Howell, Rosa (NHTSA)

From: Abbott, John (NHTSA)
Sent: Thursday, May 27, 2010 1:12 PM
To: Howell, Rosa (NHTSA)
Cc: Yon, Scott (NHTSA)
Subject: FW: Public [PE10-009 Dorel]]
Attachments: WARRANTY DATA.xlsx; Exhibit C.pdf; Exhibit F.pdf; Exhibit H.pdf; PRODUCTION DATA.xlsx; REQUEST NUMBER TWO DATA.xlsx; Dorel PE10-009 IR response.docx

Rosa,

This is the non-confidential response to PE10-009. There is one attachment (exhibit E) that we did not get electronically. I have a hard copy and I can give it to you if you want to scan it. Otherwise, I will call Dorel next week to get a electronic version for you.

Call me if you have any questions.

Thanks

John Abbott, Investigator
United States Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
Vehicle Integrity Division (NVS-212)
Room W45-202
1200 New Jersey Avenue S.E.
Washington, DC 20590

Telephone:
202-366-5221
877-536-8368-65221 (toll free)
202-366-1767 (fax)

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From: Terry Emerson [mailto:TEmerson@djgusa.com]
Sent: Thursday, April 29, 2010 4:36 PM
To: Abbott, John (NHTSA); ODI_IRresponse (NHTSA)
Cc: Yon, Scott (NHTSA)
Subject: FW: Public

John,
Here is the DJG 'Public" response to the IR for PE 10-009.There is one exhibit not included as it is 43 MB and I believe too large for you to receive . I'll attempt to send it in a separate e-mail.Scott Yon has been sent all the "public" response via Fed Ex to arrive Friday.Confidential information has been requested for certain of the submission and has been sent to Chief Counsel, O. Kevin Vincent via Fed Ex.

There is consumer information included in the "public" submission which should be redacted before making available to all.
Please contact me with any questions.
Thanks,
Terry Emerson
Director of Quality Assurance
Dorel Juvenile Group
812-314-4432

Exhibit C

```
 3/24/10                  CUSTOMER SERVICE MAIN DISPLAY                  SHARPER
 14:38:08                                                                TPCS05
       Home Phone [redacted]                          Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]          First [redacted]
            Addl1
            Addl2
A-Addnl       Zip [redacted]      City CHENEY                 State KS
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                02460  122001  SAL    L0 HARN ADJ FUNC ALOCK
                Serial # ____________________________  Priority _
                _____  ______  _____  __
                Serial # ____________________________  Priority _
                _____  ______  _____  __
                Serial # ____________________________  Priority _

 Purchased-Where TRU                    When MAR 02
 Type of Customer N NO CHARGE   Order Source _
 _ Letters    _ Order    _ Recall    _ Destroy
 _ Incident   _ Refund   _ Pick-Up   _ Return
 Options                                                          Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
```

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:38:11 TPCS06
F1124

Line	Comments		
10	CS STATES ALOK NOT FUNCTIONING, THE	060702	JWHIPKER
20	STRAPS BECOMES LOOSE, ADV'D CS NOT TO	060702	JWHIPKER
30	USE CARSEAT, CS ADV'S THE STRAPS ARE	060702	JWHIPKER
40	THREADED PROPERLY, ORD'D PICK UP LABELS,	060702	JWHIPKER
50	ADV'D CS ONCE WE RECEIVE CARSEAT WE WILL	060702	JWHIPKER
60	ORDER NEW SEAT..JW..	060702	JWHIPKER

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
13:18:58 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City MILO State IA
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint
22561	032604	WAL	EG HARNESS COMING LOOSE

Serial # _____ Priority _

Serial # _____ Priority _

Serial # _____ Priority _

Purchased-Where WALMART When APRIL. 04
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

Line	Comments		
10	CS SAYS WHEN TIGHTEN HARNESS STRPS CAN	040504	RJOHNSON
20	PULL AT CHEST AND LOOSEN ADV CS WILL PRP	040504	RJOHNSON
30	AND ORD REPL. ONCE REC..RJ..	040504	RJOHNSON
30	AND ORD REPL. ONCE REC..RJ..	040504	RJOHNSON

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:40:29 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2

A-Addnl Zip [redacted] City CLAYTON State NC
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22561	031904	WAL	EF HARNESS ADJ LEV BRK (DES)	
Serial #				Priority _
Serial #				Priority _
Serial #				Priority _

Purchased-Where WALMART When 0504
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund Y Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 14:40:36 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER TPCS06 F1124

Line	Comments		
10	CS STATES STRAPS COME LOOSE ON THEIR OWN	061604	DDAY
20	ADV WOULD PRP AND IF CS PURCHASE NEW	061604	DDAY
30	SEAT WILL REF UP TO 99.99 WITH REC FROM	061604	DDAY
40	ONE OF OUR SEATS..DOT.. CS CB AND STATES	062504	DDAY
50	HER CARSEAT WAS PICKED UP TRIED TO	062504	DDAY
60	VERIFY MANY TIMES STATES NOT FOUND CB CS	062504	DDAY
70	FOR MORE INFO..DOT.. CS FAX COPY OF REC	062504	DDAY
80	FOR 89.99 ..DOT	062504	DDAY

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
13:10:09 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City THOMAS State WV
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22560	072702	FLG	EG HARNESS COMING LOOSE	
Serial #				Priority _
Serial #				Priority _
Serial #				Priority _

Purchased-Where WALMART When 2002
Type of Customer C CONSUMER Order Source P PHONE CALL
Y Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

Line	Comments		
10	CS STATES THAT A-LOCK SLIPPING. ADV;D	082004	CSINGLETON
20	WILL POD 22-560 FLG 07/27/02 & SELL	082004	CSINGLETON
30	REPLACEMENT FOR $25 +SHIPPING. CS	082004	CSINGLETON
40	SECURED NEW WITH CC. ORD'D POD..CSS.. CS	100404	SPALMER
50	RECEIVED PKG DAMMAGED. UNIT RETURNED TO	100404	SPALMER
60	DOREL 8/26/04. 9611019046149726957808.	100404	SPALMER
70	CS PURCH NEW SEAT FROM STORE. WILL	100404	SPALMER
80	CREDIT CC. FWD TO MM..SP.. CREDITED CC	100604	MMILEY
90	$38.02 ORDER C65523..MM..	100604	MMILEY
90	$38.02 ORDER C65523..MM..	100604	MMILEY

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
14:36:01 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] st [redacted]
Addl1
Addl2

A-Addnl Zip [redacted] City DEEP HAVEN State MN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22863 082304 BGL 73 CS CHECKING ON ORDER
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where TRU When 1104
Type of Customer N NO CHARGE Order Source R RETURN GOODS
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
14:36:05 TPCS06
F1124

Line	Comments		
10	CS STATES FRONT ADJ STRAP WON'T KEEP	111004	CHART
20	HARNESS TIGHT (CAN JUST LOOSEN STRAPS)	111004	CHART
30	SO SENT NEW SEAT AND PRP LABELS TO PICK	111004	CHART
40	UP HER SEAT..CH. CS CALLED TO CHECK OS	111604	BKEIHN
50	OF NEW CRST, PER FEDEX, ADV'D ON TRUCK	111604	BKEIHN
60	FOR DELIVERY.BDK... RCV'D PRP#	120204	CSINGLETON
70	95672000. STRAP LOOSEN. SEAT HELD..CSS.	011405	MPERRY
80	UNIT INSPECTED BY QA AND DST ..MP..	011405	MPERRY
80	UNIT INSPECTED BY QA AND DST ..MP..	011405	MPERRY

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
13:20:21 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2

A-Addnl Zip [redacted] City CHILDERSBURG State AL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22858	000000	SHL	45	COMMENT ONLY

Serial # _____ Priority _

Serial # _____ Priority _

Serial # _____ Priority _

Purchased-Where BIG LOTS When DEC04
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

Line	Comments		
10	CS HAS ALPHA & STATES HARNESS LOOSENS	072905	TBOGGS
20	THRU A LOCK WITHOUT DEPRESSING LEVER	072905	TBOGGS
30	ADV'D CB W/MOD/MAN DATE INFO..TB.. CS CB	072905	DDAY
40	WITH JUST MODEL INFO ADV HAVE TO HAVE	072905	DDAY
50	MFG DATE..DOT.. CS CB WITH MODEL AND	072905	KOLMSTED
60	MANF INFO, AD CS THAT WE ARE SENDING PRP	072905	KOLMSTED
70	LABELS IN THE MAIL, ONCE THE PACKAGE	072905	KOLMSTED
80	LEAVES HIS POSSESSION TO CALL US AND WE	072905	KOLMSTED
90	WILL SHIP HIM A COMPRABLE UNIT (TRY	072905	KOLMSTED
100	22858)..KO CS C/B STATES FEDEX PICKED UP	080505	CHART
240	UNIT DST..DOT..	081805	DDAY

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
13:20:29 TPCS06
F1124

Line	Comments		
100	22858)..KO CS C/B STATES FEDEX PICKED UP	080505	CHART
110	PKG GAVE TRACK # OF 020228810437371 ADV	080505	CHART
120	I WILL CHECK IT 8-8 AND ONCE SHOWS UP	080505	CHART
130	WILL SEND NEW SEAT..CH.. CHECKED TRACK #	080805	CHART
140	PKG WAS PICKED UP 8-5 SO ORDERED NEW	080805	CHART
150	CARSEAT..CH.. CS NOT LIKE SEAT. CS	081005	CSINGLETON
160	STATES HER SEAT WAS USABLE TO 100	081005	CSINGLETON
170	POUNDS, THIS ONE ONLY 80 POUNDS. ADV'D	081005	CSINGLETON
180	CS THAT HUSBAND AGREED TO COMPRABLE	081005	CSINGLETON
190	UNIT. ADV'D WILL SEND NEW SEAT PAD	081005	CSINGLETON
200	22-858 SHL AT N/C ONLY. CAN NOT REPLACE	081005	CSINGLETON
210	COMPLETE SEAT..**ORIGINAL SEAT 22-861	081005	CSINGLETON
220	GDS 12/09/04.** WE SENT HER 22-858	081005	CSINGLETON
230	FMT***CSS.. REC CT STRAPS OPERATE FINE	081805	DDAY
240	UNIT DST..DOT..	081805	DDAY

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

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 3/24/10          CUSTOMER SERVICE MAIN DISPLAY                    LLAMB
 14:28:46                                                          TPCS05
       Home Phone [redacted]                    Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]          First [redacted]
            Addl1
            Addl2
A-Addnl       Zip [redacted]      City ASCUTNEY              State VT
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22562  040605  RSH    83 REFUND
                Serial # ____________________________  Priority _
                _____  ______  _____  __
                Serial # ____________________________  Priority _
                _____  ______  _____  __
                Serial # ____________________________  Priority _

 Purchased-Where KMART                  When 0805
 Type of Customer N NO CHARGE   Order Source L LETTER
 _ Letters    _ Order    _ Recall    _ Destroy
 _ Incident   Y Refund   _ Pick-Up   _ Return
 Options                                                        Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
```

3/24/10
14:28:52

USTOMER SERVICE CUSTOMER COMMENTS

LLAMB
TPCS06
F1124

Line	Comments		
10	CS STATES CAN NOT GET STRAP TIGHT, ADV	112805	CGARVIN
20	WILL POD AND ONCE ITEMS ARE REC'D WILL	112805	CGARVIN
30	ORDER NEW SEAT, CS SECURED NEW SEAT	112805	CGARVIN
40	W/CC...CAG.. CS CALLED TO CHECK ON	121905	SBLAND
50	ORDER. ADV CS ORD HAD BEEN PLACED FROM	121905	SBLAND
60	CANADA. OFFERED TO CHANGE ORD BUT CS	121905	SBLAND
70	WANTED TO CANCEL ORD AND GET REFUND. ADV	121905	SBLAND
80	CS WILL NEED COPY OF RECEIPT WITH POD	121905	SBLAND
90	ITEMS TO REFUND. CANCELLED ORD..SJB..	011806	KPRIDGEN
100	RECVD 22562 RSH 040605 POD W/KMART	011806	KPRIDGEN
110	RECEIPT DATED 080505 SHOWING PX PRICE OF	011806	KPRIDGEN
120	$79.99 (NO TAX); STARTED REFUND ..KP..	012006	DQUINLAN
130	REV & APP REF DWQ...	012006	DQUINLAN
130	REV & APP REF DWQ...	012006	DQUINLAN

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:40:49 TPCS05

Home Phone [redacted]
Last Name First [redacted] Cust No(If Dealer or MRA) F1123
Addl1
Addl2

A-Addnl Zip [redacted] City SUNNYVALE State CA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22861 030204 GDC 70 POD
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where TRU When 2004
Type of Customer N NO CHARGE Order Source L LETTER
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 14:40:53 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER TPCS06 F1124

Line	Comments		
10	CS STATED THE HR ADJ. LEVER IS BROKEN.	121505	MSANDERS
20	CS STATED HAS TO PUSH ON LEVER TO GET TO	121505	MSANDERS
30	LOCK, TOLD CS THERE IS A 1 YEAR MFG	121505	MSANDERS
40	WARRN. IF STILL IN WARRN AND CAN PROVE	121505	MSANDERS
50	WILL BE ABLE TO REPLACE OR REF. IF NOT	121505	MSANDERS
60	ADV. CS TO REPLACE SEAT..MS.. CS CLLD	121905	KPRIDGEN
70	AGAIN RE: 22861 GDC 030204 DB9B W/A	121905	KPRIDGEN
80	LOOSE HARN ADJ LEVER- ADVSD W/A COPY OF	121905	KPRIDGEN
90	RECEIPT, WE CAN POD FOR REPL/REFUND; CS	121905	KPRIDGEN
100	THINKS THE PX WAS JUST OUTSIDE THE 1 YR	121905	KPRIDGEN
240	ORD'D NEW SEAT ..KP..	011106	KPRIDGEN

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:40:58 TPCS06
F1124

Line	Comments		
100	THINKS THE PX WAS JUST OUTSIDE THE 1 YR	121905	KPRIDGEN
110	WARRANTY (HE COULDN'T FIND THE RECEIPT);	121905	KPRIDGEN
120	CS WILL CHECK AGAIN FOR THE RECEIPT, AND	121905	KPRIDGEN
130	ADDED CS TO SPRVSR CB LIST TO CHECK FOR	121905	KPRIDGEN
140	OTHER POSSIBLE OPTIONS (ON CB, OK TO	121905	KPRIDGEN
150	SPEAK W/DOMINIC OR KAORU)	121905	KPRIDGEN
160	*CS WAS ADVISED NOT TO USE THE SEAT AS	121905	KPRIDGEN
170	IT IS* ..KP.. SUPV CB CALLED CS AT 1:02	122005	MPERRY
180	LEFT MESSAGE FOR CS TO CALL ME ..MP..	122105	MPERRY
190	RECEIVED VM CALLED CS AT 2:54 CS STATED	122105	MPERRY
200	THE FRONT ADJ IS LOOSING EM POD ADVISED	122105	MPERRY
210	CS ONCE I RECEIVE THE POD WITH THE ITEMS	122105	MPERRY
220	REQUESTED I WILL ORDER A NEW UNIT	011106	KPRIDGEN
230	..MP..RECVD 22861 GDC 030204 DB9B POD,	011106	KPRIDGEN
240	ORD'D NEW SEAT ..KP..	011106	KPRIDGEN

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:39:45 TPCS05
Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] rst [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City MOUNT PROSPECT State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22864 101005 MRC 45 COMMENT ONLY
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When 1105
Type of Customer N NO CHARGE Order Source C CALL BACK
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:39:52 TPCS06
F1124

Line	Comments		
10	CS STATES CFA NOT LOCK. ORD'D CT FOR	012506	CSINGLETON
20	****02/06/06***** CS SECURED NEW WITH	012506	CSINGLETON
30	CC, ORD'D NEW TODAY..CSS. CS CLLD TO	020606	KPRIDGEN
40	CHECK ON REPL 22864 MRC ORD'D ON	020606	KPRIDGEN
50	1/25/06- EMAILED DK/BJ IN SHIPPING FOR	020606	KPRIDGEN
60	INFO/ASSISTANCE; ALSO EMAILED MM TO ADJ	020606	KPRIDGEN
70	CT CALL-IN TO F 2/10/06 FOR PICK-UP NEXT	020606	KPRIDGEN
80	WEEK ..KP.. PER DK, C83803 WAS BEING	020706	KPRIDGEN
90	SENT "TO THE FLOOR" FOR SHIPMENT ON	020706	KPRIDGEN
100	2/6/06; NO TRACKING INFO AVAILABLE YET	020706	KPRIDGEN
110	AS OF 9.22AM TODAY.... ..KP..	020706	KPRIDGEN
120	AS OF 1.24P, C83803 IS DUE TO SHIP TODAY	020706	KPRIDGEN
130	2/7/06; TRACKING #9611019046149730104120	020706	KPRIDGEN
270	COLUMBUS IN..CSS..	032006	CSINGLETON

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:39:54 TPCS06
F1124

Line	Comments		
130	2/7/06; TRACKING #961101904614973010412O	020706	KPRIDGEN
140	SHOULD BE AVAILABLE TO LOOK UP ON	020706	KPRIDGEN
150	FEDEX.COM ON 2/8/06 OR AFTER; CLLD CS TO	020706	KPRIDGEN
160	ADVISE: BZ SIGNAL 1.25P ..KP.. C83803 IS	020806	KPRIDGEN
170	OUT FOR DELIVERY TODAY (2/8/06) ..KP..	020806	KPRIDGEN
180	LEFT MSG FOR CS ABOUT DELIVERY 10.38AM	020806	KPRIDGEN
190	..KP.. C83803 DELIVERED ON 2/8/06	020906	KPRIDGEN
200	@1.15PM ..KP.. CT#997360250068029..MM..	031406	LLITTRELL
210	QA FINDINGS- 03/13/06 MODEL # 22-864 MRC	031406	LLITTRELL
220	MFG DATE 10/10/05- SEAT WAS SLIGHTLY	031406	LLITTRELL
230	USED AND STILL ALMOST IN NEW	031406	LLITTRELL
240	CONDITION.-HARNESS SYSTEM, BUCKLE, AND	031406	LLITTRELL
250	CFA WORKED AND FUNCTIOND PROPERLY (CFA	031406	LLITTRELL
260	LOCKED ONTO WEB)..LL.. CT DELIVERED	032006	CSINGLETON
270	COLUMBUS IN..CSS..	032006	CSINGLETON

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

```
 3/24/10                  CUSTOMER SERVICE MAIN DISPLAY                  SHARPER
 13:11:33                                                                TPCS05
       Home Phone [redacted]                    Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]          First [redacted]
            Addl1
            Addl2
A-Addnl       Zip [redacted]      City LONGMEADOW          State MA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22561  060705  WAL    GP FRNT ADJUST NOT WORK PROP
                Serial # ____________________________  Priority _
                _____  ______  ____  __
                Serial # ____________________________  Priority _
                _____  ______  ____  __
                Serial # ____________________________  Priority _

 Purchased-Where WALMART                When 0805
 Type of Customer C CONSUMER    Order Source P PHONE CALL
 _ Letters    _ Order     Recall    _ Destroy
 _ Incident   _ Refund    Y Pick-Up _ Return
 Options                                                          Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
```

3/24/10 13:11:36 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER TPCS06 F1124

Line	Comments		
10	CS CLD ALLEGES 22561WAL 06/07/05 DB9A	022206	EZUMHINGST
20	AND FRONT ADJ IS NOT STAYING TIGHT. SENT	022206	EZUMHINGST
30	PRP LABELS AND WILL REPLACE WITH	022206	EZUMHINGST
40	22562RSH. CS ALLEGES NEEDS NEW CARSEAT	022206	EZUMHINGST
50	BEFORE. **CS HELD NEW WITH CC AND ORD	022206	EZUMHINGST
60	22562RSH TODAY** ADV CS CAN SWAP FABRIC	022206	EZUMHINGST
70	IF NOT LIKE NEW..EZ.. REC'D & HELD UNIT	031606	TBOGGS
80	REPL ALREADY ORD'D..TB..	031606	TBOGGS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:22:41 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2

A-Addnl Zip [redacted] City YPSILANTI State MI
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22561 030904 WAL 61 NEW UNIT
Serial # _____ Priority _

_____ _____ _____ __
Serial # _____ Priority _

_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where WALMART When 04/2004
Type of Customer N NO CHARGE Order Source R RETURN GOODS
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:22:47 TPCS06
F1124

Line	Comments		
10	CS CALLED ALLEGES CFA DAMAGED. ADV CS	032706	SBLAND
20	NOT REPLACEABLE. ORD'D CT..SJB...	032906	LLITTRELL
30	CT# 997348200050256 ..LL.. REC CT UNIT	040606	DDAY
40	HELD..DOT.. CONTACTED CS. CS ADV THAT	040706	SBLAND
50	FRONT ADJ LEVER IS NOT HOLDING STRAPS	040706	SBLAND
60	TIGHT. ADV CS WILL GET REPLACEMENT	040706	SBLAND
70	ORD..SJB.. ORD NEW AT N/C PER	040706	DDAY
80	NOTES..DOT..	040706	DDAY

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/21/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:35:13 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City ROBBINSDALE State MN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22862 000000 ATI 83 REFUND
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where TARGET When 050106
Type of Customer N NO CHARGE Order Source L LETTER
_ Letters _ Order _ Recall _ Destroy
_ Incident Y Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:35:20 TPCS06
F1124

Line	Comments		
10	22861 GDC 040604 CS ALLEGES CFA COMES	050106	LDEERING
20	LOOSE ADVS CT AND CS WILL PURCHASE NEW	050106	LDEERING
30	SEAT AND SEND REC'T VIA FAX TO REC'V	050106	LDEERING
40	REFUND..LD.. CS STATED AT TARGET AND	050106	MSANDERS
180	119.99. BJM. REV & APP REF DWQ...	012207	DQUINLAN

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10
14:35:22

CUSTOMER SERVICE CUSTOMER COMMENTS

SHARPER
TPCS06
F1124

Line	Comments		
40	REFUND..LD.. CS STATED AT TARGET AND	050106	MSANDERS
50	CAN'T FING THE 22861 IN EB FABRIC, BUT	050106	MSANDERS
60	THEY DO HAVE THE 22862ATI, TOLD CS THAT	050106	MSANDERS
70	FINE THEY ARE ABOUT THE SAME	050206	MMILEY
80	PRICE..MS..CT#997355100077849..MM.. RECV	051106	MCOLGLAZIE
90	SEAT HELD FOR QA..MDC.. CS CB FOUND	010907	CGARVIN
100	RECEIPT, ADV FOR CS TO FAX IN RECEIPT	010907	CGARVIN
110	AND ONCE REC'D WILL REFUND MINUS TAXES,	010907	CGARVIN
120	CS ALLEGES RECEIPT FAINT WILL MAIL IN	010907	CGARVIN
130	RECEIPT, PER MC...CAG.. BJM REC'D	011907	BMOORE
140	COPY OF TARGET RECEIPT DATED 050106	011907	BMOORE
150	SHOWING PURCHASE PRICE OF BOOSTER SEAT	011907	BMOORE
160	WAS $119.99 BEFORE 6.5% TAXES. AS PER	011907	BMOORE
170	COMMENTS, WILL PUT IN FOR REFUND FOR	011907	BMOORE
180	119.99. BJM. REV & APP REF DWQ...	012207	DQUINLAN

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
13:30:41 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City PALATINE State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22863	101304	BGL	70 POD	
	Serial #			Priority _
	Serial #			Priority _
	Serial #			Priority _

Purchased-Where BRU When 0905
Type of Customer N NO CHARGE Order Source L LETTER
_ Letters _ Order _ Recall _ Destroy
_ Incident Y Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
13:30:45 TPCS06
F1124

Line	Comments		
10	CS ALLEGES HAD SEAT 8 MONTHS/ FRONT ADJ	051706	CHART
20	STRAP NOW WON'T TIGHTEN CS HAS RECEIPT	051706	CHART
30	DATED 082005 BUT NEEDS SEAT NOW SO	051706	CHART
40	OFFERED TO POD & REF & LET HER PX NEW	051706	CHART
50	SEAT OUR BRAND WILL REF UP TO $80 ON NEW	051706	CHART
60	(HER OLD WAS 79.98)..CH.. REC'D POD WITH	060706	RECALL02
70	RECEIPT SHOWS PX AT TRU ON 8/20/05 FOR	060706	RECALL02
80	79.98. STARTED REFUND FOR 79.98..BHT..	060806	DQUINLAN
90	REV & APP REF DWQ...	060806	DQUINLAN

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:41:54 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City SAN MARTIN State CA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22560 100602 HRS HY HARNESS COMING LOOSE
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where NA When 2004
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

Line	Comments		
10	22560 HRS 100602 CS ALLEGES HARNESS	072706	LDEERING
20	SLIPPING ADVS AS PER MC OUT OF WARRTY	072706	LDEERING
30	BUT CAN SELL A 22561 FOR 50.00 + SHIP,CS	072706	LDEERING
40	DOESN'T WANT TO DO THAT ADVS OF SUPV CB	072706	LDEERING
50	LIST-SP SPEAKING..LD.. SUPV CB CALLED CS	072806	MPERRY
60	AT 2:10 THE GENTELMAN THAT ANSWERED THE	072806	MPERRY
70	PHONE GAVE ME A DIFFERENT PHONE NUMBER	072806	MPERRY
80	TO CALL WHICH WAS [redacted] WHEN I	072806	MPERRY
90	CALLED THAT I RECIEVED A MACHINE THAT	072806	MPERRY
100	ADVISED THAT THE CS WAS UNAVAILABLE THEN	072806	MPERRY
110	HUNG UP WILL HAVE TO TRY AGAIN LATER	072806	MPERRY
120	..MP.. SENT LETTER ..MP..	091406	MPERRY

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

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 3/24/10                  CUSTOMER SERVICE MAIN DISPLAY                  SHARPER
 13:30:24                                                                TPCS05
       Home Phone [redacted]                          Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]          First [redacted]
            Addl1
            Addl2
A-Addnl       Zip [redacted]     City CAPITOLA              State CA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22863  111404  BGL    GP FRNT ADJUST NOT WORK PROP
                Serial # ____________________________  Priority _
                _____ ______  _____  __
                Serial # ____________________________  Priority _
                _____ ______  _____  __
                Serial # ____________________________  Priority _

Purchased-Where NA                    When NA
Type of Customer N NO CHARGE   Order Source P PHONE CALL
_ Letters   Y Order    _ Recall    _ Destroy
_ Incident  _ Refund   _ Pick-Up   _ Return
Options                                                          Option __
F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
F12=EXit  F13=Comments          F18=Access Address
```

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
13:30:28 TPCS06
F1124

Line	Comments		
10	CS ALLEGES CFA SLIPPING ON 22-863 BGL	072106	AENGELKING
20	11/14/04 WILL ISSUE CT ON 07/27/2006 AS	072106	AENGELKING
30	CS IS OUT OF TOWN CURRENTLY,ONCE PU	072106	AENGELKING
40	VERIFIED WILL SEND NEW SEAT ..ALE..	072706	AENGELKING
50	ISSUED CT..ALE..	072806	MMILEY
60	CT#997393950026334..MM.. CS CB TO CHECK	080106	VDEHNER
70	ON PICK UP ADV FED EX DOES NOT SHOW	080106	VDEHNER
80	PICKED UP YET, CS WL CB LATER..VRD.. CS	080106	DDAY
90	CB DID TRACK PACKAGE ORD 22863BGL AT	080106	DDAY
100	N/C..DOT.. CS CALLED CHECKING ON ORDER	080706	MPERRY
110	ADVISED CS IT SHIPPED ON 8/3 AND IS DUE	080706	MPERRY
120	FOR DELIVERY ON 8/9 ..MP.. 22863 BGL	081506	JHENRY
130	111404 RCVD, HELD FOR QA..JH.	081506	JHENRY

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
13:09:54 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City RICHLAND State WA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22561 0000 WAL 61 NEW UNIT
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where WALMART When 0105
Type of Customer N NO CHARGE Order Source L LETTER
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
13:09:58 TPCS06
F1124

Line	Comments		
10	CS STATES THAT CFA NOT HOLD. ADV'D WILL	102506	CSINGLETON
20	POD 22-561 WAL 10/26/04 & REPLACE SEAT	102506	CSINGLETON
30	WITH SAME. SENT POD BY EM TO	102506	CSINGLETON
40	[redacted]..CSS.. RECVD	111006	KPRIDGEN
50	22561 WAL 102604 POD, ORD'D NEW UNIT	111006	KPRIDGEN
60	*CS INCLUDED WALMART RECEIPT DATED	111006	KPRIDGEN
70	111504 SHOWING $74.64 PX PRICE + 8.3%	111006	KPRIDGEN
80	TAX* ..KP..	111006	KPRIDGEN

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
13:31:56 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2

A-Addnl Zip [redacted] City NORTH ANDOVER State MA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22757 100506 MRC 83 REFUND
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where BRU When NA
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 13:32:01 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER TPCS06 F1124

Line	Comments		
10	SENT INST BY MAIL & EM &	021506	CHART
20	REGISTERED..CH.. CS STATES THAT CFA NOT	101906	CSINGLETON
30	HOLD. ADV'D WILL CT & REPLACE.22-864	101906	CSINGLETON
40	BAL 08/30/05...CS CAN NOT BE WITHOUT	101906	CSINGLETON
50	SEAT.****CS WILL PX NEW EB CAR SEAT, FAX	101906	CSINGLETON
60	COPY OF RCPT FOR REFUND OF NEW SEAT. WE	101906	CSINGLETON
200	CLC..ML..	111406	MLARRISON

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 13:32:03 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER TPCS06 F1124

Line	Comments		
60	COPY OF RCPT FOR REFUND OF NEW SEAT. WE	101906	CSINGLETON
70	WILL CT FOR ABOVE SEAT WHEN SHE FAXS HER	101906	CSINGLETON
80	RCPT..CSS.. CS CB,PX NEW SEAT, WILL FAX.	102006	LJOHNSON
90	SCHEDULE CT PU. CS REG NEW SEAT	102006	LJOHNSON
100	22757MRC 10/05/06. ADVS CS TO CB WHEN PU	102006	LJOHNSON
110	AND WILL PROC REFUND FOR PX PRICE OF NEW	102006	LJOHNSON
120	SEAT..LJ.. BJM REC'D FAXED COPY OF	102006	BMOORE
130	BABIES R US RECEIPT DATED 101906 SHOWING	102006	BMOORE
140	CARSEAT PURCHASED FOR $179.99 BEFORE 5.%	102006	BMOORE
150	TAXES. BJM. CT#997302150069829..MM.. CS	102506	JQUASEBART
160	CB ADV FEDEX PU CT SEAT ALSO ADV CS RCVD	102506	JQUASEBART
170	RCPT PER ABOVE NOTES 102006 STARTED	102506	JQUASEBART
180	REFUND FOR 179.99 USD PER ABOVE..JQ..	102606	DQUINLAN
190	REV & APP REF DWQ...RECVD UNIT, HELD IN	111406	MLARRISON
200	CLC..ML..	111406	MLARRISON

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
13:16:53 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2

A-Addnl Zip [redacted] City WALPOLE State ME
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22861 030204 GDC 45 COMMENT ONLY
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where BRU When MARCH 2004
Type of Customer N NO CHARGE Order Source C CALL BACK
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
13:16:58 TPCS06
F1124

Line	Comments		
10	CS ALLEGES CFA NOT WORKING PROPERLY WHEN	110806	AENGELKING
20	STRAPS ARE PULLED HR STRAP LOOSENS	110806	AENGELKING
30	ISSUED CT ONCE PU VERIFIED WILL SEND NEW	110806	AENGELKING
170	CLC..ML..	111606	MLARRISON

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
13:17:00 TPCS06
F1124

Line	Comments		
30	ISSUED CT ONCE PU VERIFIED WILL SEND NEW	110806	AENGELKING
40	SEAT, CS NEEDS SEAT THAT IS FAA APPROVED	110806	AENGELKING
50	AS SHE IS FLYING ON THE 20TH ADVISED WE	110806	AENGELKING
60	CAN REFUND ALSO AS LONG AS SHE HAS	110806	AENGELKING
70	RECEIPT ONCE WE VALIDATE PU AND HAVE	110806	AENGELKING
80	RECEIPT OR REGISTRY, CS WILL LOOK	110806	AENGELKING
90	OTHERWISE WILL TAKE REPLACEMENT	110806	AENGELKING
100	SEAT..ALE.. CT#997304350014111..MM..	111006	KPRIDGEN
110	CS CS CLLD TO ADVISE HER 22861 GDC	111006	KPRIDGEN
120	030204 CAR SEAT WAS PICKED UP TODAY:	111006	KPRIDGEN
130	VERIFIED PICKUP AT 11.28AM, SO ORD'D	111006	KPRIDGEN
140	NEW SEAT. AS400 WAS DOWN DURING THE	111006	KPRIDGEN
150	CALL, SO CLLD CS BACK TO ADVISE OF THE	111006	KPRIDGEN
160	ORDER ~11.50AM ..KP..CT RECVD, HELD IN	111606	MLARRISON
170	CLC..ML..	111606	MLARRISON

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

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 3/24/10                  CUSTOMER SERVICE MAIN DISPLAY                  SHARPER
 13:05:54                                                                TPCS05
       Home Phone [redacted]                          Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]  First [redacted]
            Addl1
            Addl2
A-Addnl       Zip [redacted]      City CLEVELAND              State TN
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                02460  060502  SAL    47 CS CHECKING ON ORDER
                Serial # ____________________________  Priority _
                _____  ______  ____   __
                Serial # ____________________________  Priority _
                _____  ______  ____   __
                Serial # ____________________________  Priority _

 Purchased-Where GIFT                  When 1103
 Type of Customer N NO CHARGE   Order Source P PHONE CALL
 _ Letters   Y Order    _ Recall    _ Destroy
 _ Incident  _ Refund   _ Pick-Up   _ Return
 Options                                                          Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
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3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
13:06:01 TPCS06
F1124

Line	Comments		
10	REG 22-297 WAL 050603..EK.. CS ALLEGES	022807	CHART
20	THEY SLAMMED ON BRAKES (DIDN'T HIT	022807	CHART
160	CLC. NEW UNIT ALREADY SENT..SJB..	031507	SBLAND

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

Line	Comments		
20	THEY SLAMMED ON BRAKES (DIDN'T HIT	022807	CHART
30	ANYONE) AND NOW CFA NOT TIGHTENING EVEN	022807	CHART
40	THO OUT OF WARR PER HELP DESK SENT PRP	022807	CHART
50	LABELS AND ONCE REC'D (OR CS C/B WITH	022807	CHART
60	TRACK #) WE WILL SEND NEW	022807	CHART
70	22208WAL..CH.. CS CB WITH TRACKING	030807	AENGELKING
80	NUMBER WAS UNABLE TO TRACK ADVISED NOT	030807	AENGELKING
90	YET IN FEDEX SYSTEM CS WILL TRY BACK	030807	AENGELKING
100	LATER..ALE.. 020228810019089 CS CB	030907	JQUASEBART
110	VERIFIED PU 030907 ORD'D REPL PER ABOVE	030907	JQUASEBART
120	NOTES..JQ.. CS CALLED CHECKING ON ORD.	031407	SSMITH
130	AD CS HAS SHIPPED. PER FEDEX SITE IS	031407	SSMITH
140	ESTIMATED FOR DELIV TODAY	031407	SSMITH
150	031407...SKS... REC'D SEAT BACK, HELD IN	031507	SBLAND
160	CLC. NEW UNIT ALREADY SENT..SJB..	031507	SBLAND

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

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 3/24/10                  CUSTOMER SERVICE MAIN DISPLAY                  SHARPER
 14:42:33                                                                TPCS05
       Home Phone [redacted]                    Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]          First [redacted]
            Addl1
            Addl2
A-Addnl       Zip [redacted]     City POMONOA              State MO
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C          22561  102604  WAL    61 NEW UNIT
                Serial # _____________________________  Priority _
                _____  ______  _____  __
                Serial # _____________________________  Priority _
                _____  ______  _____  __
                Serial # _____________________________  Priority _

