

Consumer Opinion Forum
Recall Effectiveness Questions

1. How do you typically learn about recalls? (check as many as apply)
 - a. Television/cable news
 - b. Newspaper
 - c. Magazine
 - d. www.recalls.gov
 - e. www.cpsc.gov
 - f. Email from CPSC list serve
 - g. Email from "recall" internet service
 - h. Radio
 - i. Friend
 - j. Posting at retail store
 - k. Posting at doctor's office
 - l. Other: _____

2. How many products have you "registered," meaning that you provided the manufacturer with your contact information after purchasing?
 - a. All
 - b. Most
 - c. About half
 - d. Few
 - e. None

3. What method(s) of registration have you used in the past? (check all that apply)
 - a. Toll free phone number
 - b. Manufacturer's website
 - c. Website specifically for product registration of all products for recall purposes only
 - d. Registration card with product
 - e. Other: _____
 - f. None

4. What types of products would you be most likely to register?

5. How would you most prefer to be contacted about a recalled product?
 - a. Phone call
 - b. Letter from manufacturer
 - c. Email
 - d. Other: _____

6. Have you ever owned a recalled consumer product (not including an automobile)? If yes, go to question 7. If no, please scroll to the bottom of the page and click on "submit."
Thank you for participating.

7. What type of product did you own that was recalled? (If you have owned more than 1 product that was recalled, please just answer the following questions based on the most recent recall)

- a. Toy (product name: _____)
- b. Other child's product (product name: _____)
- c. Household product (product name: _____)
- d. Outdoor product (product name: _____)
- e. Sports & Recreation product (product name: _____)
- f. Appliance (product name: _____)
- g. Clothing (product name: _____)
- h. Electronic/electrical product (product name: _____)
- i. Other (product name: _____)

8. What was the hazard/problem identified in the recall?

- a. Fire
- b. Choking
- c. Shape edge/point
- d. Missing part
- e. Breaking during use
- f. Shock/electrocution
- g. Burn
- h. Lead
- i. Other: _____

9. How did you first learn of the recall?

- a. Television/cable news
- b. Newspaper
- c. Magazine
- d. www.recalls.gov
- e. www.cpsc.gov
- f. Email from CPSC list serve
- g. Email from "recall" internet service
- h. Contacted by manufacturer
 - i. Letter
 - ii. Email
 - iii. Phone call
- i. Radio
- j. Friend
- k. Posting at retail store
- l. Posting at doctor's office
- m. Other: _____

10. What action(s) did you take in this recall? (Check all that apply)

- a. Verified my product was part of the recall
- b. Contacted the manufacturer as directed by recall notice
- c. Inspected item and determined that no problem existed

- d. Stopped using product
- e. Returned product to retailer/manufacturer as directed
- f. Determined that the hazard does not affect my family
- g. Discarded product
- h. Changed how I use the product so hazard not an issue
- i. Fixed the problem myself
- j. Nothing (Please explain why) _____
- k. Other _____

11. To what extent did you believe you or a family member were at risk of the stated hazard?

- a. Definitely at risk
- b. Probably at risk
- c. May or may not be at risk
- d. Probably not at risk
- e. Definitely not at risk

12. How would you describe the recall instructions?

- a. Very easy to follow
- b. Somewhat easy to follow
- c. Easy to follow
- d. Somewhat difficult to follow
- e. Very difficult to follow

13. What problems, if any, did you experience when trying to respond to the recall?

14. What would have made the process easier for you?

15. Are there any other specific suggestions you have to make product safety recalls more effective?