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

VIA ELECTRONIC MAIL FOLLOWED BY OVERNIGHT CARRIER

9/21/2010

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 is providing responses to requests 2a, 3, 4, and 5 for the Enspira, Touriva, Mico, Scenera, and the OnBoard. There is also additional information being supplied to request 17 as well as responses to requests 8 and 14.

The center front adjusters utilized in the subject DJG seats from 2008 through 2009 are compliant to all FMVSS 213 child restraint systems requirements. There have been over 2900 dynamic crash simulation tests verifying conformance without any CFA performance issues. There have also been over 2000 tensile pull tests performed with no CFA slippage exhibited. Despite this good performance in the test laboratory, there have been a very small percentage of adjusters that have exhibited a performance issue in the field. DJG is fully cooperating with NHTSA relative to the investigation of this Engineering Analysis. DJG is continuing to investigate and will provide timely updates as relevant information becomes available. Based on its investigation to date, DJG does not believe that the subject units contain a safety-related defect.

The very few number of units which exhibit an adjuster performance issue in the field does not indicate a safety defect and there is no evidence of a technical noncompliance to FMVSS 213. The overall complaint rate[1] of units for adjuster performance issues is less than 0.0018% for the 2008 and 2009 time

[1] For this calculation, DJG has counted complaints from consumers whose units have been inspected by DJG and for which the adjuster performance issue was confirmed, as well as complaints from consumers whose units have not been inspected by DJG. For this calculation, DJG has excluded complaints from consumers whose units have been inspected by DJG and for which the adjuster performance allegation could not be duplicated.

www.coscoproducts.com www.safety1st.com

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

period in question. This includes seven (7) platforms that exhibited one or no performance issues. DJG does not believe this warrants any type of remedial action.

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."*

   This was provided in the August 31, 2010 submission.

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 23 total complaints; these complaints: these are for the Enspira (7), Touriva (0), Mico (1), Scenera (8), and the OnBoard (7) platforms. DJG has received 21 complaints and NHTSA has received 2 as VOQ's. One of the VOQ's is a duplicate of the corresponding DJG Complaint making a total of 22 individual complaints. This number includes DJG complaints that have been returned by consumers to DJG and confirmed as not exhibiting a center front adjuster performance issue. There were four complaints in this category, one Enspira, two Scenera, and one OnBoard. If these are not included in the total of individual complaints, the number of complaints drops to 18.

      In addition, addendums to 2a for the 8/31/2010 and 9/8/2010 submissions are being included. These are included as addendums in the responses to the appropriate requests, 3, and 4 as well.

   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.*

www.coscoproducts.com www.safety1st.com

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

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;*
    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-3**; 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-3.** 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;*

www.coscoproducts.com www.safety1st.com

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

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-3**; entitled WARRANTY DATA

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 and none is planned.

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,*

COSCO Home & Office Products
www.coscoproducts.com
Safety 1st
www.safety1st.com
2525 State Street Columbus, IN 47201-7494 Telephone: 812-372-0141 Fax: 812-375-9429

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

I. Field reports of returned units manufactured in 2008 thru 2009 are enclosed in **Exhibit L.**

These field reports include DJG reports for the subject units returned to DJG which have been evaluated for the alleged defect. There are reports which show there was a center front adjuster performance issue confirmed for the returned unit. In addition, there are also reports for returned units which were evaluated and confirmed to not exhibit any center front adjuster performance issues. These returned units which are confirmed to not exhibit any performance issues have been included in this complaint submission. These were inadvertently left out of the previous two submissions but have been included with this submission as addendums in the appropriate sections.

II. DJG dynamic sled summary of units tested internally in 2008 through 2009 which contain a center front adjuster is enclosed in **Exhibit M.**

These dynamic tests include 2478 dynamic tests performed at the DJG facility in 2008 and 2009 on the subject seats. These tests are inclusive of production, prototype, development, and research testing on restraints with center front adjusters. No center front adjuster performance issues were observed on these tests.

III. DJG dynamic test summary of 348 units tested at external labs in 2008 and 2009 which contain a center front adjuster is included in **Exhibit N.**

Again, no center front adjuster performance issues were observed on these tests.

IV. NHTSA FY tests of FY 2008 and 2009 units are contained in **Exhibit O.**

No center front adjuster performance issues were noted for these tests.

www.coscoproducts.com www.safety1st.com

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

There has been a total of 2904 internal DJG, external DJG and NHTSA tests conducted on these seats and no center front adjuster performance issues have been observed.

V. DJG Center Front Adjuster tensile tests are included in **Exhibit P.**

These tensile tests were performed by DJG as verification to tensile testing performed by the supplier IMS/Safety Plus.

VI. DJG CFA Platform Evaluation
   a. DJG CFA Platform Evaluation
   b. The start date was September 10, 2010
   c. The end date of the testing was September 13, 2010
   d. This CFA Platform Evaluation was an attempt to evaluate the forces required to adjust the harness of various platform in several different vehicles and utilizing several different pull angles.
   e. DJG Quality and Engineer personnel
   f. The results are included in **Exhibit Q**. The results were inconclusive or to why slippage occurred or differentiating the complaint rates between platforms.

VII. DJG Root Cause Analysis
   a. DJG Root Cause Evaluation
   b. This analysis began in August 2010
   c. The expected end date is early October 2010
   d. DJG is conducting several evaluations
      i. Evaluating spring forces between adjusters made in 2008 – 2009 for comparative analysis
      ii. Performing pin metallurgical evaluation of adjusters in 2008-2009
      iii. Conducting dimensional and physical analyses of adjusters made in 2008-2009
      iv. Other evaluations as deemed appropriate
   e. DJG Quality personnel are leading this activity

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:*

www.coscoproducts.com www.safety1st.com

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

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.*

This was provided in the August 31, 2010 submission.

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.*

This was provided in the August 31, 2010 submission.

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.*

This was provided in the August 31, 2010 submission.

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.*

This was provided in the August 31, 2010 submission.

www.coscoproducts.com www.safety1st.com

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

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.*

    This was provided in the August 31, 2010 submission.

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?*

    DJG is continuing to investigate and assess data related to what appears to be a higher percentage of adjusters exhibiting performance issues in several months late in 2008 and early in 2009. DJG did receive a document from IMS/Safety plus, a copy of which is provided as **Exhibit R** in response to Question 17. This document is the IMS/Safety Plus response to DJG as a result of DJG's observation of two returned units which exhibited a center front adjuster which were not performing correctly and observations as a result of analyzing the tensile data as referred to previously in the 8/31/10 response. (See response 13, Exhibit J.) This IMS/Safety Plus document references three areas IMS/Safety Plus has identified as potential root causes of the CFA issues on two (2) samples and a discussion on improvements.

    The first item identified by IMS/Safety Plus is short pocket depth on the clamp (pawl). This is the pocket which is milled into the clamp after the extrusion is cut to length to allow the space for the spring in the pawl and assembly. Please refer to the clamp drawing in Exhibit G of the 8/31/10 response. DJG is continuing to evaluate this issue as a potential root cause. This is part of the DJG Root Cause Analysis Report referenced in response number 8 in this response.

    The second item on the test report identified by IMS/Safety Plus is the abrasion resistance on the pin. As noted, IMS/Safety Plus began implementation of the black pin in the manufacturing process and all center front adjusters produced after January 29th, 2009 incorporated the black pin. This was implemented on DJG child restraints

www.coscoproducts.com www.safety1st.com

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

beginning March 27, 2009 as previously reported. The addition of the coating on the pin was done to address DJG concern relevant to the tensile data being supplied by IMS/Safety Plus. As previously reported, please see response 13 in the 8/31/10 submission, the tensile values were at times not meeting the DJG requirements and DJG was not satisfied with the resulting data from statistical analysis of the tensile data. The engineering change incorporating the black pin did raise the tensile values and the resulting process capability to acceptable levels.

The third item on the IMS/Safety Plus report is the improvement of the sharp edge or burrs by oil cooling of the clamp milling process. Per IMS/Safety Plus, beginning May 1, 2008, the oil cooling of the clamp milling process had been changed to air cooling for environmental regulatory concerns. According to IMS/Safety Plus in depth investigation, this could lead to sharp edges or small burrs at the clamp in the areas being milled. IMS/Safety Plus did not identify this specifically as a root cause of the lower tensile data nor any other CFA performance issues.

IMS/Safety Plus also noted six improvements which were made to improve center front adjustment quality procedures as shown in **Exhibit R**.

DJG is evaluating each of these potential root cause(s) of center front adjuster performance issues to determine whether or not any or all of them could be a contributing factor. The change in the oil cooling process to air cooling and then back to oil cooling is somewhat consistent with the time period the NHTSA has identified in this question. The air cooling took place in the adjuster production process from May 1, 2008 until April 7, 2009. During the end of this time frame the black pin was introduced on the child restraint systems March 27, 2009. This is all being investigated by DJG as part of the Root Cause Analysis. Although DJG is investigating the potential root cause of the performance issues, the percentage of complaints is so low that making a determination of contributing causes is very difficult.

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

Again, DJG would like to reiterate the extremely low percentage rate of reported center front adjuster performance issues. Given that fact, DJG continues to investigate and evaluate the complaint data, complaint rates, differences in platform rates and all of the factors as identified in the DJG Root Cause Analysis Report. DJG has reported changes were made which may be potentially contributing factors as to why there are no reports after the March 2009 time frame.

The change to the black pin was implemented on March 27, 2009. The clamp profile change was implemented on April 20, 2009. The change back to the oil cooling during

www.coscoproducts.com www.safety1st.com

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

the milling process was made on April 7, 2009. DJG continues to evaluate these potential factors and their impact on reported adjuster performance issues.

DJG would like to note, of the fifteen platforms DJG manufactured during this time frame, three have exhibited one center front adjuster performance issue and four platforms has had zero[1].

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

    Samples were 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.*

    This was provided in the August 31, 2010 submission.

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.*

    The additional submission is the IMS/Safety Plus "Root Cause of unusual rotation function and less 75kg pull strength" in **Exhibit R**.

    DJG is continuing the investigation with IMS/Safety Plus and will provide any data or documents related to this investigation.

