INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

VIA ELECTRONIC MAIL FOLLOWED BY OVERNIGHT CARRIER

8/31/2010

Richard Boyd, Acting Director
Office of Defects Investigation
Enforcement
1200 New Jersey Ave. S.E.
NVS 212; Room W48314
Washington, D.C. 20590

RE: PE10-009 Information Request Response

Dear Mr. Boyd;

Dorel Juvenile Group (DJG) is responding to the National Highway Traffic Safety Administration (NHTSA) Information Request regarding Engineering Analysis EA10-005 of the DJG child restraint systems. The subject child restraint systems are those manufactured with a center front adjuster (CFA) during model years 2008 and 2009. The NHTSA did grant an extension to the Engineering Analysis Information Request. As per the extension, DJG will provide responses to requests 1, 2 (parts b, c, and d), 6, 7, 9, 10, 11, 12, 13, 15, 16, and 18. The response to 2 (part a) and 3, 4, and 5 will be submitted in three parts. Responses to requests for five of the fifteen "platforms" are being submitted on the original August 31st due date. Five additional platforms responses will be submitted on September 8 followed by the final five platforms on September 21. The response to request number 8 and 14 will be submitted on September 21 as well. DJG is submitting a partial response to request number 17 in this submission and follow up as needed. This submission includes five platforms which are: Priori, Vantage, Apex, Designer 22, and the Intera.

The center front adjusters utilized in DJG seats from 2008 through 2009 are complaint to all FMVSS 213 child restraint systems requirements. There have been thousands of dynamic crash simulation tests verifying conformance. There have also been thousands of tensile pull tests performed in addition to the one hundred percent proof load testing as a production step. Despite these facts, there have been a very small percentage of adjusters that have exhibited a performance issue in the field. DJG has *not* made a determination that a defect exists and is fully cooperating with NHTSA relative to the investigation of this Engineering Analysis. DJG is continuing to investigate and will provide timely updates as agreed to per the extension and as relevant information becomes available.

www.coscoproducts.com www.safety1st.com

2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

1. *State the number of all subject child seats Dorel has manufactured, or imported for sale, in the United States by brand, model name, model number and model year. Please provide the data by monthly production in a table in Microsoft Access 2000, or a compatible format (e.g., Excel), entitled "PRODUCTION DATA."*

   Please see **Exhibit A;** entitled PRODUCTION DATA

2. *State the number of each of the following, received by Dorel, or of which Dorel is otherwise aware, which relate to, or may relate to, the alleged defect in the subject child seats:*

   a. *Consumer complaints;*

      There are 22 total complaints; these complaints are for the Priori, Vantage, Apex, Designer 22, and Intera platforms. DJG has received 19 complaints and NHTSA has received 3 as VOQ's. One individual, [redacted], has five of the twenty two records included with this submission. The 3 VOQ's are duplicates of the 3 corresponding DJG Complaints making a total of 19 individual complaints

   b. *Reports from retailers or distributers;*

      None

   c. *Reports involving a crash, injury, or fatality, based on claims against Dorel involving a death or injury, or notices received by Dorel alleging or proving that a death or injury was caused by the alleged defect in a subject child seats; and*

      None

   d. *Lawsuits, both pending and closed, in which Dorel is or was a defendant or codefendant.*

      None

3. *Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:*
   a. *Dorel's file number or other identifier used;*
   b. *The category of the item, as identified in Request No. 2 (i.e., consumer complaint, report from retailer, etc.);*
   c. *Child seat owner's name, address, and telephone number;*
   d. *Child seat brand name;*
   e. *Child seat model name;*
   f. *Child seat model number;*

www.coscoproducts.com www.safety1st.com

2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

g. *Child seat model year;*
h. *Child seat date of manufacture;*
i. *Incident date;*
j. *Report or claim date;*
k. *Number of alleged injuries; and*
l. *Number of alleged fatalities.*

Please see **Exhibit B**; entitled REQUEST NUMBER TWO

4. *Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, reports from retailers, etc.) and describe the method Dorel used for organizing the documents.*

Please **Exhibit C.** The complaints are organized by platform. As stated previously, we have no reports from retailers.

5. *State a total count for all of the following categories of claims, collectively, that have been paid by Dorel that relate to, or may relate to, the alleged defect in the subject child seats: warranty claims; extended warranty claims; claims for good will services that were provided; or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign. Separately, for each such claim, state the following information:*
   a. *Dorel's claim number;*
   b. *Child seat owner's name and telephone number;*
   c. *Child seat brand name;*
   d. *Child seat model name;*
   e. *Child seat model number;*
   f. *Child seat model year*
   g. *Child seat date of manufacture;*
   h. *Repair or inspection date;*
   i. *Repairing facility's name, telephone number, city and state or ZIP code;*
   j. *Labor operation number;*
   k. *Problem code;*
   l. *Replacement part number(s) and description(s);*
   m. *Concern stated by the customer; and*
   n. *Comment, if any, by the technician or person(s) making an assessment or repair, and/or the person(s) processing the claim that relate to the claim and/or repair.*

Please see **Exhibit D**; entitled WARRANTY DATA

www.coscoproducts.com www.safety1st.com

2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

6. *Describe in detail the search criteria used by Dorel to identify the claims identified in response to Request No. 5, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject child seats. State the terms of the new child seats warranty coverage offered by Dorel on the subject child seats (i.e., the number of months for which coverage is provided and the child seats systems that are covered). Describe any extended warranty coverage option(s) related to the alleged defect that Dorel offered for the subject child seats and state by option, model, and model year, the number of child seats that are covered under each such extended warranty.*

   The criteria used to determine the warranty information is as follows:

   1. DJG searched our consumer relations database system using all CFA model numbers from 2008 - 2009 inclusive of all QA codes.
   2. Reviewed each record from the query results, read the record comments and determined the consumer resolution. This indicates whether a refund or replacement seat was part of the resolution.
   3. The verification was done by reviewing the shipping records for replacements and the check history for refunds.

7. *Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject child seats that Dorel has issued to any retailers or distributors, regional or zone offices, or other such entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications. Also include the latest draft copy of any communication that Dorel is planning to issue within the next 120 days.*

   No documents and no drafts have been created. DJG feels the subject seats are fully complaint to the FMVSS 213 and no safety defect has been identified.

8. *Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject child seats that have been conducted, are being conducted, are planned, or are being planned by, or for, Dorel. For each such action, provide the following information:*
   a. *Action title or identifier;*
   b. *The actual or planned start date;*
   c. *The actual or expected end date;*
   d. *Brief summary of the subject and objective of the action;*
   e. *Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and,*

www.coscoproducts.com www.safety1st.com

2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

f. *A brief summary of the findings and/or conclusions resulting from the action.*

As Per the extension granted, there will be additional information provided in the September 21 submission. Included in **Exhibit E** are the evaluations performed on the returned units from Mr. [redacted] This includes dynamic sled tests, cold test, CFA pull resistance tests, and dimensional and functional evaluations.

