register & Respond Search Recalls & Reports About Questions

Section 15 (b) - Report a Potentially Defective or Hazardous Product

General Information Filing Firm Product Detail Product Distribution Attachments Review

Who You Are: Please select

Consent
The Commission often receives requests for information provided by firms under Section 15 (b) of the CPSA. Section 6 (b)(5) of the CPSA, 15 U.S.C. §20 (b)(5) prohibits the release of such information unless a remedial action plan has been accepted in writing, a complaint has been issued or a firm consents to the release, or the Commission publishes a finding that the public health and safety requires disclosure with a lesser period of notice than is required.

4. Filing Firm Tab: Provide contact information for the Firm and other related entities.

Fig. 4

- Required information fields will be marked (*Fig. 4*). You will not be able to move beyond this screen without completing this information.
- You will have the opportunity to indicate whether you are a third party filing the report on behalf of the Firm in this section.

SaferProducts.gov Report An Unsafe Product Business Register & Respond Search Recalls & Reports About Questions

Section 15 (b) - Report a Potentially Defective or Hazardous Product

General Information Filing Firm Product Detail Product Distribution Attachments Review & Submission

Filing Firm Name: Required This field is required.

Address 1: Required This field is required.

Address 2:

City: Required This field is required.

Country: United States

State: This field is required.

Zip: Required This field is required.

Email address: Required This field is required.

Telephone: Required This field is required.

Mobile:

Fax:

5. Product Detail Tab: Fill in as much product information as possible.

Fig. 5

- You will need complete product information: dates of manufacture, brand, defect, etc.
- Provide details related to any reported incidents.
- If you do not have the information for a required field, explain why and when you expect to obtain the information. (Fig. 5)

The screenshot shows the 'Product Detail' tab of a web application. The form contains the following fields and values:

- Product Description:** Widgets
- Brand Name:** Super Widget
- Model Name or Number:** 12078, Extreme
- Serial Number:** 120982190
- Date Codes:** Dates are being determined via testing. Tests will be completed 8/13/13. (A red arrow points to this field)
- UPC Codes:** 9999999,9999991
- Retail Price:** \$ 4.00
- Certification/Standards Information:** N/A
- Defect/Problem Description:** Widget handle breaks, exposing sharp edge.

6. Product Distribution Tab: Provide details about how, when, and where the product was sold or distributed. Provide information about any corrective actions taken to remove the product from the distribution chain. (Fig. 6)

Fig. 6

The screenshot shows the 'Product Distribution' tab of a web application. The form is titled 'Section 15 (b) - Report a Potentially Defective or Hazardous Product'. It includes the following sections and fields:

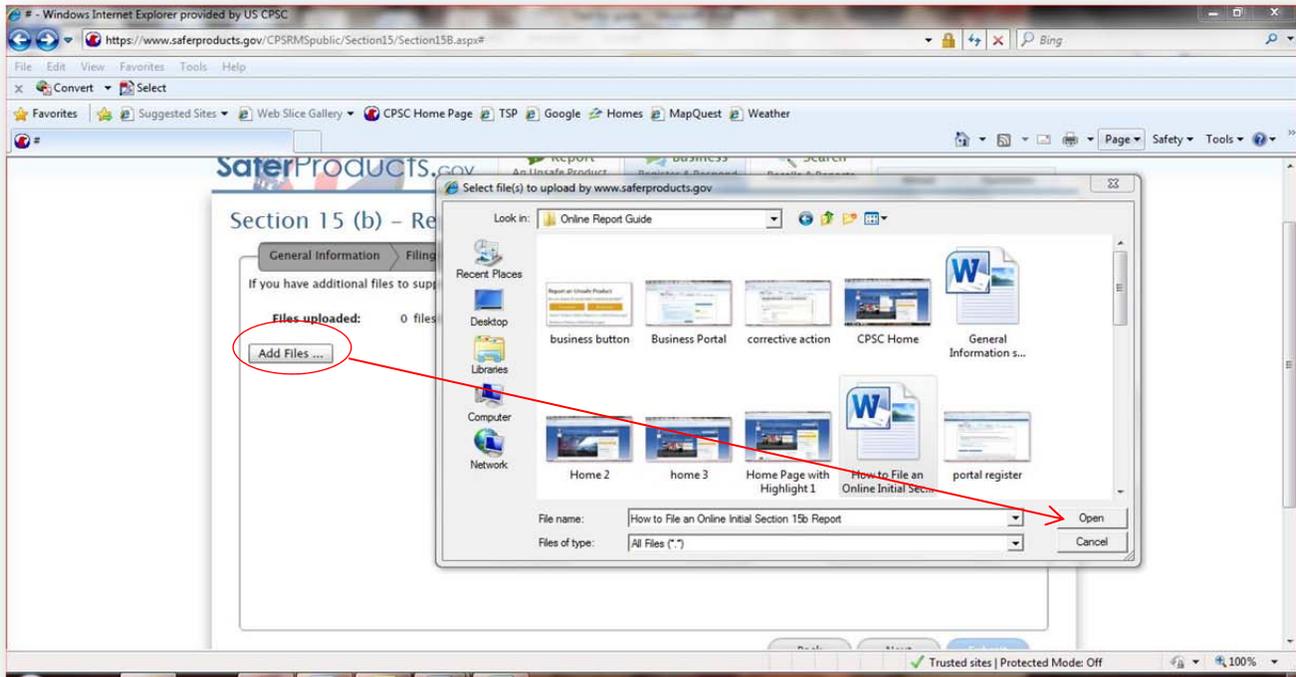
- Are there any corrective action taken?** (Checked)
 - If no corrective action has been taken or planned, you may clear the checkbox above.
 - Corrective Action Details:** A stop sale notification was sent to all retail stores via email communication.
 - Stopped:** Please select at least one of the following:
 - Production
 - Distribution
 - Retail Sale
 - Action Date:** 02/12/2013
- Any notification measures taken?** (Checked)
 - Please select at least one of the following:
 - Owners of Product
 - Distribution Chain