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.*

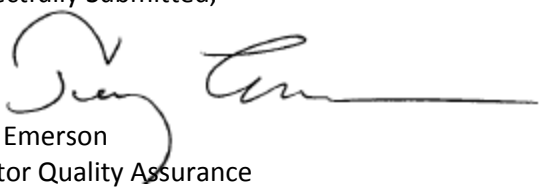
    This was provided in the August 31 submission.

[1] For this calculation, DJG has counted complaints from consumers whose units have been inspected by DJG and for which the adjuster performance issue was confirmed, as well as complaints from consumers whose units have not been inspected by DJG. For this calculation, DJG has excluded complaints from consumers whose units have been inspected by DJG and for which the adjuster performance allegation could not be duplicated.

www.coscoproducts.com www.safety1st.com

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

Respectfully Submitted,



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

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

EA10-005

DOREL

9-21-2010

Exhibit C

addendum

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:30:24 TPCS05

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

Model	Mfg Date	Color	Complaint	
22476	0000	PHT	61 NEW UNIT	
Serial #				Priority _
22486	091208	TTH	20 PRP RECEIVED COLUMBUS	
Serial #				Priority _
Serial #				Priority _

Purchased-Where BRU When 01/2009
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

9/21/10
09:30:37

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22486 TTH 082908 CS CALLED ALLEGING	100509	ISORRELS
20	HARNESS SPLIPPING, ORD'D PRP LABELS,	100509	ISORRELS
30	ADV'D CS TO CALL US TO ORDER NEW ONE	100509	ISORRELS
40	AFTER UNIT HAS BEEN PU..IS.. RECIEVED	010910	AENGELKING
50	SEAT 22-486 TTH 08/29/2008,PERFORMS AS	010910	AENGELKING
60	INTENDED..ALE.. ORDERED	010910	AENGELKING
70	REPLACEMENT..ALE.. 22486TTH 091208 CS	040910	JDESCHAMPS
80	ALLEGES CFA SLIPPIGN AND A LIL FRAYED	040910	JDESCHAMPS
90	ADVD CAN PRP AND REPL, WILL REPL W/	040910	JDESCHAMPS
100	22476PHT, ORDERED PRPS...JD.. RECIEVED	062910	AENGELKING
110	SEAT 22-486 TTH 09/12/2008, PERFORMS AS	062910	AENGELKING
120	INTENDED..ALE..ORDERED REPLACEMENT	062910	AENGELKING
130	22-476 PHT..ALE..	062910	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

EA10-005

DOREL

9-21-2010

Exhibit C-2

addendum

```
 9/20/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
10:09:34                                                                     TPCS05
      Home Phone [redacted]o(If Dealer or MRA)  F1123
       Last Name [redacted]
           Addl1 [redacted]
           Addl2 [redacted]
A-Addnl      Zip [redacted]     City FORT MYERS          State FL
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22469  082908  BSE    20 PRP RECVD-COLUMBUS
               Serial # ____________________________  Priority _
               _____  ______  _____  __
               Serial # ____________________________  Priority _
               _____  ______  _____  __
               Serial # ____________________________  Priority _

Purchased-Where GIFT/ BRU/ REGISTRY   When 0109
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
```

9/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
10:09:37 TPCS06
F1124

Line	Comments		
10	22469 BSE 082908 CS ALLEGES CFA LOOSE	040710	JDESCHAMPS
20	ORDERED PRPS AND ADVD WILL REPL W/	040710	JDESCHAMPS
30	22456PRO ORDERED UP FRONT AS	042610	AENGELKING
40	COURT..JD..RECIEVED SEAT 22-469 BSE	042610	AENGELKING
50	08/29/2008,HELD..ALE.. REPLACEMENT	042610	AENGELKING
60	ORDERED PREVIOUSLY..ALE.	042610	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

```
 9/20/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 10:09:50                                                                      TPCS05
       Home Phone [redacted]                    No(If Dealer or MRA)  F1123
        Last Name [redacted]
            Add11 [redacted]
            Add12 [redacted]
A-Addnl       Zip [redacted]      City WEST FARGO          State ND
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22412  090908  MOM    8A PRODUCT UPFRONT FOLLOW UP
                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  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
```

9/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
10:09:52 TPCS06
F1124

Line	Comments		
10	22412 MOM 090908 CS CALLED ALLEGING CFA	040710	ISORRELS
20	DAMAGED/FAILED, ORD'D PRP LABLES AND NEW	040710	ISORRELS
30	PRODUCT UPFRONT UNDER MODEL 22177 SNP,	040710	ISORRELS
40	CS AGREED**PLAESE DON'T SEND ANY SEAT	040710	ISORRELS
50	WHEN CS SENDS OLD ONE BACK***..IS..	042610	AENGELKING
60	RECIEVED SEAT 22-412 MOM	042610	AENGELKING
70	09/09/2008,HELD..ALE.. REPLACEMENT SENT	042610	AENGELKING
80	PREVIOUSLY..ALE..	042610	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

```
 9/20/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 10:09:59                                                                    TPCS05
       Home Phone [redacted]                                  (If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2 [redacted]
A-Addnl       Zip [redacted]      City JEFFERSON CITY       State MO
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22758  00000   KGS    61 NEW UNIT
                Serial # ____________________________  Priority _
                _____ _____  _____  __
                Serial # ____________________________  Priority _
                _____ _____  _____  __
                Serial # ____________________________  Priority _

 Purchased-Where TARGET_____________  When 08/2008_____________
 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
```

Line	Comments		
10	22758 KGS 070808 CS CALLED ALLEGING CFA	042910	ISORRELS
20	DAMAGED/WON'T WORK, ORD'D PRP LABELS AND	042910	ISORRELS
30	ADV'D CS TO CALL US BACK AFTER SEND IT	042910	ISORRELS
40	TO ORDER A NEW ONE..IS.. CS HAD PROCESS	051810	RLAINE
50	QUEST. ADVD CS PER NOTES ABOVE..RL.. CS	061610	WWILBER
60	CALLED TRACKED PRP. ORDERED NEW UNIT:	061610	WWILBER
70	22758KGS AT N/C..WW.. RECIEVED SEAT	061610	AENGELKING
80	22-758 KGS 07/08/2008; HELD..ALE..	061610	AENGELKING
90	REPLACEMENT ORDERED PREVIOUSLY..ALE..	061610	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

```
 9/20/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 10:10:10                                                                    TPCS05
      Home Phone [redacted]                    t No(If Dealer or MRA)   F1123
       Last Name [redacted]
           Add11 [redacted]
           Add12 [redacted]
A-Addnl      Zip [redacted]      City DUNEDIN                 State FL
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22469  091508  BSE    20 PRP RECVD-COLUMBUS
               Serial # ____________________________  Priority _
               _____  ______  _____  __
               Serial # ____________________________  Priority _
               _____  ______  _____  __
               Serial # ____________________________  Priority _

 Purchased-Where NA                    When NA
 Type of Customer N NO CHARGE   Order Source E EMAIL
 _ 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
```

9/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
10:10:12 TPCS06
F1124

Line	Comments		
10	22469BSE 091508 CS EM FOR INST SENT 4582	040610	DDAY
20	VIA EM TO [redacted].DOT.. CS	040710	MBROSEMER
30	EMD ONCE HARNESS TIGHTENED CAN EASILY	040710	MBROSEMER
40	PULL OUT ON SHOULDER STRAPS. SENT REPL	040710	MBROSEMER
50	SEAT NC AND PRP LABELS..SB.. RECIEVED	050310	AENGELKING
60	SEAT 22-469 BSE 09/15/2008,	050310	AENGELKING
70	HELD.ALE..REPLACEMENT ORDERED	050310	AENGELKING
80	PREVIOUSLY..ALE..	050310	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

9/20/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
10:10:20 TPCS05

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

A-Addnl Zip [redacted] City MASSAPEQUA PARK State NY
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22155 111708 HMR 38 PRP
Serial # _____ Priority _
C 22155 111708 HMR 38 PRP
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where DNK When JAN 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

Line	Comments		
10	22155HMR 111708 CS ALLEGES STRAPS LOOSEN	051210	BMIZE
20	AND CFA BUTTON DAMAGED. ADV WOULD LIKE	051210	BMIZE
30	TO PRP AND REPL. CS ACCEPTED. ORDERED	051210	BMIZE
40	PRP AND NEW 22155HMR AT N/C..BTM..	052810	AENGELKING
50	RECIEVED SEAT 22-155 HMR	052810	AENGELKING
60	11/17/2008,HELD..ALE.. REPLACEMENT	052810	AENGELKING
70	ORDERED PREVIOUSLY..ALE..	052810	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

```
 9/20/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 10:10:31                                                                    TPCS05
       Home Phone [redacted]                                  f Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2 [redacted]
A-Addnl       Zip [redacted]      City BALTIMORE              State MD
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22159  031308  SGT    HT HARNESS ADJ BAR SLIPPING
                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  _ 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
```

9/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
10:10:36 TPCS06
F1124

Line	Comments		
10	CS ALG CFA LOOSE, CS ALG DOES NOT HAVE	032410	MARRINGTON
20	TO PUSH RELEASE BUTTON TO LOOSEN STRAPS,	032410	MARRINGTON
30	ADV CS NEED MOD#/MFD, CS ALG IS NOT	032410	MARRINGTON
40	CURRENTLY USING SEAT..MJA.. 221859SGT	032610	WWILBER
50	071808 CS CALLED BACK. ORDERED PRP	032610	WWILBER
60	LABELS. ADV CS ONCE PU, TO CALL INTO	032610	WWILBER
70	DEPT AND WE CAN REPLACE W/NEW..WW.. CS	041910	JSANCHEZ
80	CLD ALLEG'S SENT BACK ON 04/06/2010 BY	041910	JSANCHEZ
90	DROPPING OFF IN FEDEX BOX, DID NOT WAIT	041910	JSANCHEZ
100	FOR PICK-UP..JS.. CS CB RE CAR SEAT SHE	042010	MMILEY
110	SENT BACK, CS USED PRP LABELS, TRACKED	042010	MMILEY
120	AND WE RECD THE CARSEAT ON 4/8/10,	042010	MMILEY
130	ORDERED NEW SEAT 22178 ANWD, CS OK W/	042010	MMILEY
140	DIFFERENT SEAT..MM.. RECIEVED SEAT	042610	AENGELKING
280	AGREED ADV LEVERS NOT REPLACEABLE..KV.	091410	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