9. *Describe all modifications or changes made by, or on behalf of, Dorel in the design, material composition, manufacture, quality control, supply, or installation of the subject components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject child seats. For each such modification or change, provide the following information:*
   a. *The date or approximate date on which the modification or change was incorporated into child seats production;*
   b. *A detailed description of the modification or change;*
   c. *The reason(s) for the modification or change;*
   d. *The part numbers (service and engineering) of the original component;*
   e. *The part number (service and engineering) of the modified component;*
   f. *Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;*
   g. *When the modified component was made available as a service component; and,*
   h. *Whether the modified component can be interchanged with earlier production components.*

   Table A is a summary of the engineering changes to the center front adjuster made during the 2008 – 2009 time frames. As shown in Table A, there were three changes to the CFA. As described previously in the response to the PE10-009, a change to the splitter plate, black coating added to the pivot pin, and a change to the pawl profile. There may have been inventory issues which could affect the exact date of implementation of certain models. DJG continues to investigate any changes which may have occurred regarding the manufacture of the CFA throughout its history. The actual engineering change documentation is in **Exhibit F.**

www.coscoproducts.com www.safety1st.com

2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

Table A Modification / Summary

Date of Change a	Description of Change b	Reason for Change c	Original Part number d	Modified part number e	Original withdrawal from prod f	Service component g	Interchanged h
1/28/2008	Changes to small splitter plate	Product Improvement	4316-1638	4316-1642	1/28/08	NA	Yes
3/27/2009	Change pivot pin add black coating	Performance Enhancement /Reduce friction	4316-1642	4316-1682	3/27/2009	NA	Yes
4/20/2009	Change pawl profile	To improve tensile performance	4316-1682	4316-1687	4/20/2009	NA	Yes

10. *In part V of Dorel's response to Request No.8 (Assessments) of ODI's March 18, 2010 PE information request letter Dorel states that the components of two CFA adjusters that exhibited slipping were dimensionally measured and checked to design specifications. With the exception of the width of the coil spring all measurements were within specifications. Dorel further states that the dimensional difference in the width of the coil spring, "will not contribute to the issue." Describe the dimensional difference measured and discuss in detail the basis on which Dorel states that it will not contribute to the issue.*

The statement in the DJG response to the PE Information Request regarding the evaluation of Mr. [redacted] is relative to the dimensional analysis of the adjusters. The table reflected all dimensions measured on the adjusters of "A" and "B" were within specifications with the exception of the width of the spring coils. As shown in the table, the specification for width of the spring coils specified is 0.203 inches to 0.215 inches. The measured values are 0.193 inches and 0.195 inches. The statement was made that the difference in the width of the coil spring "will not contribute to the issue", based on the dimensional analysis. The dimensional difference in width to the specification of 0.010 each and 0.008 below minimum width specified would have no affect on whether the adjuster would exhibit the ability to perform as intended. The slight variation to the narrow end of the specification will not cause a problem. If the spring coil width is too great, it may lead the pawl not being able to rotate freely within

www.coscoproducts.com www.safety1st.com

2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

the confines of the frame, which could potentially contribute to adjuster performance issues. Again, the slight deviation on the narrow side of the specified dimension will not lead to any performance issues.

11. *Provide an exploded view drawing of the subject components identifying by name and part number all of its component parts. Separately, for each part, including the spring discussed in Request 10 above, discuss its function in the operation of the CFA and its interaction with other CFA component parts. Also, provide engineering specification drawings for the subject component CFA. All changes and/or modifications that have been made to the CFA should be clearly annotated.*

    Drawings and an engineering description are provided in **Exhibit G**.

12. *Dorel also states in response to Request No. 8 that all CFA's are subjected to "150 pound poof load testing." Describe in detail how the test is conducted, providing pictures and/or drawings as necessary for clarification. Discuss the purpose of the test, how 150 pounds was chosen as the test standard, and why the test was instituted.*

    The proof load test is incorporated into the manufacturing process of the center front adjuster production as is indicated in the Process Flow chart, **Exhibit H** in response to question 16. All adjusters are subjected to this proof load test. As the adjusters are tested, the proof load machine puts two "witness marks" on the bottom of the adjusters frame as shown in a picture also located in **Exhibit I**. The purpose of this functional test is to identify potential performance issues. It has been incorporated into the quality control plan of the current manufacturer, IMS/Safety Plus. The 150 pound (75kg) load was chosen because it is a significant load, far more than can be applied by hand, and is on the order of what will be seen in the majority of crashes. In addition, DJG determined the 150 pound proof load did not degrade the adjuster performance nor damage the adjuster assembly.

13. *In Dorel's response to Request No.9 (Modifications) of ODI's March 18, 2010 PE information request letter Dorel identifies two design changes made to the IMS CFA that appear to relate directly to the alleged defect. On March 27, 2009 the pivot pin for the release lever (pawl) was changed and a black coating was added to "reduce friction." And, on April 20, 2009 the pawl profile was changed to "improve tensile performance." Discuss in detail the reasons for these changes and provide copies of all Engineering Change Notices or other such documents that relate to these changes.*

www.coscoproducts.com www.safety1st.com

2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

The engineering changes are provided in **Exhibit F**. In addition, please refer to **Exhibit J**. This data represents the webbing slip force, ultimate tensile strength, of the adjuster assembly after being subjected to 2500 abrasion cycles. This means the adjuster is cycled 2500 times as it would be in use by depressing the pawl to release the webbing, the webbing is pulled through the adjuster, and the pawl is released and the webbing is pulled back through the adjuster. The DJG performance guideline for the CFA is to have a tensile strength of 800 lbs after being subjected to the cyclic abrasion test. As shown in the data and corresponding graphs of the 3/6/09 batch, there were tensile loads observed and predicted below the requirement minimum. After the implementation of the changes to the pawl profile and pin coating the tensile data changed favorably. The average tensile strength went from 917.91 pounds to 1036.5 pounds. More importantly the standard deviation improved from 73.75 to 31.6 pounds. The process capability (Cpk) improved dramatically as well from 0.59 to 2.00. A CPK of 2.0 predicts that 99.99966% of the tensile values will be above the minimum specification. The engineering changes implemented did improve the tensile strength and the process capability, as they were intended.

14. *Ten of the twelve known complaint seats were manufactured during a six month period between July and December of 2008 and account for 83% of the reports. The remaining two seats were manufactured between January and March of 2009. ODI notes that there are no reports on MY 2006 or 2007 seats and that all of the complaint seats were manufactured prior to the pivot pin and pawl design changes.*

    a. *What is Dorel's assessment as to the over representation of MY 2008 seats and as to why there are no reports on MY 2006 and 2007 seats?*

    b. *What is Dorel's assessment as to why there are no reports after these design changes?*

    DJG continues to evaluate the complaints and subsequent reasons for any differentiations observed in complaints and complaint rates for the time periods in question and models. As previously agreed, DJG will respond to this request in the 9/21 submission.

15. *Please provide samples of the subject component CFA in both its original design and the modified versions*.

    Samples will be provided.