At the bottom of the form, there are three buttons: 'Back', 'Next', and 'Submit'.

7. Attachments Tab: Provide any files that support your report. Include test reports, documents that support any incidents you've reported, engineering documents, or any other information related to your report.

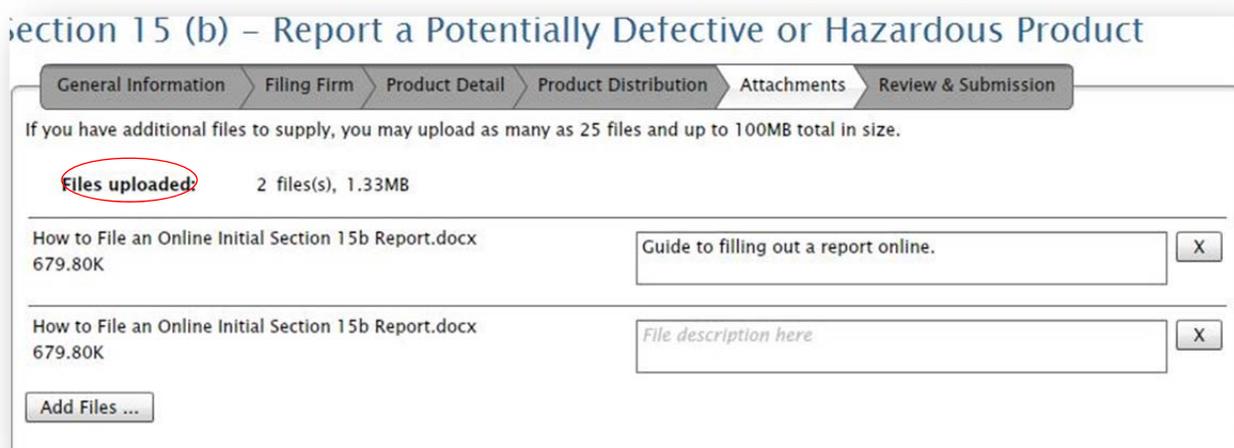
- Click on the **Add Files** button.
- Navigate to the file you want to upload.
- Click on **Open** in the pop-up window. (Fig. 7)
- Once the file is uploaded, it will appear in the list of Files Uploaded. (Fig. 8)

Fig. 7



- Type a description in the field labeled "File description here" to the right of the file name. (Fig. 8)
- You may upload multiple files: test documents, design specifications, and any other supporting documentation.