Line	Comments		
140	DIFFERENT SEAT..MM.. RECIEVED SEAT	042610	AENGELKING
150	22-159 SGT 07/18/2008,HELD..ALE..	042610	AENGELKING
160	REPLACEMENT ORDERED PREVIOUSLY..ALE.. CS	042610	CEDDY3
170	CB REC'D DISPLAY MOD CRST, ADV'D WILL	042610	CEDDY3
180	ORD NEW NOW UP FRONT AND SEND PRP'S FOR	042610	CEDDY3
190	22179ANWD, AVD'D ORDERING NEW CRST NOW	042610	CEDDY3
200	UP FRONT AND PRP'S CS OK'D, APOLOGIZED	042610	CEDDY3
210	FOR US SENDING CS A DISPLAY MODEL, CS	042610	CEDDY3
220	OK'D SCT 22179..CE.. RECEIVED SEAT	052410	AENGELKING
230	22-178 ANWD 12/14/2009,DISPLAY	052410	AENGELKING
240	UNIT,DST..ALE..REPLACEMENT ORDERED	052410	AENGELKING
250	PREVIOUSLY..ALE.. 22159 SGT 031308 CS	091410	KVANCE
260	ALLEGING LEFT HEADREST ADJ LEVER DMGD CS	091410	KVANCE
270	CAN STILL ADJ FROM REAR OF SEAT CS	091410	KVANCE
280	AGREED ADV LEVERS NOT REPLACEABLE..KV.	091410	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

9/20/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
10:10:43 TPCS05

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

A-Addnl Zip [redacted] City CAPE CORAL State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22159 092308 SGT 61 NEW UNIT
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BIGLOTS When AUGUST 2009
Type of Customer C CONSUMER 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	22159SGT 092308, CS ALG CFA LOOSE, SENT	030510	MARRINGTON
20	PRP LABELS, ADV CS OF PROCESS, CS TO CB	030510	MARRINGTON
30	24HRS AFTER PU TO ORDER NEW SEAT **IN	030510	MARRINGTON
40	STOCK AT THIS TIME**, CS ALG IF	030510	MARRINGTON
50	INVENTORY GONE CS OK WITH ANOTHER AOE	030510	MARRINGTON
60	BUT WILL NEED TO CHOOSE SEAT PAD	030510	MARRINGTON
70	COLOR..MJA.. 22159SGT CS CALLED TO	042210	BMIZE
80	INFORM OF PU. ORDERED 22159SGT AT	042210	BMIZE
90	N/C..BTM.. RECIEVED SEAT 22-159 SGT	050310	AENGELKING
100	09/23/2008,HELD..ALE..REPLACEMENT	050310	AENGELKING
110	ORDERED PREVIOUSLY..ALE..	050310	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

9/20/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
10:10:53 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City ALPHARETTA State GA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22159 092608 SGT 20 PRP RECEIVED COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where SAMS CLUB When 06/2009
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 ALLEGE HARN ADJ STRAP NOT TIGHTEN	012510	CEDDY3
20	PROPERLY, CS WILL CB W/MOD# MFG DATE	012510	CEDDY3
160	NEED TO EM MM..ALE..	062910	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

Line	Comments		
20	PROPERLY, CS WILL CB W/MOD# MFG DATE	012510	CEDDY3
30	LINE CODE AND WHILE WITH SEAT IF	012510	CEDDY3
40	POSSIBLE..CE.. 22456CAB 111108 L#11 CS	012610	TBOGGS
50	ALLEGES CFA DAMAGE ORDERED 22456GRS	012610	TBOGGS
60	UPFRONT & PRP LABELS CS W/CB FED EX WHEN	012610	TBOGGS
70	NEW SEAT ARRIVES..TB.. RECIEVED SEAT	021210	AENGELKING
80	22-456 CAB 11/11/2008, HELD..ALE..	060810	CMEAD
90	22159SGT 092608 CS CLD ALLEGING HARN	060810	CMEAD
100	STRAP WILL NOT TIGHTEN ORD'D PRP LABELS	060810	CMEAD
110	PER RJB ********CS SECURED NEW CARSEAT	060810	CMEAD
120	UPFRONT, WHEN PRP RECD ORDER CREDIT TO	060810	CMEAD
130	CC ONLY*********...CLM... RECIEVED SEAT	062910	AENGELKING
140	22-159 SGT 09/26/2008,HELD..ALE..EM MM	062910	AENGELKING
150	TO CREDIT CC/ CHARGE INDICATES NC, NO	062910	AENGELKING
160	NEED TO EM MM..ALE..	062910	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

9/20/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
10:11:03 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City GLEN CARBON State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22148 030609 RDH 38 PRP
Serial # _____ Priority _
22148 030609 RDH 38 PRP
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When 0409
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

Line	Comments		
10	22148 RDH 030609 CS CLLD ALLGS WAS	021210	AGOMEZ
20	PUTTING CHILD IN CRST. TIGHTENED IT UP	021210	AGOMEZ
30	AND THEN WENT TO AJUST HR AND STRAPS	021210	AGOMEZ
40	LOOSEND AT SHOULDERS WO PUSHING CFA	021210	AGOMEZ
50	LEVER. ADV CS TRBLESHOOT. ADV CS TO PULL	021210	AGOMEZ
60	STRAP STRAIT DOWN, CHK THE CFA LEVER	021210	AGOMEZ
70	MAKE SURE THAT IT IS DOWN AND PINCHING	021210	AGOMEZ
340	PREVIOUSLY..ALE..	062810	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

Line	Comments		
70	MAKE SURE THAT IT IS DOWN AND PINCHING	021210	AGOMEZ
80	STRAP AND THEN GRAB AT SHOULDER STRAPS	021210	AGOMEZ
90	AND PULL TO TEST IF THE CFA IS HOLDING	021210	AGOMEZ
100	OR NOT. CS OKD. CS ALLGS A LITTLE BIT OF	021210	AGOMEZ
110	FRAY ON SIDES OF CFA STRAP. ADV CS TO	021210	AGOMEZ
120	PLS SND PIC SO THAT WE CAN REVIEW. CS	021210	AGOMEZ
130	OKD. CS WILL SND PIC AND TRBLSHOOT AND	021210	AGOMEZ
140	CB..AG.. CS CLD FOR STATUS, SEARCHED FOR	021610	MBROSEMER
150	EML AND COULD NOT FIND, ADV POSS IN	021610	MBROSEMER
160	AGENT INBOX TO BE ANSWERED. ADV CS TO	021610	MBROSEMER
170	CONTACT US IF NOT HEARD BACK BY END OF	021610	MBROSEMER
180	DAY 021710. CS DID HAVE CORRECT EML	021610	MBROSEMER
190	ADDRESS AND DID INCL PHONE NO..SB.. CS	021710	EBOWEN
200	EMD PHOTOS SHOWING NORMAL WEAR AND TEAR	021710	EBOWEN
340	PREVIOUSLY..ALE..	062810	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

Line	Comments		
200	EMD PHOTOS SHOWING NORMAL WEAR AND TEAR	021710	EBOWEN
210	ON CFA STRAP.ADV CS OF THIS AND ASKD IF	021710	EBOWEN
220	SHE IS PULLING UP,DOWN,OUT,OR TO THE	021710	EBOWEN
230	SIDE WHEN ADJUSTING CFA.CS EM IS	021710	EBOWEN
240	[redacted]..EB.. CS EM SHE	021710	DDAY
250	WOULD LIKE CC033BMT EM GR TO BRING SEAT	021710	DDAY
260	UP HERE..DOT.. REC CARSEAT FROM GR	021810	DDAY
270	ALREADY CHECKED WILL SHIP FROM OUR	021810	DDAY
280	OFFICE..DOT.. RECIEVED BOOSTER SEAT	031810	AENGELKING
290	21046 01/10, HELD..ALE.. SEAT WAS	031810	AENGELKING
300	RECIEVED IN FOXBORO UNDER CT #92253205,	031810	AENGELKING
310	FOXBORO SENDING BACK TO COLUMBUS..ALE..	062810	AENGELKING
320	RECIEVED SEAT FROM FOXBORO WITH CT #	062810	AENGELKING
330	92253205, REPLACEMENT ORDERED	062810	AENGELKING
340	PREVIOUSLY..ALE..	062810	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

```
 9/21/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 09:26:28                                                                    TPCS05
       Home Phone [redacted]                                 o(If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2 [redacted]
A-Addnl       Zip [redacted]      City PIERZ                    State MN
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22564  0000    ARZ    61 NEW UNIT
                Serial # ____________________________  Priority _
                _____ ______  _____  __
                Serial # ____________________________  Priority _
                _____ ______  _____  __
                Serial # ____________________________  Priority _

 Purchased-Where GIFT                 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
```

9/21/10
09:26:31

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22880BGT 091108 CS CLD ALLEGING CFA NOT	092809	CMEAD
20	WORKING CAN'T GET STRAPS TO STAY TIGHT	092809	CMEAD
30	ORD'D PRP WHEN RECD ORD SAME FOR	092809	CMEAD
40	CS..CLM.. CS CALLED BACK DOES NOT WANT	100209	JDESCHAMPS
50	SAME SEAT ADV;D CAN REPL W/ 22564 CS	100209	JDESCHAMPS
60	WILL LOOK ONLINE AND CB..JD.. CS CB TO	100509	CMEAD
70	ACCEPT MODEL 22564 AS PER NOTES	100509	CMEAD
80	ABOVE..CLM.. RECIEVED SEAT 22-880 CGT	110309	AENGELKING
90	09/11/2008,PERFORMS AS	110309	AENGELKING
100	EXPECTED,DST..ALE.. ORDERED	110309	AENGELKING
110	REPLACEMENT 22564 ARZ..ALE..	110309	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:26:40 TPCS05

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

A-Addnl Zip [redacted] City DENTON State TX
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22758 071608 KGS 8A PRODUCT UPFRONT FOLLOW UP
Serial # _____ Priority _

_____ _____ _____ __
Serial # _____ Priority _

_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where TARGET When 2008
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y 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