16. *Describe in detail, the production processes, material compositions, including properties and specifications, molds, mold cavities, etc., used in the manufacture of the subject components.*

www.coscoproducts.com www.safety1st.com

2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

Please see the Process Flow Diagram in **Exhibit H**.

17. *Has Dorel initiated any investigation or other correspondence with IMS (Safety Plus) to investigate the supplier process history of the subject components? If so, state whether DJG has completed its supplier investigation or if it is still in process. If the investigation has not been completed, provide the anticipated completion date. Separately, produce copies of all documents to date that relate to this effort.*

    DJG is continuously working with IMS to better understand the baseline complaint data. DJG is providing the CFA assembly tensile test data for 2008 and 2009 in **Exhibit K**. DJG will supplement this response in subsequent submissions.

18. *Has Dorel instituted any policies, procedures, or programs (collectively, "actions") in an effort to collect complaint sample seats? If so, provide a description of what actions Dorel is taking in this effort.*

    DJG stands behind the quality of our products and will replace the CRS for any consumer who contacts DJG alleging a performance issue with the center front adjuster. If under an agreement with the consumer, the CRS is returned for potential verification and evaluation.

Respectfully Submitted,

Terry Emerson
Director Quality Assurance
Dorel Juvenile Group
812-314-4432

Cc: John Abbott; NHTSA
Scott Yon; NHTSA
Mark Evanko; DJG

www.coscoproducts.com www.safety1st.com

2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

EA10-005

DOREL

8-31-2010

Exhibit C

8/20/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
13:26:46 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City INDIANAPOLIS State IN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22486 071408 TTH IK HARNESS WILL NOT TIGHTEN
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When 1108
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

8/26/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
13:26:48 TPCS06
F1124

Line	Comments		
10	22486 TTH MFG.DATE 071408 CS ALLEGES THE	040809	CGARVIN
20	STRAP WILL NOT STAY TIGHT, ADV WILL PRP,	040809	CGARVIN
30	CS SECURED NEW SEAT WITH CC, ADV WHEN	040809	CGARVIN
40	REC'D OLD CARSEAT WILL CREDIT CC FOR	040809	CGARVIN
50	FULL AMOUNT...CAG.. CS CALLED AND RECV	041609	JCLARK
60	THE SEAT BUT NO PRP LABELS RE ORDER PRP	041609	JCLARK
70	FOR CS..JC..	041609	JCLARK

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

8/20/10 CUSTOMER SERVICE SALES HISTORY MBLOOMER
13:26:52 TPCS38
F1153

Phone No-- [redacted]
BILL TO ADDRESS Order No-- C17413

[redacted]

INDIANAPOLIS IN [redacted]

$191.59 --Order Amount
$16.11 --Ship Charge
$207.70 --Order Total
4/08/09 --Order Date
4/09/09 --Ship Date

Routing---- RPS GROUND PREPAID
Ship From-- COLUMBUS DIRECT SHIP
Cust PO- 92865183
Type Cust- NO CHARGE

QTY	Model	Part	Price	Total	Tracking Number
1	22486TTH		$191.59	$191.59	9611019046149730366 8

Options Option

F1=Help F5=Find F10=Part Desc/Number F11=Bill/Ship Address F12=Exit
RollUp=Next Order RollDown=Back Order F20=Print Invoice

8/20/10 CUSTOMER SERVICE PICK-UP INFO MBLOOMER
13:27:03 TPCS09
F1138

Pick-Up No - 92853731 [redacted]
Reference No -
Tracking No - 0202288 10058316 $10.12 Charges
Pick-Up Address - [redacted]

INDIANAPOLIS IN [redacted]

Label Types
1 = Jon
2 = Quality Columbus
3 = Incident
4 = Accident
5 = Quality Canton

Ship To Warehouse- P COLUMBUS, IN. 47202
Com/Res- R
Routing- RPS 01 RPS GROUND PREPAID
Contents- 22486
Weight In Pounds- 18
Route To- JLC/STRAP
Type Label - 2
PICK-UP SHIPPED BY BMOORE ON 04/17/2009

Options Option F
F1=Help F4=Prompt F5=Find F6=Add Pick-up F7=Change Pick-up
F8=Delete Pick-up F12=Done F13=Comments F18=Ship Pick-up F19=Receive

```
 7/20/10                  CUSTOMER SERVICE MAIN DISPLAY                  AMILLER
 16:05:08                                                                TPCS05
        Home Phone [redacted]  Dealer or MRA)  F1123
         Last Name [redacted]
             Addl1 [redacted]
             Addl2 [redacted]
A-Addnl            Zip [redacted]    City ELMORE              State AL
C-Call Tg          Canadian Order N  (Y or N)
Q-Ques               Model Mfg Date Color  Complaint
                     22476 121008   GIP    38 PRP
                     Serial # ____________________________  Priority _
                     _____ _____ ____ __
                     Serial # ____________________________  Priority _
                     _____ _____ ____ __
                     Serial # ____________________________  Priority _

 Purchased-Where ONLINE                When JULY 2009
 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
```

7/20/10 16:05:15 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER TPCS06 F1124

Line	Comments		
10	22476GIP 121008 CS ?'S ABOUT LATCH STRAP	070709	CEDDY3
20	REAR FACING AND WHERE TO HOOK TETHER TO	070709	CEDDY3
30	WHEN NOT USING, REGIST'D..CE.. CS	070809	JWILSON
40	CALLING WITH INSTALL ???..JW.. 22476 GIP	062110	TBOGGS
50	121008 CS ALLEGES STRAPS WILL NOT	062110	TBOGGS
60	TIGHTEN AND CAN BE PULLED OUT WITHOUT	062110	TBOGGS
70	DEPRESSING LEVER ORDERED 22476 PHT	062110	TBOGGS
80	UPFRONT AND SENT PRP LABELS FOR PU	062110	TBOGGS
90	..TB.. RECIEVED SEAT 22-476 GIP	070210	AENGELKING
100	12/10/2008,HELD..ALE..REPLACEMENT	070210	AENGELKING
110	ORDERED PREVIOUSLY..ALE..	070210	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

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

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
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	BDUSSAULT@YAHOO.COM ..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

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
11-FEB-2010	Reference No. 10308745

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address BDUSSAULT@YAHOO.COM
Address	[redacted]	Evening Telephone Number	
City WINTHROP HARBOR	State IL	Zip Code [redacted]	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-FEB-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

	Failure Mileage	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:

Tire Component Code	Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: DOREL	Date Manufactured: 31-DEC-2008	Model No./Name: SAFETY 1ST
Seat Type: CONVERTIBLE	Installation System: LATCH System	
Child Seat Component Code: 555000	Failed Part: CHILD SEAT: HARNESS	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police
				N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