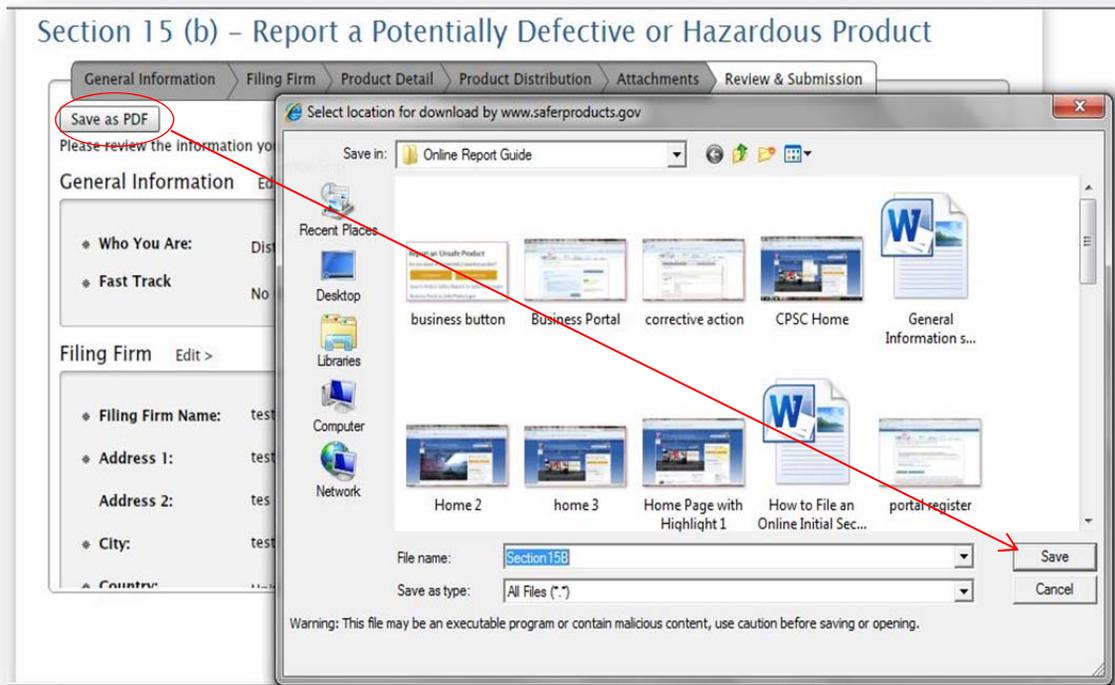
Fig. 8



8. Review & Submission Tab: Review and submit your information and create a PDF copy of the report.

- Use the scroll bar on the right side of the window to review your information.
- Use the back button to navigate back to update or correct any information.
- Click on **Save as PDF** in the left hand corner of the window. A pop-up window will appear.
- Click on **Save**. (Fig. 9)

Fig. 9



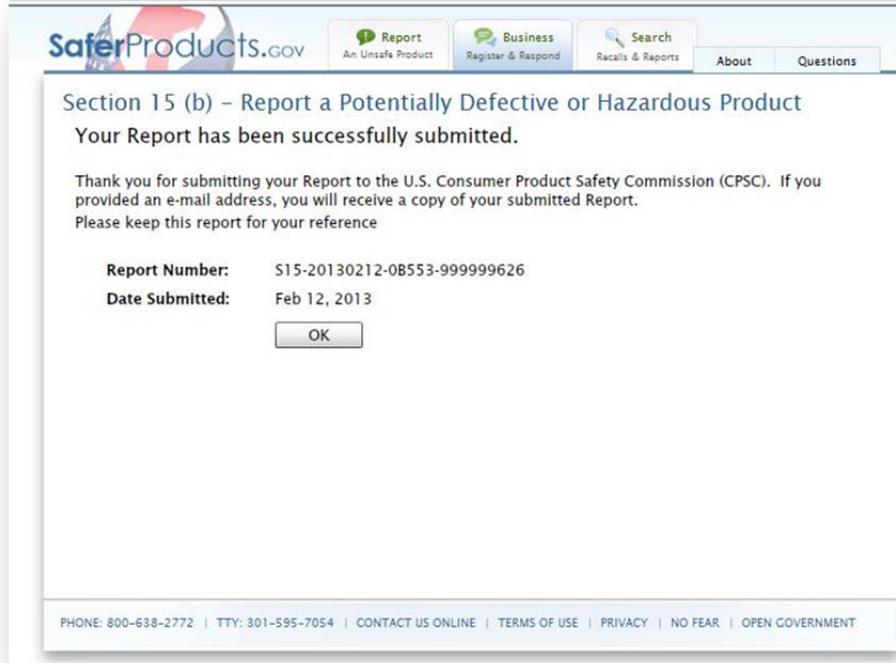
- Once you have reviewed the information and saved a copy of the file, click the **Submit** button (Fig. 10).
- A PDF copy of your report will automatically be emailed to you once you click **Submit**.

Fig. 10



9. Report Confirmation Screen: You will see a message confirming receipt of your report, “Your Report has been successfully submitted.” Click on the OK button and you will be taken back to the business portal. (Fig. 11)

Fig. 11



Tips:

- Use the **Back** button to navigate through screens.
- You can also use the section tabs by clicking on the topics: General Information, Filing Firm, Product Detail, Product Distribution, Attachments, and Review & Submission located at the top of the window to move back and forth between screens.
- This is your initial record of reporting the problem, and it should be as complete as possible.
- If you need help, the CPSC phone number and online contact form are available on every screen.