9/21/10
09:26:45

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	CS CALLED, LID WOULDN'T CLOSE, SENT POD	050102	CUSTSERNET
20	FOR EXC.. BL..CS CHILD CAN OPEN ORD NEW	112202	CUSTSERNET
290	PREVIOUSLY..ALE..	041410	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

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:26:46 TPCS06
F1124

Line	Comments		
20	FOR EXC.. BL..CS CHILD CAN OPEN ORD NEW	112202	CUSTSERNET
30	AT NC..CMK.. CS ALLEGES CFA FAILED, PER	081706	LSCHULTZ
40	MB I ORDER NEW SEAT AFTER RECVING	081706	LSCHULTZ
50	PICTURE OF CS SEAT SHE HAS NOW THEN WHEN	081706	LSCHULTZ
60	CS GETS NEW SEAT SHE WILL CALL SO I CAN	081706	LSCHULTZ
70	ORDER CT P/U ..LS.. RECVD PICTS FROM	081706	LSCHULTZ
80	CS OF SEAT 22- 740 ORDERED NEW UNIT PER	081706	LSCHULTZ
90	MB..LS.. CS RECVD NEW UNIT ORDERED CT	082306	LSCHULTZ
100	FOR OLD ONE TO BE P/U ..LS..	082406	MMILEY
110	CT#997375250073348..MM.. CS CALLED W/	082406	LSCHULTZ
120	?/ ABOUT RETURNING OLD SEAT ..LS..	091406	JHENRY
130	22740MDI 112905 RCVD, HELD FOR QA.JH.	091406	JHENRY
140		111407	ABISHOP
150	22740MDI 112905 CALLED TO CHECK ON	111407	ABISHOP
290	PREVIOUSLY..ALE..	041410	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

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:26:46 TPCS06
F1124

Line	Comments		
150	22740MDI 112905 CALLED TO CHECK ON	111407	ABISHOP
160	REPAIR KIT SHE HAD ORDERED NEVER	111407	ABISHOP
170	RELEASED TO BE SHIPPED REORDERED EXP	111407	ABISHOP
180	SAYS ITS COMING REALLY LOOSE..AB.. CAR	081409	SCOOMER
190	SEAT REG MODEL 22758-KGS 07162008	081409	SCOOMER
200	L#10A043462..SRC.. 22862 EBC 111104	091809	ISORRELS
210	DH06024491 CS CALLED FOR RECALL INF,	091809	ISORRELS
220	ADV'D NOT RECALLED..IS.. 22758KGS 071608	032210	CMEAD
230	CS CLD ALLEGING CFA SLIPPING ORD'D PRP	032210	CMEAD
240	LABELS PER CC ******ORD'D CARSEAT	032210	CMEAD
250	UPFRONT!!!!!! WHEN PRP RECD DO NOT ORDER	032210	CMEAD
260	REPLACEMENT*******...CLM... RECIEVED	041410	AENGELKING
270	SEAT 22-758 KGS 07/16/2008, PERFORMS AS	041410	AENGELKING
280	INTENDED..ALE..REPLACEMENT SENT	041410	AENGELKING
290	PREVIOUSLY..ALE..	041410	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:26:56 TPCS05

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

A-Addnl Zip [redacted] City PEOTONE State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
CC033 000000 BMT 8A PRODUCT UPFRONT FOLLOW UP
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where DJG DIRECT UNIT REPL When ACEMENT 032910
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

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:27:00 TPCS06
F1124

Line	Comments		
10	CS WANTED TO GET INFO. ON ORDERING BASE	031708	RJOHNSON
20	BY MAIL..RJ.. C70390 REPLACEMENT PARTS	032508	BMOORE
30	ORDER FORM WITH MO #8425 FOR 41.94 FOR A	032508	BMOORE
40	BLACK ADJ. DESIGNER BASE. 41.94. BJM.	032410	KVANCE
50	22148 RDH 090408 CS CLD ALLEGING CFA NOT	032410	KVANCE
60	REAMINGING TIGHT ORD'D PRP LABELS TO P/U	032410	KVANCE
70	DMGD SEAT CS DOES NOT HAVE ALTERNATE	032410	KVANCE
80	SEAT ASKED CS TO DISCONTINUE USE OF SEAT	032410	KVANCE
90	EMD CS AT [redacted]PICS OF CC033	032410	KVANCE
100	BMT, 22195 SVS AND 22187 ANL ADV CS TO	032410	KVANCE
240	PREVIOUSLY..ALE..	051810	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

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:27:02 TPCS06
F1124

Line	Comments		
100	BMT, 22195 SVS AND 22187 ANL ADV CS TO	032410	KVANCE
110	CB W/SELECTION SO CAN BE ORDERED	032410	KVANCE
120	UPFRONT..KV.. CS CLLD ALLGS THAT SHE	032910	AGOMEZ
130	CHOOSES ****CS033 BMT, ORDERED UPFRONT	032910	AGOMEZ
140	TODAY NC********** PRPS HAVE ALREADY	032910	AGOMEZ
150	BEEN ORDERED. ADV CS WHEN GET PRPS TO	032910	AGOMEZ
160	SND BK ORIG CRST AND TO CALL US AND LET	032910	AGOMEZ
170	US KNOW DAY AFTER PU SO WE CAN DOCUMNT	032910	AGOMEZ
180	ORIG HAS BEEN PU. CS OKD..AG..CS CB	041210	GJONES
190	CHECKING ON PRP LABELS CHECKED THEY WERE	041210	GJONES
200	NOT ORDERD ORDERED PRP & APOLOGIZED TO	041210	GJONES
210	CS..GJ.. RECIEVED SEAT 22-148 RDH	051810	AENGELKING
220	09/04/2008,PERFORMS AS	051810	AENGELKING
230	INTENDED,DST..ALE.. REPLACEMENT ORDERED	051810	AENGELKING
240	PREVIOUSLY..ALE..	051810	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:27:23 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City HENDERSONVILLE State TN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
05075 032107 ACMTT 47 CS CHECKING ON ORDER
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where WHOLE SALE When 09/10/2010
Type of Customer C CONSUMER 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	05088MTT 062807 CS ALLEGES LOCK MECH TAB	080408	MPERDUE
20	CAME OFF ADV NOT REPL CS NOT SURE IF	080408	MPERDUE
30	HAVE GIFT RECPT ADV CS W/OUT POP DOES	080408	MPERDUE
40	NOT QUALIFY FOR WARR BUT AS COURTESY	080408	MPERDUE
50	WILL POD FOR MOD STICK 1 SIDE OF NETTING	080408	MPERDUE
580	TO TAKE OFFER..MJA..	091610	MARRINGTON

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		
50	WILL POD FOR MOD STICK 1 SIDE OF NETTING	080408	MPERDUE
60	AND 10X10" SQ OF FABRIC ONCE RECVD WILL	080408	MPERDUE
70	ORD NEW 05088BYT AS HER COLOR PATTERN	080408	MPERDUE
80	NOT AVAIL CS OK WITH THIS ADV CS NEW	080408	MPERDUE
90	PLAYYARD WILL NOT COME W/WARR..MAP... CS	092508	CEDDY3
100	EM ALLEGE NOT SATISFIED WITH OUR RETURN	092508	CEDDY3
110	PROCESS ETC, OFF'D EXTEND POD 30 MORE	092508	CEDDY3
120	DAYS, ADV CAN SECURE W/CC TO RECV	092508	CEDDY3
130	PLAYARD AHEAD AND EM'D LINK FOR CS TO	092508	CEDDY3
140	PIC OF 05088BYT B/C COULDNT COPY/PASTE	092508	CEDDY3
150	PIC INTO HER EMAIL..CE.. BJM REC'D EMAIL	092608	BMOORE
160	FROM CS THAT SHE WILL GO AHEAD AND	092608	BMOORE
170	ACCEPT THE POD EXTENSION BUT DOESN'T	092608	BMOORE
180	THINK IT IS RIGHT THAT WE MAKE THEM TEAR	092608	BMOORE
580	TO TAKE OFFER..MJA..	091610	MARRINGTON

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		
180	THINK IT IS RIGHT THAT WE MAKE THEM TEAR	092608	BMOORE
190	APART WHAT SHE CONSIDERS A DANGEROUS	092608	BMOORE
200	PRODUCT. BJM. RECVD 05088 MTT/ 062807	101408	CMCGRAW
210	POD: **ORDERED 05088 BYT**..CM.. CS	101508	MPERDUE
220	CALLED TO CK ON ORD ADV WAS ORD	101508	MPERDUE
230	YESTERDAY WILL RECV W/IN 7 TO 10 BUSS	101508	MPERDUE
240	DAYS..MAP... 22456 MTG 061108 CS CLLD	043010	AGOMEZ
250	ALLGS CFA STRAP NOT STAYING TIGHT. HAD	043010	AGOMEZ
260	HER TRBLSHOOT. CS ALLGS IS COMING LOOSE.	043010	AGOMEZ
270	OFFERED TO PRP AND RPLACE W **22459MTG**	043010	AGOMEZ
280	AS SAME NA. CS WENT ONLINE AND ACCEPTED	043010	AGOMEZ
290	THIS CRST. CS DOES NOT HAVE A CRST TO	043010	AGOMEZ
300	USE. ADV CS WILL ORDER NEW UPFRONT TODAY	043010	AGOMEZ
310	AND WILL ORDER PRPS FOR HER ORIG. CS	043010	AGOMEZ
580	TO TAKE OFFER..MJA..	091610	MARRINGTON

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

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:27:35 TPCS06
F1124

Line	Comments		
310	AND WILL ORDER PRPS FOR HER ORIG. CS	043010	AGOMEZ
320	WANTS NEW CRST NOW. ADV CS THAT TECH NO	043010	AGOMEZ
330	WARR AS NO POP. AM GOING ABOVE AND	043010	AGOMEZ
340	BEYOND TO REPLACE HER CRST AND SEND	043010	AGOMEZ
350	UPFRONT WHICH IS NOT STANDARD PROCEDURE.	043010	AGOMEZ
360	ADV CS WE WANT TO HELP HER BUT SHE WIL	043010	AGOMEZ
370	HAVE TO ALLOW SHIP TIME. CS OKD.	043010	AGOMEZ
380	*******ORDERED 22462 BLN NC TODAY AS CS	043010	AGOMEZ
390	DID ACCEPT THIS MODEL(TYPO ON LINE	043010	AGOMEZ
400	270)**** ALSO ORDERED PRPS FOR 22456 MTG	043010	AGOMEZ
410	*PRPS FOR 22459 MTG*SORRY ABOUT ERROR	043010	AGOMEZ
420	..AG.. CS CHECKING ON STATUS, ADVD CS TO	050310	RLAINE
430	CB TOMORROW FOR TRACKING NUMBER..RL..	051810	AENGELKING
440	RECIEVED SEAT 22-459 MTG	051810	AENGELKING
580	TO TAKE OFFER..MJA..	091610	MARRINGTON