UNIT FAILS AFTER ADJUSTING THE HARNESS ADJUSTMENT STRAP (PG. 8 OF INSTRUCTION BOOK). THE FAILURE IS THIS, AFTER AN ADJUSTMENT IS MADE, THE HARNESS RELEASE LEVER FAILS TO CINCH DOWN TIGHT ENOUGH ON THE HARNESS ADJUSTMENT STRAP TO PREVENT SLIPPAGE OF THE SEAT BELT. I HAVE MADE ADJUSTMENTS THEN PLACED MY ARM IN THE HARNESS AND PULLED THE HARNESS ADJUSTMENT STRAP LOOSE ENOUGH TO CAUSE SERIOUS COMPROMISE TO OCCUPANT SAFETY. I HAVE REPEATED THIS SEVERAL TIMES ON THIS SEAT. I HAVE CHECKED IN AND AROUND THE HARNESS RELEASE LEVER FOR DEBRIS AND FOUND NONE. I RECOMMEND THIS SEAT TO BE CHECKED FOR SAFETY. MANUFACTURED BY DOREL JUVENILE GROUP MODEL # 22554-PCR

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
12-JAN-2010	Reference No. 10299103

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address BDUSSAULT@YAHOO.COM
Address	[redacted]	Evening Telephone Number	
City WINTHROP HARBOR	State IL	Zip Code [redacted]	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
	UNKNOWN	UNKNOWN	9999

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: 1	Incident Date(s) 12-DEC-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 500000 CHILD SEAT, 555000 CHILD SEAT: HARNESS	Failure Mileage	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: UNKNOWN	Date Manufactured: 09-SEP-2009	Model No./Name: UNKNOWN
Seat Type: CONVERTIBLE	Installation System: Vehicle Safety Belt	
Child Seat Component Code: 555000	Failed Part: CHILD SEAT: HARNESS	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police
				N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

HI, I WOULD LIKE TO REPORT A PROBLEM A HIGHLY RATED SAFETY 1ST VANTAGE POINT SE HIGH BACK BOOSTER. I PURCHASED TWO OF THESE UNITS FROM WALMART AND HAVE FOUND A SERIOUS PROBLEM. BOTH UNITS FAIL AFTER ADJUSTING THE HARNESS ADJUSTMENT STRAP (PG. 8 OF INSTRUCTION BOOK). THE FAILURE IS THIS, AFTER AN ADJUSTMENT IS MADE, THE HARNESS RELEASE LEVER FAILS TO CINCH DOWN TIGHT ENOUGH ON THE HARNESS ADJUSTMENT STRAP TO PREVENT SLIPPAGE OF THE SEAT BELT. I HAVE MADE ADJUSTMENTS THEN PLACED MY ARM IN THE HARNESS AND PULLED THE HARNESS ADJUSTMENT STRAP LOOSE ENOUGH TO CAUSE SERIOUS COMPROMISE TO OCCUPANT SAFETY. I HAVE CHECKED IN AND AROUND THE HARNESS RELEASE LEVER FOR DEBRIS AND FOUND NONE. I HAVE REPEATED THIS SEVERAL TIMES ON BOTH SEATS. I RECOMMEND THIS SEAT BE TESTED TO CONFIRM MY FINDINGS. PS, THE FAILURES HAVE BEEN OCCURRING AT LOW TEMPERATURES, AROUND 5-10 DEGREES FAHRENHEIT. PLEASE LET ME KNOW WHAT YOU FIND OUT. THANKS, BRYAN DUSSAULT
MODEL # WAS NOT IN THE DROP DOWN LIST SO I AM PROVIDING IT HERE. MANUFACTURER- DOREL JUVENILE GROUP
MODEL# 22574-PCR. *TR

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

```
 7/20/10                    CUSTOMER SERVICE MAIN DISPLAY                    AMILLER
 14:23:02                                                                    TPCS05
       Home Phone [redacted]                          Cust No(If Dealer or MRA)  F1123
        Last Name [redacted]                First GRETCHEN
            Addl1 [redacted]
            Addl2
A-Addnl       Zip [redacted]      City MERIDIAN                 State ID
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22554  090908  PCR    HY HARNESS COMING LOOSE
                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
```

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER
14:23:08 TPCS06
F1124

Line	Comments		
10	REC'D VOQ VIA TE, CALLED CS,1:19PM,	042110	MBROOKS
20	REACHED VM, LEFT MESSAGE TO CB.., CALLED	042110	MBROOKS
30	GR TO PLEASE BRING REPLACEMENT SEAT FOR	042110	MBROOKS
40	OVERNIGHT SHIPPING TO TE..MFB.. CS CB,	042110	MBROOKS
180	SHIPMENT)..MFB..	043010	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

7/20/10
14:23:12

CUSTOMER SERVICE CUSTOMER COMMENTS

AMILLER
TPCS06
F1124

Line	Comments		
40	OVERNIGHT SHIPPING TO TE..MFB.. CS CB,	042110	MBROOKS
50	USING SEAT WITH 3 YEAR OLD, 35LBS, CS	042110	MBROOKS
60	ALLEGES CHILD CAN LOOSEN HARNESS WITHOUT	042110	MBROOKS
70	PRESSING RELEASE, CS HAS BEEN USING SEAT	042110	MBROOKS
80	SINCE APPROX JUL 08, NOT SURE OF DATE	042110	MBROOKS
90	WHEN SHE FIRST NOTICED. CS ADVISES SHE	042110	MBROOKS
100	HAD ANOTHER SEAT, SO SHE JUST SWITCHED	042110	MBROOKS
110	THEM OUT AND PUT THIS SEAT IN THE LEAST	042110	MBROOKS
120	USED VEHICLE. ADV CS WOULD SEND	042110	MBROOKS
130	REPLACEMENT AND THANKED HER FOR LETTING	042110	MBROOKS
140	US KNOW, GAVE CS MY EMAIL AND DIRECT	042110	MBROOKS
150	CONTACT INFO..MFB.. (SEAT SHIPPED	043010	MBROOKS
160	OVERNIGHT EX VIA MAILROOM, PER TE, TE	043010	MBROOKS
170	INSPECTED REPLACEMENT BEFORE	043010	MBROOKS
180	SHIPMENT)..MFB..	043010	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

Form Approved: O.M.B. No. 2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148	
Date Received	**Repository** ☐
30-MAR-2010	Reference No. 10322923

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number	
City MERIDIAN	**State** ID	**Zip Code** [redacted]	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 31-JAN-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

	Failure Mileage	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: SAFETY 1ST	Date Manufactured: 09-SEP-2008	Model No./Name: 22554 (VANTAGE)
Seat Type: CONVERTIBLE	Installation System: Vehicle Safety Belt	
Child Seat Component Code: 500000	Failed Part: CHILD SEAT	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

I HAVE THE SAFETLY 1ST VANTAGE HIGHBACK CAR SEAT, MODEL #22554-PCR. THE RESTRAINT STRAP WILL NOT STAY TIGHT. MY CHILD THEN LOOSENS THE STRAP WHILE IN THE SEAT SIMPLY BY PUSHING HER CHEST FORWARD. SHE NEVER TOUCHES THE STRAP RELEASE BUTTON. I HAVE CHECKED THE SEAT TO MAKE SURE STRAPS ARE INSTALLED CORRECTLY, AND HAVE RE-INSTALLED THE SEAT TO MAKE SURE THAT WASN'T CAUSING A PROBLEM. MY CHILD IS ABLE TO COMPLETELY GET OUT OF THE SEAT BECAUSE THE STRAP DOES NOT STAY TIGHT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

