

To manufacturers and Importers, if your product occurs serious accidents, what to do?

1st, Notice the accident to Consumer Affairs Agency(CAA)

2nd, Cooperate for accident cause investigation

- *Fire department, Police and National Institute of technology and Evaluation(NITE) will investigate, you are expected to provide information in term of technology(product design or spec, etc.), and accidental product or new product for reproduction experiment.
- *You may be suspected violation of laws, if you don't cooperate for accident cause investigation by the authorities concerned, without legitimate reasons and analyzing by yourself for accident cause.

3rd, Take to measure for relapse prevention, if the accident is analyzed that it will be occurred again.

- *You expect to consider to implement recall or notice caution for consumer.
- *You expect to submit "the notice of starting product recall" to Ministry of Economy, Trade and Industry(METI), if you implement it.

Serious accidents is fire accident or dead accident or 30days and over for treatment period or carbon monoxide poisoning.

Under "Consumer Product Safety Act", a company treating consumer product undertakes following obligation.



Manufacture and Importer

If serious accident is occurred, Manufacture and Importer must notice it to the Consumer Affairs Agency and analyze accident cause, implement recall if need to do. You may be ordered to implement measure from Minister of Ministry of Economy, Trade and Industry under the Act.

Retail seller, Installation company

If Retail seller and Installation company recognize that serious accident is occurred, they need to notice it to manufacturer or Importer. Also, Retail seller and Installation company need to cooperate analyzing for accident cause or measuring for relapse prevention by manufacturer or Importer. In addition, Retail seller and Installation may be requested to provide supplier information of accidental product, from the authorities concerned, such as fire department, police and NITE.

Without importer in Japan, foreign exporter/manufacture selling to Japanese consumer through internet market mall

There is moral responsibility for Japanese consumer. If serious accident is occurred, METI requests them to voluntary analyze by themselves, and to measure for relapse prevention.

The procedure for Product Recall

1st Decide to implement recall

2nd Submit “the notice of starting product recall” to Ministry of Economy, Trade and Industry(METI)

*Also, submit following.

- Image file of view of the product and trouble parts
- Notice text for recall on your website
- Before/After image file, if the recall is repair or replace parts

*Format download ([Japanese only](#))

3rd By METI, Check your “the notice of starting product recall” and others

* METI will post your recall information on METI’s website and Twitter.

4th Implement recall

5th Submit “the periodic report” to METI

*In principle, after implementation of recall, every three months, and after two years from implementation, every six months

*Format download ([Japanese only](#))

6th End of submitting “the periodic report” to METI (It does not mean end of recall)

* While nothing to product accident over three years, submitting “the periodic report” could end with submitting “self-review report”, if the recall applies any following.

- a) ratio of recall is 90% and over
- b) non improve ratio of recall over two years

*If product accident is occurred again, you should re-start “the periodic report” to METI.

*Format download ([Japanese only](#))

***Submitting any notice/report to METI and asking are by E-mail to bzl-seihin-anzen@meti.go.jp .**