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		
440	RECIEVED SEAT 22-459 MTG	051810	AENGELKING
450	06/11/2008,PERFORMS AS	051810	AENGELKING
460	INTENDED,DST..ALE.. REPLACEMENT ORDERED	051810	AENGELKING
470	PREVIOUSLY..ALE.. 05075 ACMTT 032107 CS	091310	ISORRELS
480	CALLED ALLEGING LEG PIN FELL OUT, ADV'D	091310	ISORRELS
490	CS TO FAX POP TO VALID WARRANTY IN ORDER	091310	ISORRELS
500	TO POD AND REPLACE IT FOR MODEL PY135	091310	ISORRELS
510	AAJ..IS.. CS CB, ALG FRIEND NO LONGER	091610	MARRINGTON
520	HAS POP, CS ALG WAS PX'D FROM A PLACE	091610	MARRINGTON
530	CALLED BLUE BY YOU THAT DOES NOT	091610	MARRINGTON
540	NORMALLY SELL PROD TO PUBLIC, PER DOT	091610	MARRINGTON
550	CAN ONLY OFFER TO POD/REPL FOR DISCOUNT	091610	MARRINGTON
560	RATE, ADV WOULD OFFER PY136 FOR 50+S/H,	091610	MARRINGTON
570	TOTAL 65.83, CS TO THINK AND CB IF WISH	091610	MARRINGTON
580	TO TAKE OFFER..MJA..	091610	MARRINGTON

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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:27:46 TPCS05

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

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

Model	Mfg Date	Color	Complaint	
22154	101409	HTR	8A PRODUCT UPFRONT FOLLOW UP	
	Serial #			Priority _
	Serial #			Priority _
	Serial #			Priority _

Purchased-Where BABY AGE When NOV 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

Line	Comments		
10	22154HTR 101409 CS ALLEGES HARN STRPS	022310	MPERDUE
20	WILL NOT TIGHTEN COMES LOOSE ADV WILL	022310	MPERDUE
160	PREVIOUSLY..ALE..	041410	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

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:27:51 TPCS06
F1124

Line	Comments		
20	WILL NOT TIGHTEN COMES LOOSE ADV WILL	022310	MPERDUE
30	PRP AND SENT NEW 22154 UPFRNT AS CS DID	022310	MPERDUE
40	NOT HAVE ANOTHER CRST TO USE****DO NOT	022310	MPERDUE
50	ORDER NEW CRST WHEN OLD RECVD..MAP...	030910	AENGELKING
60	RECEIVED SEAT 22-154 HTR 10/14/2009,	030910	AENGELKING
70	PERFORMS AS INTENDED, BLACK PIN IN CFA	030910	AENGELKING
80	..ALE.. CS EMD NEW SEAT HAS SAME ISSUE,	032910	MBROSEMER
90	STRAPS CAN JUST PULL OUT AFTER	032910	MBROSEMER
100	TIGHTENING. CS HAS ANOTHER ALPHA AND	032910	MBROSEMER
110	SAYS DOES NOT HAVE ANY PROBLEMS LIKE	032910	MBROSEMER
120	THIS. CS WANTS DIFF MODEL. SENT	032910	MBROSEMER
130	22456MIL AND PRP LABELS..SB.. RECEIVED	041410	AENGELKING
140	SEAT 22-154 HTR 12/01/2009,PERFORMS AS	041410	AENGELKING
150	INTENDED..ALE..REPLACEMENT SENT	041410	AENGELKING
160	PREVIOUSLY..ALE..	041410	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:27:58 TPCS05

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

A-Addnl Zip [redacted] City QUARRYVILLE State PA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22158 051208 GRS 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When APRX 0608
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

9/21/10
09:28:02

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22158GRS 051208 CS CALLING TO PX HARNESS	100109	JWILSON
20	STRAP ALLEGES NOT WITH SEAT TO GET MFG#	100109	JWILSON
30	PXD PD W CC..JW.. CS CLLD BK ALLGS THAT	042610	AGOMEZ
300	ADV'D YES, PER NOTES ABOVE..IS..	052410	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

Line	Comments		
30	PXD PD W CC..JW.. CS CLLD BK ALLGS THAT	042610	AGOMEZ
40	HR AJUST LEVER LOOSENING.ALLGS THAT	042610	AGOMEZ
50	AFTER ADJUSTING STRAPS AND PULLING THEM	042610	AGOMEZ
60	TIGHT THE STRAPS LOOSEN. ALLGS HAS TRIED	042610	AGOMEZ
70	TRBLSHOOTING. ALLGS THAT IT HAPPENS WHN	042610	AGOMEZ
80	CHILD IS IN/OR OUT OF CRST. ADV CS WILL	042610	AGOMEZ
90	CHK W JH AND GIVE A CB. CLLD CS AT 9 58	042610	AGOMEZ
100	AM. GOT VM. ADV CS (PER JH) WE WILL	042610	AGOMEZ
110	REPLACE CRST FOR HER. WHN CS CB ADV CS	042610	AGOMEZ
120	OF PRP PROCESS AND ORDER PRP LABELS FOR	042610	AGOMEZ
130	HER. WE CAN REPLACE BUT CS NEEDS TO BE	042610	AGOMEZ
140	ADV WE DO NOT HAVE SAME AVAIL. CAN	042610	AGOMEZ
150	REPLACE W BLL. NOT SURE IF CS HAS A GIRL	042610	AGOMEZ
160	OR BOY AND BLL IS PINK AND BROWN SO THIS	042610	AGOMEZ
300	ADV'D YES, PER NOTES ABOVE..IS..	052410	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

Line	Comments		
160	OR BOY AND BLL IS PINK AND BROWN SO THIS	042610	AGOMEZ
170	WILL NEED TO BE OK'D W CS..AG.. CS CB.	042610	WWILBER
180	APPROVED 22158 BLL FOR GIRL. ORDERED	042610	WWILBER
190	UPFRONT SECURED ON CS' CREDIT CARD.	042610	WWILBER
200	ORDERED PRP LABELS. ADV ONCE REC UNIT IN	042610	WWILBER
210	DEPT, TO *CREDIT* CC FOR ORDER..WW.. CS	042910	AGOMEZ
220	CLLD ALLGS RECD CRST AND NO LABELS. ADV	042910	AGOMEZ
230	CS THEY WERE ORDERED AND SHIPPED WILL	042910	AGOMEZ
240	COME SEPERATE . CS OKD..AG.. RECIEVED	051810	AENGELKING
250	SEAT 22-158 GRS 05/12/2008, CFA FRAYED;	051810	AENGELKING
260	DOES NOT INTERFERE W/ADJ,DST..ALE..EM MM	051810	AENGELKING
270	TO CREDIT CC..ALE.. CREDITED CC $224.39	051910	MMILEY
280	ORDER C63301..MM.. CS CALLED TO CHECK IF	052410	ISORRELS
290	WE CREDITED AMOUNT FROM ORDER C63301,	052410	ISORRELS
300	ADV'D YES, PER NOTES ABOVE..IS..	052410	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:28:13 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City MALVERN State PA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22178 040509 STL 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where GIFT 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

9/21/10
09:28:17

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	CS EM ALLEGE STRONGLY DISLIKES	020810	CEDDY3
20	EVERYTHING ABOUT 22178STL 040509, REQ'D	020810	CEDDY3
30	MORE SPECIFIC INFO..CE.. CS EMD ALLEG	021110	EBOWEN
40	PXED THRU CREDIT UNION USING 26000	021110	EBOWEN
50	CREDIT CARD POINTS 062509.CS ALLEG	021110	EBOWEN
60	H.STRAPS TWIST EASILY,HARNSS COVERS TOO	021110	EBOWEN
70	LOSE AND MAKE IT DIFFICULT TO ADJUST	021110	EBOWEN
80	HARNESS,DIFFCLT TO ADJ HARNESS W/CFA AND	021110	EBOWEN
90	LEVER NOT WORKING PROPERLY,AND SEAT IS	021110	EBOWEN
360	PREVIOUSLY..ALE..	040710	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

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:28:18 TPCS06
F1124

Line	Comments		
90	LEVER NOT WORKING PROPERLY,AND SEAT IS	021110	EBOWEN
100	UNCOMFORTABLE DUE TO DIFFCLTY OPERATING	021110	EBOWEN
110	HARNESS/CFA.ASKNG FOR PHOTO OF CAR SEAT	021110	EBOWEN
120	AND CHILD IN CAR SEAT.ASKD FOR COPY OF	021110	EBOWEN
130	POP,AND CLARIFYING WHETHER CS IS	021110	EBOWEN
140	EXPERIENCNG ANY PROBLEM W/HARNESS	021110	EBOWEN
150	LOOSENING AS SHE ALLEG CFA LEVER DMGD.EM	021110	EBOWEN
160	IS [redacted] ..EB.. CS EMD	031010	MBROSEMER
170	PICS SHOWING STRAPS NEED TO BE	031010	MBROSEMER
180	RETHREADED. ALSO ALLEGING CFA LEVER	031010	MBROSEMER
190	DOES NOT STAY ALL THE WAY DOWN, FEARS	031010	MBROSEMER
200	WOULD NOT STAY SECURE IN AN IMPACT. ADV	031010	MBROSEMER
210	WILL SEND PRP LABELS AND ADV CAN REPL	031010	MBROSEMER
220	W/CC033BMT OR 22195SVS. CS HAS ANOTHER	031010	MBROSEMER
360	PREVIOUSLY..ALE..	040710	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