7/20/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
15:32:13 TPCS05

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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
15:32:16 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.. CALLED CS TO FOLLOW UP ON	061610	MBROOKS
80	RETURN, AS CAR SEAT NOT SENT BACK.	061610	MBROOKS
90	REACHED VM, LEFT MESSAGE FOR CS TO	061610	MBROOKS
100	CB..MFB.. CS CB, ADV SHE STILL HAS THE	061610	MBROOKS
110	SEAT, AND HAS LOST THE LABELS, ADV WOULD	061610	MBROOKS
120	SEND NEW LABELS, CS ADV WOULD BE HAPPY	061610	MBROOKS
130	TO SEND BACK..MFB..	061610	MBROOKS
130	TO SEND BACK..MFB..	061610	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

7/20/10 CUSTOMER SERVICE MAIN DISPLAY AMILLER
14:53:21 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] CITRUS HEIGHTS State CA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22476 021909 PHT 20 PRP RECEIVED COLUMBUS
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where GORE'S When MID 2009
Type of Customer C CONSUMER 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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER
14:53:25 TPCS06
F1124

Line	Comments		
10	22476PHT 021909 CS CALLING ALLEGES	051110	JWILSON
20	HARNESS STRAP COMING LOOSE ADVSD WILL	051110	JWILSON
30	PRP AND RPLC ORDERED NEW SEAT UPFRONT	051110	JWILSON
40	ADVSD CS WILL NEED TO BE SURE TO SEND	051110	JWILSON
50	SEAT BACK WITH PRP LABELS WITHIN 30 DAYS	051110	JWILSON
60	CS AGREED TO PROCESS..JW.. CS HAD QS	052010	TASMITH
70	ABOUT PRP PROCESS. ADVSD PROCESS. CS	052010	TASMITH
80	ALLGD WILL CALL FEDEX SHORTLY. ADVSD	052010	TASMITH
90	WILL NOTE IN FILE...TS.. RECIEVED SEAT	060710	AENGELKING
100	22-476 PHT 02/19/2009,HELD..ALE..	060710	AENGELKING
110	REPLACEMENT ORDERED PREVIOUSLY..ALE..	060710	LPICHARDO
120	CALLED TO MAKE SURE WE REC'D SEAT. ADV	060710	LPICHARDO
130	YES...LP..	060710	LPICHARDO

Options: Option

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

7/20/10 CUSTOMER SERVICE MAIN DISPLAY AMILLER
14:24:44 TPCS05

Home Phone [redacted] (If Dealer or MRA) F1123
Last Name
Addl1
Addl2

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

Model	Mfg Date	Color	Complaint
22574	121208	PCR3	HY HARNESS COMING LOOSE

Serial # _____ Priority _
Serial # _____ Priority _
Serial # _____ Priority _

Purchased-Where SAMS When MARCH 2009
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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER
14:24:48 TPCS06
F1124

Line	Comments		
10	22574 PCR3 121208 CS CLD ALLEING CFA	040510	KVANCE
20	COMING LOOSE ON CHILD CS ALLEGING CHILD	040510	KVANCE
30	IS 52 LBS ADV CS SHOULD DISCONTINUE 5	040510	KVANCE
40	POINT AND USE THIS SEAT AS BOOSTER..KV..	040510	KVANCE

Options: Option

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

```
 7/20/10                  CUSTOMER SERVICE MAIN DISPLAY                  LLAMB
 15:30:54                                                                TPCS05
       Home Phone [redacted]  (If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2
A-Addnl       Zip [redacted]      City SAN JOSE            State CA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C          22486  072408  TTH    GW FRONT ADJUSTMENT LOOSE
                Serial # ____________________________  Priority _
                _____ ______  ______  __
                Serial # ____________________________  Priority _
                _____ ______  ______  __
                Serial # ____________________________  Priority _

 Purchased-Where BRU                    When UNK
 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
```

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
15:30:59 TPCS06
F1124

Line	Comments		
10	CS ALG NO MODEL # BUT HAD L# AND 072408	011810	MARRINGTON
150	PLACED ON EXPEDITE LIST..RL..	022610	RLAINE

Options: Option

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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
15:31:01 TPCS06
F1124

Line	Comments		
20	DATE, ADV CS TO EM PIX FOR ID, CS ALG	011810	MARRINGTON
30	CFA IS LOOSE, DOES NOT STAY LOCKED INTO	011810	MARRINGTON
40	PLACE..MJA.. CS EM 22486TTH 072408	012110	MARRINGTON
50	L#6B008816, CS ALG SAME, ADV WILL SEND	012110	MARRINGTON
60	PRP LABELS AND REPLACE CAR SEAT FOR	012110	MARRINGTON
70	SAME, ORDERED PRP LABELS..MJA.. CS	012110	JWILSON
80	CALLING WITH PRP ???..JW.. RECIEVED SEAT	020410	AENGELKING
90	22486 TTH 07/24/2008,HELD..ALE.. CS CB	022610	RLAINE
100	ALLEGES NEVER RECVD NEW SEAT. APOLOGIZED	022610	RLAINE
110	TO CS ADVD NEVER ORDERED.PER RJB OFFERED	022610	RLAINE
120	CS EITHER EXPEDITE NEW UNIT OR FOR CS TO	022610	RLAINE
130	PX NEW SEAT AND HAVE IT REFUNDED. CS	022610	RLAINE
140	OPTED FOR EXPEDITE. ORDERED 22486TTH AND	022610	RLAINE
150	PLACED ON EXPEDITE LIST..RL..	022610	RLAINE
150	PLACED ON EXPEDITE LIST..RL..	022610	RLAINE

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

```
 7/20/10                    CUSTOMER SERVICE MAIN DISPLAY                    AMILLER
 14:18:35                                                                    TPCS05
       Home Phone [redacted]                                 If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            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          22476  120508  FSB    HY HARNESS COMING LOOSE
                Serial #                                      Priority _

                Serial #                                      Priority _

                Serial #                                      Priority _

Purchased-Where ONLINE ALBEE BABY     When 01/2009
Type of Customer N NO CHARGE   Order Source P PHONE CALL
Y 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
```

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER
14:18:44 TPCS06
F1124

Line	Comments		
10	22476FSB 120508 CS CALLED ALLEGES CFA	072009	WWILBER
20	MECH. IS NOT WORKING CORRECTLY. THE	072009	WWILBER
30	HARN. STRAPS REMAIL LOOSE AT ALL TIMES.	072009	WWILBER
40	ORDERED POD LETTER. ONCE REC	072009	WWILBER
50	LETTER/ITEMS BACK, ORDER SAME...WW..	072109	WWILBER
60	ORDERE POD LETTER AGAIN. 1ST ATEMP	072109	WWILBER
70	FAILED..WW..	072109	WWILBER

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

7/20/10 CUSTOMER SERVICE MAIN DISPLAY AMILLER
16:02:18 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] 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

