

Leach, Joshua

From: Hallam, John CFS <John.Hallam@fs.utc.com>
Sent: Wednesday, 26 June 2013 10:21 AM
To: Leach, Joshua
Cc: Bloch, Emilie UTC Fire and Security; Talevski, Zoran CCS
Subject: RE: recall acknowledgement email [SEC=UNCLASSIFIED]

Joshua

Thank you for your email and we will ensure the necessary reports are lodged within the requested time frames.

Kind Regards

JH

John Hallam
Director - Fire & Security Products
UTC CCS Australasia
Kidde, Edwards, Quell, SMC, VitalCall, Interlogix, Lenel

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From: Leach, Joshua [<mailto:Joshua.Leach@accg.gov.au>]
Sent: Tuesday, 25 June 2013 4:32 PM
To: Hallam, John CFS
Subject: [External] recall acknowledgement email [SEC=UNCLASSIFIED]

Dear, Mr Hallam.

Thank you for notifying the Parliamentary Secretary to the Minister responsible for Competition & Consumer Policy Affairs of the recall of the Plug-in adaptor for the MKP and the Pearl pendant used with the Erica unit that Chubb Fire & Security Ltd t/a VitalCall are presently conducting. Your reference numbers are PRA 2013/13632 & PRA 2013/13631 respectively.

Your notification contained the required information to allow the ACCC to publish the entry onto the www.recalls.gov.au website. You have stated that Chubb Fire & Security Ltd t/a VitalCall will be communicating this recall to consumers via direct contact with affected consumers. At this stage this communications strategy appears to be appropriate given the type of defect and level of risk of this product. If the current strategy does not obtain a satisfactory result we may discuss further advertising or other ways of trying to improve the success of the recall.

I request that you provide the ACCC with regular updates on the progress of the recall. These updates should be provided every 2 months until the recall is administratively closed. You can submit the report by completing the [consumer product safety recall online progress report form](#) . You will need your PRA number to access the form (see above). As the nominated representative of this recall you will receive an email alerting you to when each report is due.

Please provide the following information in each report:

- Number of items affected by the recall.
- Number of items sold to consumers returned/rectified/modified/inspected.
- Number of items sold to consumers unaccounted for.
- Number of items within the supply returned/rectified/modified/inspected.
- Number of items within the supply chain unaccounted for.
- Details of complaints received regarding the product being recalled.
- Details of complaints received regarding the recall process.
- The level of response received from each advertising medium.

- Details of changes to the original communication strategy and the reasons why.

If you consider this recall to be closed and are in a position to supply a final report, could you please supply the above information as well as the information below:

- Cause of product defect (e.g. Manufacturing or design fault) and details of defect.
- Evidence to show that all entities from within the domestic supply chain were notified of the recall.
- Breakdown of cost of recall (e.g. Advertising, refunds, labour etc.).
- Have you disposed of the product? Show evidence of product disposal.
- Have you rectified the defect? Show evidence of the rectification performed.

We request this information for the purpose of assessing that effective recall procedures have been followed and that the risk to consumers has been sufficiently mitigated.

If you have any questions regarding this recall or if I can be of any assistance in helping you obtain a successful recall please do not hesitate to contact me on (02) 6243 1262 or via email at recalls@recalls.gov.au

Kind regards,

Joshua Leach

Senior Recalls Officer
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Australian Competition and Consumer Commission
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Ph: 6243 1262
Make safe — Buy safe — Use safe Find out how at www.productsafety.gov.au

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