Line	Comments		
220	W/CC033BMT OR 22195SVS. CS HAS ANOTHER	031010	MBROSEMER
230	CRST TO USE..SB.. CS EMD NEEDS 2ND SEAT,	031710	MBROSEMER
240	CANNOT GO WITHOUT IT. WANTS CC033BMT.	031710	MBROSEMER
250	ORD UPFRONT, MARKED 8A..SB.. CS EMD BK	033010	AGOMEZ
260	ALLGS THAT SHE HAS RECIEVE THE NEW CRST	033010	AGOMEZ
270	AND INSTALLD IT AND SHE WNTD TO THANK US	033010	AGOMEZ
280	FOR HELPING HER. EM WAS DATED 0323 AND	033010	AGOMEZ
290	SAID SHE WAS SENDING BK CRST. DID TRACK	033010	AGOMEZ
300	PRP 0202288 10080362 AND CRST WAS PU	033010	AGOMEZ
310	AND DELIVERED HERE IN COLUMBUS 032310	033010	AGOMEZ
320	1:12PM THNKD CS FOR SNDING CRST BK.	033010	AGOMEZ
330	PROCESS IS COMPLETE..AG.. RECIEVED SEAT	040710	AENGELKING
340	22-178 STL 05/04/2009, PEFORMS AS	040710	AENGELKING
350	INTENDED..ALE..REPLACEMENT ORDERED	040710	AENGELKING
360	PREVIOUSLY..ALE..	040710	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:28:27 TPCS05

Home Phone [redacted] o(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
Zip [redacted] City LOMA LINDA State CA

A-Addnl
C-Call Tg
Q-Ques

Canadian Order N (Y or N)

Model	Mfg Date	Color	Complaint	
22759	010207	MTT	38 PRP	
Serial #				Priority _
22758	090508	KGS	38 PRP	
Serial #				Priority _
Serial #				Priority _

Purchased-Where N When N
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

CUSTOMER SERVICE CUSTOMER COMMENTS

Line	Comments		
10	22758KGS 090508. CFA FAILED. ADV CT AND	070609	LPICHARDO
20	REPL. ALLEGES LEVER HOLDS IN OPEN POS.	070609	LPICHARDO
30	ALLEGES HAS 2ND SEAT THAT DOES SAME.	070609	LPICHARDO
40	WILL GET INFO FOR THAT SEAT AND CB. ADV	070609	LPICHARDO
50	... 807210 NUMBER ON HAR	070809	LPICHARDO
60	BRACKET...LP..22759MTT 010207 2ND SEAT.	070809	LPICHARDO
70	# ON HAR BRACKET 17JUN06 AND	070809	LPICHARDO
80	611053..L#12B000301. SENT PRP FOR BOTH	070809	LPICHARDO
90	SEATS. ADV CB 24 HRS AFTER PRP FOR NEW	070809	LPICHARDO
100	SEATS. CAN'T BE WO SEAT. WILL SEND SEATS	070809	LPICHARDO
240	INTERFERE W/ADJ,DST..ALE..	081309	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

9/21/10
09:28:32

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
100	SEATS. CAN'T BE WO SEAT. WILL SEND SEATS	070809	LPICHARDO
110	ONE BY ONE..LP. CS CALLED ASK'N FOR BOX	071609	ISORRELS
120	TO SEND SEAT, ADV'D WE DON'T HAVE	071609	ISORRELS
130	BOXES..IS.. 020228810061989 ORD'D NEW	072109	JGARLICK
140	UNIT, TO CS'S OFFICE..JG. RECEIVED SEAT	072309	AENGELKING
150	22-758 KGS 09/05/2009, PERFORMS AS	072309	AENGELKING
160	EXPECTED..ALE.. CALLED TO GET TRACKIN	072409	LPICHARDO
170	NUMBER. GAVE..LP.. CS CALLED TO ADV'D IS	080509	ISORRELS
180	SENDING THE OTHER SEAT MODEL 22759 MTT	080509	ISORRELS
190	AND CS NEEDS NEW ONE UPFRONT***ORDERED	080509	ISORRELS
200	NEW SEAT 22758 MTT UP-FRONT****..IS..CS	081009	ISORRELS
210	CALLED TO CHECK TRAK #, GAVE IT TO	081009	ISORRELS
220	HER..IS.. RECIEVED SEAT 22-759 MTT	081309	AENGELKING
230	01/02/2007, CFA SLIGHTLY FUZZY, DOESNT	081309	AENGELKING
240	INTERFERE W/ADJ,DST..ALE..	081309	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:28:57 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City SPOKANE State WA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22456 092408 CAB GW FRONT ADJUSTMENT LOOSE
Serial # _____ Priority _
_____ _____ __
Serial # _____ Priority _
_____ _____ __
Serial # _____ Priority _

Purchased-Where COSTCO When NOV 2008
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	22456CAB 092408 CS ALLEGES CFA STRAP	061609	MPERDUE
20	LOOSE CAN PULL BY STRAP OR HARN ADV CS	061609	MPERDUE
30	WILL ORD PRP LABELS FOR P/U CS SECURED	061609	MPERDUE
40	CRST 22456GRS UPFRONT ADV ONCE PRP RECVD	061609	MPERDUE
50	WILL CREDIT CC..MAP... CS CALLED	070809	ISORRELS
60	ALLEGING NEVER GOT PRP LABLES, ADV'D WE	070809	ISORRELS
70	ORD'D IT ON JUN-16-09 BUT CS DID NOT GET	070809	ISORRELS
80	IT, REORDER IT..IS.. RECEIVED SEAT	072309	AENGELKING
90	22-456 CAB 09/24/2008,PERFORMS AS	072309	AENGELKING
100	EXPECTED EM MM TO CREDIT CC..ALE..	072309	MMILEY
110	CREDITED CC $151.46 ORDER C57591..MM..	072309	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:29:08 TPCS05

Home Phone [redacted] Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City QUINCY State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22148	071708	RDH	84 REGISTER	
Serial #				Priority _
Serial #				Priority _
Serial #				Priority _

Purchased-Where BRU When OCT. 2008
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y 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	22148RDH 071708 CS CALLED ALLEGES CFA	090909	WWILBER
20	SLIPPAGE. ORDERED PRP LABELS FOR PICK	090909	WWILBER
30	UP. SECURED NEW UNIT W/ CREDIT CARD	090909	WWILBER
40	ORDERED 22456TTN. EMD CS PHOTO. UPON	090909	WWILBER
50	REC'G CRST IN HOUSE ***PLEASE CREDIT	090909	WWILBER
60	ACCT*******..WW.. RECEIVED SEAT 22-148	092409	AENGELKING
70	RDH 07/17/2008,PERFORMS AS	092409	AENGELKING
80	EXPECTED EM MM TO CREDIT CC.ALE..	100609	MMILEY
90	CREDITED CC $204.79 ORDER C182898..MM..	100609	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

```
 9/21/10                    CUSTOMER SERVICE MAIN DISPLAY                  MBLOOMER
 09:29:21                                                                  TPCS05
       Home Phone [redacted]o(If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2
A-Addnl       Zip [redacted]      City PUTNAM                 State CT
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22758  010408  PST    83 REFUND
                Serial # ____________________________  Priority _
                _____  ______  _____  __
                Serial # ____________________________  Priority _
                _____  ______  _____  __
                Serial # ____________________________  Priority _

 Purchased-Where GIFT (BRU)          When 040508
 Type of Customer N NO CHARGE   Order Source P PHONE CALL
 _ 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
```

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:29:26 TPCS06
F1124

Line	Comments		
10	22758PST 010408 CS ALLEGES CFA STRAP	111108	JCLARK
20	WILL NOT STAY TIGHTEN ONCE GET IT GOOD	111108	JCLARK
30	AND SECURE IT WORKS ITSELF LOOSE IN NO	111108	JCLARK
40	TIME ADV CS PER HD/JO WILL PRP AND PU	111108	JCLARK
50	AND WILL SEND OUT NEW SEAT FOR CS I SENT	111108	JCLARK
60	22758SNW..JC.. CS CB WANTS REFUND	111108	JSHERA
70	INSTEAD OF NEW SEAT ADVSD WILL NEED TO	111108	JSHERA
340	INTERFERE W/ADJ, DST..ALE..	112108	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

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:29:27 TPCS06
F1124

Line	Comments		
70	INSTEAD OF NEW SEAT ADVSD WILL NEED TO	111108	JSHERA
80	FAX POP FOR REFUND ORDER WAS CANCELLED	111108	JSHERA
90	BY BJM AT HD ADVSD CS TO CB ONCE POP HAS	111108	JSHERA
100	BEEN OBTAINED..JS.. CS CLLD TO SEE IF	111108	KPRIDGEN
110	WE'D RECEIVED HER FAX RE: HER 22758 PST	111108	KPRIDGEN
120	010408- RECVD FAX OF BRU GIFT RECEIPT	111108	KPRIDGEN
130	(AND THE TRANSACTION DETAIL PAGE FOR IT)	111108	KPRIDGEN
140	SHOWING THE 040508 PX OF THIS SEAT FOR	111108	KPRIDGEN
150	$152.99 BEFORE 5% TAX. AS OF NOW, WE'LL	111108	KPRIDGEN
160	PROBABLY CT FOR REFUND, BUT THE CS WANTS	111108	KPRIDGEN
170	TO TALK WITH HER HUSBAND ABOUT POSSIBLY	111108	KPRIDGEN
180	HAVING US SEND HER A (DIFF) CAR SEAT	111108	KPRIDGEN
190	INSTEAD... CS WILL CALL BACK WITH HER	111108	KPRIDGEN
200	DECISION. (NOTE: IF WE REFUND, WE CAN	111108	KPRIDGEN
340	INTERFERE W/ADJ, DST..ALE..	112108	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