7/20/10
16:02:24

CUSTOMER SERVICE CUSTOMER COMMENTS

AMILLER
TPCS06
F1124

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

Options: Option

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

7/20/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
15:25:20 TPCS05

Home Phone [redacted] (If Dealer or MRA) F1123
Last Name
Addl1
Addl2

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

Model	Mfg Date	Color	Complaint
22554	121308	PCR	GW FRONT ADJUSTMENT LOOSE

Serial # _____ Priority _

Serial # _____ Priority _

Serial # _____ Priority _

Purchased-Where WALMART When FEB 2009
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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
15:25:23 TPCS06
F1124

Line	Comments		
10	22554 PCR 121308 CS ALLEGES CFA CAN	070710	BMIZE
20	LOOSEN CAUSING HARN STRPS TO LOOSEN ON	070710	BMIZE
30	CHILD. ADV WOULD LIKE TO PRP AND REPL.	070710	BMIZE
40	CS ACCEPTED. SENT PRP LABELS AND	070710	BMIZE
50	22554PCR UPFRONT. **WHEN PRP REC'D DO	070710	BMIZE
60	NOT ORDER**..BTM..	070710	BMIZE
60	NOT ORDER**..BTM..	070710	BMIZE

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

```
 7/20/10                    CUSTOMER SERVICE MAIN DISPLAY                    AMILLER
 16:02:36                                                                    TPCS05
       Home Phone [redacted]                                 f Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2
A-Addnl       Zip [redacted]      City ASHBURN                 State VA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C          22486  100608  TTH    38 PRP
                Serial #                                     Priority _
     C          22486  100608  TTH    38 PRP
                Serial #                                     Priority _
                ____   ____    __
                Serial #                                     Priority _

 Purchased-Where BRU                    When 2008
 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
```

7/20/10
16:02:41

CUSTOMER SERVICE CUSTOMER COMMENTS

AMILLER
TPCS06
F1124

Line	Comments		
10	22486 TTH 092007 CS CLD ALLEGES HAS 2	082109	KVANCE
20	SEATS 1 SEAT CFA IS FRAYED ORD'D NEW	082109	KVANCE
30	SEAT UPFRONT AND ADV CS TO CALL	082109	KVANCE
40	IMMEDIATELY AFTER NEW SEAT DELIVERED TO	082109	KVANCE
50	ORDER CT FOR DAMAGED SEAT..KV.. CS CB	082609	CEDDY3
60	CS REC'D SEAT, CS CB TO SET UP CT AS	082609	CEDDY3
70	NOTED ABV, BUT THAT IS JUST FOR CAN	082609	CEDDY3
80	MODELS, ADV'D DIF PROCESS, ADV'D WE'LL	082609	CEDDY3
90	PRP IT EXPLAINED PROCESS, CS OKD..CE..	091109	AENGELKING
100	RECEIVED SEAT 22-486 TTH	091109	AENGELKING
110	09/20/2007,HELD..ALE.. 22486TTH 100608	110609	WWILBER
380	ORDERED REPLACEMENT SEAT..ALE..	122109	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

7/20/10 16:02:43 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER TPCS06 F1124

Line	Comments		
110	09/20/2007,HELD..ALE.. 22486TTH 100608	110609	WWILBER
120	CS CALLED ALLEGES CFA STRAP NOT HOLDING	110609	WWILBER
130	HARN TIGHT. HARNES COMES LOOSE EVERY	110609	WWILBER
140	TIME. ORDERED PRP LABLES AND ORDERED	110609	WWILBER
150	CRST UPFRONT..WW.. PRP LABELS DID NOT GO	112009	WWILBER
160	THROUGH. ORDERED LABELS AGAIN FOR PU. CS	112009	WWILBER
170	DID REC NEW CRST UPFRONT..WW.. CS CALLED	120309	MPERDUE
180	ALLEGES HAVING SAME ISSUE WITH NEW CRST	120309	MPERDUE
190	AS OLD ONE TT AE ADV CS WILL NEED TO	120309	MPERDUE
200	SEND CRST SHE HAS NOW BACK AND I WILL	120309	MPERDUE
210	SEND PRP LABELS TO PU CRST WE JUST SENT	120309	MPERDUE
220	BEFORE CAN SEND ANOTHER CRST UPFRNT CS	120309	MPERDUE
230	DID NOT WANT TO DO THAT SAID SHE WILL	120309	MPERDUE
240	SEND OLD CRST BACK AND WAIT FOR US TO	120309	MPERDUE
380	ORDERED REPLACEMENT SEAT..ALE..	122109	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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER
16:02:45 TPCS06
F1124

Line	Comments		
240	SEND OLD CRST BACK AND WAIT FOR US TO	120309	MPERDUE
250	SEND NEW BEFORE SENDING OTHER CRST BACK	120309	MPERDUE
260	(CS NOW HAS 3 CRST IN POSS) CS ASKED TO	120309	MPERDUE
270	TT SOMEONE ELSE TRANS CALL TO	120309	AENGELKING
280	AE..MAP...RECEIVED TRANSFERED CALL,	120309	AENGELKING
290	CS STATES DOES NOT HAVE A BOX TO SEND	120309	AENGELKING
300	NEW SEAT BACK & ADVISED WILL SEND PRP	120309	AENGELKING
310	LABELS & BOX, CS SATISFIED, ONCE	120309	AENGELKING
320	RECIEVED WILL REPLACE SEAT..ALE..CS CB	121109	GJONES
330	ALLGS CARSEAT WON'T FIT IN BOX ADV'D CAN	121109	GJONES
340	WRAP IT OR CUT BOX & TAPE IT SO CARSEAT	121109	GJONES
350	NOT SHOWN..GJ.. RECEIVED SEAT 22-486 TTH	121409	AENGELKING
360	10/06/2008,HELD..ALE.. RECIEVED SEAT	122109	AENGELKING
370	22-486 TTH 09/06/2008, HELD..ALE..	122109	AENGELKING
380	ORDERED REPLACEMENT SEAT..ALE..	122109	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

7/20/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
15:33:49 TPCS05
Home Phone [redacted] (If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City WESLEY CHAPEL State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22476 012209 CIP GW FRONT ADJUSTMENT LOOSE
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where AMAZON.COM/TRU When FEB 2009
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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
15:33:51 TPCS06
F1124

Line	Comments		
10	22476CIP 012209 CS ALLEGE HARN STRAP	030909	CEDDY3
20	LOOSENS ON OWN W/O PUSHING HARN ADJ	030909	CEDDY3
30	LEVER, ADV POD/REPL, CS SENDING POP FOR	030909	CEDDY3
40	WRRTY, FAX'D POD/REPL TO [redacted]	030909	CEDDY3
50	3:38PM ..CE..	030909	CEDDY3

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

7/20/10 CUSTOMER SERVICE MAIN DISPLAY AMILLER
14:39:42 TPCS05

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

A-Addnl Zip [redacted] City HUNTERSVILLE State NC
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22476 021009 FSB 83 REFUND
Serial # Priority _

