

# INCIDENT INVESTIGATION ASSIGNMENT INSTRUCTIONS

## Compliance NFIRS Case

**DOCUMENT NUMBER:**

**DATE OF INCIDENT:**

**CATID: CARM13 2020**

**FOLLOW-UP REQUESTED**

**HAZARD ANALYSIS  COMPLIANCE**

**PRIMARY CONTACT: Joe Williams, CEL, 301-504-7585, [JFWilliams@cpsc.gov](mailto:JFWilliams@cpsc.gov)**

**BACKUP CONTACT: David Miller, EPHA, 301-504-7323, [dmiller@cpsc.gov](mailto:dmiller@cpsc.gov)**

### ASSIGNMENT MESSAGE:

This investigation involves an NFIRS report incident where we are interested in reaching out to the consumer. For any questions regarding this IDI, please contact Joe Williams.

Please investigate this incident as a telephone IDI. Collect all necessary information as specified below. If the consumer is not responsive, a full narrative write up for this IDI will not be necessary. If the consumer is responsive, include a full narrative write up, including usage history and event details.

Search for consumer information based on address and contact the consumer to get more information about the product, purchase details, product use history, and the events leading to and details of the product failure and subsequent damage or injury.

Collect photos of the product and incident.

If the incident product is available for collection, contact the Compliance Officer to determine if sample collection is desired.

Refer to any/all applicable guidelines for the involved product(s) in order to collect additional relevant information. Complete any/all applicable data record sheets. If the incident involves Internet of Things (IoT)/Connected Products, complete the DRS found in Appendix 140.

Contact the Fire Department for a copy of any reports they may have for the incident. The Fire Department ID is listed in the source document as the “*Manufacturer Date Code*.” The Fire Department can be identified by the FDID list which can be downloaded here: <https://apps.usfa.fema.gov/registry/main/download>.

Contact other relevant government entities to collect reports (*e.g.* police, fire marshal, *etc.*)

**Please include all primary and all backup contacts in the distribution of the completed IDI.**

----- Area below will be completed in Data Systems -----

**Person(s) to Contact:**

**Guidelines: All relevant guidelines, including, but not limited to:**  
**Appendix 140 – Internet of Things (IoT)/Connected Products**  
**Appendix 128 – Smoke Alarms**

**Task Number:**

**Date:**

**Assigned to:**

**Processed by: lew**