Line	Comments		
200	DECISION. (NOTE: IF WE REFUND, WE CAN	111108	KPRIDGEN
210	START THE REFUND AS SOON AS THE CT	111108	KPRIDGEN
220	PICKUP OF HER SEAT CAN BE VERIFIED)	111108	KPRIDGEN
230	**CHILD IS 14 MONTHS OLD, 22#, 33-34"**	111108	KPRIDGEN
240	..KP..CS CB WANTS REFUND, PER NOTES CT	111108	MBROSEMER
250	CRST, CS ALLEGES WAS TOLD FED EX WOULD	111108	MBROSEMER
260	PICK UP CRST THU OR FRI, CLD HELP DESK	111108	MBROSEMER
270	FOR APPROVAL OF THIS, PER RJ OK TO CT	111108	MBROSEMER
280	SINCE THIS WAS EXPLAINED TO CS..SB..	111208	MMILEY
290	CT#997301650091231..MM.. CS CB AND	111408	DDAY
300	ALLEGE CAR SEAT PICKED UP DID TRACK AND	111408	DDAY
310	IT SHOWED PICK UP 111308***DID START REF	111408	DDAY
320	FOR 152.99***D0T.. REV & APP REF DWQ...	112108	AENGELKING
330	RECEIVED CT, CFA SLIGHTLY FUZZY DOES NOT	112108	AENGELKING
340	INTERFERE W/ADJ, DST..ALE..	112108	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:29:36 TPCS05

Home Phone [redacted] f Dealer or MRA) F1123
Last Name
Addl1 [redacted]
Addl2
A-Addnl Zip [redacted] City WATKINSVILLE State GA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22790 120108 CGT IK HARNESS WILL NOT TIGHTEN
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where TARGET When 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

9/21/10
09:29:39

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22790 CGT MFG. DATE 120108 CS ALLEGES	100709	CGARVIN
20	STRAPS FRAYING AND ALSO CFA WILL NOT	100709	CGARVIN
30	STAY TIGHT, ADV WILL PRP AND WHEN FEDEX	100709	CGARVIN
40	PICKS UP CS TO CB AND ONCE VERIFY PICKUP	100709	CGARVIN
50	ORDER NEW CARSEAT...CAG.. REC'D 22790CGT	110209	MBROOKS
60	12/01/08 CFA NOT FRAYING PERFORMS AS	110209	MBROOKS
70	INTENDED.DEST..MFB.. CS CB CK ON	110509	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:29:45 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City HILLSBORO State OR
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22790 022309 CGT 8A PRODUCT UPFRONT FOLLOW UP
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where TARGET When SPRING 2009
Type of Customer N NO CHARGE Order Source E EMAIL
_ 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

9/21/10
09:29:48

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22790CGT 022309 CS ALLEGING HARNESS	011810	MBROSEMER
20	LOOSENS EASILY AFTER BEING TIGHTENED BY	011810	MBROSEMER
30	CFA. SENT PRP LABELS AND 22790SNW	011810	MBROSEMER
40	UP-FRONT..SB.. RECIEVED SEAT 22-790 CGT	020810	AENGELKING
50	02/23/2009 L13B, PERFORMS AS	020810	AENGELKING
60	INTENDED..ALE..	020810	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:29:55 TPCS05

Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Name First [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City FLORENCE State KY
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22155 030509 HMR 84 REGISTER
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BABYAGE.COM When 0309
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

9/21/10 09:29:59 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER TPCS06 F1124

Line	Comments		
10	22155 HMR 030509 CS CLLD ALLGS RF AND	032309	AGOMEZ
20	HAS SOME FRNT TO BK MVMNT. ADV CS NO	032309	AGOMEZ
30	MORE THAN 1 IN OF MVMNT SIDE TO SIDE.	032309	AGOMEZ
40	FRNT TO BK MVMNT NORM IN RF..AG.. CS	070609	AGOMEZ
50	CLLD SAME CRST AS NOTED ABOVE. ALLGS	070609	AGOMEZ
60	THT THE CFA IS COMING LOOSE ON OWN. WHEN	070609	AGOMEZ
70	CHILD IS IN AND OUT OF CRST AND WHN CRST	070609	AGOMEZ
80	IS IN AND OUT OF VEHICLE. SUPER NA TO	070609	AGOMEZ
90	SPEAK W AT THIS TIME SO ADV CS WHN SUPER	070609	AGOMEZ
230	03/05/2009,PERFORMS AS EXPECTED..ALE..	072009	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

Line	Comments		
90	SPEAK W AT THIS TIME SO ADV CS WHN SUPER	070609	AGOMEZ
100	AVAIL WILL CHK W SUPER AND WILL CB CS	070609	AGOMEZ
110	TODAY W SOME RESOLUTION. CS OKD..AG.. CS	070609	CGARVIN
120	CB ADV AG WILL GET BACK WITH	070609	AGOMEZ
130	HER...CAG.. CLLD CS BK. PER RJ ADV CS	070609	AGOMEZ
140	WIL ORDER PRP'S TODAY AND HAVE CRST	070609	AGOMEZ
150	PICKED UP. ***ALSO ORDERED NEW 22155	070609	AGOMEZ
160	HMR UPFRONT TODAY********** ADV	070609	AGOMEZ
170	CS TO PLS CB 24 HRS AFTER PU SO THAT WE	070609	AGOMEZ
180	MAY VERIFY THAT UNIT WAS PU OTHERWISE CS	070609	AGOMEZ
190	WILL BE SNT INVOICE FOR NEW CRST. CS	070609	AGOMEZ
200	OKD. ORDERED PRPS..AG.. TRK'D PRP	071509	CEDDY3
210	VERIFIED PICK UP SHOWS TODAY IN INDY, IN	071509	CEDDY3
220	ALREADY..CE.. RECEIVED SEAT 22-155 HMR	072009	AENGELKING
230	03/05/2009,PERFORMS AS EXPECTED..ALE..	072009	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

```
 9/21/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 09:30:50                                                                    TPCS05
       Home Phone [redacted]st No(If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2
A-Addnl       Zip [redacted]      City NORMAN              State OK
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22880  022509  CGT    20 PRP RECVD-COLUMBUS
                Serial # ____________________________ Priority _
                _____ ______  _____  __
                Serial # ____________________________ Priority _
                _____ ______  _____  __
                Serial # ____________________________ Priority _

 Purchased-Where TARGET_____________  When 04/2009_____________
 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
```

Line	Comments		
10	22880CGT 022509 CS CALLED & ALLEGES CFA	061809	WWILBER
20	IS SLIPPING AND LATCH BELT IS NOT	061809	WWILBER
30	MANUFACTURED CORRECTLY, PER RJB, ORDERED	061809	WWILBER
40	PRP LABELS FOR REVIEW ON CRST, ONCE	061809	WWILBER
50	FEDEX PICKS UP ADV CS TO CALL BACK 24HRS	061809	WWILBER
60	LATER AND ORDER NEW AT N/C..WW..	071009	AENGELKING
70	RECEIVED SEAT 22-880 CGT 02/25/2009 UNIT	071009	AENGELKING
80	PERFORMS AS EXPECTED,ORDERED	071009	AENGELKING
90	REPLACEMENT..ALE..	071009	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:31:13 TPCS05
Home Phone [redacted] (If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City RED GRANITE State WI
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22233 021809 TSS 47 CS CHECKING ON ORDER
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where WALMART When 1MTHS
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

9/21/10
09:31:16

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22233TSS L#90805284 CS ALLEGES HARN	050109	RJOHNSON
20	COMING LOOSE ONCE IT HAS BEEN TIGHTENED	050109	RJOHNSON
160	CS EM FOR SAME ALREADY ASSISTED..RJ..	052009	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

CUSTOMER SERVICE CUSTOMER COMMENTS

Line	Comments		
20	COMING LOOSE ONCE IT HAS BEEN TIGHTENED	050109	RJOHNSON
30	WITHOUT PRESSING ON CFA LEVER CS WILL CB	050109	RJOHNSON
40	WITH MFG DAT WILL ORD PRP FOR CS TO	050109	RJOHNSON
50	REPL. SEAT..RJ.. CS CALLED BACK WITH	050109	RJOHNSON
60	DATE CODE 2/18/09 ORD PRPS ADV CS ONCE	050109	RJOHNSON
70	SEAT PICKED UP TO CB 24HRS AFTER PICK UP	050109	RJOHNSON
80	FOR NEW TO BE ORDERED..RJ.. THIS UNIT	050809	JGARLICK
90	CAME IN A BAG; CS DOES NOT HAVE A BOX.	050809	JGARLICK
100	FED EX WILL NOT TAKE IN GARBAGE BAG.	050809	JGARLICK
110	ADV TRY TAPING SOME BOXES	050809	JGARLICK
120	TOGETHER..JG... RECEIVED SEAT, PERFORMS	051409	AENGELKING
130	AS EXPECTED,ORDERED REPLACEMENT	051409	AENGELKING
140	SEAT..ALE.. CALLED ABOUT REPL SEAT. ADV	051909	LPICHARDO
150	PER FEDEX.COM SHOULD DEL TOMORROW..LP..	052009	RJOHNSON
160	CS EM FOR SAME ALREADY ASSISTED..RJ..	052009	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

EA10-005

DOREL

9-21-2010

Exhibit C-3

addendum

7/20/10 CUSTOMER SERVICE MAIN DISPLAY LLAMB
14:10:09 TPCS05

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

A-Addnl Zip [redacted] City GOOD THUNDER State MN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22741 121008 GRT XR CFA DAMAGED
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where DNK When DNK
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
14:10:11 TPCS06
F1124

Line	Comments		
10	22741GRT 121008 CS ALLEGES CFA DAMAGED.	042110	BMIZE
20	STRAPS WILL LOOSEN IF PULLED. OFFERED TO	042110	BMIZE
30	PRP AND REPL. CS ACCEPTED. ORDERED NEW	042110	BMIZE
40	22741GRT AND PRP LABELS AT N/C..BTM..	051210	AENGELKING
50	RECIEVED SEAT 22-741 GRT	051210	AENGELKING
60	12/10/2008,HELD..ALE.. REPLACEMENT	051210	AENGELKING
70	ORDERED PREVIOUSLY..ALE..	051210	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 AMILLER
14:23:39 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City RIO RANCHO State NM
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22741 110608 BWD MM HARNESS COVERS MISSING
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

7/20/10 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER
14:23:45 TPCS06
F1124