Serial # Priority _

Serial # Priority _

Purchased-Where ELITECARSEATS.COM When APRIL 2009
Type of Customer N NO CHARGE Order Source F FAX
_ 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

7/20/10
14:39:58

CUSTOMER SERVICE CUSTOMER COMMENTS

AMILLER
TPCS06
F1124

Line	Comments		
10	22476FSB 021009 [redacted] CS CALLING	051109	JWILSON
20	ALLEGES HARNESS STRAPS COMING LOOSE	051109	JWILSON
30	ADVSD WILL PU AND RPLC CS ALLEGES CANNOT	051109	JWILSON
40	WAIT FOR SEAT ADVSD IS COMING FROM	051109	JWILSON
50	INDIANA TO NORTHCAROLINA SO WOULD GET	051109	JWILSON
60	THERE QUICKLY CS DECLINED CS WANTS PU OF	051109	JWILSON
70	SEAT AND REFUND ADVSD TO FAX POP ADVSD	051109	JWILSON
80	IF UNABLE TO LOCATE POP OR IF DECIDES	051109	JWILSON
90	WANTS RPLCMNT SEAT TO LET US KNOW ADVSD	051109	JWILSON
100	THE SOONER WE KNOW THE SOONER WE CAN GET	051109	JWILSON
110	A NEW SEAT OUT TO HER CS AGREED TO	051109	JWILSON
120	CONTACT US TOMORROW TO LET US KNOW	051109	JWILSON
130	DECISION..JW.. CS CB ALLEGES WILL SEND	051109	JWILSON
140	POP AND WISHES FOR REFUND CS ALLEGES	051109	JWILSON
280	AND APPROVED REFUND..DD..	052809	DDOW

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		
140	POP AND WISHES FOR REFUND CS ALLEGES	051109	JWILSON
150	WILL GO OUT AND BUY SEAT TONIGHT AND	051109	JWILSON
160	LOVES PRIORI SO MAY GET ANOTHER ONE	051109	JWILSON
170	ASSURED CS THIS IS NOT SOMETHING THAT I	051109	JWILSON
180	HAVE HEARD HAPPENING WITH THIS	051109	JWILSON
190	SEAT..JW..BJM REC'D FAXED COPY OF NICHE	051309	BMOORE
200	RETAIL,LLC DATED 021709 SHOWING PURCHASE	051309	BMOORE
210	PRICE OF MAXI COSI PRIORI WAS 199.99	051309	BMOORE
220	WITH PREPAID RETURN INSURANCE PYMT OF	051309	BMOORE
230	5.00 LISTED. NO TAXES AND NO S/H.	051309	BMOORE
240	SENDING PRP LABELS AS PER ABOVE AND WHEN	051309	BMOORE
250	IT RETURNS ORDER REFUND OF 199.99. BJM.	052709	AENGELKING
260	RECEIVE SEAT 22-476 ISB 02/01/2009	052709	AENGELKING
270	-HELD- STARTED REFUND..ALE.. REVIEWED	052809	DDOW
280	AND APPROVED REFUND..DD..	052809	DDOW

Options: Option

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

7/20/10 CUSTOMER SERVICE MAIN DISPLAY AMILLER
16:51:05 TPCS05

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

A-Addnl Zip [redacted] City GLENDALE State AZ
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
TR100 101209 AAH DQ DW STRESSED
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where TARGET When 11/22/2009
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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER
16:51:10 TPCS06
F1124

Line	Comments		
10	22627 AAH 101209 GB1B AND TR100 AAH	040610	ISORRELS
20	101209 CS CALLED ALLEGING CAR SEAT	040610	ISORRELS
30	STRAPS LOOSENING, CFA DOE SNOT WORK	040610	ISORRELS
40	PROPERLY AND STROLLER DW AND REAR WHEELS	040610	ISORRELS
50	STRESSED, ADV'D CS WE WILL NEED TO PRP	040610	ISORRELS
60	CAR SEAT PER POPS UP AND SEND NEW	040610	ISORRELS
70	WHEELS BUT ADV'D CS WHEELS WILL BE ON	040610	ISORRELS
80	B/O, CS VERY DISAPPOINTEDWITH PRODUCT	040610	ISORRELS
90	AND WANTS MONEY BACK, OFFERED TO REPLACE	040610	ISORRELS
100	TRAVEL SYSTEM FOR ANOTHER MODEL, CS SAID	040610	ISORRELS
110	DOES NOT WANT AND ED BUAER BRAND,	040610	ISORRELS
120	OFFERED SAFETY 1ST AND REFERRED TO CS TO	040610	ISORRELS
130	OUR WEB SITE, CS SAID IF DOES NOT LIKE	040610	ISORRELS
140	ANY OTHER MODEL, WANTS HER MONEY BACK,	040610	ISORRELS
150	ADV'D CS TO FAX POP ANYWAY..IS..	040610	ISORRELS

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

7/20/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
15:40:26 TPCS05

Home Phone [redacted] (If Dealer or MRA) F1123
Last Name
Addl1
Addl2

A-Addnl Zip [redacted] City FRISCO State TX
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22486 090708 TTH HU HARNESS ADJ DAMAGED
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When FEB 2009
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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS LLAMB
15:40:30 TPCS06
F1124

Line	Comments		
10	22486TTH 090708 CS ALLEGE SHOULDER	061609	CEDDY3
20	STRAPS LOOSEN W/O USING CFA LEVER, CS ON	061609	CEDDY3
30	VACATION IN MAINE RIGHT NOW, HAS REC'T	061609	CEDDY3
40	AT HOME WITH BOX AND CUP HOLDER, ADV CAN	061609	CEDDY3
50	POD/REPL, CS NEED CRST RIGHT AWAY CANT	061609	CEDDY3
190	OK'D..CE..	061609	CEDDY3

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

7/20/10
15:40:33

CUSTOMER SERVICE CUSTOMER COMMENTS

LLAMB
TPCS06
F1124

Line	Comments		
60	WAIT, ADV CAN PX SAME CRST AND SEND	061609	CEDDY3
70	REC'T FOR REIMBURSEMNT, CS ALLEGE NO BRU	061609	CEDDY3
80	IN MAINE, CK'D ON MAXICOSI WEBSITE AND	061609	CEDDY3
90	MAINE NOT EVEN LISTED, ADV WERE	061609	CEDDY3
100	SAFETY 1ST AND COSCO ALSO ADV IF WANTS	061609	CEDDY3
110	PX ALL IN 1 CONV SEAT, EB 3IN1 OR A/O OR	061609	CEDDY3
120	A/O ELITE SAFETY 1ST COSCO OR EB AND	061609	CEDDY3
130	SEND REC'T WE CAN POD/REIMBURSE FOR NEW	061609	CEDDY3
140	PX, ADV EITHER WAY WILL NEED TO POD, CS	061609	CEDDY3
150	OK'D, CS WILL GO TO TARGET 2NITE AND SEE	061609	CEDDY3
160	IF SHE CAN FIND ONE, CS ASKD IF CAN GET	061609	CEDDY3
170	BRITAX, ADV IF SHE DOES THEN WE WOULD	061609	CEDDY3
180	NEED TO POD/REF FOR ORIG PRIORI REC'T CS	061609	CEDDY3
190	OK'D..CE..	061609	CEDDY3
190	OK'D..CE..	061609	CEDDY3