 Purchased-Where NA                    When NA
 Type of Customer N NO CHARGE   Order Source P PHONE CALL
 _ Letters    Y Order    _ Recall    _ Destroy
 _ Incident   _ Refund   _ Pick-Up   _ Return
 Options                                                          Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
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3/24/10
14:42:35

CUSTOMER SERVICE CUSTOMER COMMENTS

SHARPER
TPCS06
F1124

Line	Comments		
10	CS ALLEGES HARNESS WILL NOT STAY TIGHT	052907	JCLARK
20	ADV CS WILL CT AND PU ONCE PU CS WILL CB	052907	JCLARK
30	AND WILL SEND OUT NEW SEAT ADDRESS TO	052907	JCLARK
40	SEND THE NEW SEAT TO IS TONY'S TIRE	052907	JCLARK
50	SERVICE ATTN [redacted]	052907	JCLARK
60	[redacted] WEST PLAINS MO [redacted] .JLC..PER MM	053107	JCLARK
70	NEED TO SEND PRP CALLED CS AND ADVISE OF	053107	JCLARK
80	CHANGE FOR PICKUP..JC.. *** ORDERED NEW	060507	JHENRY
90	UNIT *** .JH.RCVD UNIT, HELD IN	061407	MLARRISON
100	CLC..ML..	061407	MLARRISON

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
14:26:02 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City BISCAWEN State NH
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22864 110705 MRC IK HARNESS WILL NOT TIGHTEN
Serial # Priority _
C 22864 110705 MRC IK HARNESS WILL NOT TIGHTEN
Serial # Priority _
Serial # Priority _

Purchased-Where BABIES R US When 0506
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund Y Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
14:26:06 TPCS06
F1124

Line	Comments		
10	C60828 CS CALLED THAT CHILD CAN PULL ON	051407	BMOORE
20	HIS HARNESS STRAPS AND THEY COME	051407	BMOORE
30	COMPLETELY LOOSE FROM HIS BODY. THEY	051407	BMOORE
40	WILL NOT TIGHTEN. SENDING NEW CARSEAT	051407	BMOORE
50	AND A SET OF PRPS SO WE CAN HAVE QUALITY	051407	BMOORE
60	TO TAKE A LOOK AT IT. ***DO NOT ORDER	051407	BMOORE
70	NEW CARSEAT***. BJM. REC'D SEAT BACK,	061907	SBLAND
80	HELD IN CLC. NEW UNIT ALREADY	061907	SBLAND
90	SENT..SJB..	061907	SBLAND
90	SENT..SJB..	061907	SBLAND

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

```
 3/24/10                  CUSTOMER SERVICE MAIN DISPLAY                  SHARPER
 13:13:51                                                                TPCS05
       Home Phone [redacted]                          Cust No(If Dealer or MRA)  F1123
        Last Name                          First [redacted]
            Add11 [redacted]
            Add12
A-Addnl       Zip [redacted]     City OXFORD                 State MA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C          22562  032406  RSH    84 REGISTER
                Serial # ____________________________________  Priority _
                _____ _____  _____  __
                Serial # ____________________________________  Priority _
                _____ _____  _____  __
                Serial # ____________________________________  Priority _

 Purchased-Where KMART                    When APPRX 13MOS AGO
 Type of Customer N NO CHARGE   Order Source P PHONE CALL
 _ Letters    _ Order     _ Recall    _ Destroy
 _ Incident   _ Refund    Y Pick-Up   _ Return
 Options                                                              Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
```

3/24/10
13:13:55

CUSTOMER SERVICE CUSTOMER COMMENTS

SHARPER
TPCS06
F1124

Line	Comments		
10	CS IS STATE TROOPER IN MA CERTIFIED CRST	061407	CEDDY
20	TECH, CS ALLEGE CFA LOOSEN ON OWN	061407	CEDDY
30	22562RSH 032406 OFF'D PRP /REPL CS NOT	061407	CEDDY
40	WANT SAME AND NEED CRST TODAY, CS WILL	061407	CEDDY
50	GO PX NEW, CS SENDING REC'T FROM ORIG	061407	CEDDY
60	CRST FOR REF ONCE CB W/TRKING# FROM PRP	061407	CEDDY
70	CS EMING SCANNED REC'T..CE..	061407	CEDDY

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
13:22:24 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City FLUSHING State NY
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C Q 22863 122904 BGL GP FRNT ADJUST NOT WORK PROP
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where BRU When 2006
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund Y Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
13:22:27 TPCS06
F1124

Line	Comments		
10	CS ALLEGE CFA LOOSENS ON OWN, CS ALLEGE	081007	CEDDY
20	MOD STICKER PARTIALLY TORN OFF CAN ONLY	081007	CEDDY
30	SEE DB9B, ADV SEND PICS, CS GOING TO TRY	081007	CEDDY
40	TO TAKE PIC W/PHONE TO EM TO US, ADV CAN	081007	CEDDY
50	TRY, BUT MAY NEED REQ BY SCAN/EM OR MAIL	081007	CEDDY
60	IF COMES THRU TOO SMALL TO ID CS	081007	CEDDY
70	OKD..CE.. CS ALLEGES CFA NOT WORKING ON	082007	MMILEY
80	22863BGL 122904 SENDING PRP LABELS AND	082007	MMILEY
90	ORDERED 22865LAT NOW..MM.. CS CB WITH	082007	CGARVIN
100	QUESTIONS ON CARSEAT THAT WAS	082007	CGARVIN
110	ORDERED...CAG.. CS CB WITH ? ABOUT	082407	AENGELKING
120	PROCESS..ALE..	082407	AENGELKING

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:19:10 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City MINNEAPOLIS State MN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22861 103004 GBC 20 PRP RECVD-COLUMBUS
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where NA When NA
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:19:20 TPCS06
F1124

Line	Comments		
10	22861GBC 103004 DATE ON SPLITTER PLATE	111207	JCLARK
20	IS [redacted] CS ALLEGES CFA WILL NOT STAY	111207	JCLARK
30	TIGHTEN CALLED RECALL LINE AND WAS TOLD	111207	JCLARK
40	ON ON LIST CS VERY UPSET ABOUT SEAT ADV	111207	JCLARK
50	CS WILL PRP AND PU WILL ALSO SEND OUT	111207	JCLARK
60	NEW SEAT..JLC..RECVD PRP,CFA HAS BEEN	112907	MLARRISON
70	DISMANTLED,RECALLED SEAT,DST..ML..	112907	MLARRISON

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

```
 3/24/10                  CUSTOMER SERVICE MAIN DISPLAY                  SHARPER
 14:42:14                                                                TPCS05
       Home Phone [redacted]                    Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]          First [redacted]
            Addl1
            Addl2
A-Addnl       Zip [redacted]      City THOMPSONVILLE        State IL
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C          22561  040104  WAL    20 PRP RECVD-COLUMBUS
                Serial #                                    Priority _
                _____  ______  _____  __
                Serial #                                    Priority _
                _____  ______  _____  __
                Serial #                                    Priority _

 Purchased-Where WALMART                When 2004
 Type of Customer N NO CHARGE   Order Source P PHONE CALL
 _ Letters    _ Order    _ Recall    _ Destroy
 _ Incident   _ Refund   _ Pick-Up   _ Return
 Options                                                          Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
```

3/24/10 14:42:19 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER TPCS06 F1124

Line	Comments		
10	CS ALLEGES HARNESS COMING LOOSE, CFA	122707	AENGELKING
20	SLIPS, SENT NEW SEAT AS CS CANNOT GO W/O	122707	AENGELKING
30	CARSEAT, ALSO SENT PRP LABELS TO PU	122707	AENGELKING
40	SEAT..ALE..RECVD SEAT,HELD IN CLC..ML..	011108	MLARRISON

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:43:57 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City NORTH GLENN State CO
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22861 042704 GDC HY HARNESS COMING LOOSE
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where BIGLOTS When 2005
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 14:44:01 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER TPCS06 F1124

Line	Comments		
10	22861 GDC, MFG. DATE 042704 CS ALLEGES	120507	CGARVIN
20	FRONT ADJUST DOES NOT HOLD, ADV WILL	120507	CGARVIN
30	SEND PRP LABELS, ONCE PICKED UP CS TO CB	120507	CGARVIN
40	AND NEW SEAT TO BE ORDERED AT THIS	120507	CGARVIN
50	TIME...CAG.. CS ALLEGES DID NOT RCV	122107	MBROSEMER
60	LABELS, REORDERED..SB.. ORD'D REPL PER	020108	LPICHARDO
70	ABOVE..LP.. RECEVIED SEAT, HELD FOR	021408	AENGELKING
80	TESTING, REPLACEMENT ALREADY SENT..ALE..	021408	AENGELKING

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:22:05 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City OLATHE State KS
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22561 041405 WAL 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where N _____ When N _____
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:22:08 TPCS06
F1124

Line	Comments		
10	CS CALLED ALLEGING CFA LOOSENS. ADV PRP	012408	LPICHARDO
20	AND WHEN CAN VERIFY PU ORDER REPL..LP..	092308	ISORRELS
30	CS CALLED ASK'N IF THE PRP LABELS	092308	ISORRELS
40	EXPIRED CAUSE CS NEVER CALLED FEDEX	092308	ISORRELS
50	ALLEGING THAT DID NOT HAVE A BOX, PER	092308	ISORRELS
60	HD/ROX ADV CS THE PRP LABEL DID NOT	092308	ISORRELS
70	EXPIRE..IS.. PRP PICKED UP. ADV ORD'D	092408	LPICHARDO
80	NEW SEAT TODAY...LP.. RECEIVED SEAT,	100208	AENGELKING
90	HELD..ALE.. SEAT REVIEWED BY TE,	111208	AENGELKING
100	INITIALY DID NOT SLIP. WHEN READJUSTED	111208	AENGELKING
110	AND PULLED VERY HARD WITH BOTH HANDS ON	111208	AENGELKING
120	HARNESS, SLIGHT SLIPPAGE OBSERVERED, CFA	111208	AENGELKING
130	STRAP APPEARS TO HAVE A SHEEN ON THE	111208	AENGELKING
140	SURFACE, UNIT DST AS PER TE..ALE..	111208	AENGELKING

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
13:06:46 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City TAMPA State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

	Model	Mfg Date	Color	Complaint	
	22561	093005	WAL	70 POD	
	Serial #				Priority _
C	22561	080605	WAL	70 POD	
	Serial #				Priority _
	Serial #				Priority _

Purchased-Where WALMART X2 When 2005 X2
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

Line	Comments		
10	22561WAL 08 06 05//CS ALLEGE SHE HAS 2	031008	DDAY
20	SEATS AND THE HARNESS SLIPS ADV TO CB	031008	DDAY
30	WTIH MODEL INFO FROM 2ND SEAT AND WE	031008	DDAY
40	WOULD POD AND REPLACE CS DOES NOT WANT	031008	DDAY
50	REPLACEMENT ADV WOULD NEED REC TO	031008	DDAY
60	REFUND..DOT.. 22561 WAL 080605 AND 22561	031008	KPRIDGEN
70	WAL 093005 P102A 081914: CS ALLEGES CFA	031008	KPRIDGEN
80	ISN'T WORKING PROPERLY ON THESE SEATS	031008	KPRIDGEN
90	FOR HER CHILDREN (3 YR OLD, 34#, ~40"	031008	KPRIDGEN
100	CHILD; AND 4 YR OLD, 30#, ~40"	031008	KPRIDGEN
110	CHILD); NO RECEIPT(S). ADVSD W/O	031008	KPRIDGEN
120	RECEIPT, WE CAN OFFER NEW PRODUCT (UP TO	031008	KPRIDGEN
390	7 TO 10 BUSS DAYS..MAP..	052708	MPERDUE

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

Line	Comments		
120	RECEIPT, WE CAN OFFER NEW PRODUCT (UP TO	031008	KPRIDGEN
130	$179.98 SRP, WHICH IS THE $89.99 SRP FOR	031008	KPRIDGEN
140	EACH SEAT). MAILED 1 POD LETTER FOR BOTH	031008	KPRIDGEN
150	SEATS, ADVSD CS TO LOOK AT OUR JUVENILE	031008	KPRIDGEN
160	AND H&O WEBSITES TO GET SOME REPL	031008	KPRIDGEN
170	PRODUCT IDEAS, AND TO CALL US WITH SOME	031008	KPRIDGEN
180	ITEMS SHE LIKES TO FIND OUT WHAT WE CAN	031008	KPRIDGEN
190	SHIP WHEN HER POD FOR BOTH SEATS IS	031008	KPRIDGEN
200	RETURNED. **ADVSD CS NEW PRODUCT WILL	031008	KPRIDGEN
210	NOT CARRY A WARRANTY- CS UNDERSTANDS**	031008	KPRIDGEN
220	..KP.. CS CALLED CKING TO MAKE SURE WE	031708	JCLARK
230	HAD BOTH SEAT LISTED ADV POD WAS FOR	031708	JCLARK
240	BOTH SEATS ADV CS TO CB AND 7-10 DAYS	031708	JCLARK
250	AND LET US KNOW WHAT SEAT CS WANTS ADV	031708	JCLARK
390	7 TO 10 BUSS DAYS..MAP..	052708	MPERDUE

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

Line	Comments		
250	AND LET US KNOW WHAT SEAT CS WANTS ADV	031708	JCLARK
260	APEX IS UP TO 65LBS 5PT..JLC.. RECVD	032808	CMCGRAW
270	22561 WAL 09/30/05 (2) POD: CS HASN'T	032808	CMCGRAW
280	CALLED WITH MODEL THEY WOULD LIKE. CAN	032808	CMCGRAW
290	ORDER NEW UNIT WHEN THEY CALL IN..CM..CS	041108	MBROSEMER
300	CB INTERESTED IN APEX, ADV WOULD NOT BE	041108	MBROSEMER
310	ABLE TO DO 2 APEX, CAN DO ONE PLUS	041108	MBROSEMER
320	ANOTHER ITEM TO REACH THE $180 LIMIT,	041108	MBROSEMER
330	ADV CS TO CHECK ONLINE FOR STYLES AND	041108	MBROSEMER
340	CB..SB.. CS CB WANTING MORE INFO ON	041108	MBROSEMER
350	APEX..SB.. CS CALLED AND WANTED TO NOW	052308	JCLARK
360	ORD SEATS 22535CDE WILL ORD FOR CS ORD 1	052308	JCLARK
370	ON EACH ORD C15876 C15875..JLC.. CS	052708	MPERDUE
380	CALLED TO CK ON ORD ADV WAS ORD WILL BE	052708	MPERDUE
390	7 TO 10 BUSS DAYS..MAP..	052708	MPERDUE

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
13:06:46 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1 [redacted]
Addl2
A-Addnl Zip [redacted] City TAMPA State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

	Model	Mfg Date	Color	Complaint	
	22561	093005	WAL	70 POD	
	Serial #				Priority _
C	22561	080605	WAL	70 POD	
	Serial #				Priority _
	Serial #				Priority _

Purchased-Where WALMART X2 When 2005 X2
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
13:06:54 TPCS06
F1124

Line	Comments		
10	22561WAL 08 06 05//CS ALLEGE SHE HAS 2	031008	DDAY
20	SEATS AND THE HARNESS SLIPS ADV TO CB	031008	DDAY
30	WTIH MODEL INFO FROM 2ND SEAT AND WE	031008	DDAY
40	WOULD POD AND REPLACE CS DOES NOT WANT	031008	DDAY
50	REPLACEMENT ADV WOULD NEED REC TO	031008	DDAY
60	REFUND..DOT.. 22561 WAL 080605 AND 22561	031008	KPRIDGEN
70	WAL 093005 P102A 081914: CS ALLEGES CFA	031008	KPRIDGEN
80	ISN'T WORKING PROPERLY ON THESE SEATS	031008	KPRIDGEN
90	FOR HER CHILDREN (3 YR OLD, 34#, ~40"	031008	KPRIDGEN
100	CHILD; AND 4 YR OLD, 30#, ~40"	031008	KPRIDGEN
110	CHILD); NO RECEIPT(S). ADVSD W/O	031008	KPRIDGEN
120	RECEIPT, WE CAN OFFER NEW PRODUCT (UP TO	031008	KPRIDGEN
390	7 TO 10 BUSS DAYS..MAP..	052708	MPERDUE

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
13:06:56 TPCS06
F1124

Line	Comments		
120	RECEIPT, WE CAN OFFER NEW PRODUCT (UP TO	031008	KPRIDGEN
130	$179.98 SRP, WHICH IS THE $89.99 SRP FOR	031008	KPRIDGEN
140	EACH SEAT). MAILED 1 POD LETTER FOR BOTH	031008	KPRIDGEN
150	SEATS, ADVSD CS TO LOOK AT OUR JUVENILE	031008	KPRIDGEN
160	AND H&O WEBSITES TO GET SOME REPL	031008	KPRIDGEN
170	PRODUCT IDEAS, AND TO CALL US WITH SOME	031008	KPRIDGEN
180	ITEMS SHE LIKES TO FIND OUT WHAT WE CAN	031008	KPRIDGEN
190	SHIP WHEN HER POD FOR BOTH SEATS IS	031008	KPRIDGEN
200	RETURNED. **ADVSD CS NEW PRODUCT WILL	031008	KPRIDGEN
210	NOT CARRY A WARRANTY- CS UNDERSTANDS**	031008	KPRIDGEN
220	..KP.. CS CALLED CKING TO MAKE SURE WE	031708	JCLARK
230	HAD BOTH SEAT LISTED ADV POD WAS FOR	031708	JCLARK
240	BOTH SEATS ADV CS TO CB AND 7-10 DAYS	031708	JCLARK
250	AND LET US KNOW WHAT SEAT CS WANTS ADV	031708	JCLARK
390	7 TO 10 BUSS DAYS..MAP..	052708	MPERDUE

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 13:06:57

CUSTOMER SERVICE CUSTOMER COMMENTS

SHARPER
TPCS06
F1124

Line	Comments		
250	AND LET US KNOW WHAT SEAT CS WANTS ADV	031708	JCLARK
260	APEX IS UP TO 65LBS 5PT..JLC.. RECVD	032808	CMCGRAW
270	22561 WAL 09/30/05 (2) POD: CS HASN'T	032808	CMCGRAW
280	CALLED WITH MODEL THEY WOULD LIKE. CAN	032808	CMCGRAW
290	ORDER NEW UNIT WHEN THEY CALL IN..CM..CS	041108	MBROSEMER
300	CB INTERESTED IN APEX, ADV WOULD NOT BE	041108	MBROSEMER
310	ABLE TO DO 2 APEX, CAN DO ONE PLUS	041108	MBROSEMER
320	ANOTHER ITEM TO REACH THE $180 LIMIT,	041108	MBROSEMER
330	ADV CS TO CHECK ONLINE FOR STYLES AND	041108	MBROSEMER
340	CB..SB.. CS CB WANTING MORE INFO ON	041108	MBROSEMER
350	APEX..SB.. CS CALLED AND WANTED TO NOW	052308	JCLARK
360	ORD SEATS 22535CDE WILL ORD FOR CS ORD 1	052308	JCLARK
370	ON EACH ORD C15876 C15875..JLC.. CS	052708	MPERDUE
380	CALLED TO CK ON ORD ADV WAS ORD WILL BE	052708	MPERDUE
390	7 TO 10 BUSS DAYS..MAP..	052708	MPERDUE

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:37:14 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City THOUSAND OAKS State CA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22864 101005 MRC 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When APPRX 2006
Type of Customer C CONSUMER Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund Y Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 14:37:18 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER TPCS06 F1124

Line	Comments		
10	22864MRC 101005 CS ALLEGE SON APPRX	032608	CEDDY3
20	36-38LBS, 40-41" 5 YRS OLD CS ALLEGE CFA	032608	CEDDY3
160	RECIEVED SEAT,HELD..ALE..	041708	AENGELKING

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:37:20 TPCS06
F1124

Line	Comments		
20	36-38LBS, 40-41" 5 YRS OLD CS ALLEGE CFA	032608	CEDDY3
30	STRAP LOOSENS ON OWN, CS TO CB W/SPLITTR	032608	CEDDY3
40	PLATE MFG DATE FOR RECORD ADV ONCE HAVE	032608	CEDDY3
50	THAT CAN SEND PRP'S TO REPL W/*******	032608	CEDDY3
60	22864BAL********** CS GOING TO	032608	CEDDY3
70	SECURE NEW SEAT W/CC ADV RECOMM NOT	032608	CEDDY3
80	USING CRST, ADV CS WILL NEED TO CB 24	032608	CEDDY3
90	HRS AFTER PICK UP SO WE CAN CREDIT	032608	CEDDY3
100	ENTIRE AMT BACK TO CARD..CE..CS CB WITH	032608	MBROSEMER
110	SPLITTER PLATE MFG DATE 052405 ORD	032608	MBROSEMER
120	PRP, CS SECURED NEW SEAT W/CC..SB..CS CB	040908	MBROSEMER
130	TO STATE CRST PU, VERIFIED, EM MM FOR	040908	MBROSEMER
140	CREDIT..SB.. ORDER C71923 STUCK IN PD,	040908	MMILEY
150	HAS NOT BEEN CHARGED TO CC..MM..	041708	AENGELKING
160	RECIEVED SEAT,HELD..ALE..	041708	AENGELKING

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
13:08:34 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2

A-Addnl Zip [redacted] City JOHNSTON State RI
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22864 111505 MRC 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When 2006
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

Line	Comments		
10	CS ALLEGES THE STRAPS ARE LOOSING WENT	031908	MPERRY
20	THROUGH TROUBLE SHOOTING STILL LOOSING	031908	MPERRY
30	ORDERED PRP LABLES AND ORDER A NEW 22864	031908	MPERRY
40	BAL ..MP.. RECEIVED SEAT	041008	AENGELKING
50	BACK,HELD REPLACEMENT SEAT ALREADY	041008	AENGELKING
60	ORDERED..ALE..	041008	AENGELKING
60	ORDERED..ALE..	041008	AENGELKING

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY ELAND
13:05:20 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City COLORADO CITY State CO
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22863 121504 BGL 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where N When N
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

Line	Comments		
10	22863BGL 121504 CS ALLEGES HARNESS	040308	MBROSEMER
20	LOOSENING, ADV CT/REPL W/22864BAL, ORD	040308	MBROSEMER
30	PRP, CS WILL CB TO ORDER NEW SEAT..SB..	041708	JCLARK
40	CS CB AND ALLEGES SEAT WAS PU ADV CS	041708	JCLARK
50	WILL ORD 22864BAL..JC. RECEIVED SEAT,	042408	AENGELKING
60	HELD..ALE..	042408	AENGELKING
60	HELD..ALE..	042408	AENGELKING

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

```
 3/24/10                    CUSTOMER SERVICE MAIN DISPLAY                    SHARPER
 14:44:15                                                                    TPCS05
       Home Phone [redacted]                          Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]                  First [redacted]
            Addl1
            Addl2
A-Addnl       Zip [redacted]      City LAPLACE                 State LA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C          22863  101104  BGL    20 PRP RECVD-COLUMBUS
                Serial # ____________________________ Priority _
                _____ _____  _____  __
                Serial # ____________________________ Priority _
                _____ _____  _____  __
                Serial # ____________________________ Priority _

 Purchased-Where NA                    When NA
 Type of Customer N NO CHARGE   Order Source P PHONE CALL
 _ Letters    _ Order    _ Recall    _ Destroy
 _ Incident   _ Refund   _ Pick-Up   _ Return
 Options                                                              Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
```

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:44:18 TPCS06
F1124

Line	Comments		
10	CS CALLLED ALLEGES STRAPS WILL NOT STAY	111808	MCOLGLAZIE
20	TIGHT....CS ALLEGES SHE WILL TIGHTEN UP	111808	MCOLGLAZIE
30	THE STRAPS AND IF HER CHILD LEANS	111808	MCOLGLAZIE
40	FORWARD THE STRAPS WILL COME LOOSE.	111808	MCOLGLAZIE
50	MADE SURE HARNESS WAS THREADED PROPERLY	111808	MCOLGLAZIE
60	CS ALLEGES IT WAS.. MAILED PRP LABELS TO	111808	MCOLGLAZIE
70	PICK UP HER SEAT AND SENT OUT THE	111808	MCOLGLAZIE
80	22865ATI SINCE HER SEAT IS NO LONGER	111808	MCOLGLAZIE
90	AVAILABLE. ****NEW SEAT HAS BEEN	111808	MCOLGLAZIE
100	SENT***.MDC... RECEIVED SEAT 22-863 BGL	031909	AENGELKING
110	10/11/2004, PERFORMS AS EXPECTED..ALE..	031909	AENGELKING

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
13:29:46 TPCS05
Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City IRON MOUNTAIN State MI
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22561 072605 WAL 47 CS CHECKING ON ORDER
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where WALMART When 2005
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
13:29:54 TPCS06
F1124

Line	Comments		
10	22561WAL 072605 CS ALLEGES HARN WILL NOT	081109	MPERDUE
20	TIGHTEN OR LOOSEN ADV CS WILL SEND PRP	081109	MPERDUE
30	LABELS TO P/U CRST ADV CS TO C/B 24HRS	081109	MPERDUE
40	AFTER WILL ORD NEW 22561WAL..MAP... PRP	101209	MARRINGTON
50	150992761 , ORDERED 22561WAL AS PER	101209	MARRINGTON
60	NOTES ABOVE, CS CALLING TO CHECK ON	101209	MARRINGTON
70	ORDER ADV CS DID NOT ORDER BECAUSE CS	101209	MARRINGTON
80	DID NOT CALL TO VERIFY OLD UNIT	101209	MARRINGTON
90	SENT, TRACKED SHOWS DELIVERED OCT	101209	MARRINGTON
100	7TH..MJA.. CS CALLED TO CK ON ORD ADV	101509	MPERDUE
110	WAS SHIPPED PROV TRACK #..MAP...	101509	AENGELKING
120	RECEIVED SEAT 22-561 WAL 07/26/2005, CS	101509	AENGELKING
130	HAD THE SEAT THREADED INCORRECTLY, UNIT	101509	AENGELKING
140	DST..ALE..	101509	AENGELKING
140	DST..ALE..	101509	AENGELKING

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
14:24:34 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City DINGMANS FERRY State PA
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint
22554	091208	PCR	IK HARNESS WILL NOT TIGHTEN

Serial # _____ Priority _

_____ _____ _____ __
Serial # _____ Priority _

_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where WAL MART When FALL 08
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund Y Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

Line	Comments		
10	22554PCR 091208 CS ALLEGES HARESS	082409	MMILEY
20	WILL NOT STAY TIGHT, SENDING PRP LABELS	082409	MMILEY
30	TO BRING BACK AND ***ORDERED NEW SEAT	082409	MMILEY
40	TODAY***..MM.. RECEIVED SEAT 22-554 PCR	090309	AENGELKING
50	09/12/2008,HELD..ALE..	090309	AENGELKING
50	09/12/2008,HELD..ALE..	090309	AENGELKING

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

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 3/24/10                    CUSTOMER SERVICE MAIN DISPLAY                  SHARPER
 14:23:29                                                                  TPCS05
       Home Phone [redacted]                          Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]                  First [redacted]
            Addl1
            Addl2
A-Addnl       Zip [redacted]      City BRAINTREE              State MA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C Q        22561  031609  WAL    GW FRONT ADJUSTMENT LOOSE
                Serial #                                    Priority _
                Serial #                                    Priority _
                Serial #                                    Priority _

 Purchased-Where BABYAGE.COM          When 053009
 Type of Customer N NO CHARGE   Order Source P PHONE CALL
 _ Letters   Y Order    _ Recall    _ Destroy
 _ Incident  _ Refund   _ Pick-Up   _ Return
 Options                                                              Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
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3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:23:32 TPCS06
F1124

Line	Comments		
10	22561 WAL 031609 CS ADV CFA DOES NOT	010610	JQUASEBART
20	LOCK ALL THE TIME ADV CS NOT REPL PART	010610	JQUASEBART
30	CS DOES NOT HAVE OTHER CRST TO USE SENT	010610	JQUASEBART
40	PRP TO PU DAMAGED PRODUCT *****ORD'D	010610	JQUASEBART
50	REPL CRST NOW ****REQ'D EXPEDITE CS	010610	JQUASEBART
60	UNABLE TO PX REPL CRST FOR REFUND	010610	JQUASEBART
70	INSTEAD..JQ..	010610	JQUASEBART

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10 CUSTOMER SERVICE MAIN DISPLAY SHARPER
14:23:54 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City EAST SANDWICH State MA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C Q 22561 032804 WAL GW FRONT ADJUSTMENT LOOSE
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where UNK When UNK
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund Y Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

3/24/10 CUSTOMER SERVICE CUSTOMER COMMENTS SHARPER
14:23:58 TPCS06
F1124

Line	Comments		
10	CS EMD ALLEGING THE LEG STAND WILL NOT	012010	MBROSEMER
20	LOCK OPEN ON AIR CRST, ADV CS WE WILL BE	012010	MBROSEMER
30	HAPPY TO ASSIST BUT WILL NEED MODEL	012010	MBROSEMER
40	INFO. CS ALLEGES IS A CPST.	012010	MBROSEMER
50	[redacted].SB.. CS ALLEGES	012010	BMOORE
60	THAT THE LEG STAND FOLDS ON ITS OWN AND	012010	BMOORE
70	WANTS TO EXCHANGE THE UNIT. SENDING HER	012010	BMOORE
210	US FOR OUR INFO..MFB..	022210	MBROOKS

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

3/24/10
14:24:01

CUSTOMER SERVICE CUSTOMER COMMENTS

SHARPER
TPCS06
F1124

Line	Comments		
70	WANTS TO EXCHANGE THE UNIT. SENDING HER	012010	BMOORE
80	CARSEAT UPFRONT AND THEN SENDING PRP	012010	BMOORE
90	LABELS TO PICK IT UP AND BRING IT BACK	012010	BMOORE
100	FOR QUALITY TO TAKE A LOOK AT. CS	012010	BMOORE
110	AGREED. C93962. BJM. RECIEVED SEAT	021210	AENGELKING
120	22-430 HVT 08/28/2009,PERFORMS AS	021210	AENGELKING
130	INTENDED..ALE.. 22561WAL 032804 CS CLD	022210	CMEAD
140	ALLEGING HARNESS SLIPS CS IS A CCST PER	022210	CMEAD
150	JH SENT PPL TO PU SEAT CS ADVSD SHE	022210	CMEAD
160	DOESN'T NEED SEAT...CLM... REC'D	022210	MBROOKS
170	FORWARDED EM, CALLED CS TO FOLLOW UP, CS	022210	MBROOKS
180	ADV SHE IS ALREADY USING THE 22430	022210	MBROOKS
190	LISTED ABOVE, AND NO LONGER USING THE	022210	MBROOKS
200	22561 FROM 2004, JUST WANTED TO SEND TO	022210	MBROOKS
210	US FOR OUR INFO..MFB..	022210	MBROOKS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/14/10 CUSTOMER SERVICE MAIN DISPLAY MBROOKS
16:17:23 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City WINTHROP HARBOR State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22554	100808	PCR	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority
22574	090909	PCR	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority
22554	123108	PCR	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority

Purchased-Where WALMART When 6/14/09 12/5/09
Type of Customer N NO CHARGE Order Source E EMAIL
_ Letters _ Order _ Recall _ Destroy
_ Incident Y Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

4/16/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS
13:18:23 TPCS06
F1124

Line	Comments		
10	22574PCR 090909.CS EMD ALLEG HAS 2 UNITS	011410	EBOWEN
20	AND BOTH CFAS LOOSEN ON OWN.CS ALLEG CFA	011410	EBOWEN
30	RELEASE LEVER NOT WORKING PROPERLY.ASKNG	011410	EBOWEN
40	FOR LNE CODE FROM 1ST SEAT AND MOD#/MFG	011410	EBOWEN
50	DTE/LINE CODE FROM 2ND SEAT.CS EM IS	011410	EBOWEN
60	[redacted] ..EB.. CS EMD BK	012110	AGOMEZ
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/16/10 13:18:27 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS TPCS06 F1124

Line	Comments		
60	[redacted] ..EB.. CS EMD BK	012110	AGOMEZ
70	ALLGS INFO FRM ONE SEAT IS 22574 PCR	012110	AGOMEZ
80	090909 P102B021178. ALLGS MAY BE ABLE TO	012110	AGOMEZ
90	GET RECEIPT. ADV CS THAT WE NEED	012110	AGOMEZ
100	COMPLETE MODEL INFO FROM -BOTH- SEATS.	012110	AGOMEZ
110	NOT JUST ONE. AND ADV CS IF ABLE TO GET	012110	AGOMEZ
120	POP PLS FAX OR EM OR LET US KNOW IF	012110	AGOMEZ
130	UNABLE SO THAT WE CAN PROCEED	012110	AGOMEZ
140	ACCORDINGLY..AG.. CS EMD THAT HE WOULD	012210	TBOGGS
150	WORK ON GETTING THE INFO AND GET BACK TO	012210	TBOGGS
160	US..TB.. 22554PCR 100808 P102 B 051909	012710	EBOWEN
170	FOR 2ND CAR SEAT. CS ALLEG PXED 2	012710	EBOWEN
180	SEPARATE TIMES, BUT CANNOT FIND POPS.CS	012710	EBOWEN
190	ALLEG SEATS WERE REGISTRED.ADV CS	012710	EBOWEN
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/16/10 13:18:28 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS TPCS06 F1124

Line	Comments		
190	ALLEG SEATS WERE REGISTRED.ADV CS	012710	EBOWEN
200	REGISTRATION IS FOR RECALL PURPOSES	012710	EBOWEN
210	ONLY,DOESNT VALIDATE WRRTY.SPOKE W/DD	012710	EBOWEN
220	AND WAS ADV TO PRP/REPLCE BOTH SEATS.WE	012710	EBOWEN
230	DO HAVE SAME MOD IN STOCK.ASKNG IF CS	012710	EBOWEN
240	HAS REPLCMNT SEATS TO USE DURING	012710	EBOWEN
250	EXCHNGE.***IF CS DOESNT HAVE SEATS TO	012710	EBOWEN
260	USE,PLZ ORDER NEW UNITS UP FRONT*** SENT	012710	EBOWEN
270	PRP'S FOR BOTH SEATS. ***CORRECTION-PCR	012710	EBOWEN
280	COLOR IS 3-PCK SO CANNOT OFFER*** SENT	012710	EBOWEN
290	OFFFER 2 REPLCE BOTH SEATS W/22554PCR	012710	EBOWEN
300	WHICH IS AVAILABLE (22574 IS MOD NOT	012710	EBOWEN
310	AVAIL INDIV).ANY QUESTIONS,FEEL FREE TO	012710	EBOWEN
320	SEE ME.APOLGZE FOR ANY CONFUSION..EB..	012810	MBROSEMER
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/16/10 13:18:31

CUSTOMER SERVICE CUSTOMER COMMENTS

MBROOKS
TPCS06
F1124

Line	Comments		
320	SEE ME.APOLGZE FOR ANY CONFUSION..EB..	012810	MBROSEMER
330	CS EMD DOES NOT HAVE SEATS TO USE. SENT	012810	MBROSEMER
340	REPL SEATS UP FRONT, ADV CS TO RETURN	012810	MBROSEMER
350	ORIG W/IN 30 DAYS. CS ALSO ASKING FOR	012810	MBROSEMER
360	RESULTS OF QUALITY TESTING, ADV NOT AN	012810	MBROSEMER
370	OPTION..SB.. CS EMD COPY OF WALMART PXES	012910	EBOWEN
380	FROM FINANCE DEPT.SHOWING DATE PX 061409	012910	EBOWEN
390	AND 1 BOOSTER SEAT PXED FOR 84.50 + TAX	012910	EBOWEN
400	(NOT ITEMIZED AND MULTPLE ITEMS	012910	EBOWEN
410	PXED)..EB.. CS EMD REGARDING REPLCMNT	020510	EBOWEN
420	SEATS.FWDED EM TO PRODUCT TECH PER	020510	EBOWEN
430	DD..EB.. CALLCS LEFT VM TO CB..ALE..	020810	AENGELKING
440	CALLED CS LEFT VM TO CB..ALE.. CALLED CS	020910	AENGELKING
450	LEFT VM TO CB..ALE..EM CS ADVISED	020910	AENGELKING
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/16/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS
13:18:32 TPCS06
F1124

Line	Comments		
450	LEFT VM TO CB..ALE..EM CS ADVISED	020910	AENGELKING
460	SENDING PRP LABELS FOR ADDITIONAL 2	020910	AENGELKING
470	SEATS THAT CFA IS SLIPPING ON ONCE	020910	AENGELKING
480	RECIEVED WILL ISSUE REFUND FOR ORIGINAL	020910	AENGELKING
490	SEATS..ALE..WHEN SEATS ARRIVE NOTIFY JB	021010	MBROOKS
500	AND TE..MFB.. TRANSF TO VM..JD.. SPOKE	021710	MBROOKS
510	W/TERRY REGARDING CORR. SEATS TO BE	021710	MBROOKS
520	RETURNED TO DJG FOR QUALITY (4) 2	021710	MBROOKS
530	ORIGNIAL PX PLUS 2 REPLACEMENTS, STARTED	021710	MBROOKS
540	REFUND OF 93.50 X2 PER RECEIPT TOTAL	021710	MBROOKS
550	187.00..MFB..	021710	MBROOKS
560	REPLACEMENT SEATS 22544PCR MFG 123108,	021710	MBROOKS
570	CS ALLEGES ONE OF REPLACEMENTS	021710	MBROOKS
580	SLIPS FROM ORDER C99241 SHIPPED	021710	MBROOKS
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/14/10 CUSTOMER SERVICE MAIN DISPLAY MBROOKS
16:17:23 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City WINTHROP HARBOR State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22554	100808	PCR	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority
22574	090909	PCR	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority
22554	123108	PCR	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority

Purchased-Where WALMART When 6/14/09 12/5/09
Type of Customer N NO CHARGE Order Source E EMAIL
_ Letters _ Order _ Recall _ Destroy
_ Incident Y Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

4/16/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS
13:18:23 TPCS06
F1124

Line	Comments		
10	22574PCR 090909.CS EMD ALLEG HAS 2 UNITS	011410	EBOWEN
20	AND BOTH CFAS LOOSEN ON OWN.CS ALLEG CFA	011410	EBOWEN
30	RELEASE LEVER NOT WORKING PROPERLY.ASKNG	011410	EBOWEN
40	FOR LNE CODE FROM 1ST SEAT AND MOD#/MFG	011410	EBOWEN
50	DTE/LINE CODE FROM 2ND SEAT.CS EM IS	011410	EBOWEN
60	[redacted] ..EB.. CS EMD BK	012110	AGOMEZ
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/16/10
13:18:27

CUSTOMER SERVICE CUSTOMER COMMENTS

MBROOKS
TPCS06
F1124

Line	Comments		
60	[redacted]..EB.. CS EMD BK	012110	AGOMEZ
70	ALLGS INFO FRM ONE SEAT IS 22574 PCR	012110	AGOMEZ
80	090909 P102B021178. ALLGS MAY BE ABLE TO	012110	AGOMEZ
90	GET RECEIPT. ADV CS THAT WE NEED	012110	AGOMEZ
100	COMPLETE MODEL INFO FROM -BOTH- SEATS.	012110	AGOMEZ
110	NOT JUST ONE. AND ADV CS IF ABLE TO GET	012110	AGOMEZ
120	POP PLS FAX OR EM OR LET US KNOW IF	012110	AGOMEZ
130	UNABLE SO THAT WE CAN PROCEED	012110	AGOMEZ
140	ACCORDINGLY..AG.. CS EMD THAT HE WOULD	012210	TBOGGS
150	WORK ON GETTING THE INFO AND GET BACK TO	012210	TBOGGS
160	US..TB.. 22554PCR 100808 P102 B 051909	012710	EBOWEN
170	FOR 2ND CAR SEAT. CS ALLEG PXED 2	012710	EBOWEN
180	SEPARATE TIMES, BUT CANNOT FIND POPS.CS	012710	EBOWEN
190	ALLEG SEATS WERE REGISTRED.ADV CS	012710	EBOWEN
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/16/10 13:18:28 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS TPCS06 F1124

Line	Comments		
190	ALLEG SEATS WERE REGISTRED.ADV CS	012710	EBOWEN
200	REGISTRATION IS FOR RECALL PURPOSES	012710	EBOWEN
210	ONLY,DOESNT VALIDATE WRRTY.SPOKE W/DD	012710	EBOWEN
220	AND WAS ADV TO PRP/REPLCE BOTH SEATS.WE	012710	EBOWEN
230	DO HAVE SAME MOD IN STOCK.ASKNG IF CS	012710	EBOWEN
240	HAS REPLCMNT SEATS TO USE DURING	012710	EBOWEN
250	EXCHNGE.***IF CS DOESNT HAVE SEATS TO	012710	EBOWEN
260	USE,PLZ ORDER NEW UNITS UP FRONT*** SENT	012710	EBOWEN
270	PRP'S FOR BOTH SEATS. ***CORRECTION-PCR	012710	EBOWEN
280	COLOR IS 3-PCK SO CANNOT OFFER*** SENT	012710	EBOWEN
290	OFFFER 2 REPLCE BOTH SEATS W/22554PCR	012710	EBOWEN
300	WHICH IS AVAILABLE (22574 IS MOD NOT	012710	EBOWEN
310	AVAIL INDIV).ANY QUESTIONS,FEEL FREE TO	012710	EBOWEN
320	SEE ME.APOLGZE FOR ANY CONFUSION..EB..	012810	MBROSEMER
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/16/10 13:18:31 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS TPCS06 F1124

Line	Comments		
320	SEE ME.APOLGZE FOR ANY CONFUSION..EB..	012810	MBROSEMER
330	CS EMD DOES NOT HAVE SEATS TO USE. SENT	012810	MBROSEMER
340	REPL SEATS UP FRONT, ADV CS TO RETURN	012810	MBROSEMER
350	ORIG W/IN 30 DAYS. CS ALSO ASKING FOR	012810	MBROSEMER
360	RESULTS OF QUALITY TESTING, ADV NOT AN	012810	MBROSEMER
370	OPTION..SB.. CS EMD COPY OF WALMART PXES	012910	EBOWEN
380	FROM FINANCE DEPT.SHOWING DATE PX 061409	012910	EBOWEN
390	AND 1 BOOSTER SEAT PXED FOR 84.50 + TAX	012910	EBOWEN
400	(NOT ITEMIZED AND MULTPLE ITEMS	012910	EBOWEN
410	PXED)..EB.. CS EMD REGARDING REPLCMNT	020510	EBOWEN
420	SEATS.FWDED EM TO PRODUCT TECH PER	020510	EBOWEN
430	DD..EB.. CALLCS LEFT VM TO CB..ALE..	020810	AENGELKING
440	CALLED CS LEFT VM TO CB..ALE.. CALLED CS	020910	AENGELKING
450	LEFT VM TO CB..ALE..EM CS ADVISED	020910	AENGELKING
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/16/10 13:18:32 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS TPCS06 F1124

Line	Comments		
450	LEFT VM TO CB..ALE..EM CS ADVISED	020910	AENGELKING
460	SENDING PRP LABELS FOR ADDITIONAL 2	020910	AENGELKING
470	SEATS THAT CFA IS SLIPPING ON ONCE	020910	AENGELKING
480	RECIEVED WILL ISSUE REFUND FOR ORIGINAL	020910	AENGELKING
490	SEATS..ALE..WHEN SEATS ARRIVE NOTIFY JB	021010	MBROOKS
500	AND TE..MFB.. TRANSF TO VM..JD.. SPOKE	021710	MBROOKS
510	W/TERRY REGARDING CORR. SEATS TO BE	021710	MBROOKS
520	RETURNED TO DJG FOR QUALITY (4) 2	021710	MBROOKS
530	ORIGNIAL PX PLUS 2 REPLACEMENTS, STARTED	021710	MBROOKS
540	REFUND OF 93.50 X2 PER RECEIPT TOTAL	021710	MBROOKS
550	187.00..MFB..	021710	MBROOKS
560	REPLACEMENT SEATS 22544PCR MFG 123108,	021710	MBROOKS
570	CS ALLEGES ONE OF REPLACEMENTS	021710	MBROOKS
580	SLIPS FROM ORDER C99241 SHIPPED	021710	MBROOKS
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/14/10 CUSTOMER SERVICE MAIN DISPLAY MBROOKS
16:17:23 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City WINTHROP HARBOR State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22554	100808	PCR	GP FRNT ADJUST NOT	WORK PROP
Serial #				Priority
22574	090909	PCR	GP FRNT ADJUST NOT	WORK PROP
Serial #				Priority
22554	123108	PCR	GP FRNT ADJUST NOT	WORK PROP
Serial #				Priority

Purchased-Where WALMART When 6/14/09 12/5/09
Type of Customer N NO CHARGE Order Source E EMAIL
_ Letters Order _ Recall _ Destroy
_ Incident Y Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

4/16/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS
13:18:23 TPCS06
F1124

Line	Comments		
10	22574PCR 090909.CS EMD ALLEG HAS 2 UNITS	011410	EBOWEN
20	AND BOTH CFAS LOOSEN ON OWN.CS ALLEG CFA	011410	EBOWEN
30	RELEASE LEVER NOT WORKING PROPERLY.ASKNG	011410	EBOWEN
40	FOR LNE CODE FROM 1ST SEAT AND MOD#/MFG	011410	EBOWEN
50	DTE/LINE CODE FROM 2ND SEAT.CS EM IS	011410	EBOWEN
60	[redacted] ..EB.. CS EMD BK	012110	AGOMEZ
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

Options: Option
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

4/16/10 13:18:27 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS TPCS06 F1124

Line	Comments		
60	[redacted]..EB.. CS EMD BK	012110	AGOMEZ
70	ALLGS INFO FRM ONE SEAT IS 22574 PCR	012110	AGOMEZ
80	090909 P102B021178. ALLGS MAY BE ABLE TO	012110	AGOMEZ
90	GET RECEIPT. ADV CS THAT WE NEED	012110	AGOMEZ
100	COMPLETE MODEL INFO FROM -BOTH- SEATS.	012110	AGOMEZ
110	NOT JUST ONE. AND ADV CS IF ABLE TO GET	012110	AGOMEZ
120	POP PLS FAX OR EM OR LET US KNOW IF	012110	AGOMEZ
130	UNABLE SO THAT WE CAN PROCEED	012110	AGOMEZ
140	ACCORDINGLY..AG.. CS EMD THAT HE WOULD	012210	TBOGGS
150	WORK ON GETTING THE INFO AND GET BACK TO	012210	TBOGGS
160	US..TB.. 22554PCR 100808 P102 B 051909	012710	EBOWEN
170	FOR 2ND CAR SEAT. CS ALLEG PXED 2	012710	EBOWEN
180	SEPARATE TIMES, BUT CANNOT FIND POPS.CS	012710	EBOWEN
190	ALLEG SEATS WERE REGISTRED.ADV CS	012710	EBOWEN
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

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4/16/10 13:18:28 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS TPCS06 F1124

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250	EXCHNGE.***IF CS DOESNT HAVE SEATS TO	012710	EBOWEN
260	USE,PLZ ORDER NEW UNITS UP FRONT*** SENT	012710	EBOWEN
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290	OFFFER 2 REPLCE BOTH SEATS W/22554PCR	012710	EBOWEN
300	WHICH IS AVAILABLE (22574 IS MOD NOT	012710	EBOWEN
310	AVAIL INDIV).ANY QUESTIONS,FEEL FREE TO	012710	EBOWEN
320	SEE ME.APOLGZE FOR ANY CONFUSION..EB..	012810	MBROSEMER
590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

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4/16/10
13:18:31

CUSTOMER SERVICE CUSTOMER COMMENTS

MBROOKS
TPCS06
F1124

Line	Comments		
320	SEE ME.APOLGZE FOR ANY CONFUSION..EB..	012810	MBROSEMER
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370	OPTION..SB.. CS EMD COPY OF WALMART PXES	012910	EBOWEN
380	FROM FINANCE DEPT.SHOWING DATE PX 061409	012910	EBOWEN
390	AND 1 BOOSTER SEAT PXED FOR 84.50 + TAX	012910	EBOWEN
400	(NOT ITEMIZED AND MULTPLE ITEMS	012910	EBOWEN
410	PXED)..EB.. CS EMD REGARDING REPLCMNT	020510	EBOWEN
420	SEATS.FWDED EM TO PRODUCT TECH PER	020510	EBOWEN
430	DD..EB.. CALLCS LEFT VM TO CB..ALE..	020810	AENGELKING
440	CALLED CS LEFT VM TO CB..ALE.. CALLED CS	020910	AENGELKING
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590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

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4/16/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS
13:18:32 TPCS06
F1124

Line	Comments		
450	LEFT VM TO CB..ALE..EM CS ADVISED	020910	AENGELKING
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490	SEATS..ALE..WHEN SEATS ARRIVE NOTIFY JB	021010	MBROOKS
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4/14/10 CUSTOMER SERVICE MAIN DISPLAY MBROOKS
16:17:23 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted] First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City WINTHROP HARBOR State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22554	100808	PCR	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority
22574	090909	PCR	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority
22554	123108	PCR	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority

Purchased-Where WALMART When 6/14/09 12/5/09
Type of Customer N NO CHARGE Order Source E EMAIL
_ Letters _ Order _ Recall _ Destroy
_ Incident Y Refund _ Pick-Up _ Return
Options Option

F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
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4/16/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS
13:18:23 TPCS06
F1124

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13:18:27 TPCS06
F1124

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590	1/29/10..MFB.. REV & APP REF DWQ...	021710	MBROOKS

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300	WHICH IS AVAILABLE (22574 IS MOD NOT	012710	EBOWEN
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13:18:31 TPCS06
F1124

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420	SEATS.FWDED EM TO PRODUCT TECH PER	020510	EBOWEN
430	DD..EB.. CALLCS LEFT VM TO CB..ALE..	020810	AENGELKING
440	CALLED CS LEFT VM TO CB..ALE.. CALLED CS	020910	AENGELKING
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4/16/10 13:18:32 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS TPCS06 F1124

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470	SEATS THAT CFA IS SLIPPING ON ONCE	020910	AENGELKING
480	RECIEVED WILL ISSUE REFUND FOR ORIGINAL	020910	AENGELKING
490	SEATS..ALE..WHEN SEATS ARRIVE NOTIFY JB	021010	MBROOKS
500	AND TE..MFB.. TRANSF TO VM..JD.. SPOKE	021710	MBROOKS
510	W/TERRY REGARDING CORR. SEATS TO BE	021710	MBROOKS
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540	REFUND OF 93.50 X2 PER RECEIPT TOTAL	021710	MBROOKS
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560	REPLACEMENT SEATS 22544PCR MFG 123108,	021710	MBROOKS
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Options: Option

F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

Exhibit E

Test Setup and Conditions

Test Number	Model Number	Fabric Code	Product Line	DJG Test Number	Vers.
2010-S0298c	22-554	PLR	Vantage Point	DJG-2010-62-1	

Prod / Proto / Develop.	Mfr Date	Mold#	Preset	Color	DJG Test Num. (2)	Vers.2
Field Evaluation	10/8/2008	1		Black		

Pre Test Descriptive Comments

"Original seat 2" from [redacted] ***Above standard speed and pulse.*** (T.E.)

Seat Direction	Bench Restraint	Tether
FFU	Lap Belt	Tethered

Buck Dir.	ATD	Test Date	Request Date
Forward	H3 3yr-B	3/3/2010	3/3/2010

FMVSS 213 Test Bench	ECE R44 Test Bench	FMVSS 213 6 Bench	
☐	☐	☑	
FMVSS 213 Type Pulse	**ECE R44-03 Type Pulse**	**FMVSS 213 6 Pulse**	**Non Standard Pulse**
☐	☐	☐	☑

Buckle Position	2 - Middle	Without Base	With Base and	Base Rec #	Base Mold #
Style	5-point	☐	☐		

Ballast Weight Removed	N. Pressure	Room Temp	Pre Test Buckle Release
-10Rr&-75Frt	101.5	72	0

Test Results

Reference Velocity	Velocity STD 30mph Max	Sled Pulse Max	Post Test Buckle Release	Test Number (2)
	31.2	26.77	0	2010-S0298c

HIC 36 / Max 1000	Max HIC STD 1000	HIC 15		
568	610	291	22-554	Vantage Point

Max G: 60g's	Chest Disp. (in.)	Head Excursion	Knee Excursion	Max. Back Angle 70
46.1	0	25.7	28	

Lap L / LATCH L	Lap R / LATCH R	Other Load Cell	Load Cell 4/ Int.	Load Cell 5/ Sh. Belt
0 Lbs.	0 Lbs.	0 Lbs.	0 Lbs.	0 Lbs.

Structural Integrity	See Comments	ATD Performance	See Comments

Post Test Descriptive Comments

Front adjuster slipped about 9/16". South camera did not capture, (connection loose). ***Above standard speed and pulse.***

Post Test Recommendations

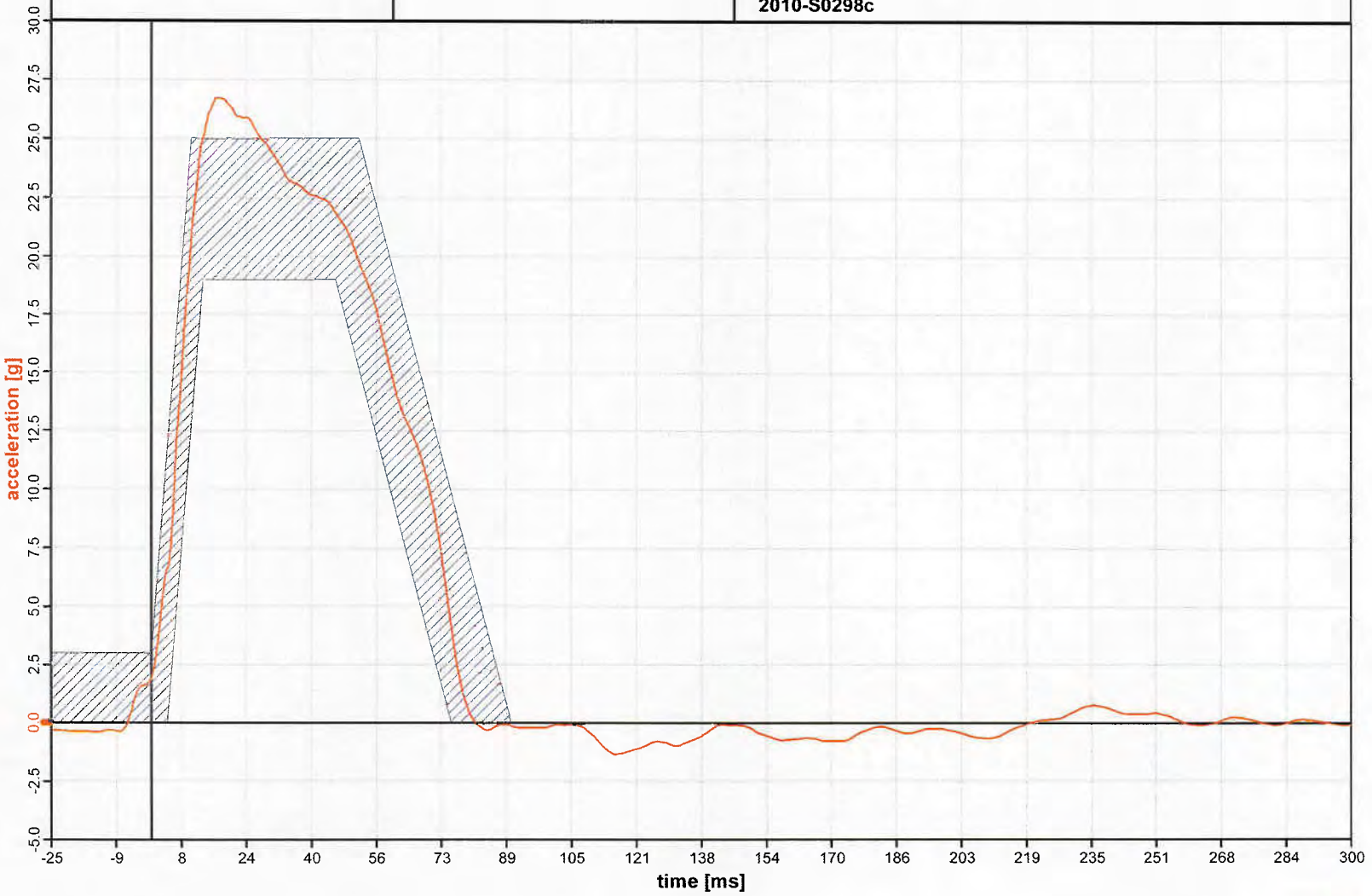
☐ Produced Litigation ☑ Printed ☑ Video Tested by BWJAJD

Eng: BW

S0SLED010000ACXD / CFC60

Sled Acceleration X

2010-S0298c



Page (1) of 2010-S0298c

Sled Acceleration X / S0SLED010000ACXD / CFC60

Date: 3/3/2010 2:00:58 PM

Evaluation Interval: -50 - 300 [ms]

Max(16.6 ms) = 26.78 g; Min(116.1 ms) = -1.334 g

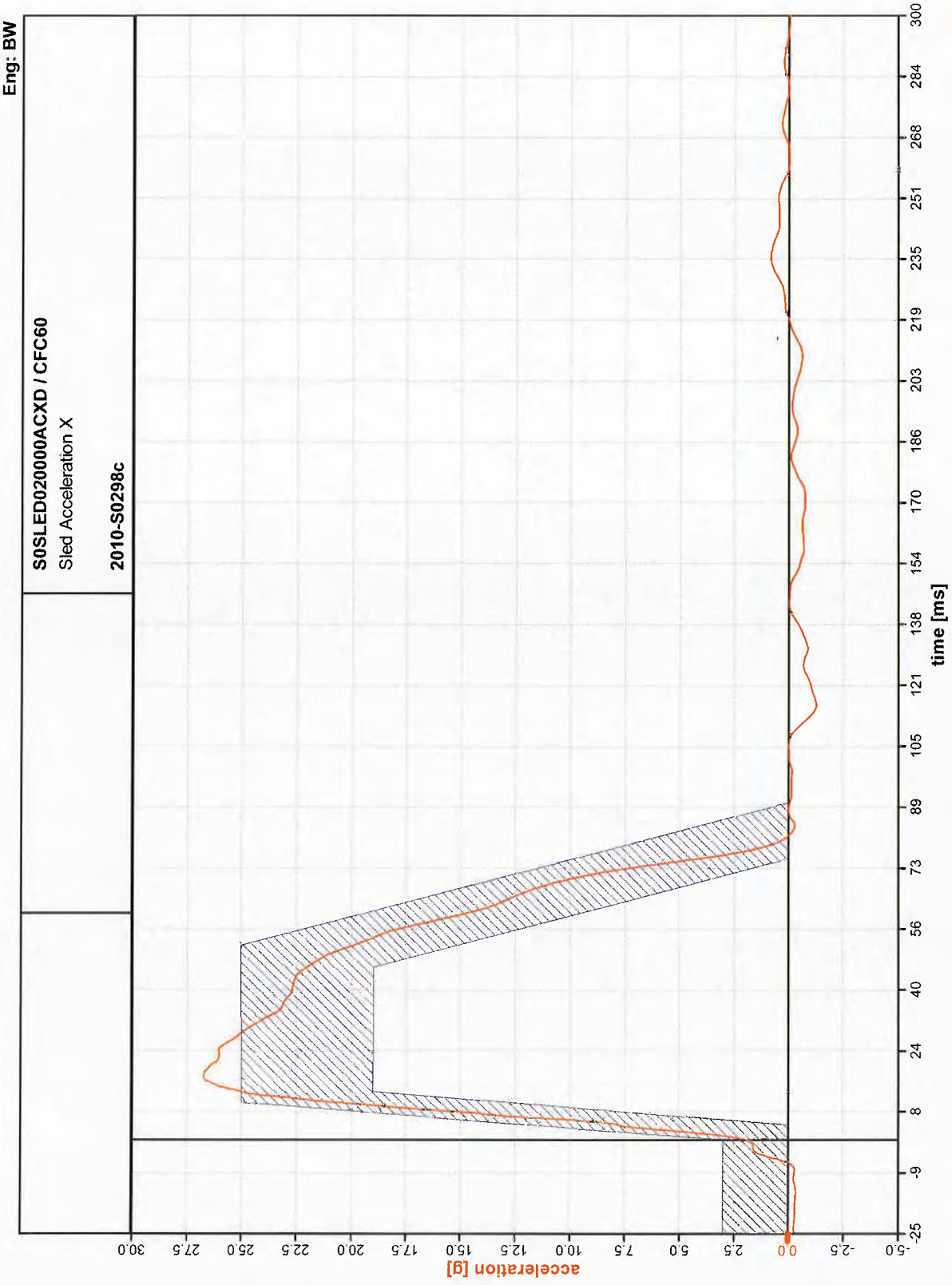
DOREL juvenile group

Page (2) of 2010-S0298c

Sled Acceleration X / S0SLED020000ACXD / CFC60

Date: 3/3/2010 2:00:58 PM

EVAluation Version: 2.2.1 2007-S0253n.def

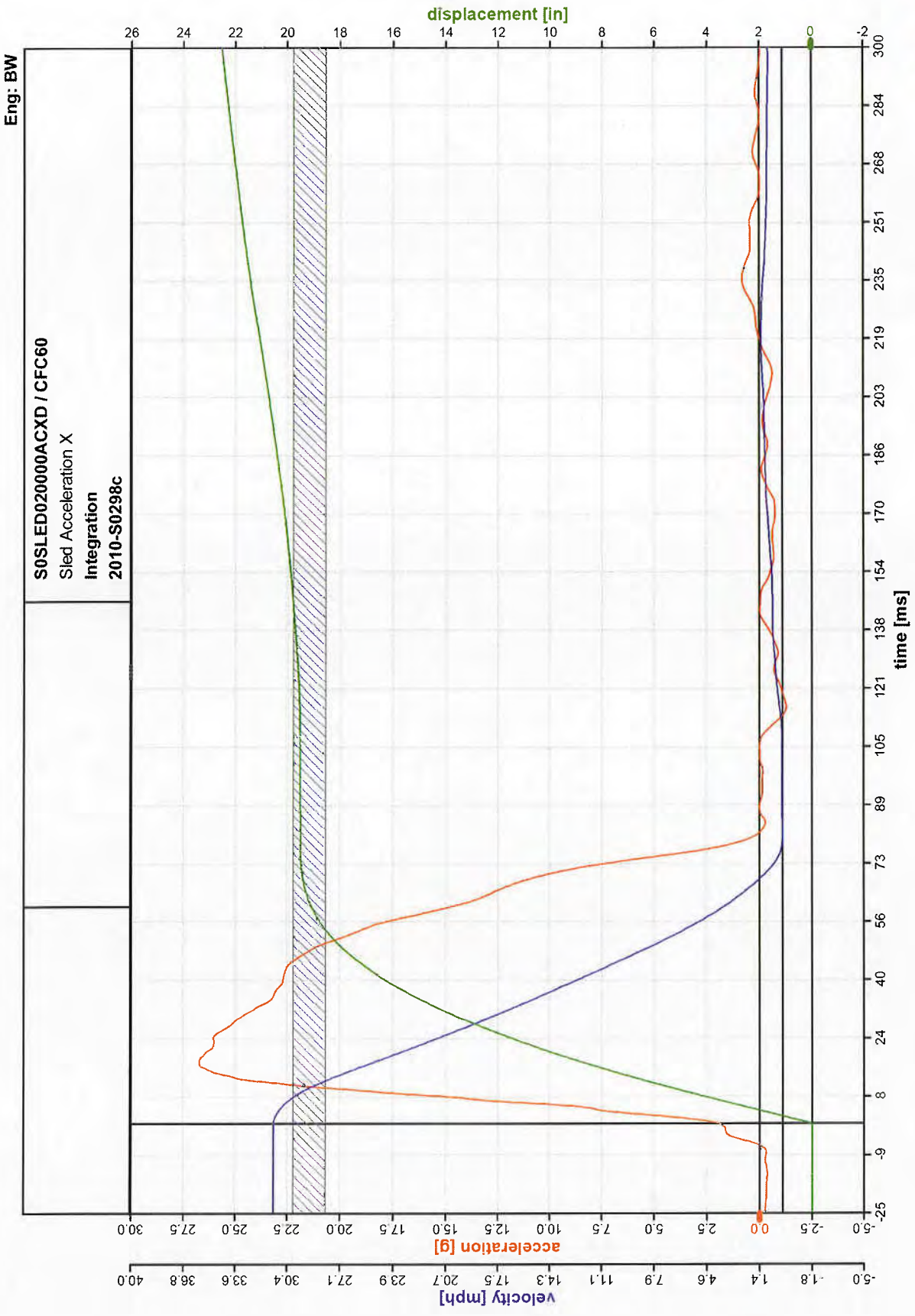


Evaluation Interval: -50 - 300 [ms]
Max(16.6 ms) = 26.77 g; Min(116 ms) = -1.291 g

Page (3) of 2010-S0298c

Sled Acceleration X / S0SLED020000ACXD / CFC60

Date: 3/3/2010 2:00:58 PM



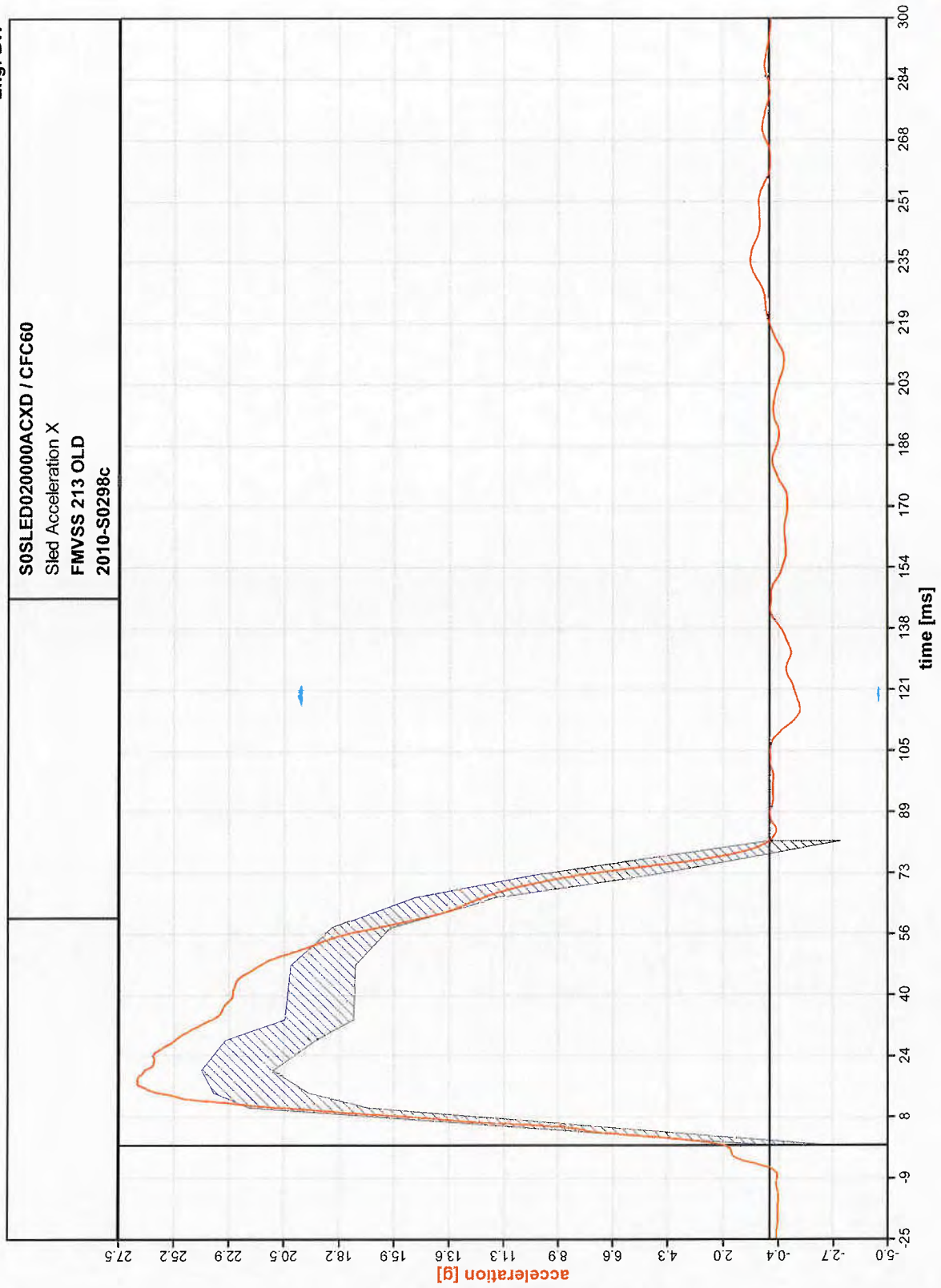
EVAluation Version: 2.2.1 2007-S0253n.def

DOREL Juvenile group

Evaluation Interval: 0 - 349.9 [ms]
Max(16.6 ms) = 26.77 g; Min(116 ms) = -1.291 g
1. Integration: Max(0 ms) = 31.2 mph; Min(81.2 ms) = 0 mph
2. Integration: Max(349.9 ms) = 23.22 in; Min(0 ms) = 0 in

Sled Acceleration X / S0SLED020000ACXD / CFC60

Date: 3/3/2010 2:00:58 PM



1@X1,Y1: New curve 1

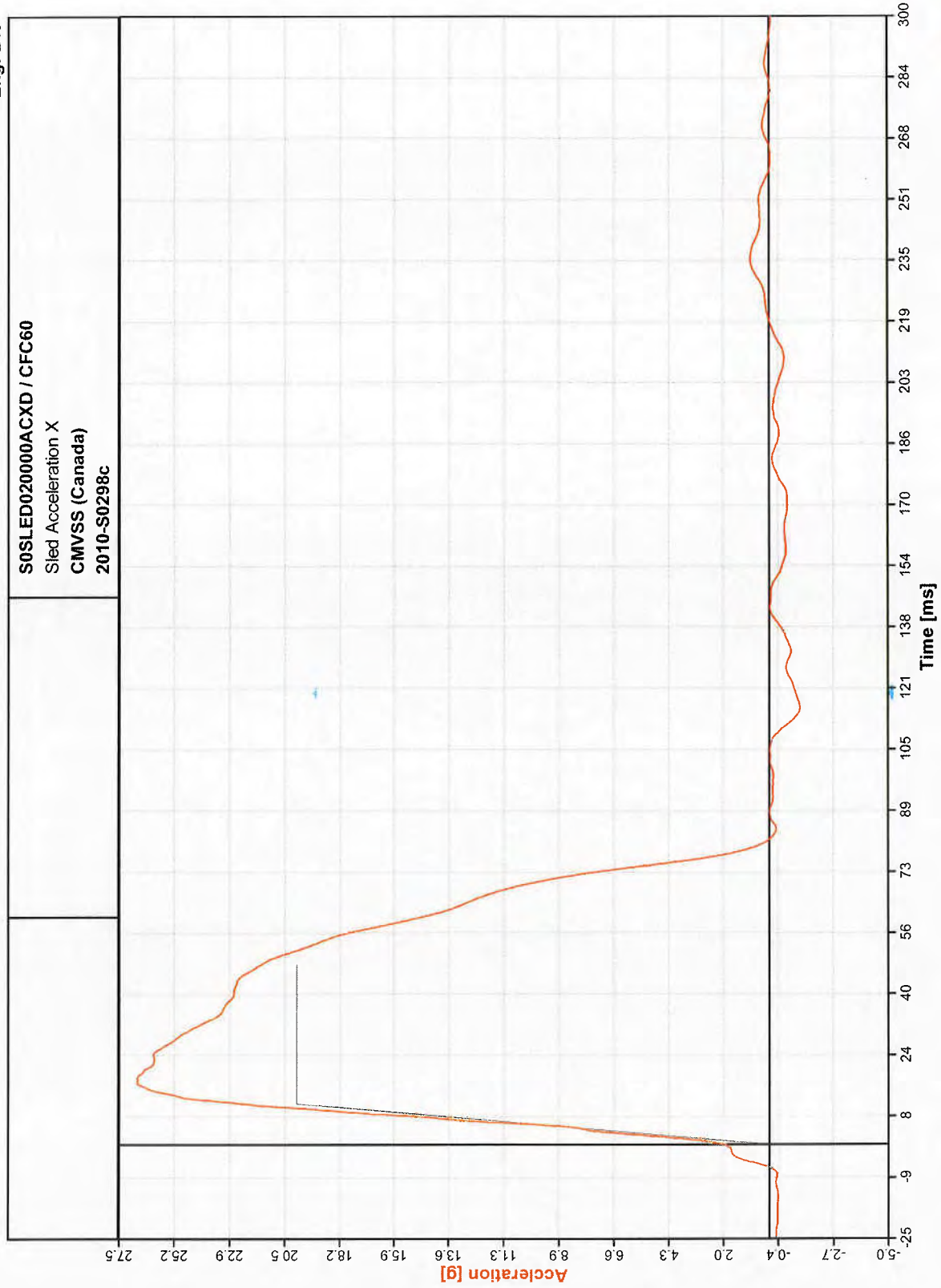
EVAluation Version: 2.2.1 2007-S0253n.def