Options: Option

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

7/20/10 CUSTOMER SERVICE MAIN DISPLAY AMILLER
14:14:02 TPCS05
Home Phone [redacted] o(If Dealer or MRA) F1123
Last Name [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City BROOKFIELD State WI
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22486 100608 TTH 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
Serial # _____ Priority _
Serial # _____ Priority _

Purchased-Where BRU When JUNE 2008
Type of Customer C CONSUMER 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

7/20/10
14:14:18

CUSTOMER SERVICE CUSTOMER COMMENTS

AMILLER
TPCS06
F1124

Line	Comments		
10	22486TTH 061008 L#[redacted]CS CALLING	061609	JWILSON
20	ALLEGES CFA FAIL ORDERED PRP LABELS CS	061609	JWILSON
30	SECURED NEW UNIT UPFRONT *****ISSUE	061609	JWILSON
40	CREDIT FOR NEW UNIT ONCE PRP RCVD*****CS	061609	JWILSON
50	SECURED NEW UNIT*****..JW.. RECEIVED	070709	AENGELKING
190	C72421..MM..	073109	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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER
14:14:24 TPCS06
F1124

Line	Comments		
50	SECURED NEW UNIT*****..JW.. RECEIVED	070709	AENGELKING
60	SEAT 22486 TTH 06/10/2008,PERFORMS AS	070709	AENGELKING
70	EXPECTED..ALE.. CS CB NO NOTES ABOUT	071009	JWILSON
80	CREDIT BEING REQUESTED EMD MM FOR	071009	JWILSON
90	CREDIT..JW.. CREDITED CC $210.03 ORDER	071009	MMILEY
100	C57574..MM.. 22486 TTH CS ALLEGES CFA	071309	JDESCHAMPS
110	SLIPPING ORDER PRPS, ORDER CT BY MISTAKE	071309	JDESCHAMPS
120	WILL CANCEL IT, CS SECURED NEW SEAT	071309	JDESCHAMPS
130	22846GIP W/ CARD WHEN OLD SEAT RECV'D	071309	JDESCHAMPS
140	CREDIT CS..JD.. ORDERED CT	071409	TBOGGS
150	#997353200145239..TB.. RECIEVED SEAT	072709	AENGELKING
160	22-486 TTH 10/06/2008, HELD BUCKLE ONLY	072709	AENGELKING
170	ERROR LINE 160 UNIT DST EM MM TO CREDIT	072709	AENGELKING
180	CC..ALE.. CREDITED CC $219.71 ORDER	073109	MMILEY
190	C72421..MM..	073109	MMILEY

Options: Option

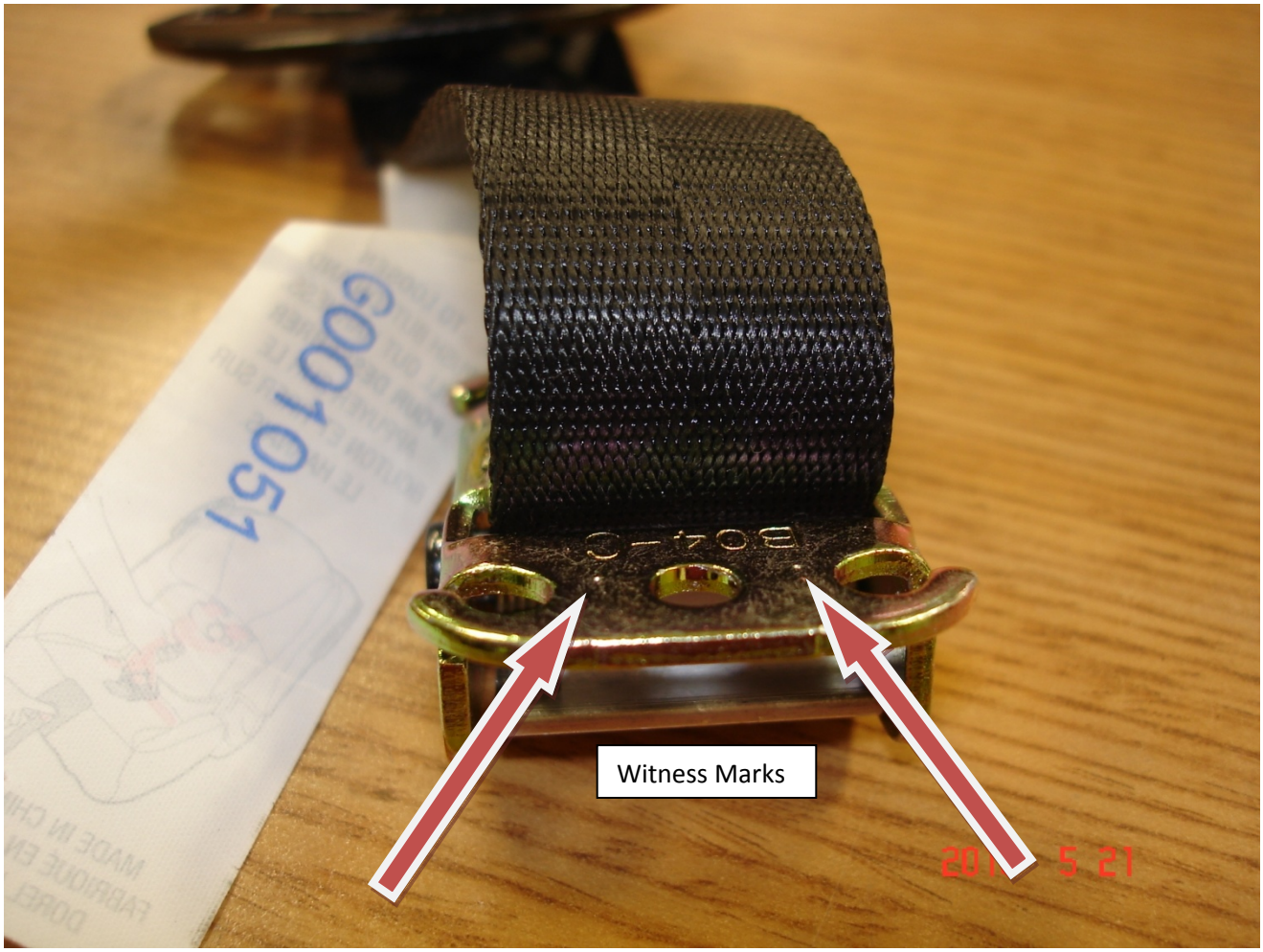
F1=Help Enter=Add Line F5=Find Line F7=Change Line F8=Delete Line F12=Exit
RollUp=Next Page RollDown=Back Page

EA10-005

DOREL

8-31-2010

Exhibit I


G0010S1
Witness Marks