DOREL juvenile group

Page (5) of 2010-S0298c

Sled Acceleration X / S0SLED020000ACXD / CFC60

Date: 3/3/2010 2:00:58 PM

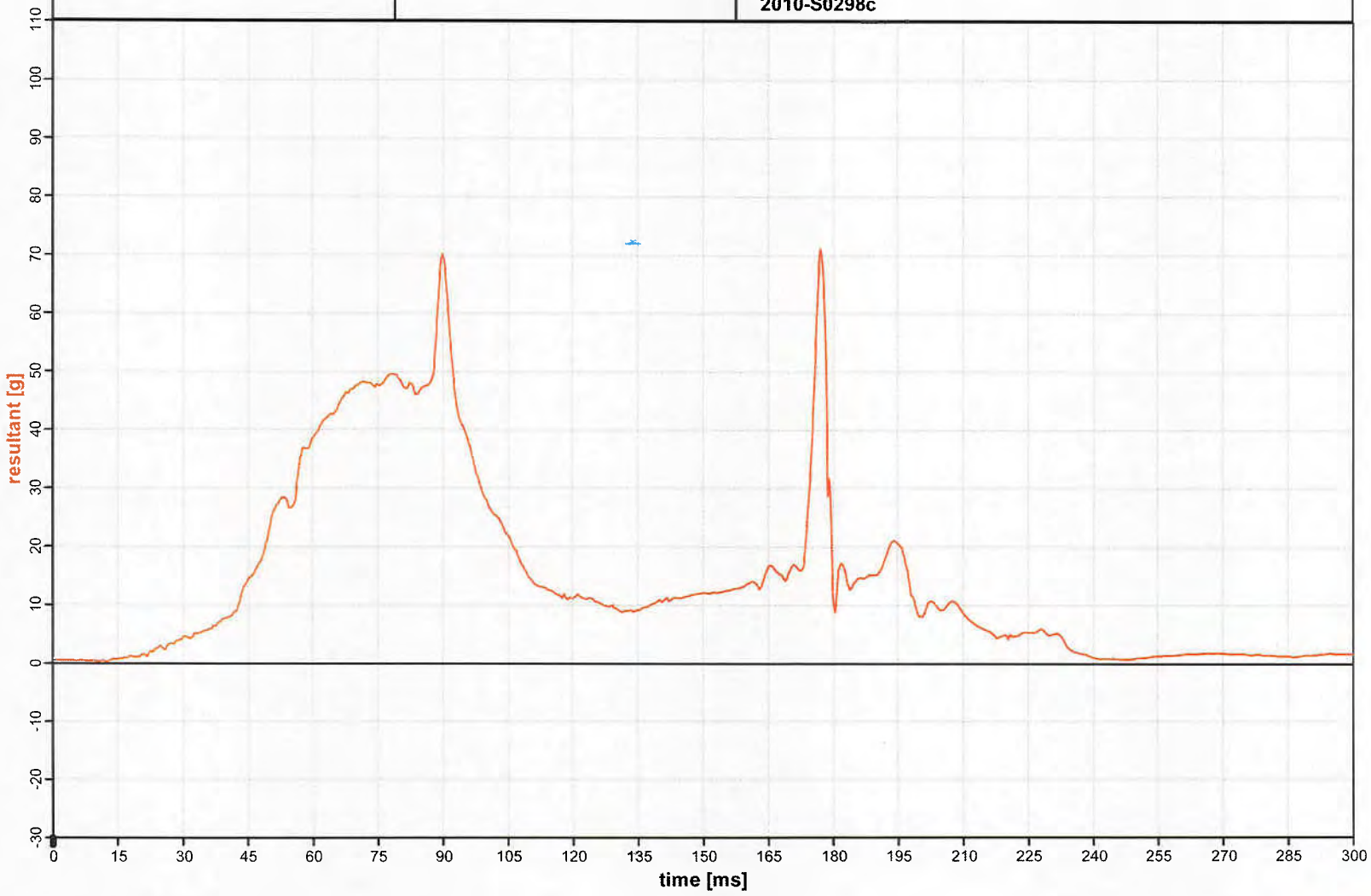


EVAluation Version: 2.2.1 2007-S0253n.def

DOREL juvenile group

Eng: BW

S5HEAD0000Y6ACRA / CFC1000
Head Acceleration Resultant
Resultant
2010-S0298c

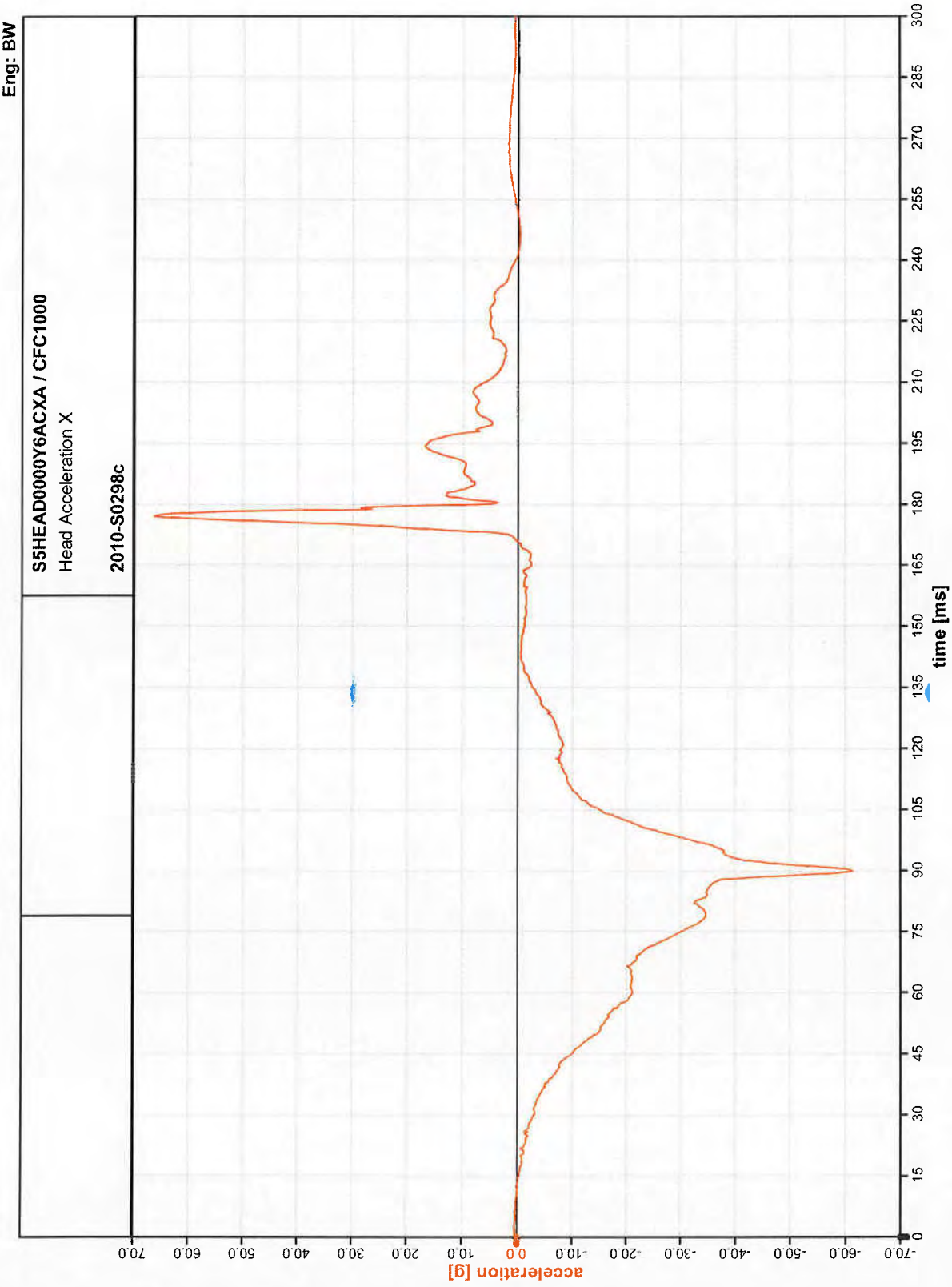


Evaluation Interval: 0 - 349.9 [ms]
Max(177.2 ms) = 71.35 g; Min(11 ms) = 0.2168 g
cont. A3ms(88.59 - 91.59 ms) = 57.01 g; cum. A3ms = 64.63 g
HIC = 610 (50.8 - 101.7 ms); HIC36 = 568 (59.8 - 95.8 ms); HIC15 = 291 (77.4 - 92.4 ms)

DOREL juvenile group

Head Acceleration X / S5HEAD0000Y6ACXA / CFC1000

Date: 3/3/2010 2:00:58 PM



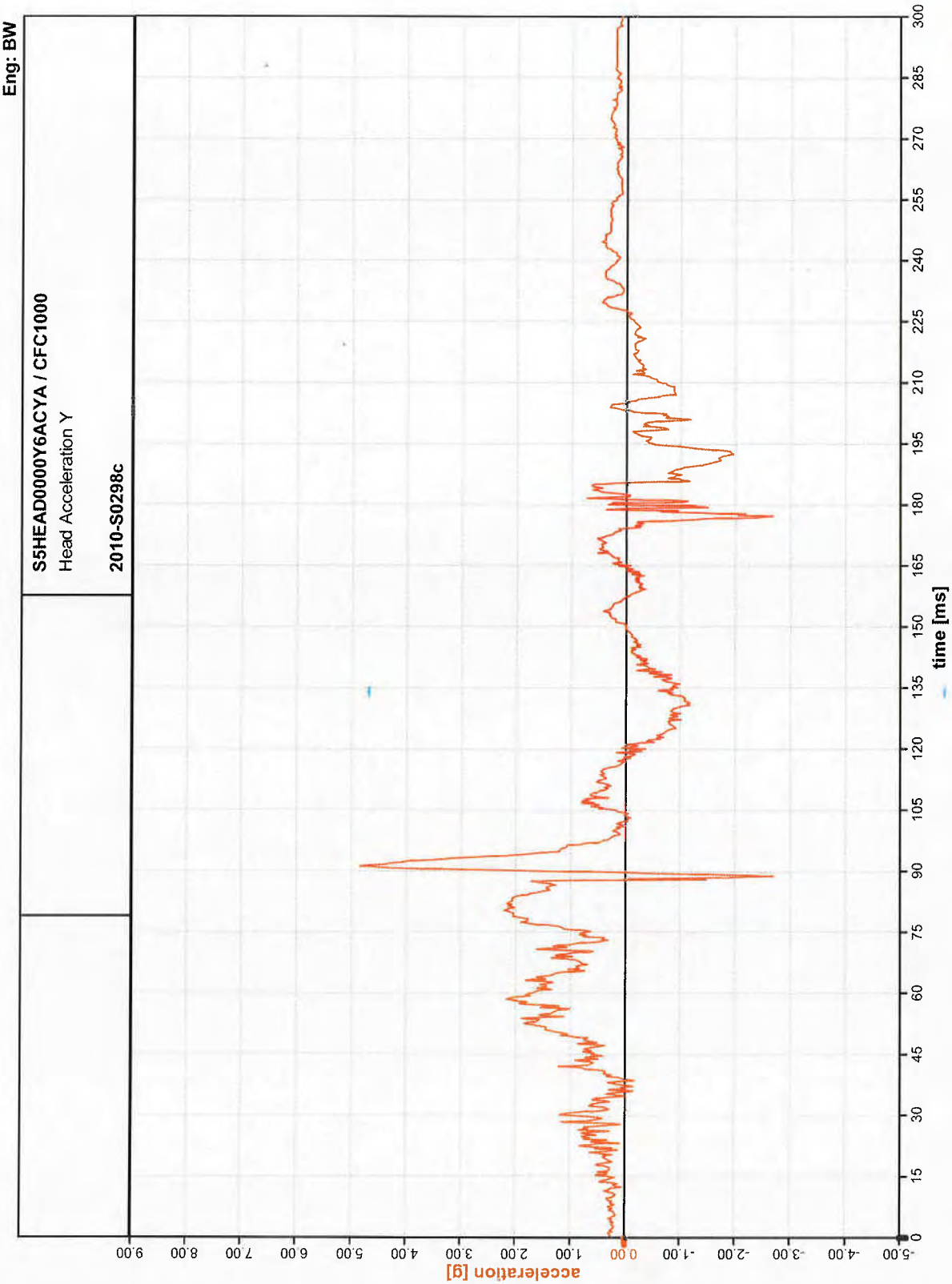
Evaluation Interval: 0 - 349.9 [ms]

Max(177.2 ms) = 66.68 g; Min(90.1 ms) = -61.36 g

EVAluation Version: 2.2.1 2007-S0253n.def

Head Acceleration Y / S5HEAD0000Y6ACYA / CFC1000

Date: 3/3/2010 2:00:58 PM



Evaluation Interval: 0 - 349.9 [ms]

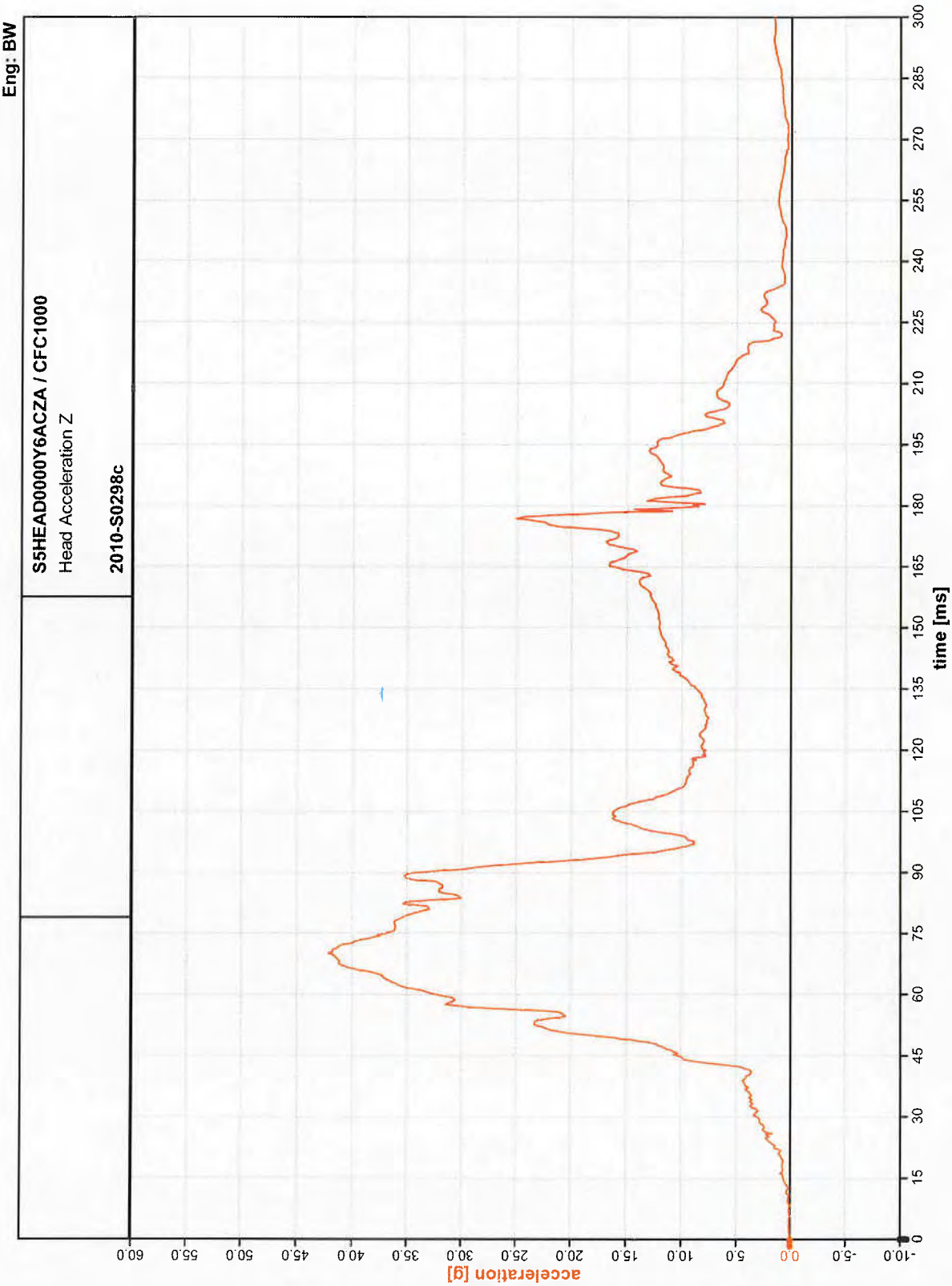
Max(91.3 ms) = 4.834 g; Min(177.4 ms) = -2.705 g

EVAluation Version: 2.2.1 2007-S0253n.def

DOREL Juvenile group

Head Acceleration Z / S5HEAD0000Y6ACZA / CFC1000

Date: 3/3/2010 2:00:58 PM



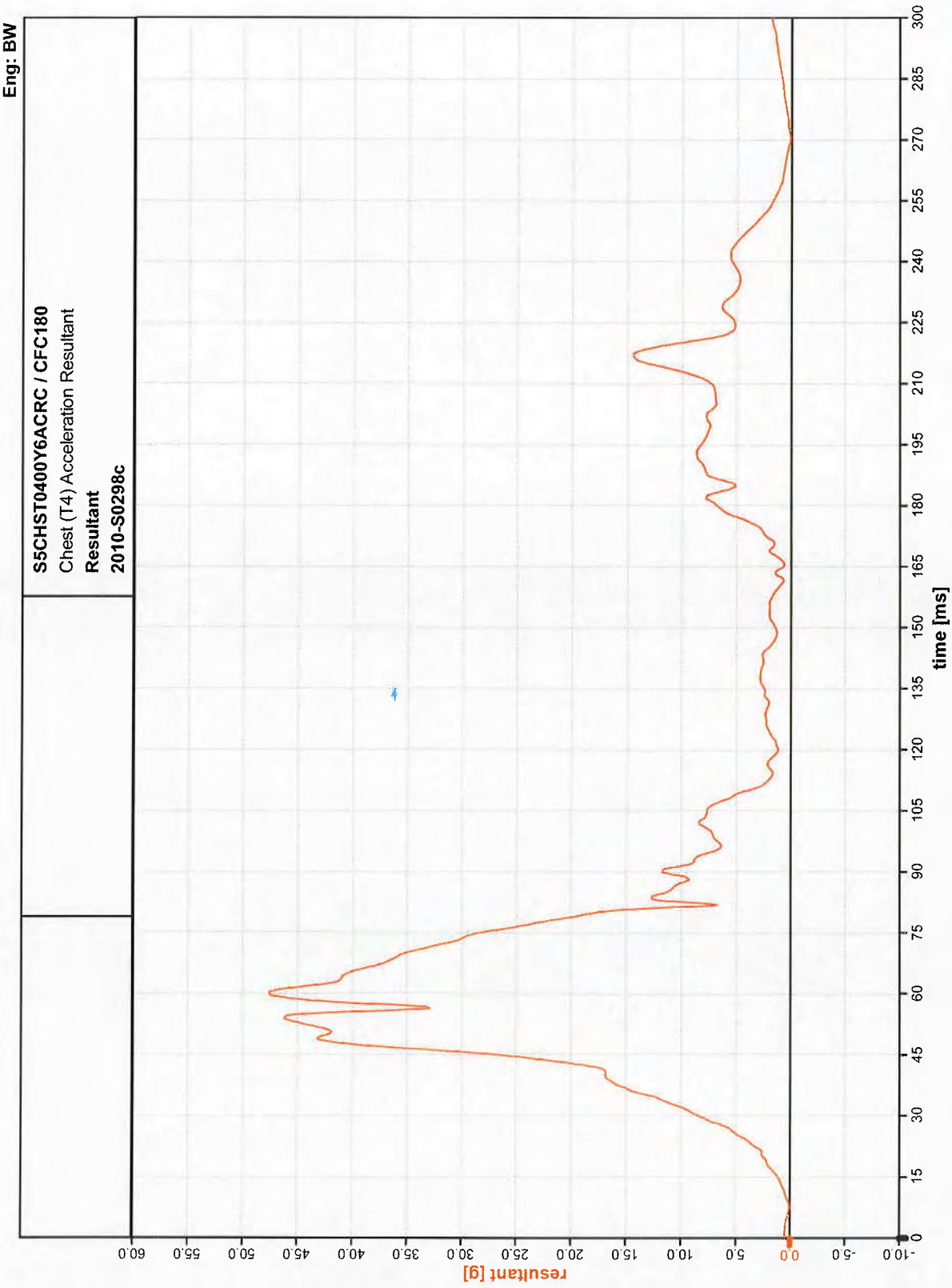
Evaluation Interval: 0 - 349.9 [ms]

Max(70.2 ms) = 42.14 g; Min(334.9 ms) = -2.561 g

EVAluation Version: 2.2.1 2007-S0253n.def

Chest (T4) Acceleration Resultant / S5CHST0400Y6ACRC / CFC180

Date: 3/3/2010 2:00:58 PM



EVAluation Version: 2.2.1 2007-S0253n.def

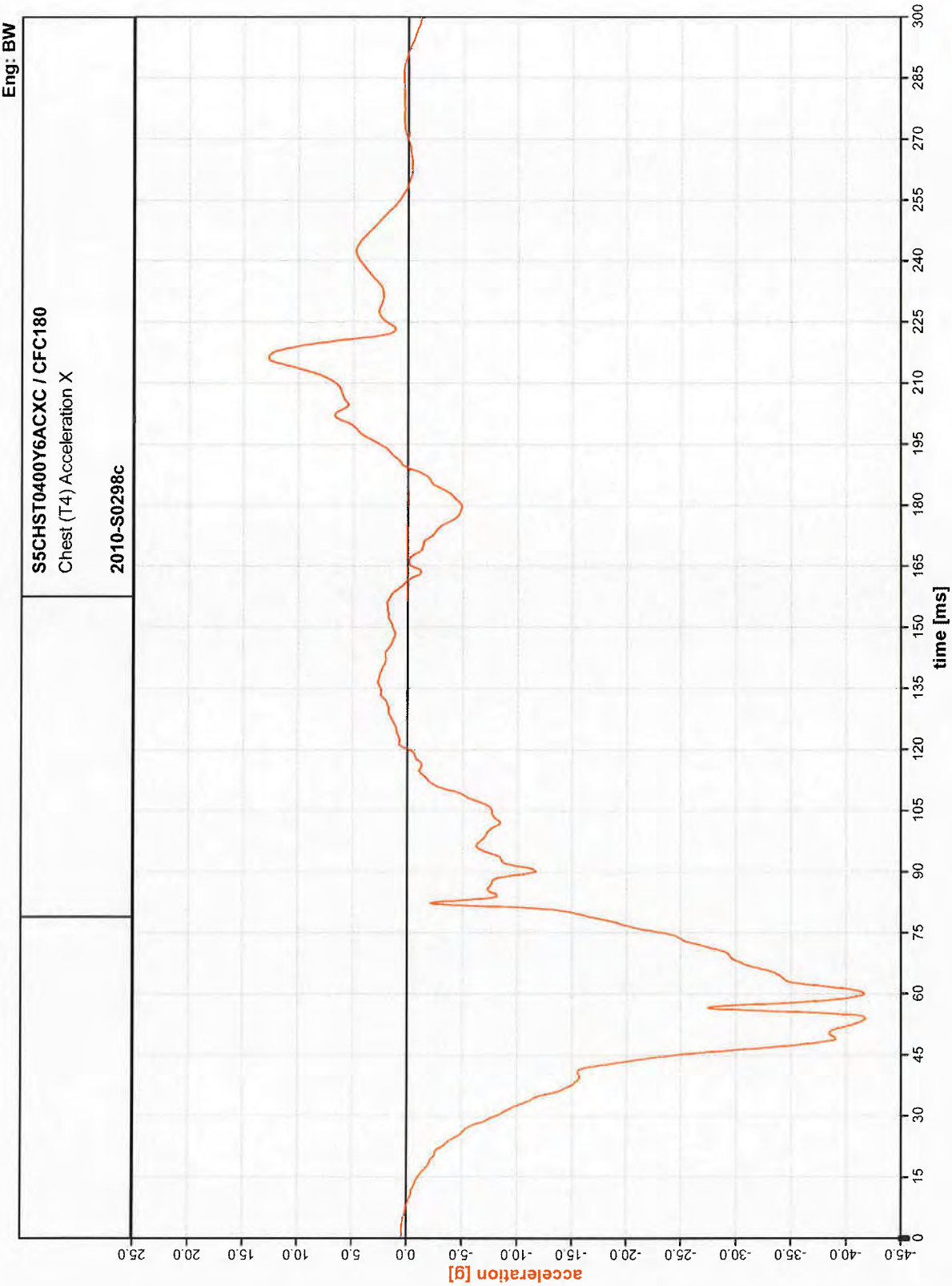
DOREL juvenile group

Evaluation Interval: 0 - 349.9 [ms]
Max(60.1 ms) = 47.76 g; Min(7.8 ms) = 0.01826 g
cont. A3ms(58.67 - 61.67 ms) = 44.88 g; cum. A3ms = 46.1 g

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Chest (T4) Acceleration X / S5CHST0400Y6ACXC / CFC180

Date: 3/3/2010 2:00:58 PM



Evaluation Interval: 0 - 349.9 [ms]
Max(216.3 ms) = 12.77 g; Min(54.2 ms) = -41.91 g

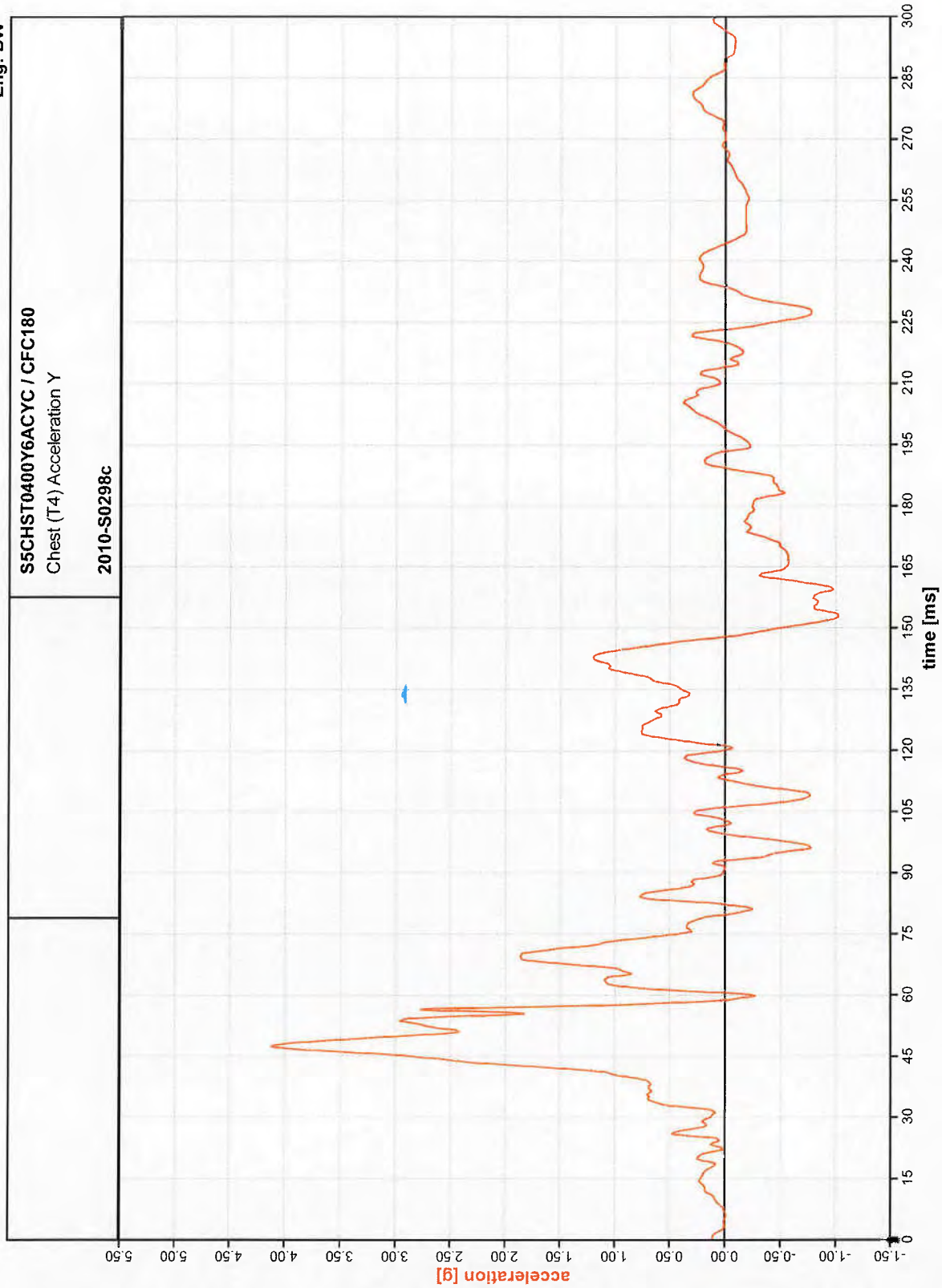
EVAluation Version: 2.2.1 2007-S0253n.def

DOREL juvenile group

Chest (T4) Acceleration Y / S5CHST0400Y6ACYC / CFC180

Date: 3/3/2010 2:00:58 PM

EVAluation Version: 2.2.1 2007-S0253n.def



Evaluation Interval: 0 - 349.9 [ms]

Max(47.5 ms) = 4.122 g; Min(153.2 ms) = -1.033 g

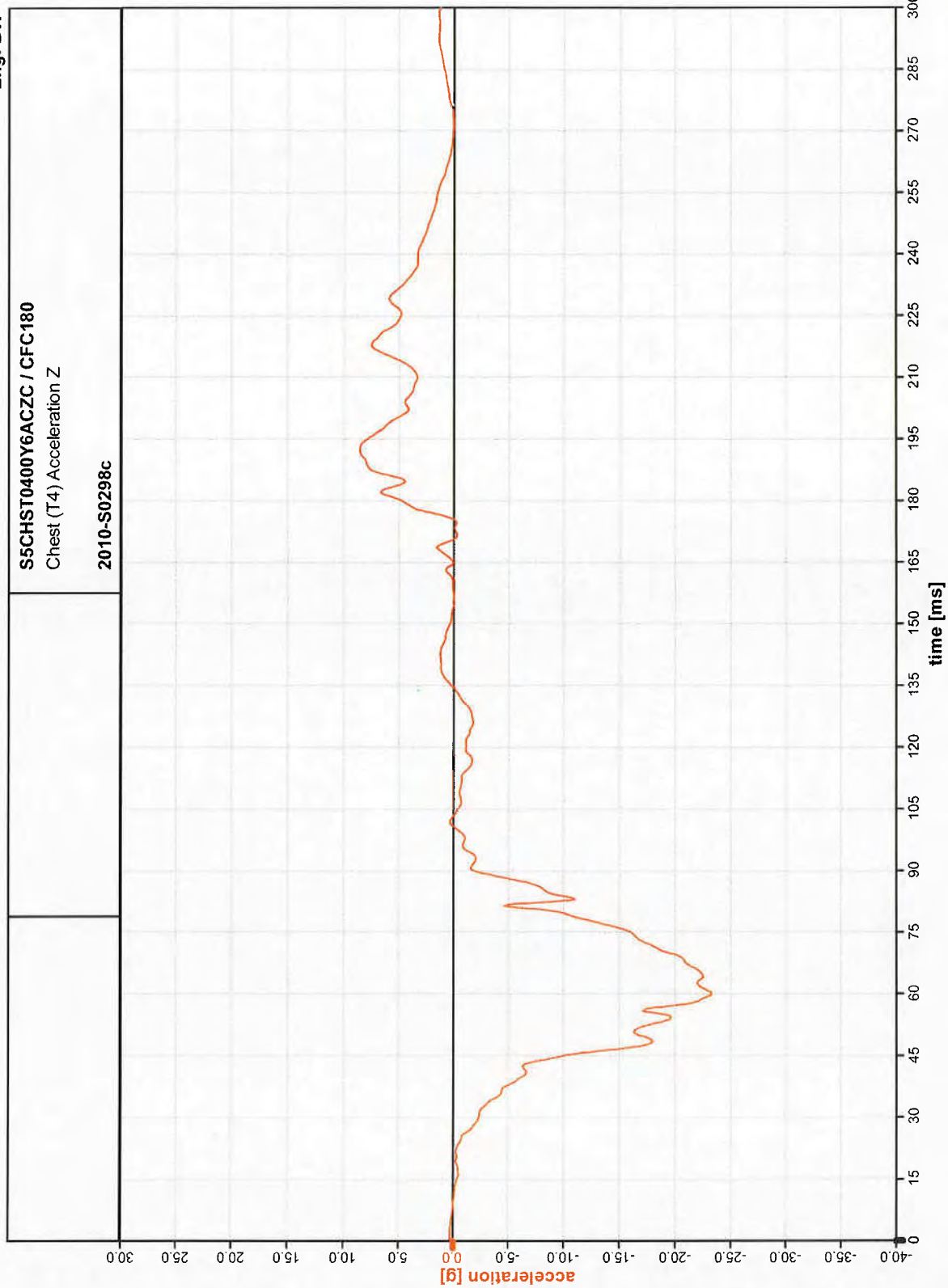
DOREL Juvenile group

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Chest (T4) Acceleration Z / S5CHST0400Y6ACZC / CFC180

Date: 3/3/2010 2:00:58 PM

EVAluation Version: 2.2.1 2007-S0253n.def

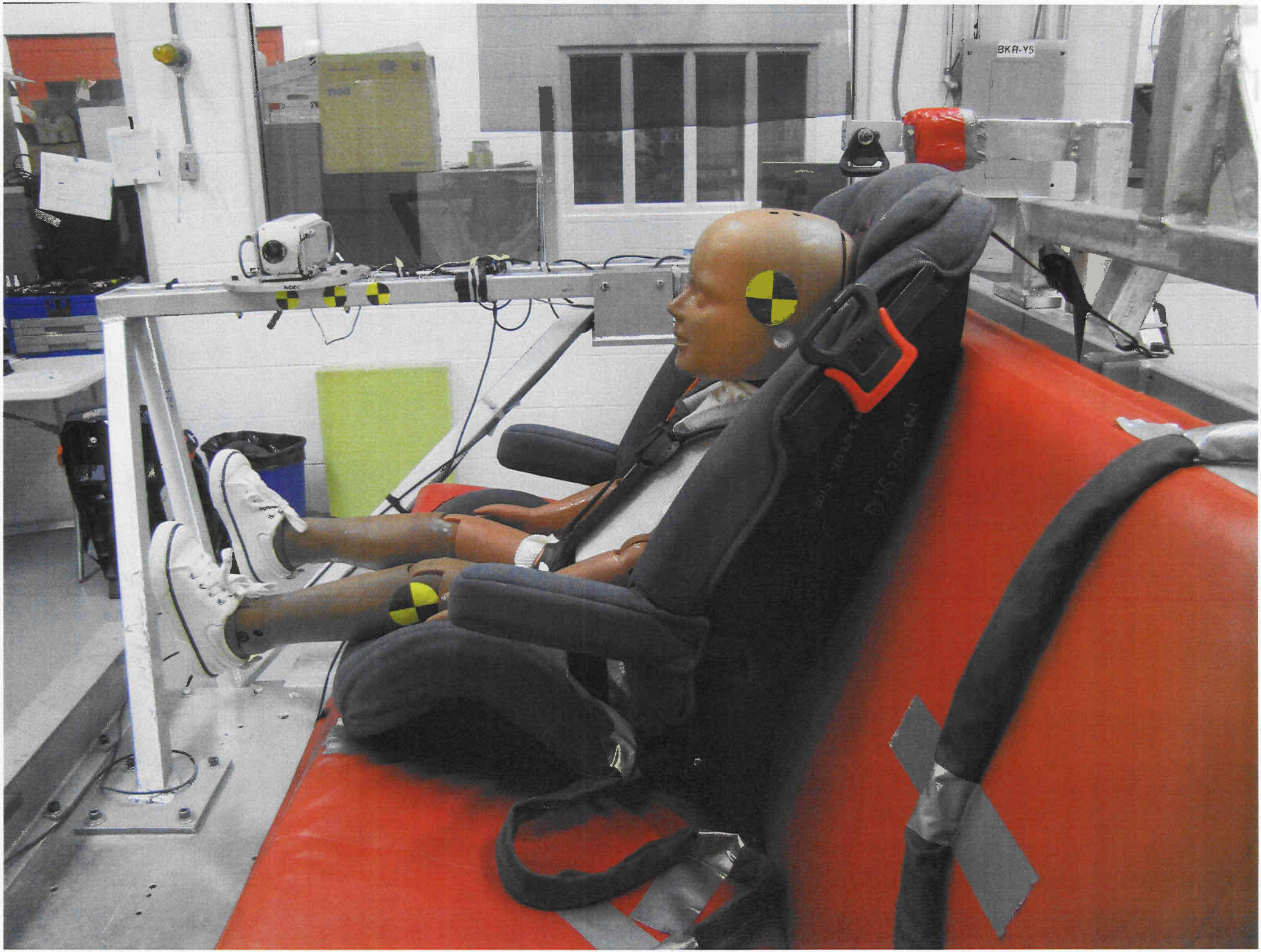


DOREL juvenile group

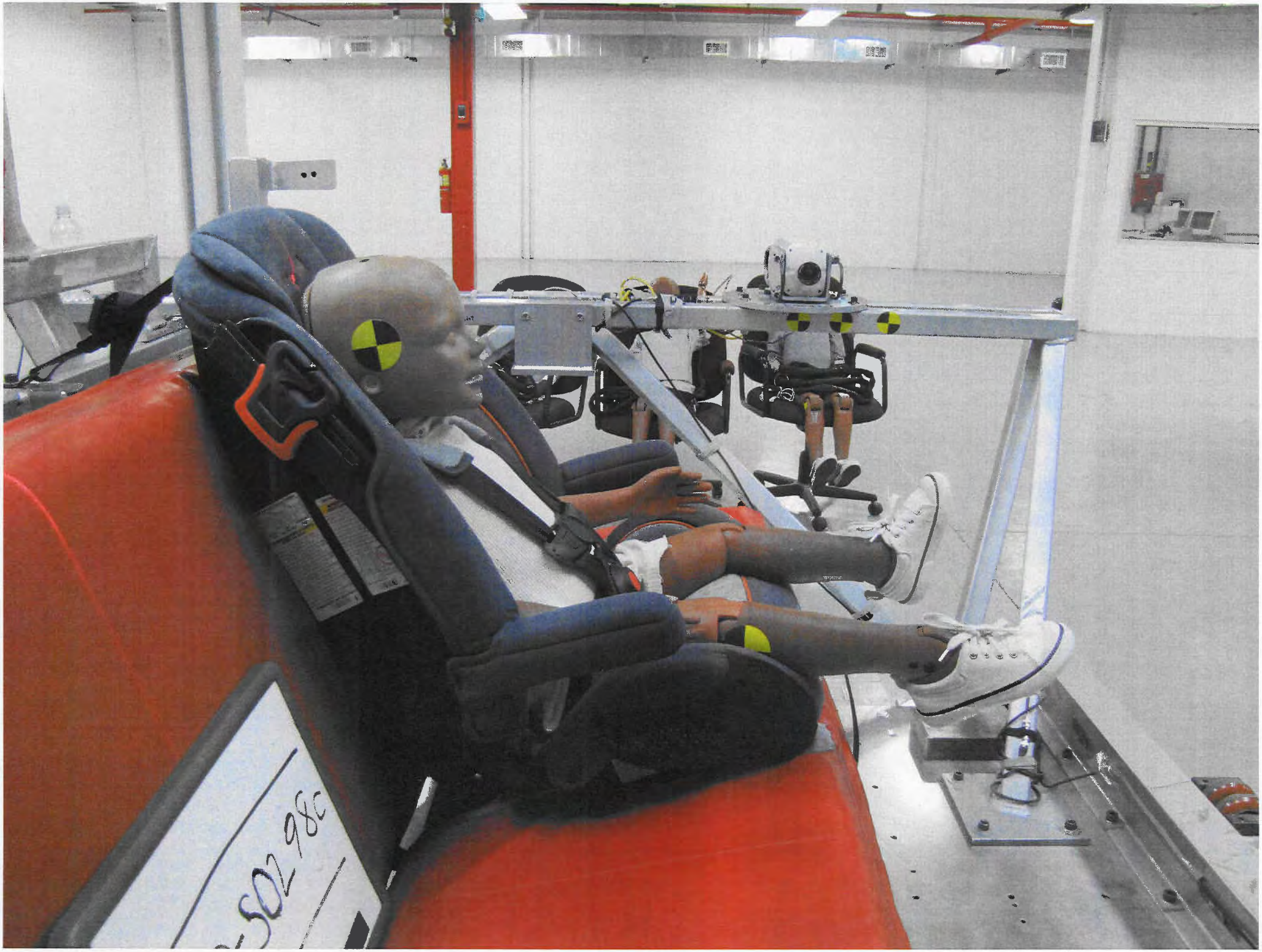
Evaluation Interval: 0 - 349.9 [ms]
Max(192.3 ms) = 8.578 g; Min(60.1 ms) = -23.33 g


2010-SO298c




BKR-Y5


200-SO298




BKR-Y5

Test Setup and Conditions

Test Number	Model Number	Fabric Code	Product Line	DJG Test Number	Vers.
2010-S0299c	22-554	PCR	Vantage Point	DJG-2010-62-1	

Prod Proto / Develop.	Mfr Date	Molds	Preset	Color	DJG Test Num. (2)	Vers.2
Field Evaluation	12/31/2009	1		Black		

Pre Test Descriptive Comments

"Replacement seat 2" from [redacted] ***Above standard speed and pulse.*** (T.E.)

Seat Direction	Bench Restraint	Tether
FFU	Lap Belt	Tethered

Buck Dir.	ATD	Test Date	Request Date
Forward	H3 3yr-B	3/3/2010	3/3/2010

FMVSS 213 Test Bench	ECE R44 Test Bench	FMVSS 213.6 Bench
☐	☐	☑

FMVSS 213 Type Pulse	ECE R44-03 Type Pulse	FMVSS 213.6 Pulse	Non Standard Pulse
☐	☐	☐	☑

Buckle Position	Style	Without Base	With Base and	Base Pos #	Base Mold #
2 - Middle	5-point	☐	☐		

Ballast Weight Removed	Air Pressure	Room Temp	Pre Test Buckle Release
-10Rr&-75Ft	101.5	72	0

Test Results

Reference Velocity	Velocity STD 30mph Max	Sled Pulse Max	Post Test Buckle Release	Test Number (2)
	31.19	27.06	0	2010-S0299c

HIC 36 / Max 1000	Max HIC STD 1000	HIC 15	
492	558	241	22-554 Vantage Point

Max G / 60g's	Chest Disp. (in.)	Head Excursion	Knee Excursion	Max Back Angle 70
45.66	0	25.1	28.4	

Lap L / LATCH L	Lap R / LATCH R	Tether Load Cell	Load Cell 4 / Int.	Load Cell 5 / Sh Belt
0 Lbs.	0 Lbs.	0 Lbs.	0 Lbs.	0 Lbs.

Structural Integrity	ATD Performance
Satisfactory	See Comments

Post Test Descriptive Comments

Pass. ***Above standard speed and pulse.***

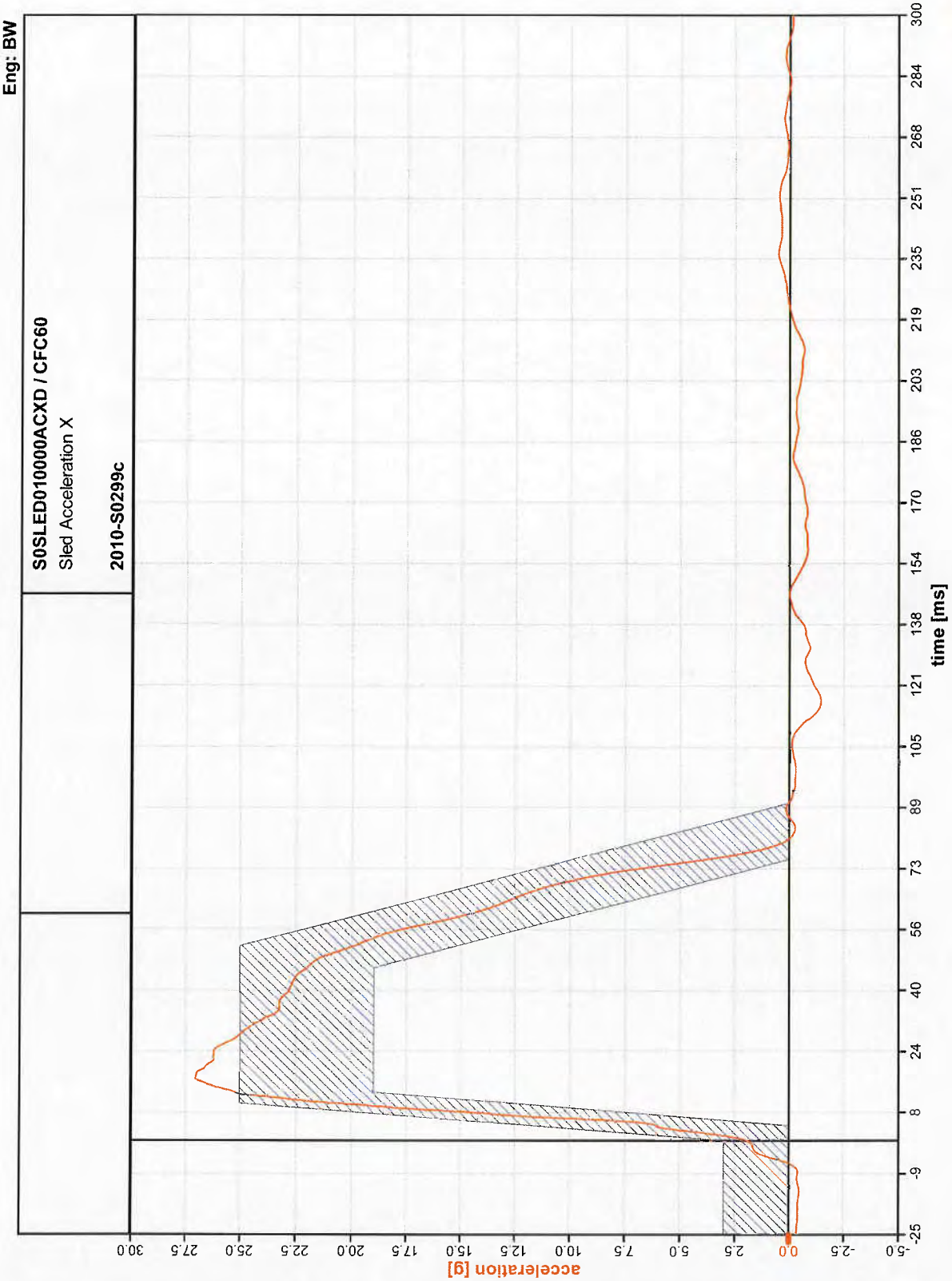
Post Test Recommendations

Produced Litigation	Printed	Video	Tested by
☐	☑	☑	BWJAJD

Page (1) of 2010-S0299c

Sled Acceleration X / S0SLED010000ACXD / CFC60

Date: 3/3/2010 3:29:26 PM



EVAluation Version: 2.2.1 2007-S0253n.def

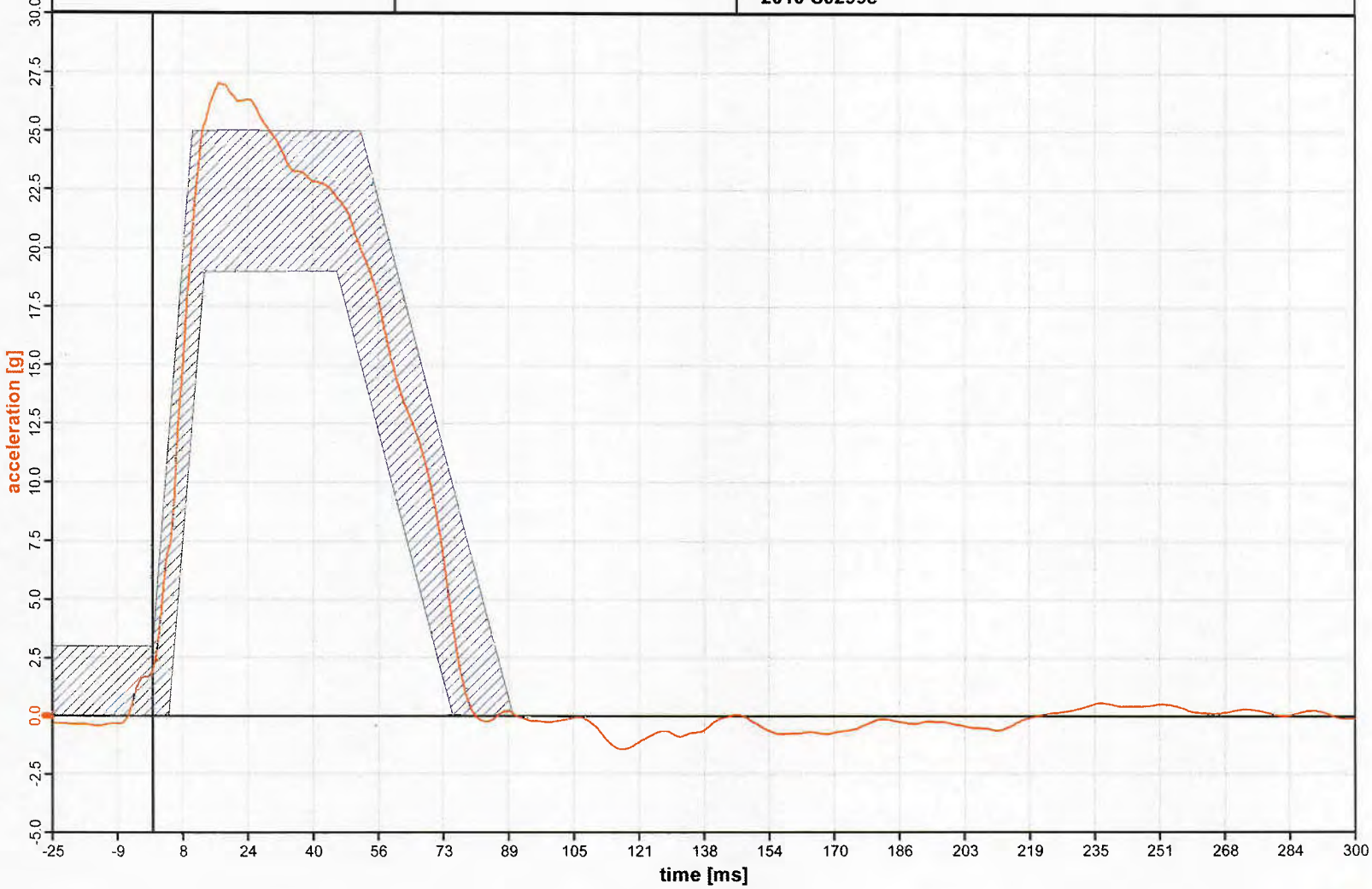
DOREL juvenile group

Evaluation Interval: -50 - 300 [ms]
Max(16.8 ms) = 27.08 g; Min(117 ms) = -1.457 g

Eng: BW

S0SLED020000ACXD / CFC60
Sled Acceleration X

2010-S0299c



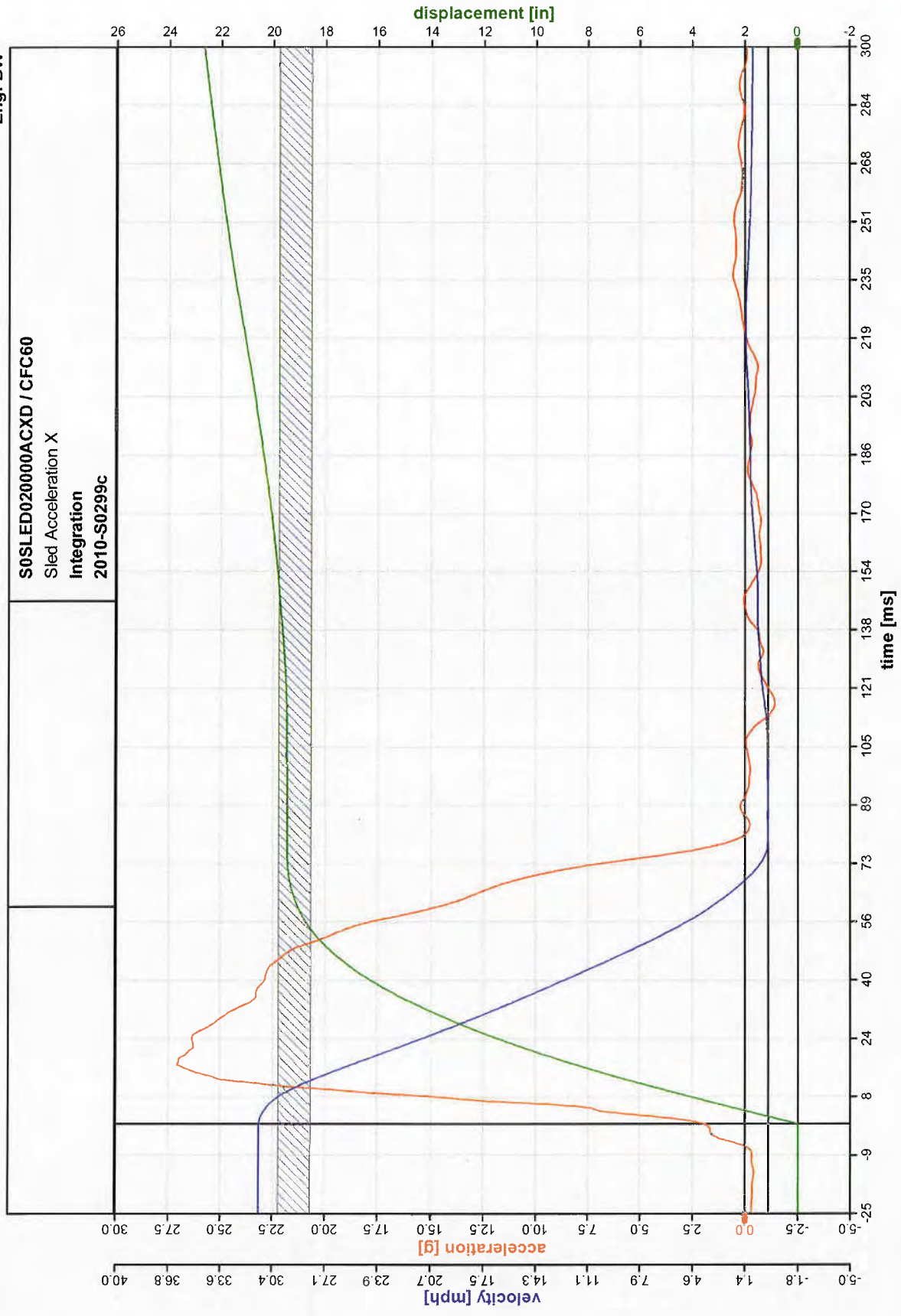
Evaluation Interval: -50 - 300 [ms]
Max(16.8 ms) = 27.06 g; Min(117.2 ms) = -1.422 g

DOREL juvenile group

Page (3) of 2010-S0299c

Sled Acceleration X / S0SLED020000ACXD / CFC60

Date: 3/3/2010 3:29:26 PM



EVAluation Version: 2.2.1 2007-S0253n.def

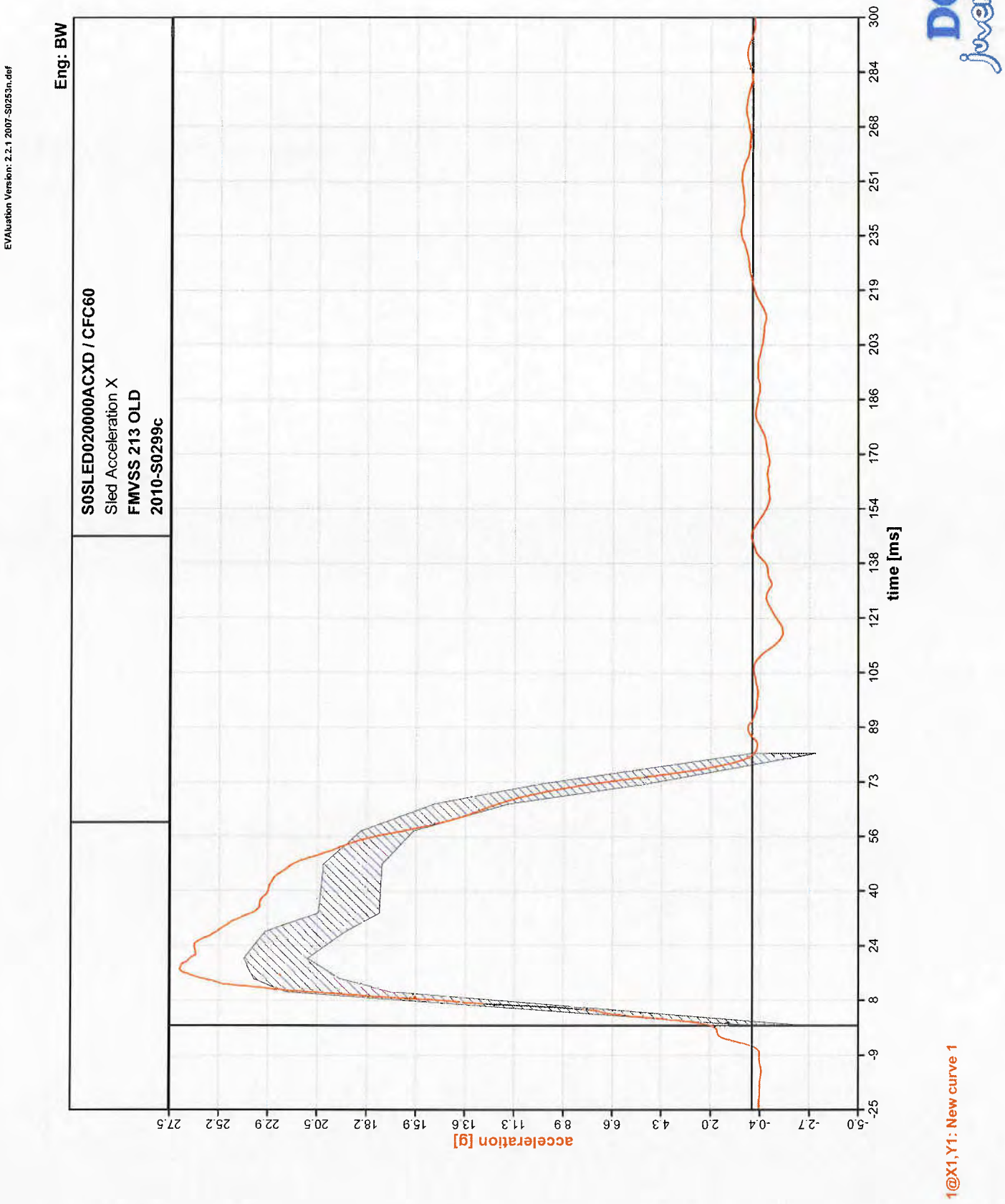
DOREL Juvenile group

Evaluation Interval: 0 - 349.9 [ms]
Max(16.8 ms) = 27.06 g; Min(117.2 ms) = -1.422 g
1. Integration: Max(0 ms) = 31.19 mph; Min(80.6 ms) = 0 mph
2. Integration: Max(349.9 ms) = 23.46 in; Min(0 ms) = 0 in

Page (4) of 2010-S0299c

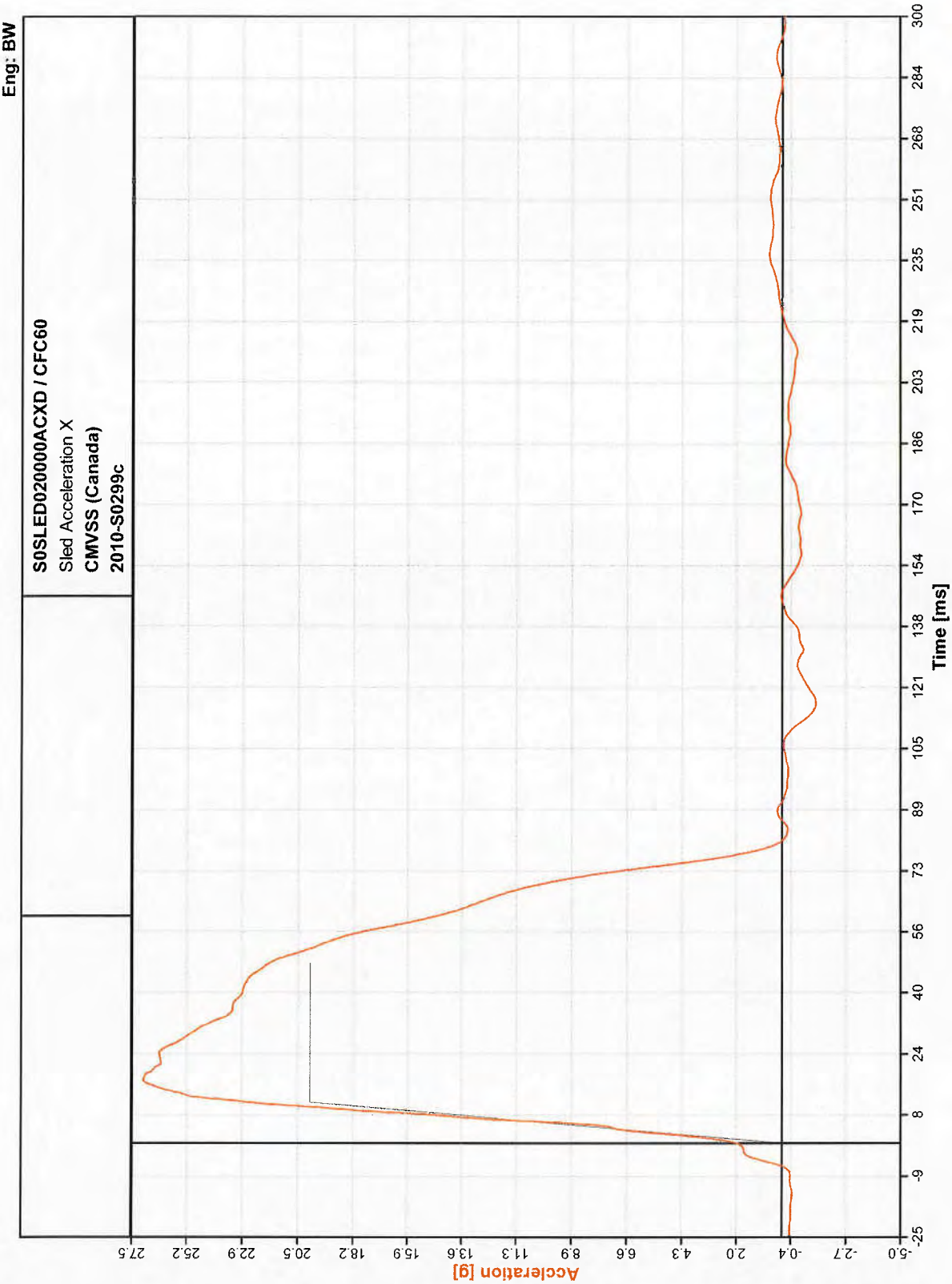
Sled Acceleration X / S0SLED020000ACXD / CFC60

Date: 3/3/2010 3:29:26 PM



Sled Acceleration X / S0SLED020000ACXD / CFC60

Date: 3/3/2010 3:29:26 PM

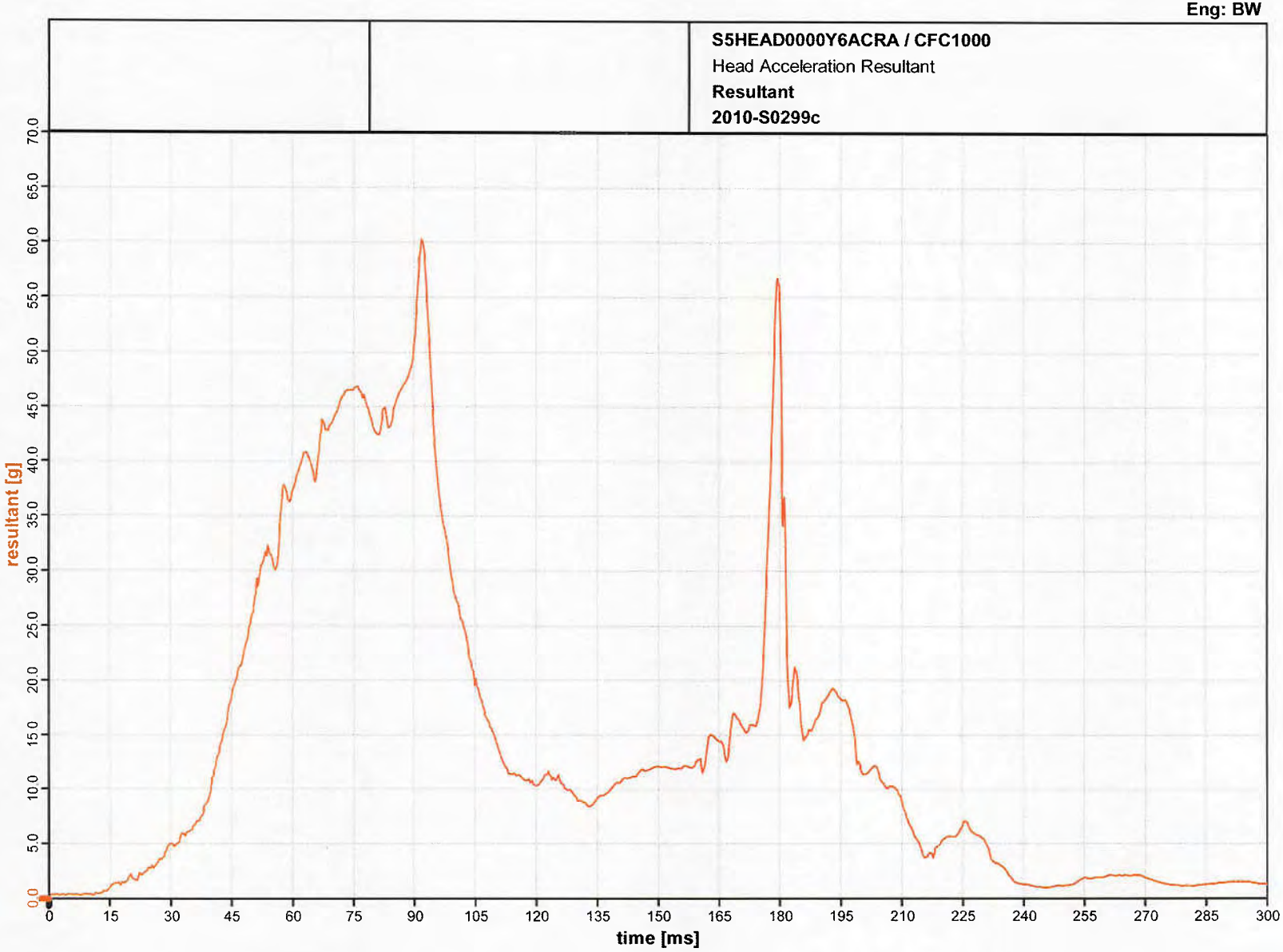


EVAluation Version: 2.2.1 2007-S0253n.def

DOREL juvenile group

1@X1,Y1: New curve 1

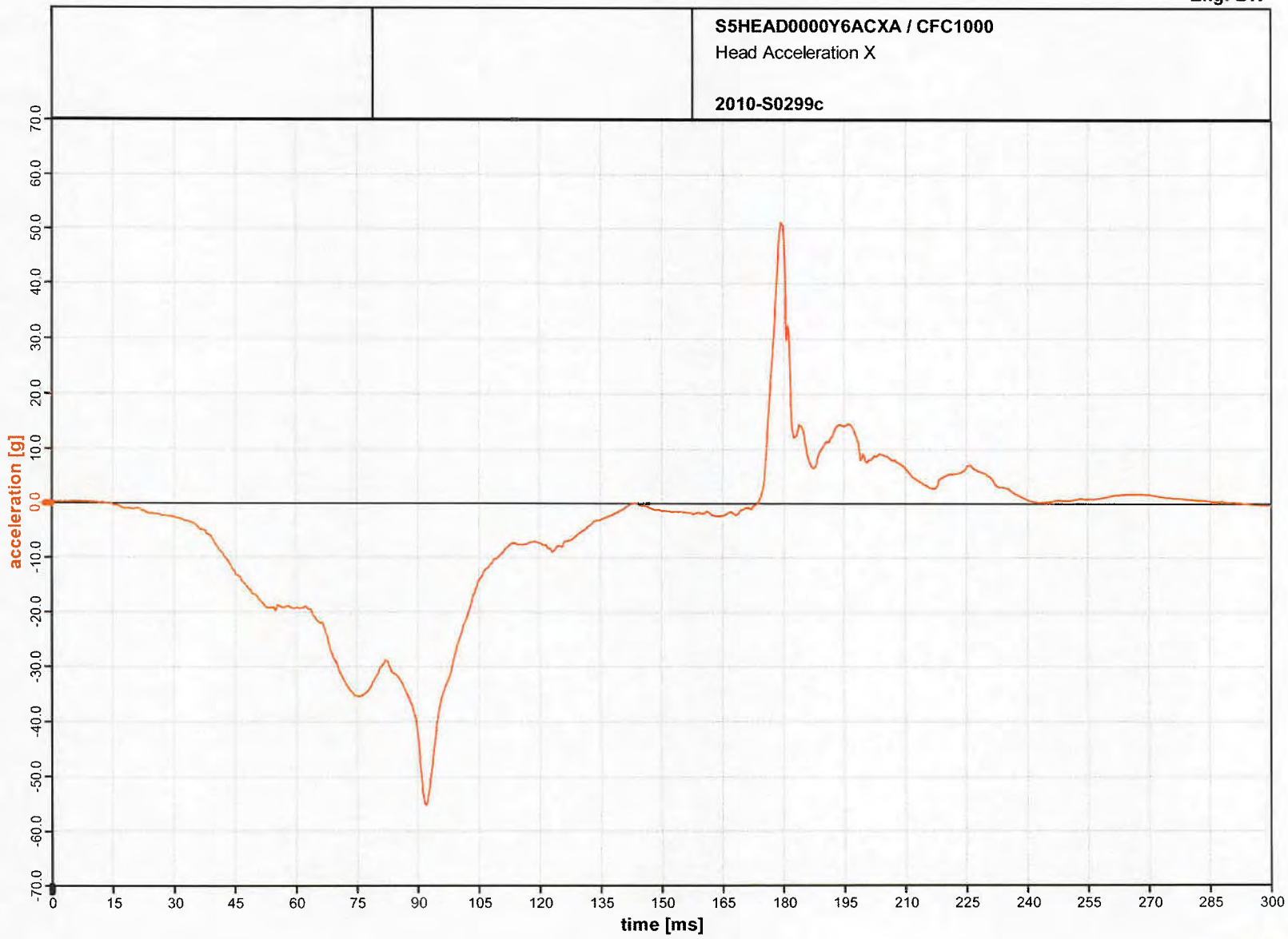
Eng: BW



Evaluation Interval: 0 - 349.9 [ms]
Max(91.9 ms) = 60.29 g; Min(10.9 ms) = 0.2992 g
cont. A3ms(90.44 - 93.44 ms) = 52.97 g; cum. A3ms = 55.52 g
HIC = 558 (49.2 - 102.7 ms); HIC36 = 492 (60.1 - 96.1 ms); HIC15 = 241 (79.7 - 94.7 ms)

DOREL juvenile group

Eng: BW



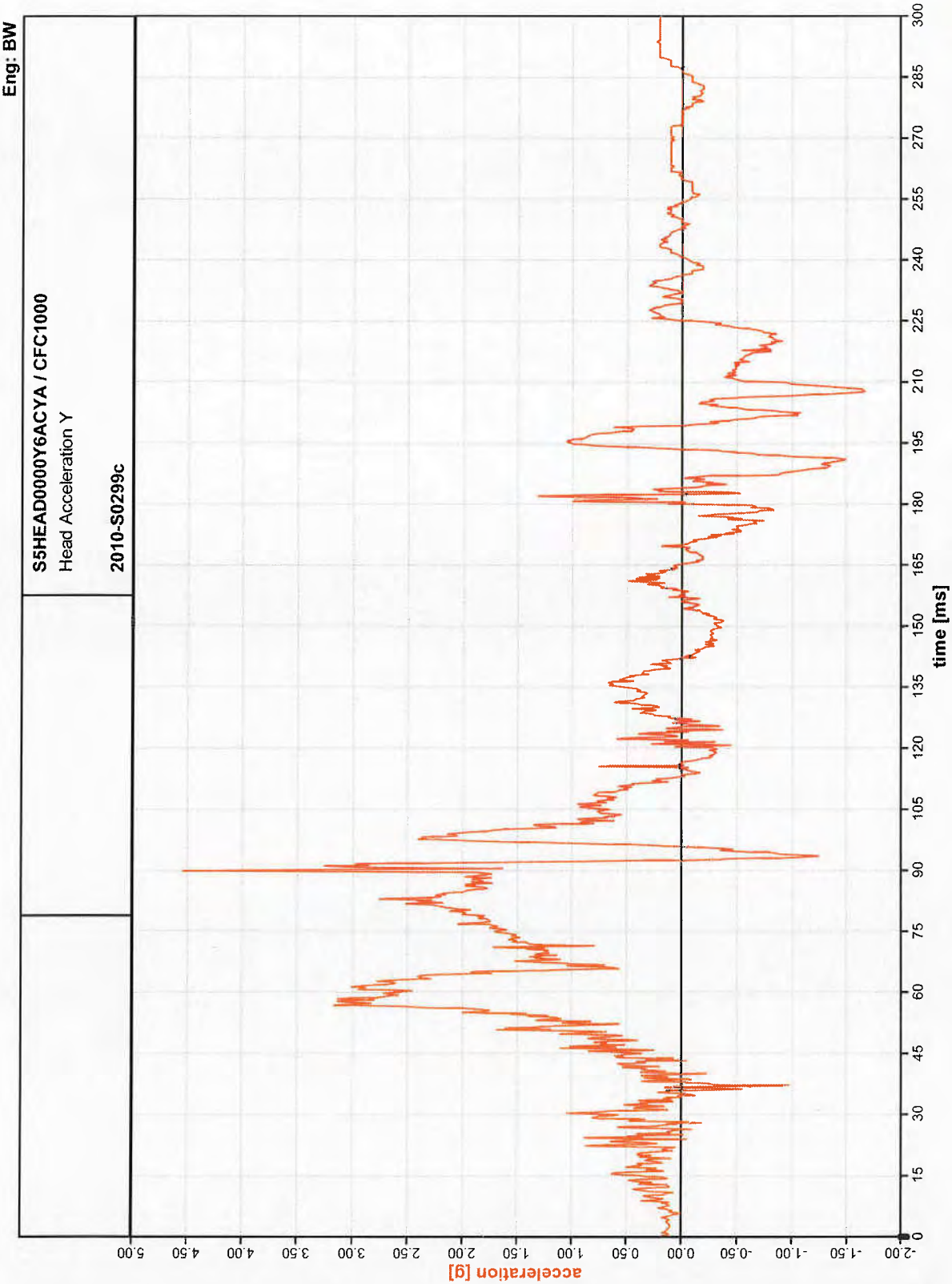
Evaluation Interval: 0 - 349.9 [ms]
Max(179.6 ms) = 51.65 g; Min(92.1 ms) = -55.25 g

DOREL juvenile group

Page (8) of 2010-S0299c

Head Acceleration Y / S5HEAD0000Y6ACYA / CFC1000

Date: 3/3/2010 3:29:26 PM



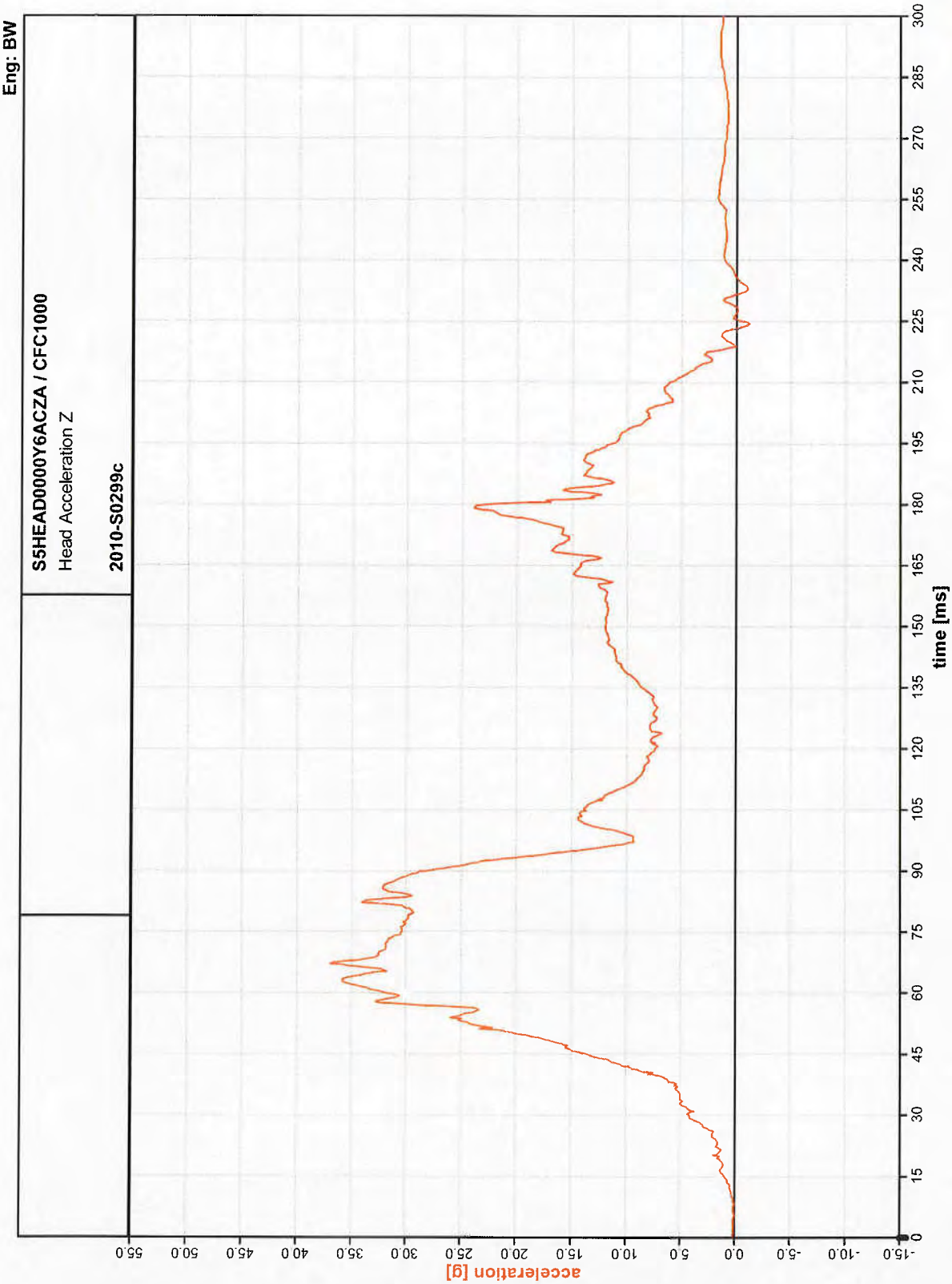
EVAluation Version: 2.2.1 2007-S0253n.def

DOREL juvenile group

Evaluation Interval: 0 - 349.9 [ms]
Max(90 ms) = 4.54 g; Min(207.8 ms) = -1.67 g

Head Acceleration Z / S5HEAD0000Y6ACZA / CFC1000

Date: 3/3/2010 3:29:26 PM



EVAluation Version: 2.2.1 2007-S0253n.def

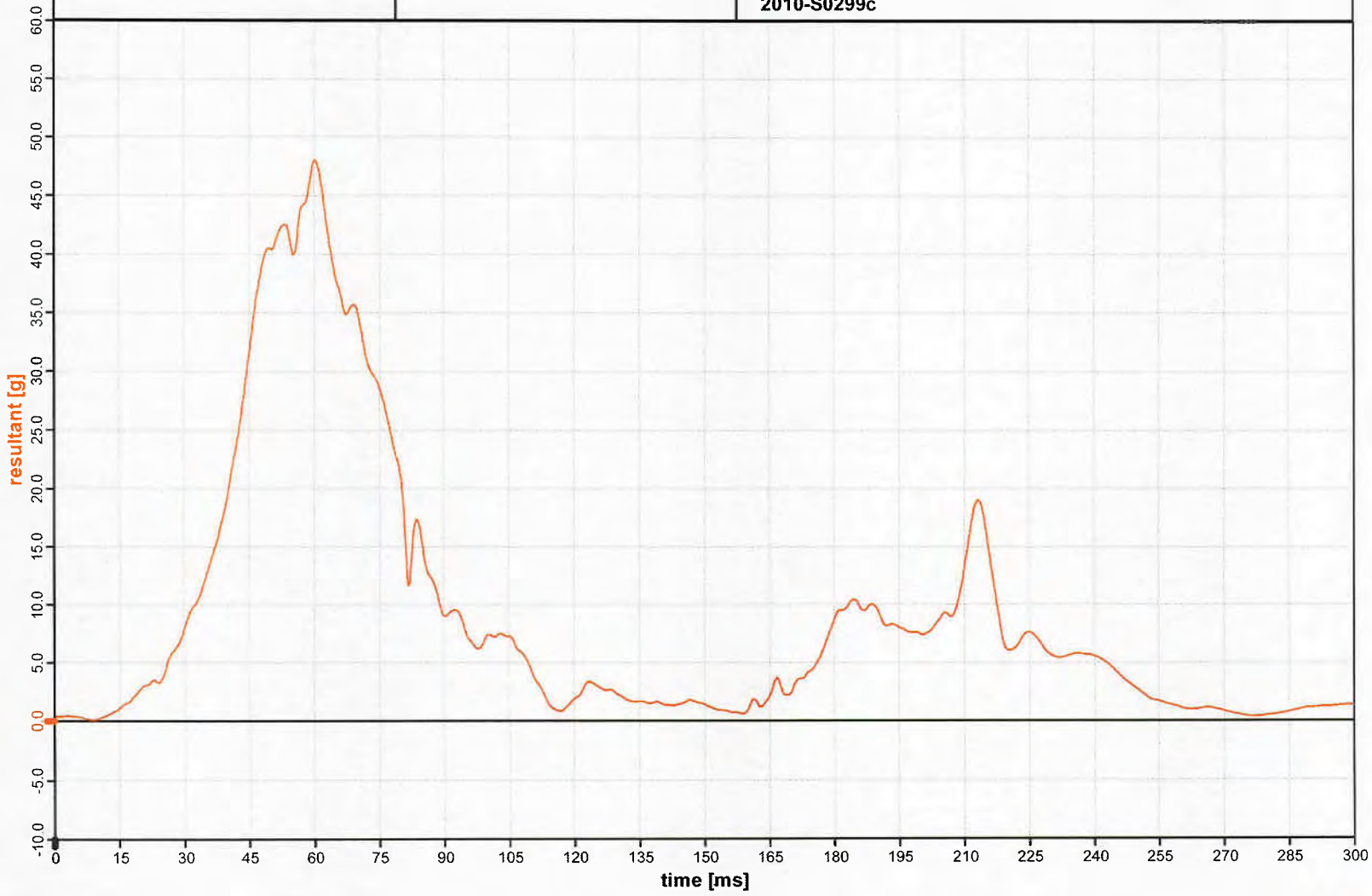
DOREL juvenile group

Evaluation Interval: 0 - 349.9 [ms]

Max(67.3 ms) = 36.94 g; Min(346.4 ms) = -1.968 g

Eng: BW

S5CHST0400Y6ACRC / CFC180
Chest (T4) Acceleration Resultant
Resultant
2010-S0299c



Evaluation Interval: 0 - 349.9 [ms]
Max(60.3 ms) = 48.09 g; Min(8.9 ms) = 0.08591 g
cont. A3ms(58.87 - 61.87 ms) = 45.66 g; cum. A3ms = 45.66 g

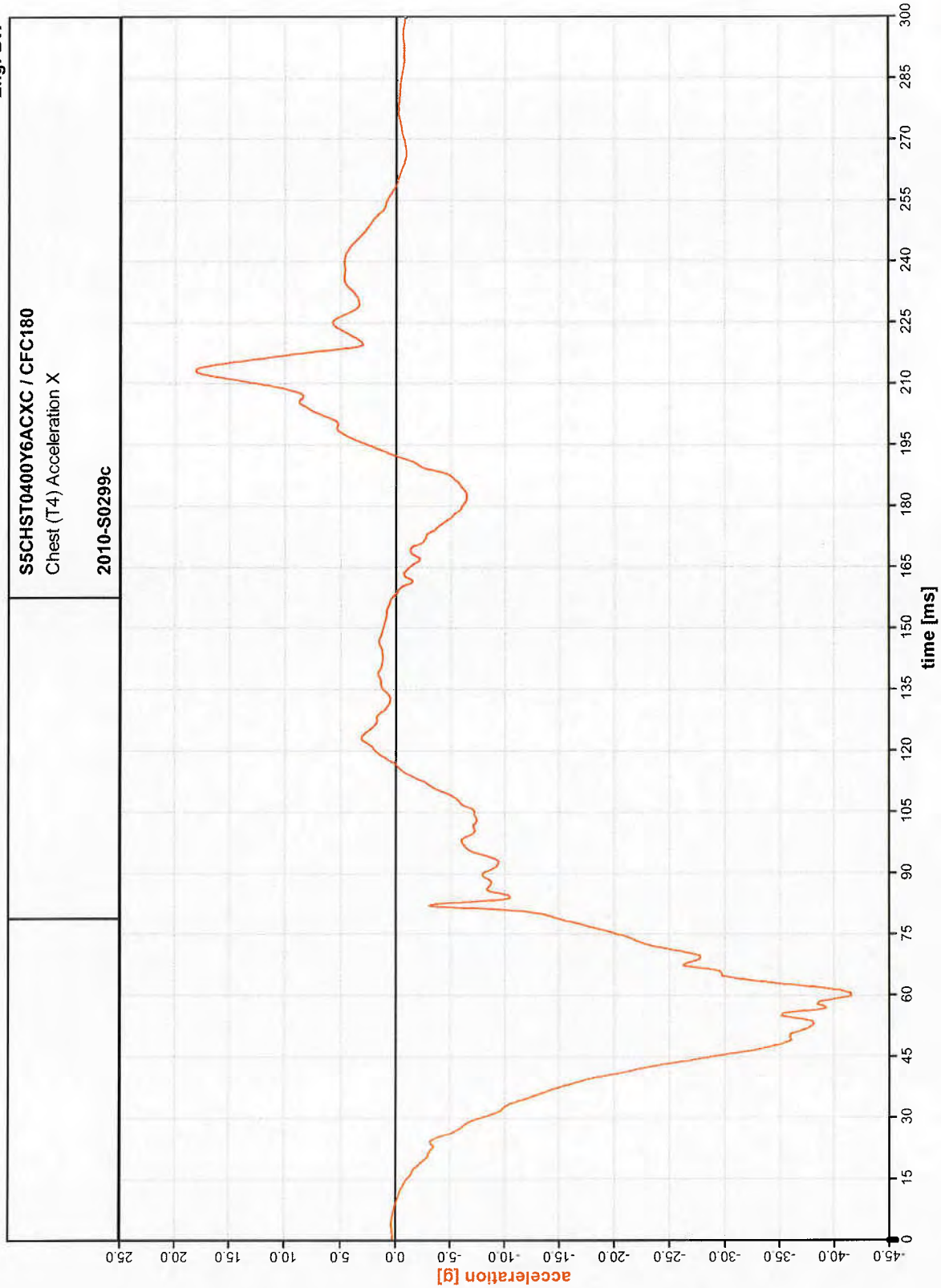
DOREL juvenile group

Page (11) of 2010-S0299c

Chest (T4) Acceleration X / S5CHST0400Y6ACXC / CFC180

Date: 3/3/2010 3:29:26 PM

EVAluation Version: 2.2.1 2007-S0253n.def

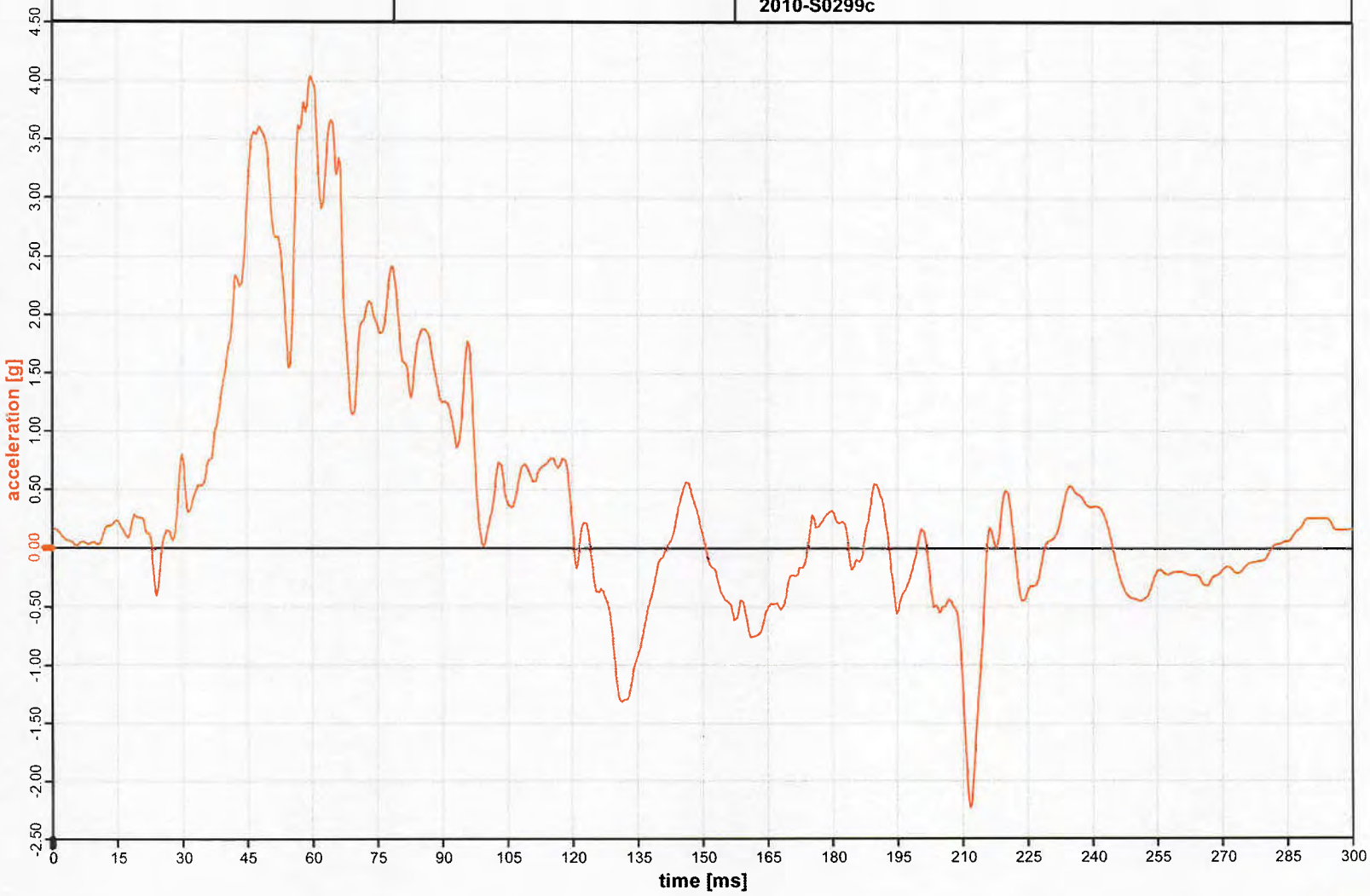


Evaluation Interval: 0 - 349.9 [ms]
Max(213.3 ms) = 18.17 g; Min(60.2 ms) = -41.66 g

Eng: BW

S5CHST0400Y6ACYC / CFC180
Chest (T4) Acceleration Y

2010-S0299c



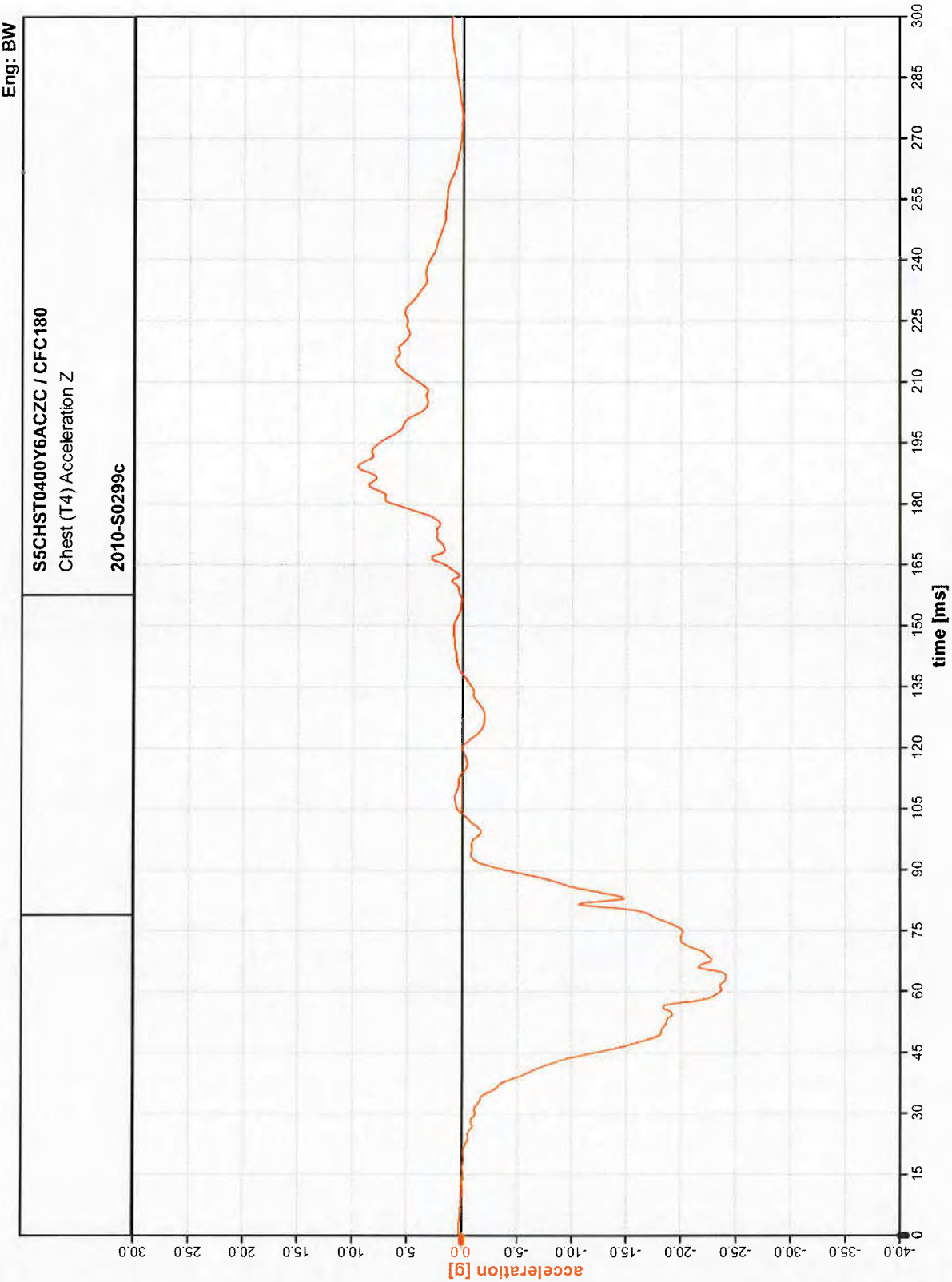
Evaluation Interval: 0 - 349.9 [ms]
Max(59.5 ms) = 4.045 g; Min(211.8 ms) = -2.236 g

DOREL juvenile group

Page (13) of 2010-S0299c

Chest (T4) Acceleration Z / S5CHST0400Y6ACZC / CFC180

Date: 3/3/2010 3:29:26 PM

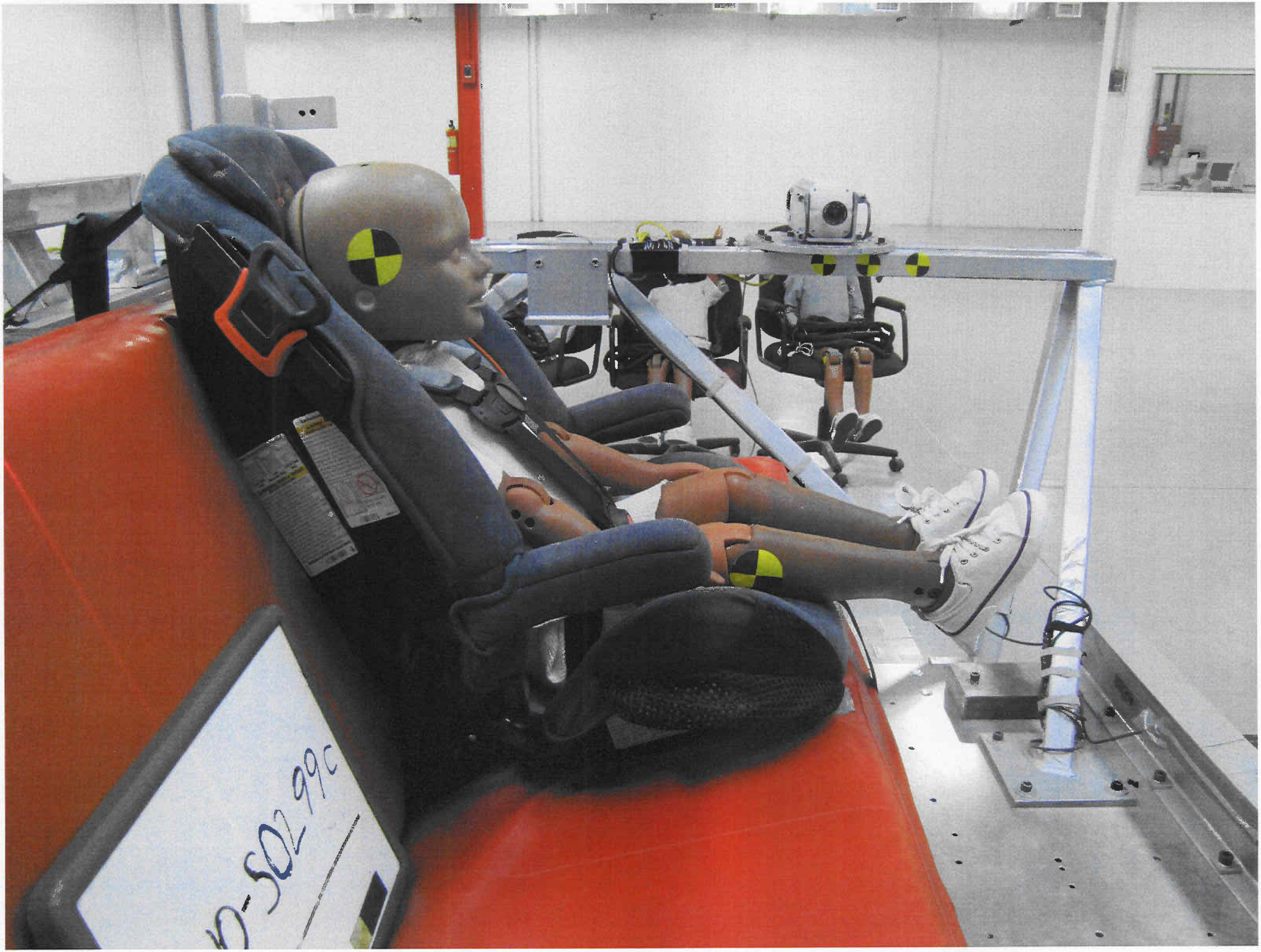


EVAluation Version: 2.2.1 2007-S0253n.def

DOREL juvenile group

Evaluation Interval: 0 - 349.9 [ms]
Max(189.3 ms) = 9.597 g; Min(64.2 ms) = -24.13 g

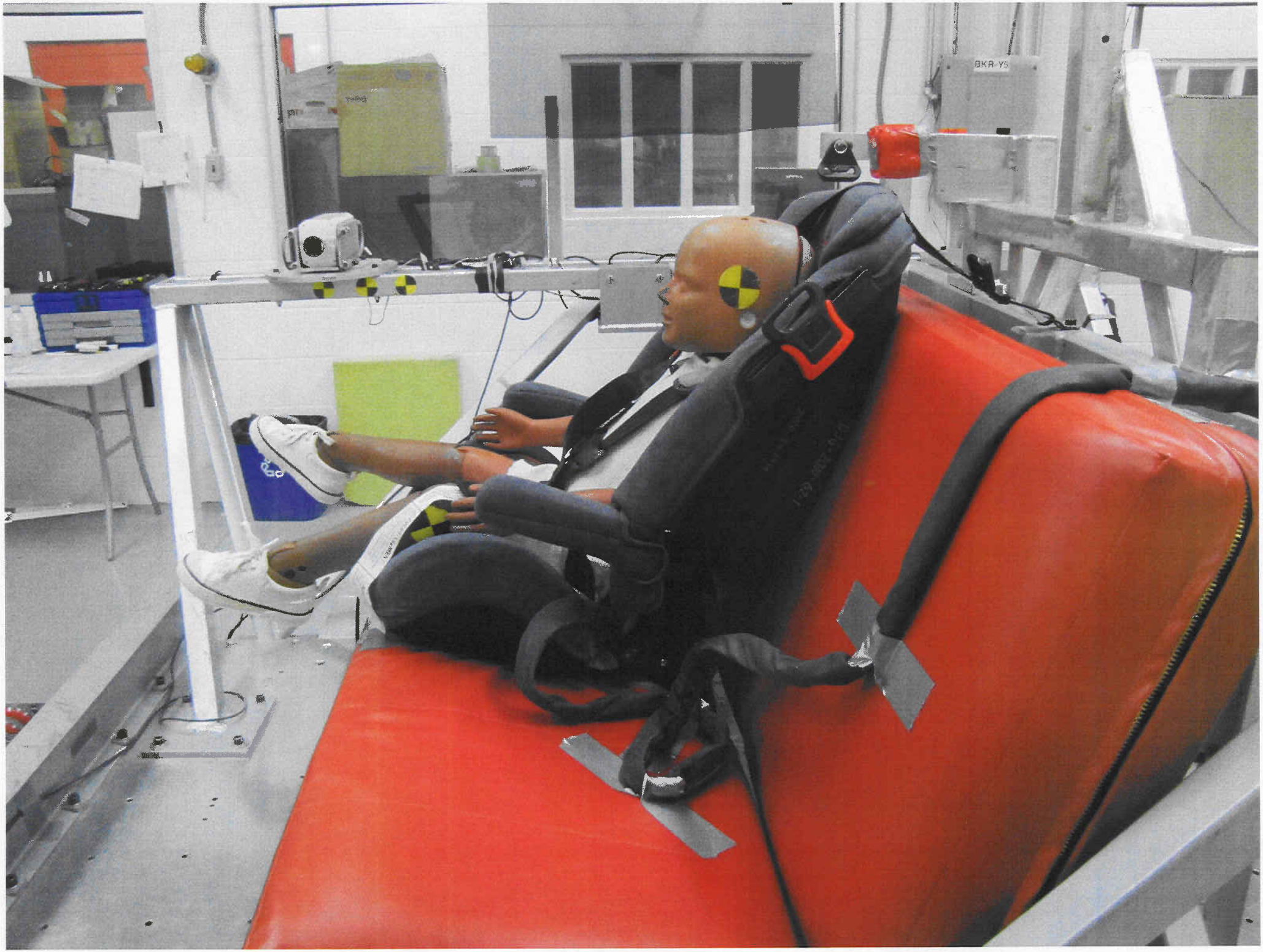

2010-SO2-99


0-502 99C


BKR-Y5


2010-SOL99c





Test Setup and Conditions

Test Number	Model Number	Sabre Code	Product Line	DJG Test Number	Vers
2010-S0320c	22-554	PCR	Vantage Point	DJG-2010-84-1	

Proto / Proto / Develop	Mfr Date	Make	Freeze	Color	DJG Test Num (2)	Vers 2
Prototype	12/31/2008			Black		

Pre Test Descriptive Comments

"Replacement Seat #1" received from [redacted] (T.E.)

Foam:
HE4 25.9
DO2 54.4

Seat Direction	FFU	Arm Restraint	Lap Belt	Tether	Tethered

Buck On	Forward	ATD	H3 3yr-B	Test Date	3/8/2010	Request Date	3/5/2010

FMVSS 213 Test Buck	ECE R44 Test Buck	FMVSS 213 E Buck
		✓

FMVSS 213 Type Pulse	ECE R44-03 Type Pulse	FMVSS 213 E Pulse	Non Standard Pulse
		✓	

Buckle Position	2 - Middle	Without Base	With Base and Base Rotation	Base Mod #
Belt	5-point		0	

Pelvic Angle Removed	Air Pressure	Room Temp	Pre Test Buckle Release
-10	92.3	72	0

Test Results

Reference Velocity	Velocity STD (2mph Max	Sled Pulse Max	Post Test Buckle Release	Test Number (2)
	29.54	23.3	0	2010-S0320c

HIC 36 / Max. Tolerance	Max HIC STD (1000	HIC 15	
388	435	163	22-554
			Vantage Point

Max C Edge	Chest Displ. (in)	Head Excursion	Knee Excursion	Max. Back Angle (°)
39.63	0	23.7	28.6	

Lap L LATCH L	Lap R LATCH R	Tether Load Cell	Lower Load Cell X (lbs	Load Cell at Shell
0 lbs	0 lbs	0 lbs	0 Lbs	0 lbs

Structural Integrity	Satisfactory	ATD Performance	Satisfactory

Post Test Descriptive Comments

See Test Data

Post Test Recommendations

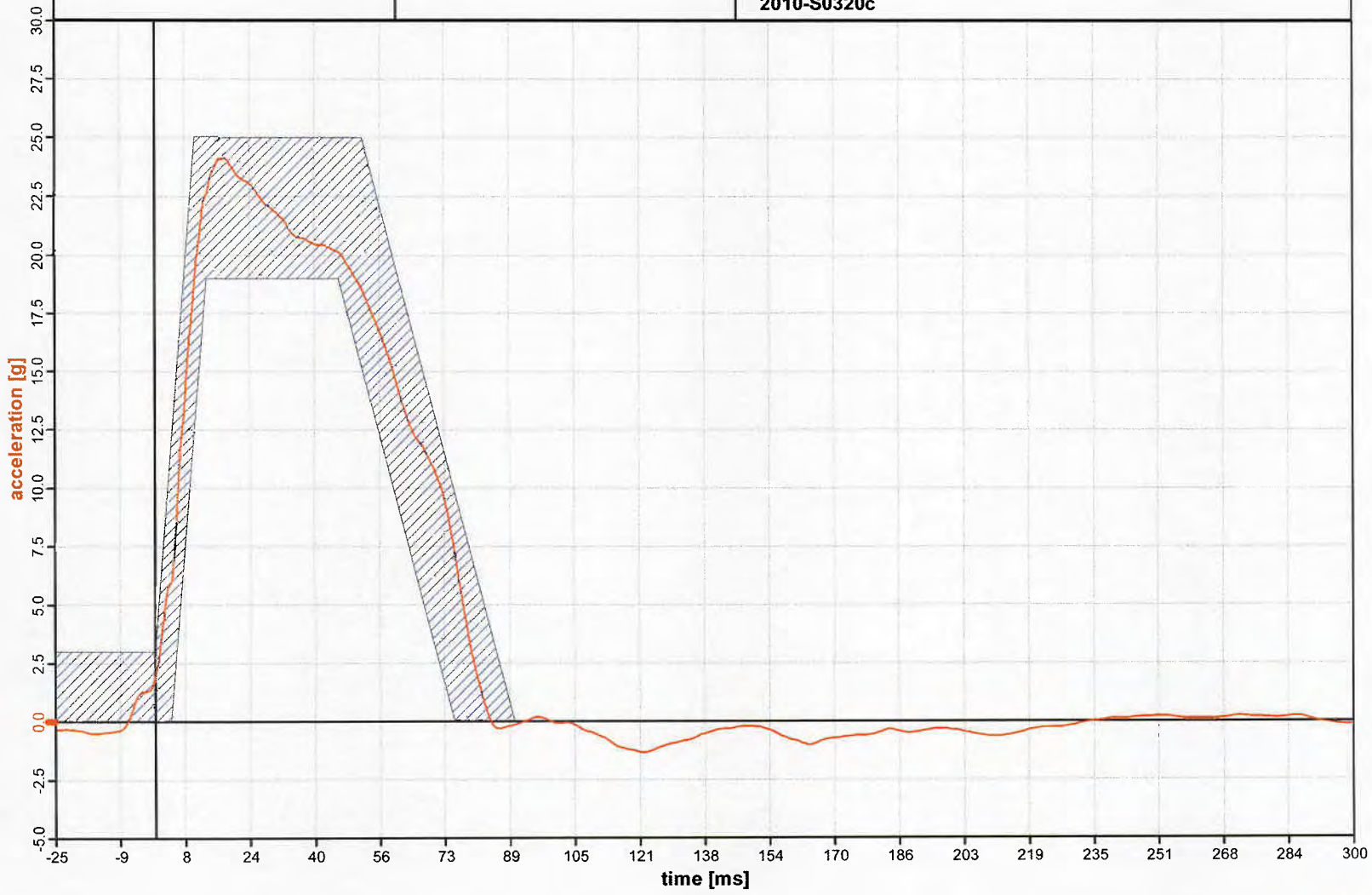
Produced Litigation	Printed	Video	Tested by	MR
		✓		

Eng: MR

S0SLED010000ACXD / CFC60

Sled Acceleration X

2010-S0320c



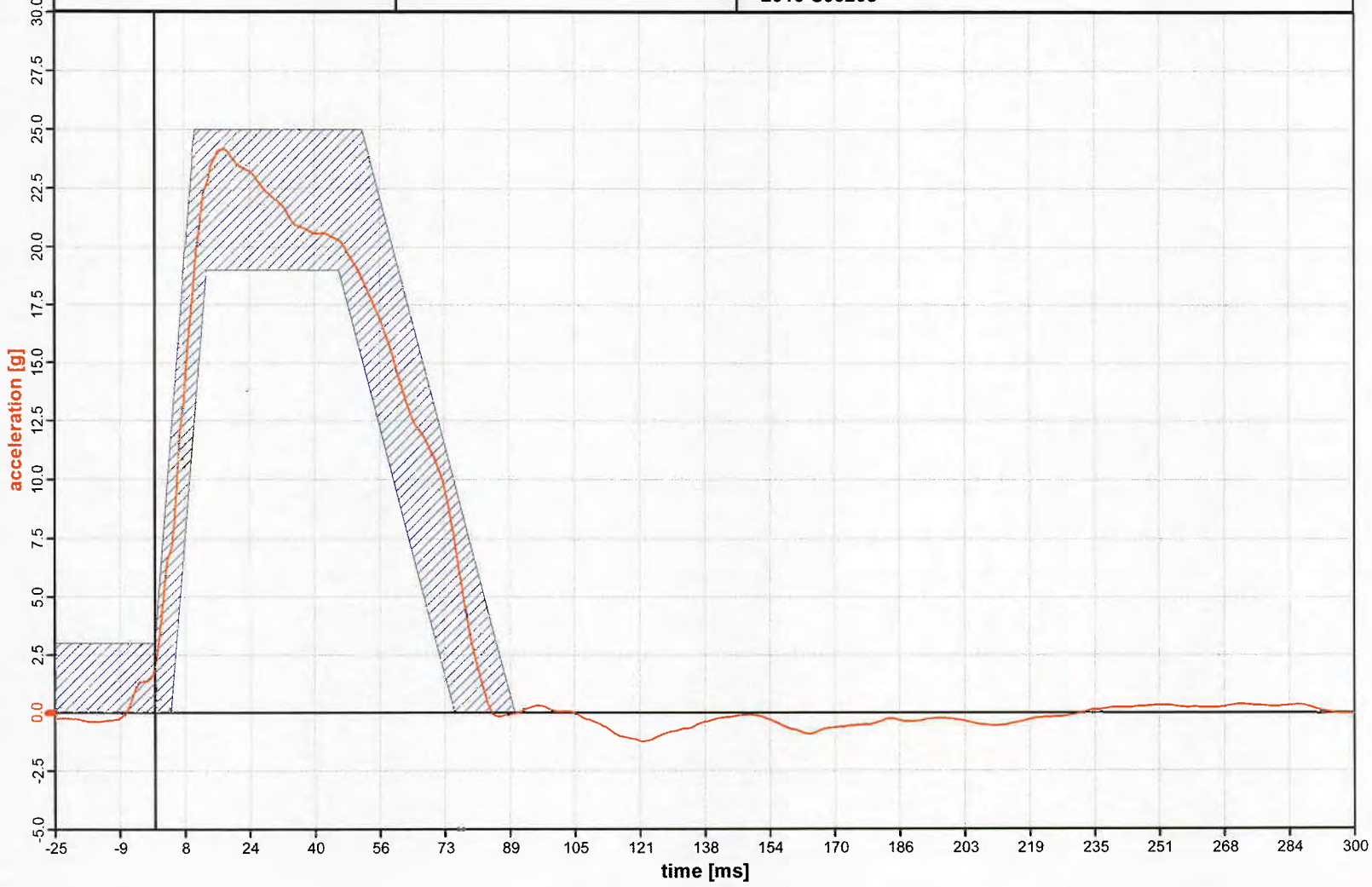
Evaluation Interval: -50 - 300 [ms]
Max(16.4 ms) = 24.13 g; Min(122.1 ms) = -1.337 g

DOREL juvenile group

Eng: MR

S0SLED020000ACXD / CFC60
Sled Acceleration X

2010-S0320c



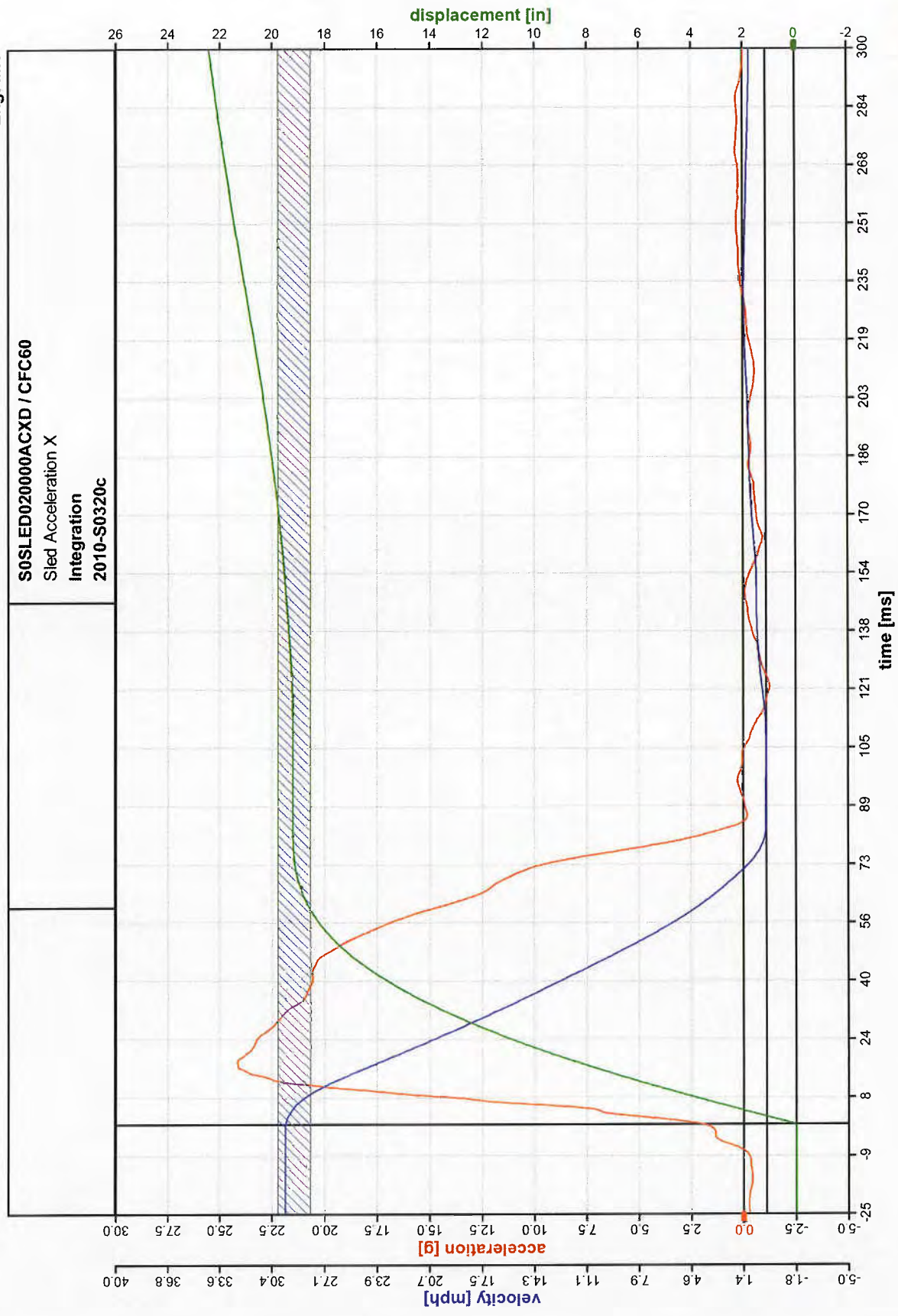
Evaluation Interval: -50 - 300 [ms]
Max(16.4 ms) = 24.18 g; Min(122.1 ms) = -1.257 g

DOREL juvenile group

Page (3) of 2010-S0320c

Sled Acceleration X / S0SLED020000ACXD / CFC60

Date: 3/8/2010 9:51:05 AM



EVAluation Version: 2.2.1 2007-S0253n.def

DOREL Juvenile group

Evaluation Interval: 0 - 349.9 [ms]
Max(16.4 ms) = 24.18 g; Min(122.1 ms) = -1.257 g
1. Integration: Max(0 ms) = 29.54 mph; Min(104.8 ms) = 0 mph
2. Integration: Max(349.9 ms) = 23.3 in; Min(0 ms) = 0 in

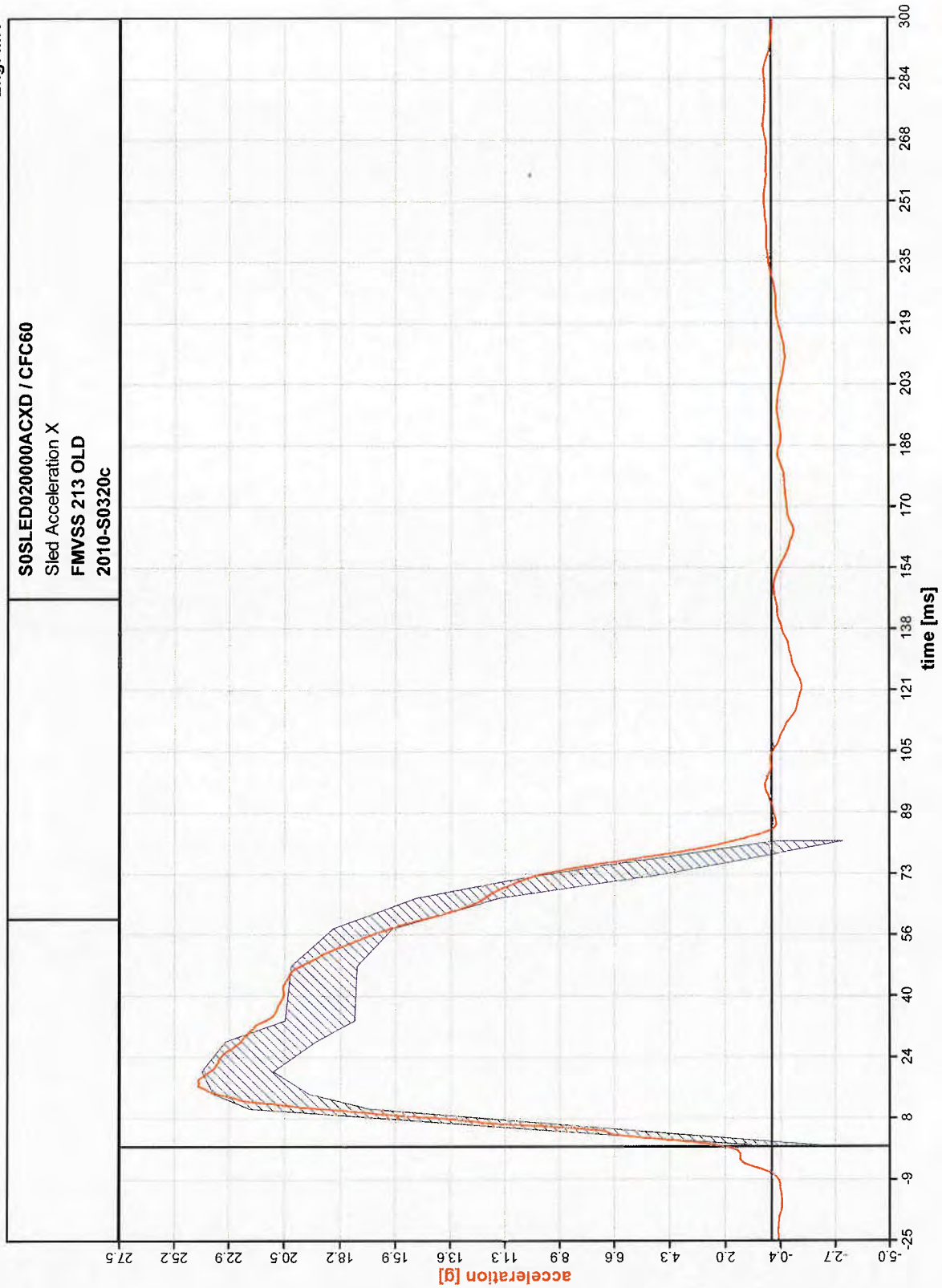
Page (4) of 2010-S0320c

Sled Acceleration X / S0SLED020000ACXD / CFC60

Date: 3/8/2010 9:51:05 AM

DOREL Juvenile group

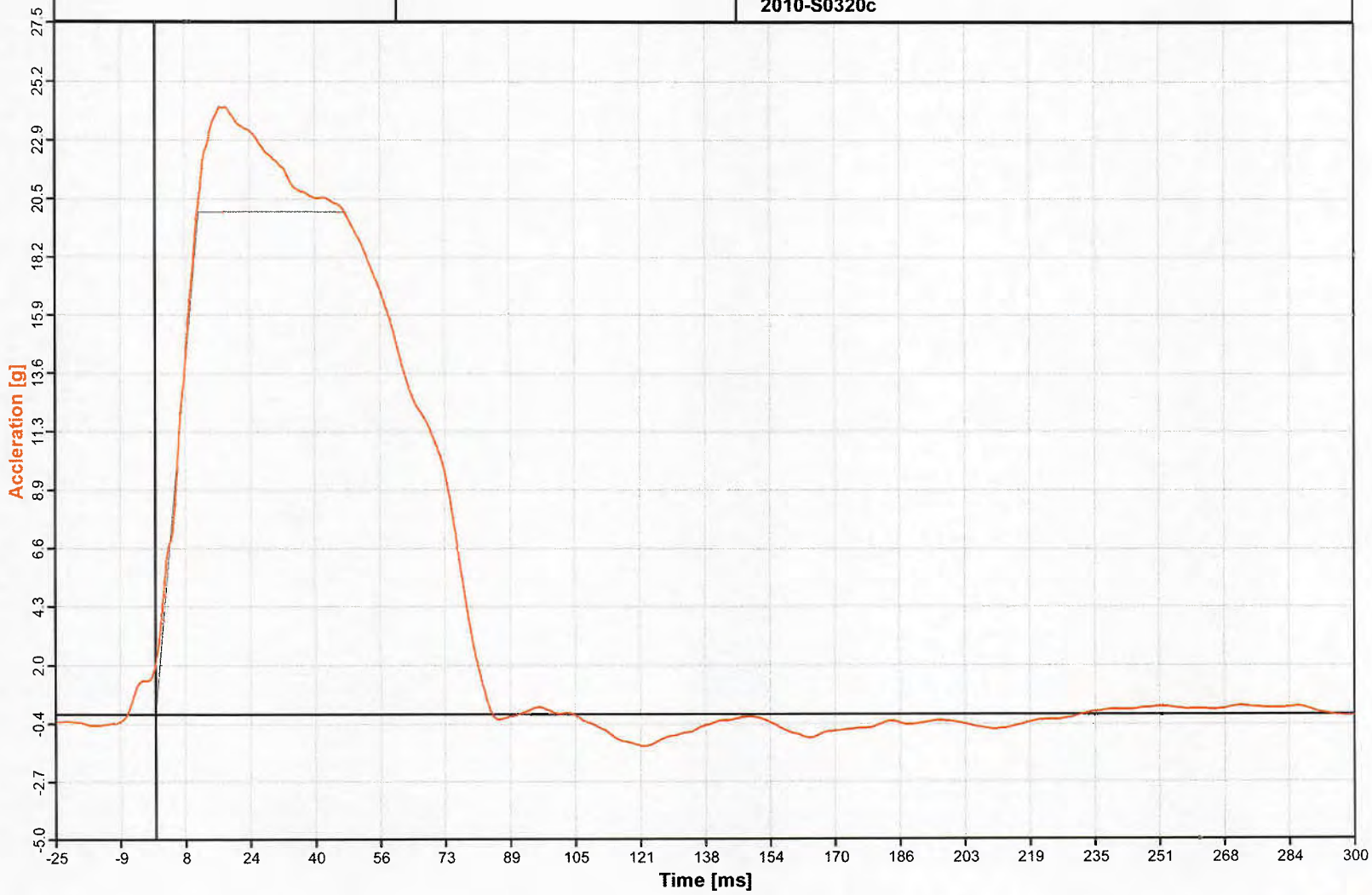
EVAluation Version: 2.2.1 2007-S0253n.def



1@X1,Y1: New curve 1

Eng: MR

S0SLED020000ACXD / CFC60
Sled Acceleration X
CMVSS (Canada)
2010-S0320c

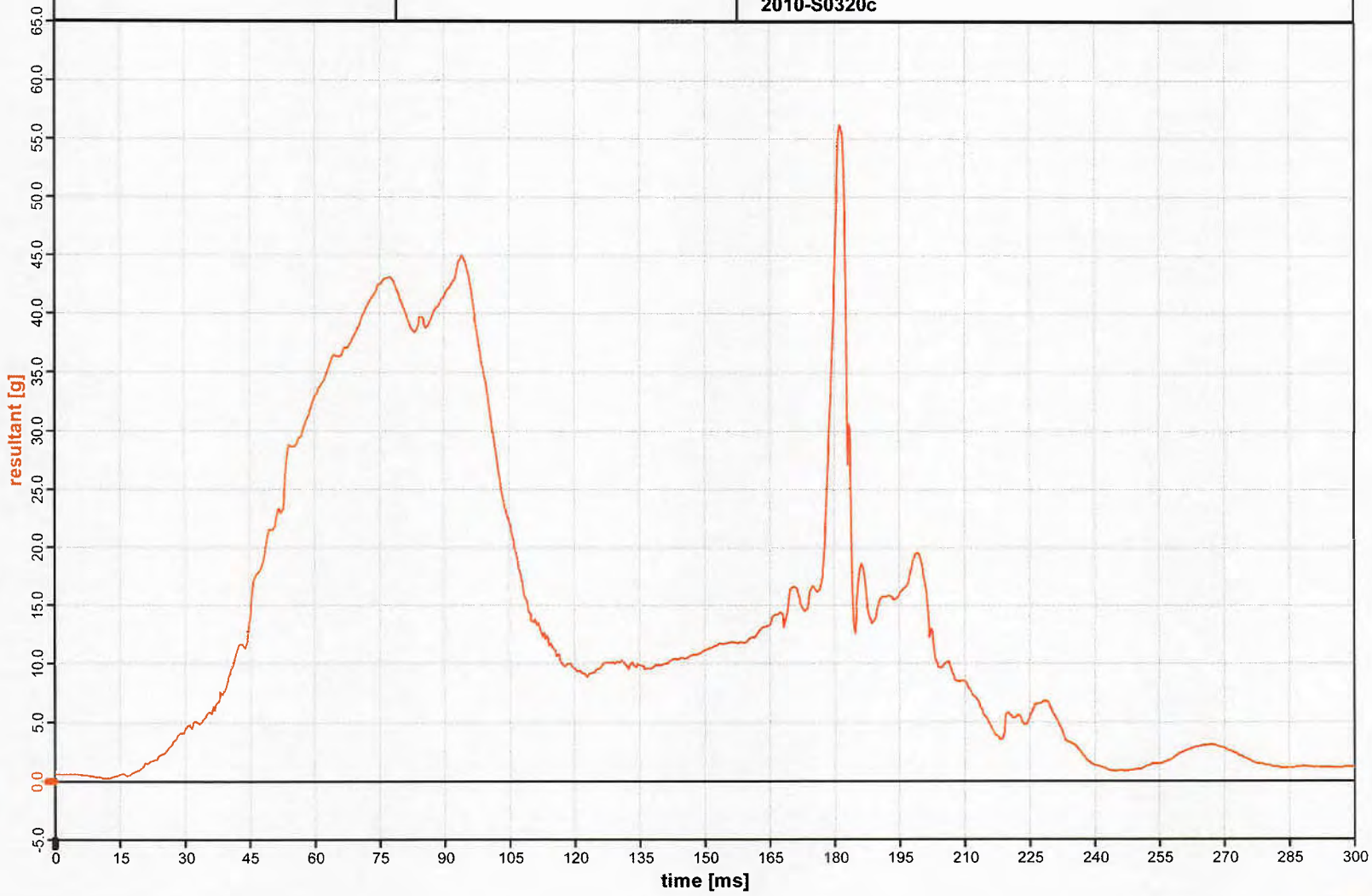


1@X1,Y1: New curve 1

DOREL juvenile group

Eng: MR

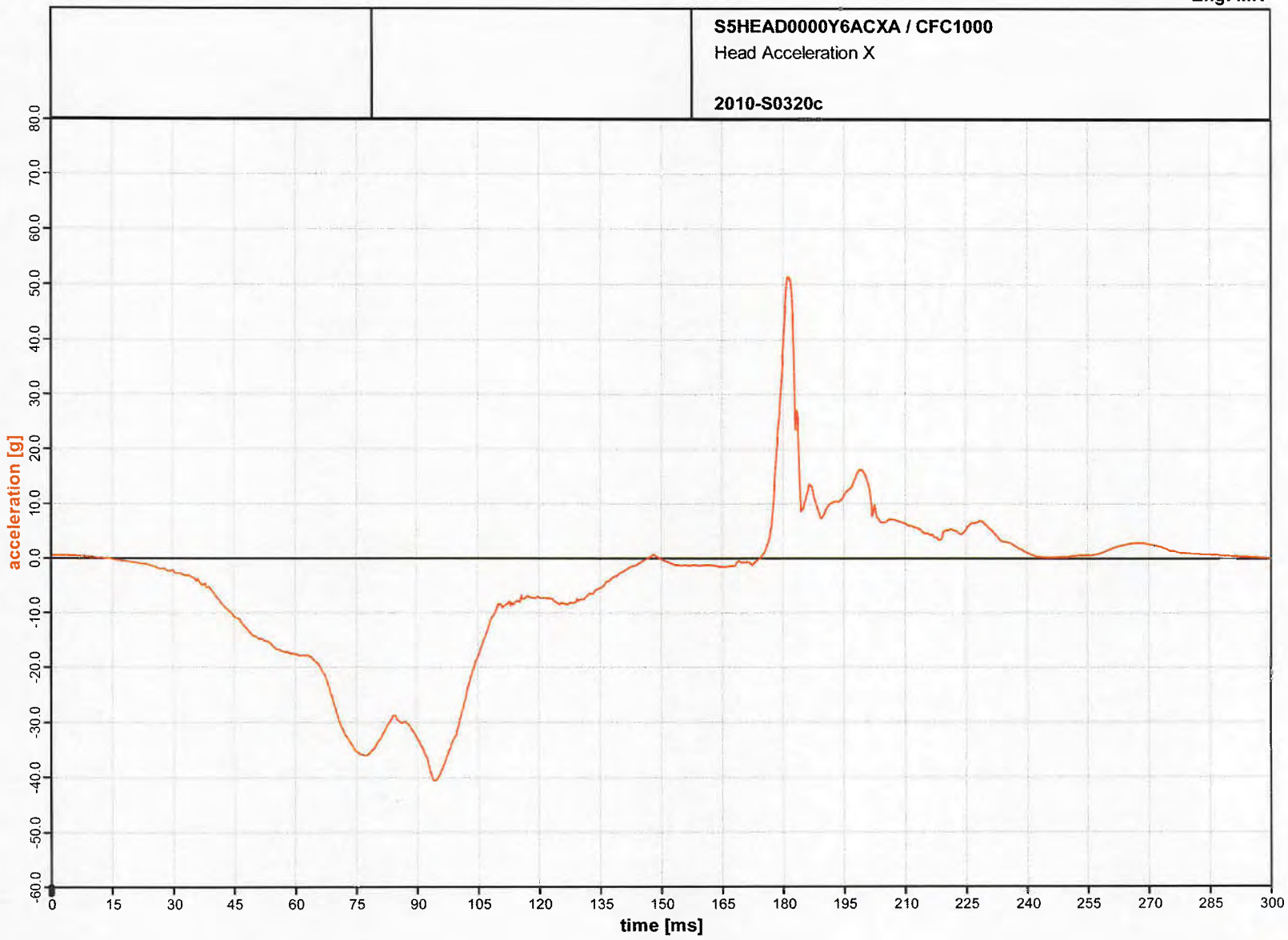
S5HEAD0000Y6ACRA / CFC1000
Head Acceleration Resultant
Resultant
2010-S0320c



Evaluation Interval: 0 - 349.9 [ms]
Max(181.3 ms) = 56.44 g; Min(11.3 ms) = 0.2064 g
cont. A3ms(92.65 - 95.65 ms) = 43.16 g; cum. A3ms = 44.77 g
HIC = 435 (50.9 - 105.3 ms); HIC36 = 368 (63 - 99 ms); HIC15 = 163 (82.4 - 97.4 ms)

DOREL juvenile group

Eng: MR



Evaluation Interval: 0 - 349.9 [ms]
Max(181.4 ms) = 51.8 g; Min(94.3 ms) = -40.75 g

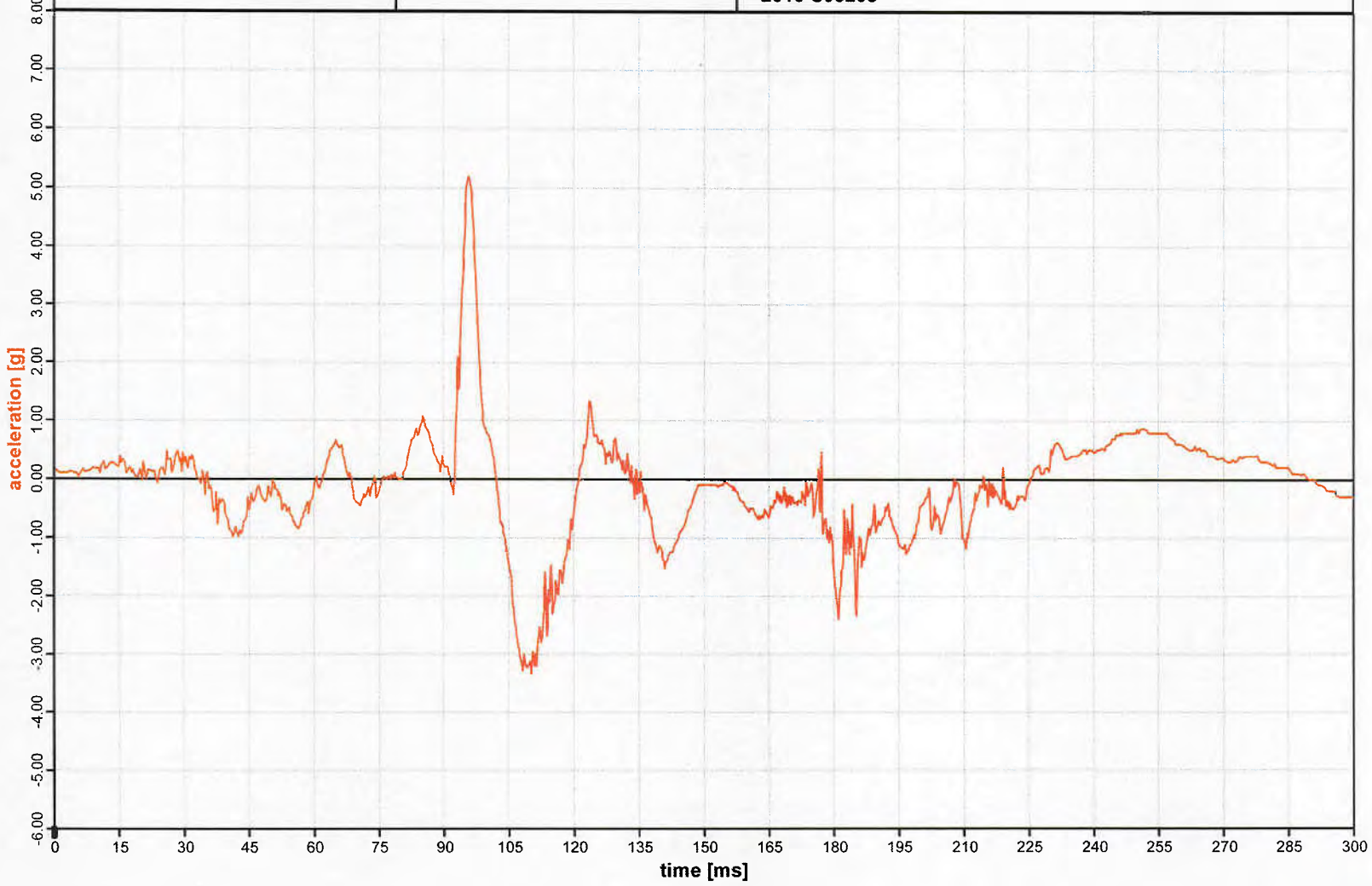
DOREL juvenile group

Eng: MR

S5HEAD0000Y6ACYA / CFC1000

Head Acceleration Y

2010-S0320c



Evaluation Interval: 0 - 349.9 [ms]
Max(95.8 ms) = 5.219 g; Min(110.2 ms) = -3.336 g

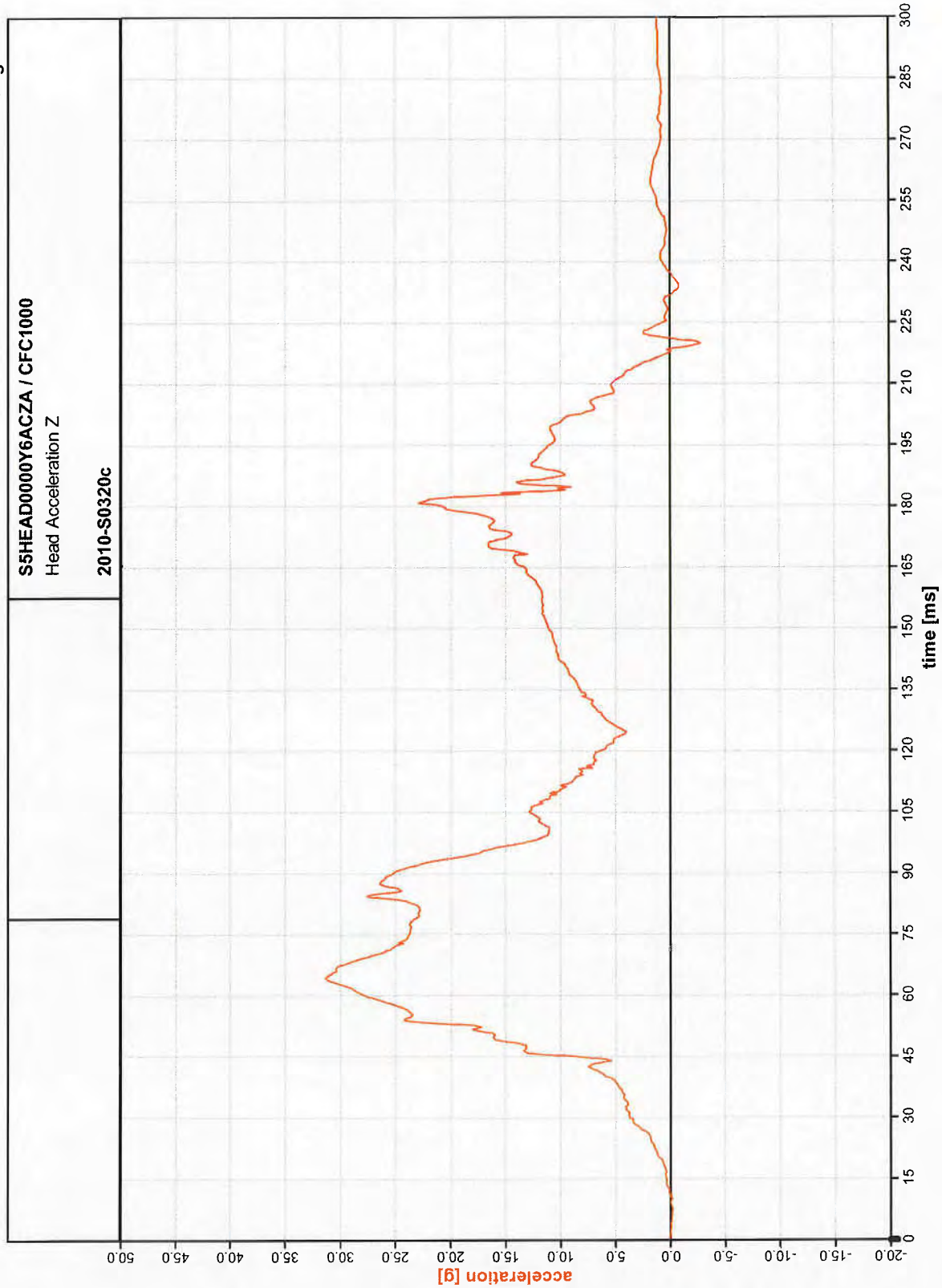
DOREL juvenile group

Page (9) of 2010-S0320c

Head Acceleration Z / S5HEAD0000Y6ACZA / CFC1000

Date: 3/8/2010 9:51:05 AM

EVAluation Version: 2.2.1 2007-S0253n.def

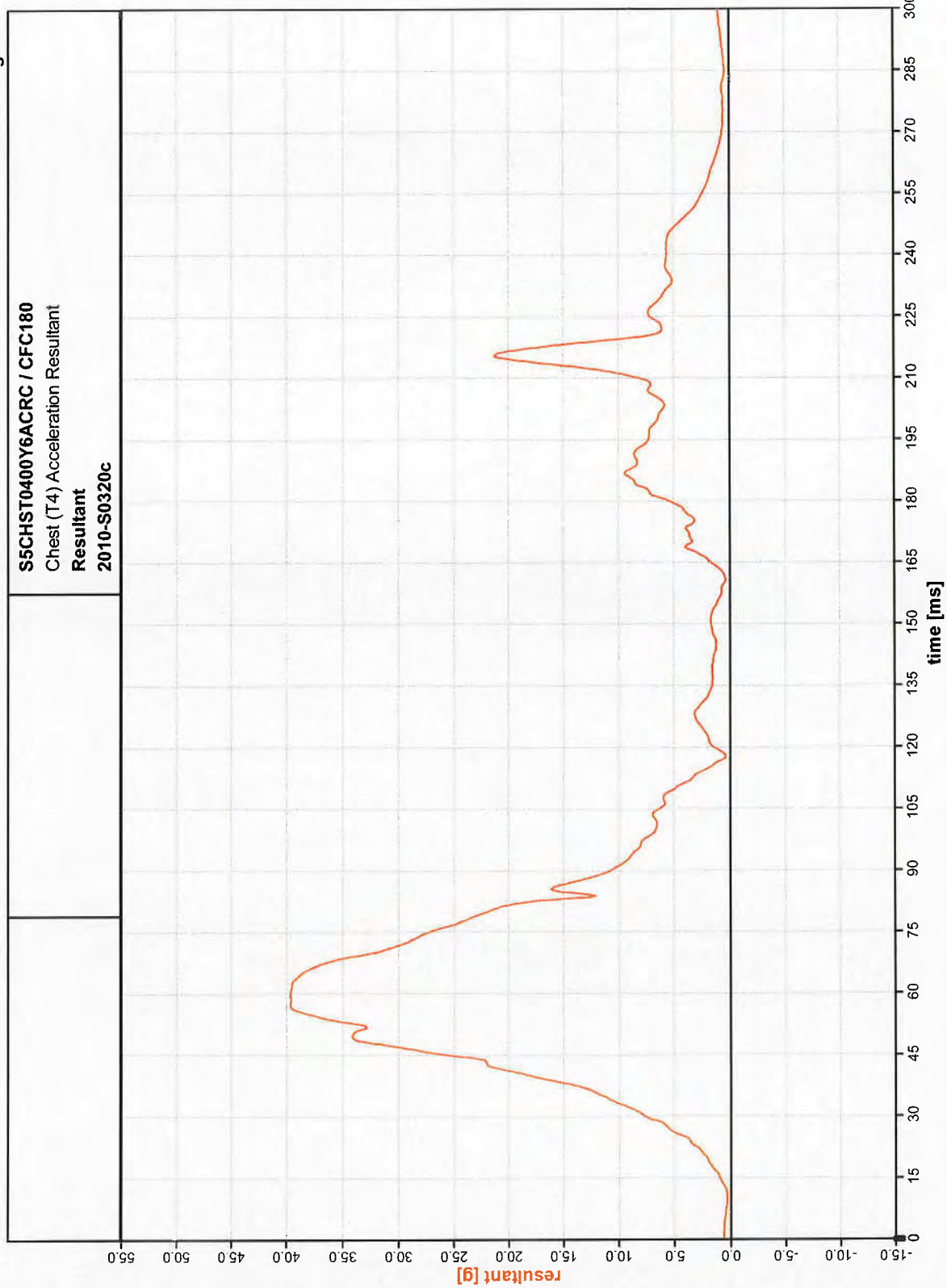


Evaluation Interval: 0 - 349.9 [ms]
Max(64.6 ms) = 31.46 g; Min(220.2 ms) = -2.875 g

DOREL juvenile group

Chest (T4) Acceleration Resultant / S5CHST0400Y6ACRC / CFC180

Date: 3/8/2010 9:51:05 AM



EVAluation Version: 2.2.1 2007-S0253n.def

DOREL juvenile group

Evaluation Interval: 0 - 349.9 [ms]
Max(60 ms) = 39.68 g; Min(322.6 ms) = 0.194 g
cont. A3ms(56.7 - 61.14 ms) = 39.59 g; cum. A3ms = 39.63 g

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Chest (T4) Acceleration X / S5CHST0400Y6ACXC / CFC180

Date: 3/8/2010 9:51:05 AM

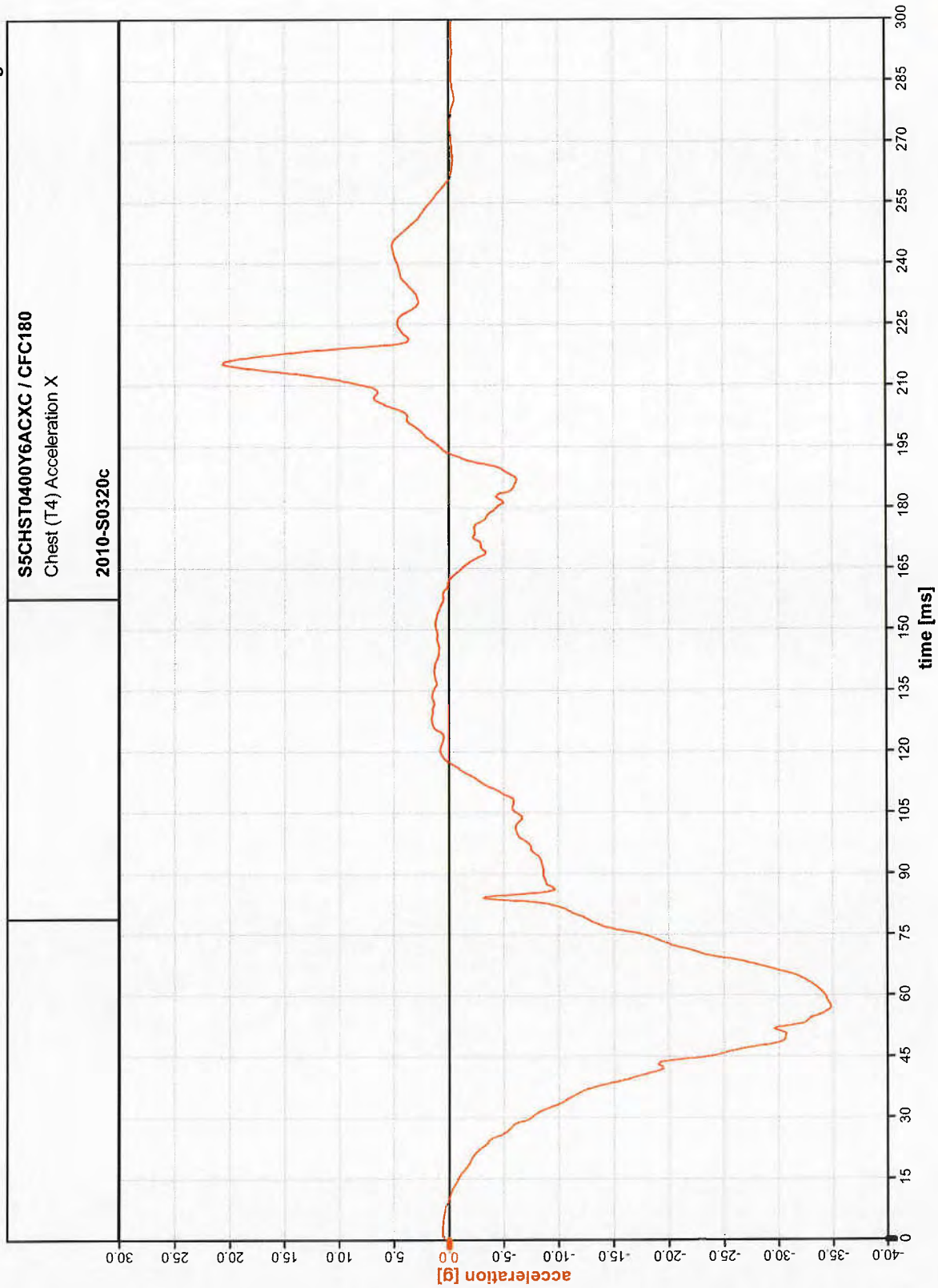
EVAluation Version: 2.2.1 2007-S0253n.def

Eng: MR

S5CHST0400Y6ACXC / CFC180

Chest (T4) Acceleration X

2010-S0320c



DOREL juvenile group

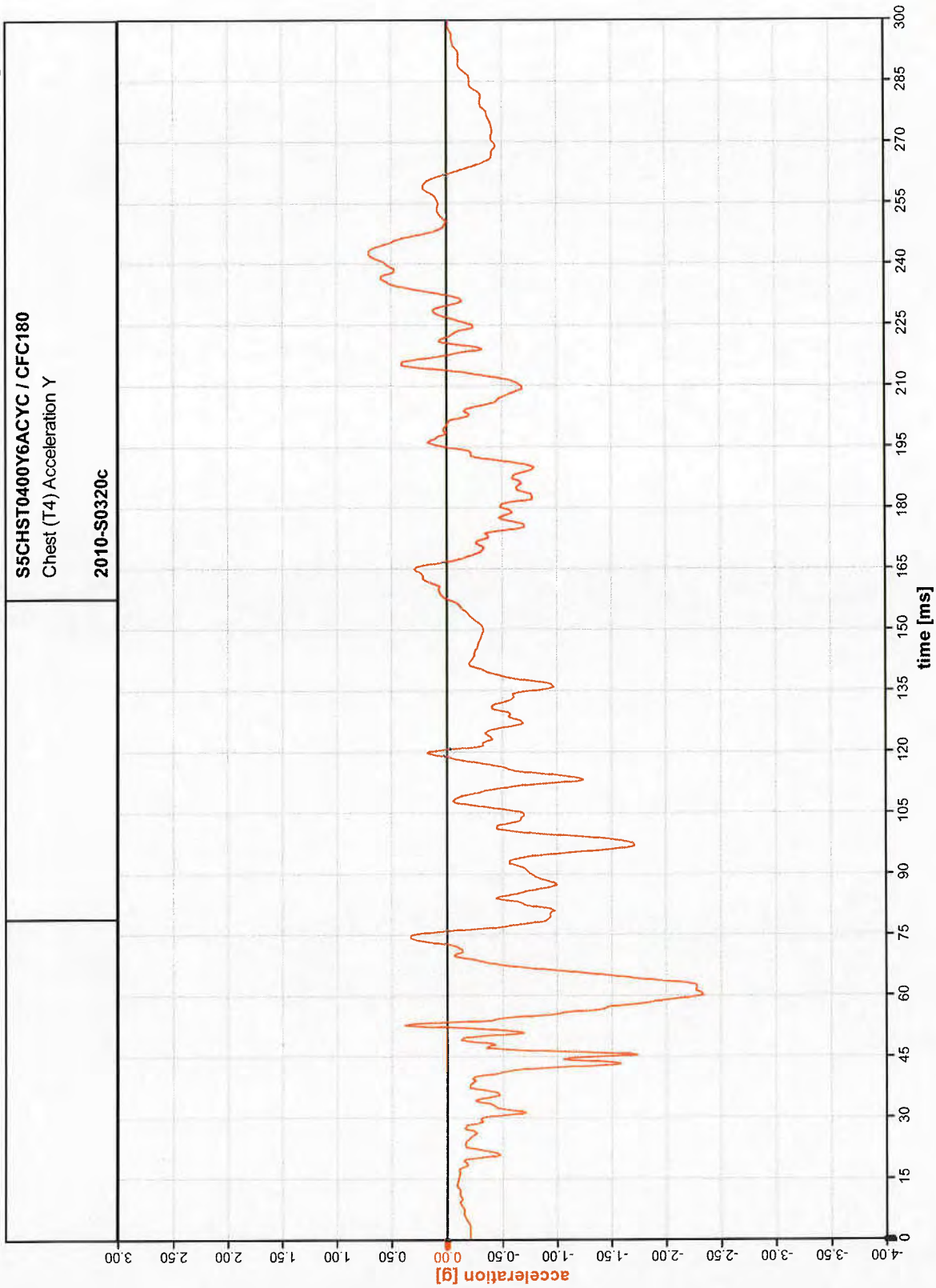
Evaluation Interval: 0 - 349.9 [ms]

Max(215.6 ms) = 20.67 g; Min(57.2 ms) = -34.83 g

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Chest (T4) Acceleration Y / S5CHST0400Y6ACYC / CFC180

Date: 3/8/2010 9:51:05 AM



EVAluation Version: 2.2.1 2007-S0253n.def

DOREL juvenile group

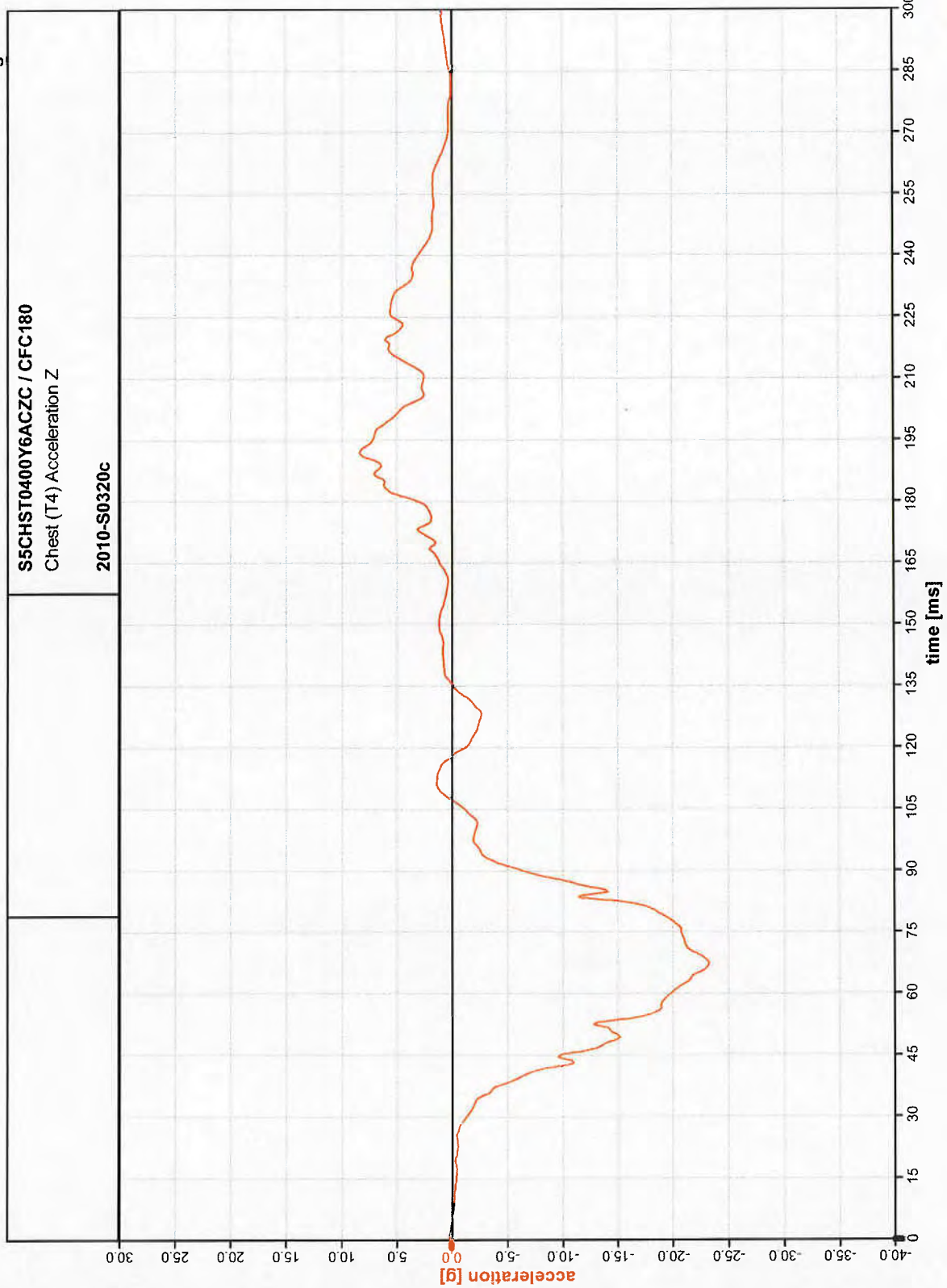
Evaluation Interval: 0 - 349.9 [ms]
Max(242.7 ms) = 0.7054 g; Min(60.5 ms) = -2.356 g

Page (13) of 2010-S0320c

Chest (T4) Acceleration Z / S5CHST0400Y6ACZC / CFC180

Date: 3/8/2010 9:51:05 AM

EVAluation Version: 2.2.1 2007-S0253n.def

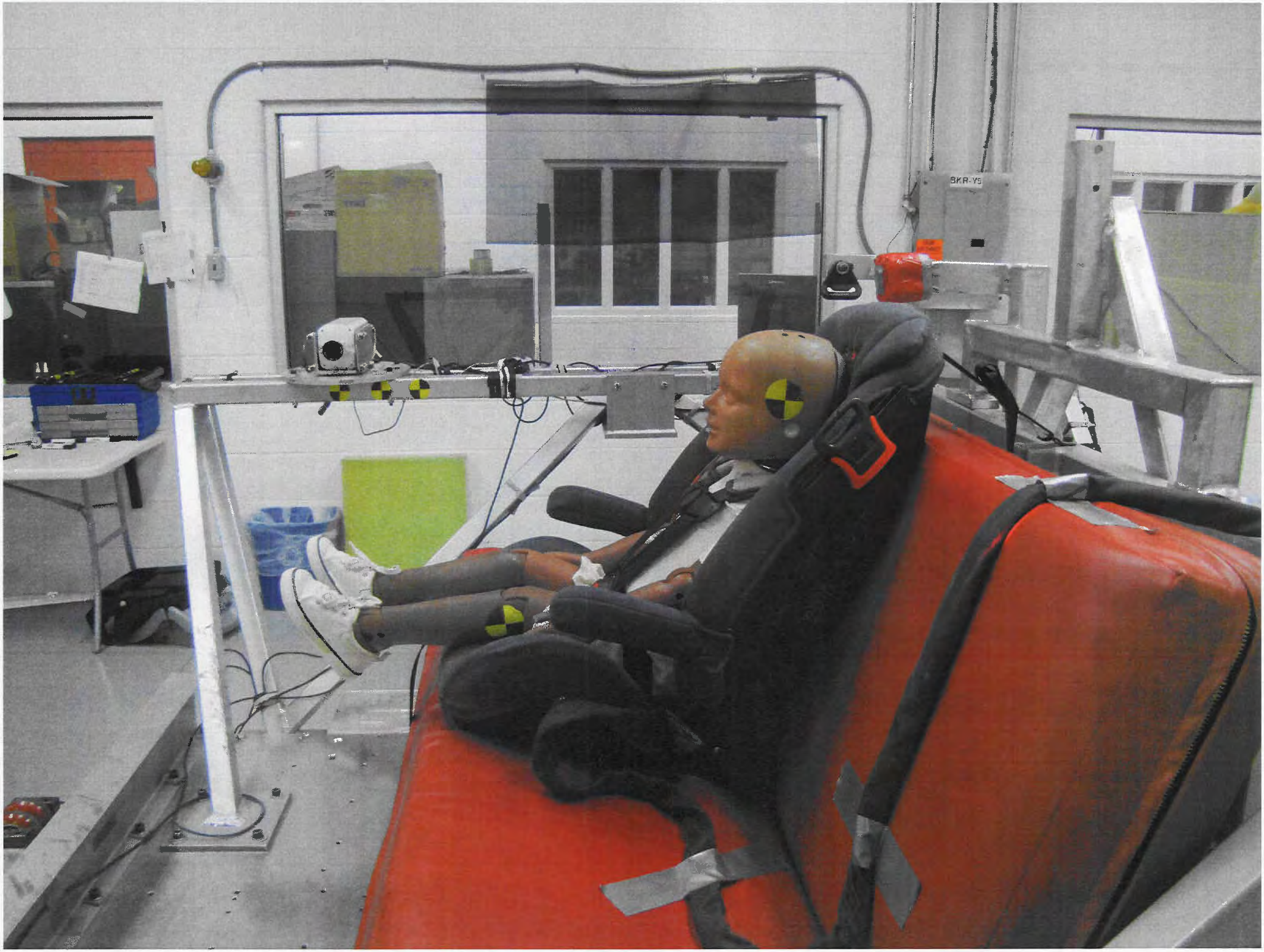


DOREL juvenile group

Evaluation Interval: 0 - 349.9 [ms]
Max(192 ms) = 8.394 g; Min(67.5 ms) = -23.29 g


210-S0320


2005-8031202




2010-S0320c




BKR-Y5

Test Setup and Conditions

Test Number	Model Number	Fabric Code	Product Line	DJG Test Number	Vers
2010-S0321c	22-574	PCR	Vantage Point	DJG-2010-64-1	

Prod./Proto./Devices	Mfr Date	Mold#	Press#	Color	DJG Test Num. (2)	Vers(2)
Prototype	9/9/2009			Black		

Pre Test Descriptive Comments

"Original #1" received from [redacted] T.E.)

Foam:
DM2 54.4
HD4 26.2

Seat Direction	Bench Restraint	Tether
FFU	Lap Belt	Tethered

Buck On	ATD	Test Date	Request Date
Forward	H3 5yr-B	3/8/2010	3/5/2010

FMVSS 213 Test Bench	ECE R44 Test Bench	FMVSS 213 Bench
☐	☐	☑

FMVSS 213 Type Pulse	ECE R44-03 Type Pulse	FMVSS 213 Pulse	Non Standard Pulse
☐	☐	☑	☐

Buckle Position	Style	Without Base	With Base and	Base Pos #	Base Mold #
2 - Middle	5-point	☐	☐		

Belts Webbing Removed	Air Pressure	Room Temp	Pre Test Buckle Release
-10	92.9	72	0

Test Results

Reference Velocity	Velocity STD 30mph Max	Sled Pulse Max	Post Test Buckle Release	Test Number (2)
	29.61	23.94	0	2010-S0321c

HIC 36 / Max. 1000	Max HIC STD 1000	HIC 15		
366	430	166	22-574	Vantage Point

Max Gr 60g's	Chest Disp. (in.)	Head Excursion	Knee Excursion	Max. Back Angle 70
41.92	0	24.5	27.6	

Lap L / LATCH L	Lap R / LATCH R	Tether Load Cell	Load Cell 4 Int.	Load Cell 5 Int. Belt
0 lbs.	lbs.	lbs.	lbs.	lbs.

Structural Integrity	ATD Performance
Satisfactory	Satisfactory

Post Test Descriptive Comments

See data

Post Test Recommendations

☐ Produced Litigation ☐ Printed ☑ Video Tested by MR

Exhibit F

Sample Test Results

Request Date: 2/23/2010
Due Date: 2/23/2010

DJG No: DJG-2010-54-4

Submitter:

Hassan Hashem
(812) 314-4265

hhashem@djgusa.com

Report Receipient: T Emerson **Report Copies To:** Hhashem

Sample Description: Safety 1st Vantage High Back G907231 date on CFA assembly return **No Of Samples:** 1 **SKU/Style No:** 22-574

Country: USA **Manufacturer Name:** DJG **Service Required:** Same Business Day (sample receipt by 10:30 a.m.)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Test Specify Material: (returned from consumer [redacted] SAFETY 1ST VANTAGE HIGHBACK MANF. 9/09/09, CF

If this is a Retest for a previous non-compliance, please provide the previous DJG Report Title/Date:

Age Grade to be Used for Testing: ☐ All Ages ☐ As Labeled ☐ Age Grade Evaluation ☐ Age Height ☐ Age Weight
☐ Test to appropriate age guidelines ☑ Other: ☐ N/A

Test Purpose: ☑ Evaluation ☐ Engineering Change ☐ Deviation ☐ Production ☐ Comparison ☐ Engineering Phase/Preproduction
☐ Audit ☐ Prototype ☐ Research ☐ Other

Explain: place unit in freezer overnight. Remove from freezer and immediately tighten CFA. Attempt to pull the CFA webbing strap back out from the pawl. Monitor temps and record progress.

Test Standards:

Component Test Results - Summary:

Date Tested	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
2/23/2010	High Back Booster	22-574	hands on inspection	Meets	Jo Harker		

Component Test Results - Details:

Test Name: hands on inspection **Part Number:** 22-574

Sample	Data	UOM	Result	Miscellaneous Data
01 0 degrees	no slip	hands on pulling	Meets	
02 20 degrees	no slip	hands on pulling	Meets	
03 30 degrees	no slip	hands on pulling	Meets	
04 40 degrees	no slip	hands on pulling	Meets	
05 50 degrees	no slip	hands on pulling	Meets	
06 60 degrees	no slip	hands on pulling	Meets	
07 70 degrees	no slip	hands on pulling	Meets	

Request Date: 2/23/2010

Due Date: 2/23/2010

Sample Test Results

DJG No: DJG-2010-54-4

Additional Information:

no slippage noted during testing.

Exhibit H

Test Date: 3/5/2010

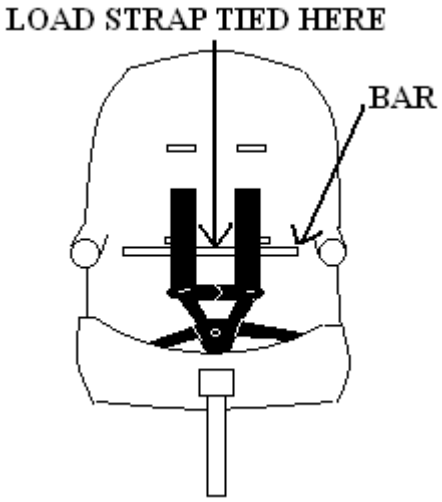
[redacted] Vantage Point Seats

An Evaluation of the Original Seat (22-554 PCR 10/08/2008)
and the Replacement Seat (22-554 PCR 12/31/08)

Test Setup

The seats were placed on a solid level surface. They were then anchored from movement by running a strap through the normal belt slot area and anchoring it to the table.

A CRABI dummy was placed in both the Original Seat (22-554 PCR 10/08/2008) and the Replacement Seat (22-554 PCR 12/31/2008) and installed as if during normal use. The position of the CFA strap was then marked in relation to the CFA pawl and bracket. The CRABI was removed and the same was repeated with a 3 Year Old dummy. This resulted in 2 marks on the CFA strap, for which the pull test could be repeated several times.



With no dummy in the seats, the harness retainer was connected and the buckle tongues were installed into the buckle housing. Approximately an 8" copper tube was placed behind the harness straps so that each harness could be pulled evenly. A load strap was then tied to the middle of the copper tube so that the force gauge could be connected to the copper tube. See picture for further information.

While focusing on the CFA strap and the marks that were made, tension force is slowly and horizontally applied the copper bar and load strap until the first movement of the CFA strap is noted. The peak of that force is then recorded. The seat is reset by pulling on the CFA strap past the mark, and then actuating the CFA and pulling on the harness straps until the CFA mark is just below the pawl of the CFA. The measurement is then repeated.

This setup was repeated 10 times for each seat in both the CRABI position of the CFA strap and the 3 Year Old position of the CFA strap. The data that was recorded is on the subsequent pages.

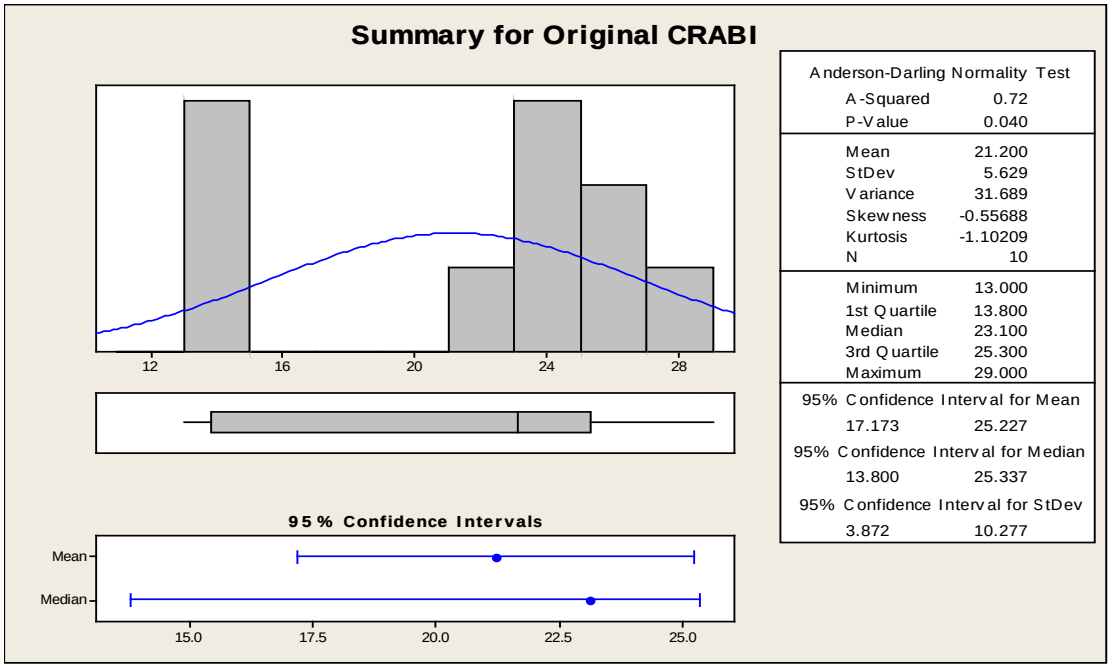
Test Date: 3/5/2010

Data for the Original Seat in the CRABI Position

(All Data is recorded in Pounds)

Original CRABI

25.6
22.2
29.0
25.2
23.2
23.0
13.8
13.0
13.8
23.2

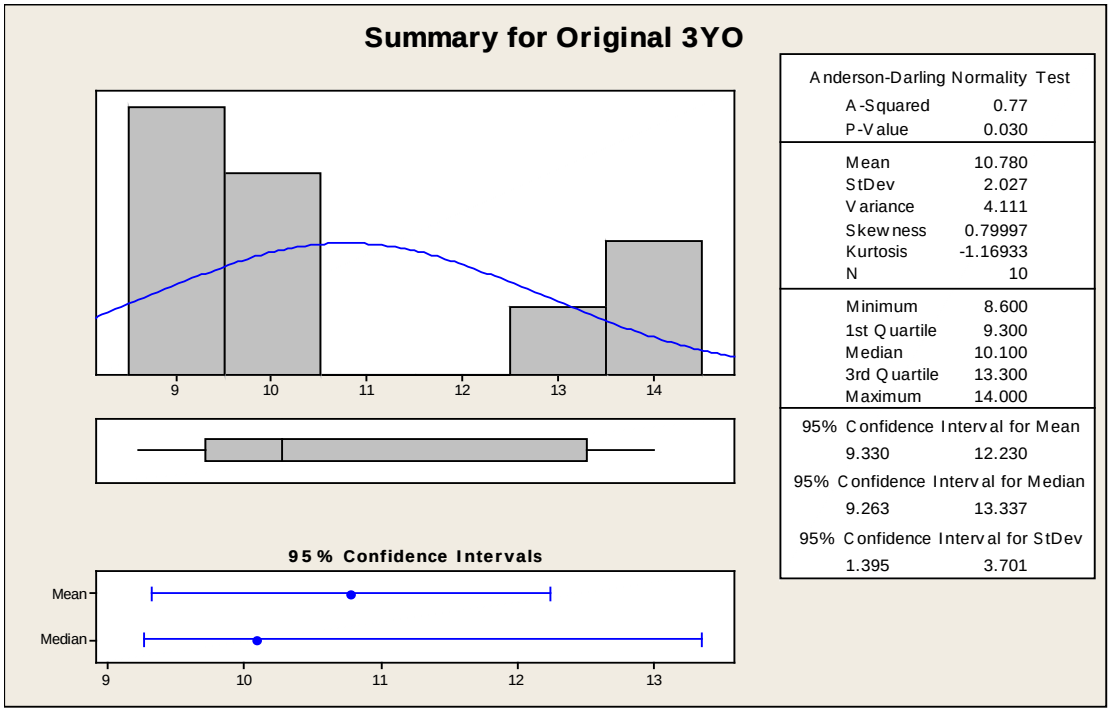


Data for the Original Seat in the 3 Year Old Position

(All Data is recorded in Pounds)

Original 3YO

13.2
10.4
10.2
10.0
14.0
13.6
9.4
9.0
9.4
8.6



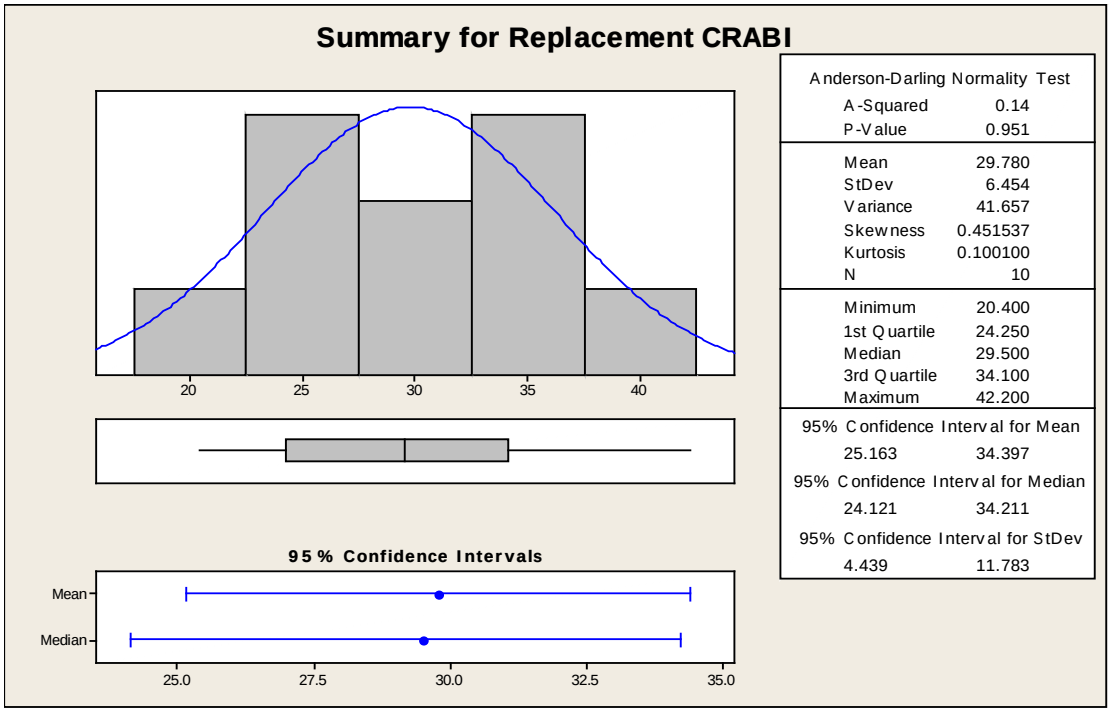
Test Date: 3/5/2010

Data for the Replacement Seat in the CRABI Position

(All Data is recorded in Pounds)

Replacement CRABI

35.0
42.2
32.8
33.8
23.2
20.4
28.8
30.2
24.6
26.8



Data for the Replacement Seat in the 3 Year Old Position

(All Data is recorded in Pounds)

Replacement 3YO

21.4
19.2
17.6
21.0
22.8
16.4
17.8
18.6
16.0
17.6