Line	Comments		
10	22741BWD 110608 CS CALLED AND ALLEGES	070909	JCLARK
20	THE HARNESS STRAP ARE COMING OFF THE	070909	JCLARK
30	SPLITTER PLATE AT TIMES ADV CS TO PLEASE	070909	JCLARK
40	TAKE PIC OF BOTTOM AND BACK OF SEAT TO	070909	JCLARK
50	CK HOW HARNESS IT ATTACHED..JC. CS CB	070909	JWILSON
60	ALLEGES IS NOT THAT THE HARNESS STRAPS	070909	JWILSON
70	ARE COMING OFF OF THE SPLITTER PLATE	070909	JWILSON
80	ALLEGES STRAP AT FRONT SLIPPING WAS ABLE	070909	JWILSON
90	TO DETERMINE CS ALLEGING CFA FAILED	070909	JWILSON
100	ADVSD SENDING NEW SEAT UPFRONT APPROVED	070909	JWILSON
110	BY DD ORDERED PRP LABELS ADVSD OF	070909	JWILSON
120	PROCESS..JW.. CS EMD FOR SAME.ADV CS	071009	EBOWEN
130	RECORD OF ASSIST..EB.. RECIEVED SEAT	073009	AENGELKING
140	22-741 BWD 11/06/2008,HELD..ALE..	073009	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                  AMILLER
 14:26:15                                                                TPCS05
       Home Phone [redacted]  o(If Dealer or MRA)  F1123
        Last Name
            Addl1
            Addl2
A-Addnl       Zip [redacted]      City ROSAMOND              State CA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C Q        22123  071008  DDZ3   HY HARNESS COMING LOOSE
                Serial # ____________________________  Priority _
                ____ #_____ _____ __
                Serial # ____________________________  Priority _
                ____ #_____ _____ __
                Serial # ____________________________  Priority _

 Purchased-Where WALMART                When 2008
 Type of Customer N NO CHARGE   Order Source E EMAIL
 _ 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
14:26:20 TPCS06
F1124

Line	Comments		
10	22123DDZ 071008 CS EMD ALLEGING HARNESS	110309	MBROSEMER
20	LOOSENING WHEN CHILD MOVES OR IF STRAPS	110309	MBROSEMER
30	ARE PULLED. PER DD SENT PRP LABELS AND	110309	MBROSEMER
40	REPL 22120FSM, ADV CS TO KEEP SEAT	110309	MBROSEMER
50	PAD..SB..	110309	MBROSEMER

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
15:45:15 TPCS05

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

A-Addnl Zip [redacted] City ARCATA State CA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
Q 22123 102408 RMD3 8A PRODUCT UPFRONT FOLLOW UP
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where SEARS When 0409
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order Y 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
15:45:18 TPCS06
F1124

Line	Comments		
10	03286 ABC 2400 CS CALLED FOR RECALL INF,	040709	ISORRELS
20	ADV'D NOT RECALLED..IS.. 22123RMD 102408	030110	JDESCHAMPS
30	CS ALLEGES CFA SLIPPING, ADVD WILL PRP	030110	JDESCHAMPS
40	REPL W/ 22160RMD CS OK ORDERED CAR SEAT	030110	JDESCHAMPS
50	UP FROTN AND PRPS..JD.. RECIEVED SEAT	031810	AENGELKING
60	22-123 RMD 10/24/2008,HELD..ALE..	031810	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 AMILLER
14:48:13 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
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
22113 011909 NTR3 8A PRODUCT UPFRONT FOLLOW UP
Serial # _____ Priority _

_____ _____ _____ —
Serial # _____ Priority _

_____ _____ _____ —
Serial # _____ Priority _

Purchased-Where BRU When 0309
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 14:48:17 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER TPCS06 F1124

Line	Comments		
10	CS ALLEGES CFA SLIPPING ADV'D TO CB W/	092909	JDESCHAMPS
20	MOD# AND MFGT DATE ADV'D WE WILL PRP OR	092909	JDESCHAMPS
30	CT AND SEND NEW CAR SEAT UP FRONT SINCE	092909	JDESCHAMPS
40	CS HAS NO OTHER CAR SEAT TO USE..JD.	092909	CCHEVAL
50	22113 011909 NTR3 PER NOTES ABOVE SENT	092909	CCHEVAL
60	UPFRONT 22162DDZ AND SENT PRP	092909	CCHEVAL
70	LABELS..CC.. RECIEVED SEAT 22-113 NTR	110609	AENGELKING
80	01/19/2009, HELD..ALE..	110609	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

```
 8/26/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 13:27:51                                                                      TPCS05
       Home Phone [redacted]                                  No(If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2 [redacted]
A-Addnl       Zip [redacted]      City CHICAGO                 State IL
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C   RECALL 22371  102708  PHT    70 POD
                Serial # ____________________________________  Priority _
                _____ ______  ______  __
                Serial # ____________________________________  Priority _
                _____ ______  ______  __
                Serial # ____________________________________  Priority _

 Purchased-Where GIFT                  When 1208
 Type of Customer C CONSUMER    Order Source P PHONE CALL
 Y Letters   _ Order   Y 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
```

8/26/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
13:27:53 TPCS06
F1124

Line	Comments		
10	22371PHT 102708 CS CLLD ALLEGES THAT	092109	RBROWN
20	HARNESS RELEASE LEVER IS REMAINING IN	092109	RBROWN
30	RELEASE MODE. WITHIN WRNTY BY MFG DATE	092109	RBROWN
40	ADVSD CS WE WILL POD/RPLC. CS CONCERNED	092109	RBROWN
50	ABOUT NOT HAVING CRST DURING PROCESS.	092109	RBROWN
60	ADVSD CS COULD PX RPLC UNIT UPFRONT AND	092109	RBROWN
70	ONCE POD RCVD WILL ISSUE CREDIT TO CC.	092109	RBROWN
80	ADVSD CS MODEL ON B/O. PER CS OK TO RPLC	092109	RBROWN
90	W/22377PHT. ADVSD CS ANY FURTHER WRNTY	092109	RBROWN
100	CLAIMS WILL REQUIRE ORIGINAL POP.	092109	RBROWN
110	ORDERED RPLC 22377 (C24898) UPFRONT.	092109	RBROWN
120	WHEN POD ITEMS RCVD PLS ISSUE CREDIT TO	092109	RBROWN
130	CS CC..RB. RECVD POD SENT REQ TO MM FOR	100209	MPERDUE
140	CREDIT..MAP... CREDITED CC $242.21 ORDER	100909	MMILEY
150	C24898..MM...	100909	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

8/26/10 CUSTOMER SERVICE SALES HISTORY MBLOOMER
13:27:57 TPCS38
F1153

Phone No-- [redacted]
BILL TO ADDRESS Order No-- C24898
[redacted]

$227.01 --Order Amount
$15.20 --Ship Charge
$242.21 --Order Total
9/21/09 --Order Date
9/22/09 --Ship Date

CHICAGO IL [redacted]
Routing---- RPS GROUND PREPAID
Ship From-- COLUMBUS DIRECT SHIP
Cust PO- 92545049
Type Cust- CONSUMER

QTY	Model	Part	Price	Total	Tracking Number
1	22377PHT		$227.01	$227.01	96110190461497304056

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

8/26/10 13:27:59 CUSTOMER SERVICE CALL HISTORY MBLOOMER TPCS35 F1150

Phone Number- [redacted] __ -Select By Number

TRACIE COTE
CHICAGO , IL 60657

No	Date	Call No.	Order	Type	Saf	Acc	Ref	CT	Let	Dest	Ret	Take By	OEF
01	20090921	[redacted]		C					Y			RBROWN	P
02	20090921		C24898	C								RBROWN	P
03	20090921			C								RBROWN	P
04	20090921			C								RBROWN	P
05	20090921			C								RBROWN	P
06	20090921			C								RBROWN	P
07	20090921			C								RBROWN	P

POD

BOTTOM

Options Option __

F5=Find F12=Done F15=Back Phone F16=Next Phone RollUp=Next Page
RollDown=Back Page

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 ☐
28-OCT-2009	Reference No. 10290085

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City LAKE ZURICH	State IL	Zip Code [redacted]	Evening Telephone Number [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) 27-OCT-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: SAFETY 1ST	Date Manufactured: 12-JAN-2009	Model No./Name: DESIGNER 22
Seat Type: INFANT	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).

I PURCHASED THE SAFETY 1ST ONBOARD35 INFANT CARRIER CAR SEAT IN 06/09 (MODEL #22-356 PRO GBIB -- YOU DID NOT HAVE THIS MODEL TO SELECT FROM THE DROP DOWN MENU SO PLEASE NOTE THE MODEL I PICKED (I HAD TO PICK ONE) IS WRONG). YESTERDAY I WAS STRAPPING IN MY DAUGHTER AND DID MY USUAL TUG AT THE STRAPS BY HER SHOULDERS TO MAKE SURE THEY WERE TIGHT. I NOTICED THAT THE STRAPS LOOSENED WHEN I PULLED ON THEM. I HAD TO PULL ON THE HARNESS ADJUSTMENT STRAP TO RE-TIGHTEN THE STRAPS (I HOPE THAT MAKES SENSE). I CAN KEEP DOING THESE SAME 2 STEPS OVER AND OVER W/ EASE.

AFTER I TOOK MY DAUGHTER OUT OF THE CARSEAT, I TURNED IT OVER AND PULLED ON THE HARNESS ADJUSTMENT STRAP FROM UNDERNEATH. THE STRAP MOVED VERY EASILY THROUGH THE LITTLE SLOT. THE BUCKLE RELEASE BUTTON DOES NOT APPEAR TO BE STUCK IN THE "DEPRESSED" MODE AT ALL AND NOTHING IS STUCK IN THAT AREA -- IT JUST DOESN'T STOP THE STRAP FROM PULLING THROUGH. AT FIRST TO GET IT TO GO THOUGH I HAD TO PULL IT W/ SOME EFFORT, BUT NOW THAT I'VE PULLED IT BACK & FORTH SO MANY TIMES TESTING IT, IT PULLS THROUGH PRETTY EASILY. I REALLY WONDER HOW LONG I'VE BEEN DRIVING AROUND LIKE THIS.

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
14:55:44 TPCS05

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

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

Model	Mfg Date	Color	Complaint	
22356	011209	PRO	GP FRNT ADJUST NOT WORK PROP	
Serial #				Priority _
Serial #				Priority _
Serial #				Priority _

Purchased-Where N When N
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	CFA NOT FUNCTIONING PROP. ADV PER JH PRP	102809	LPICHARDO
20	AND REPL. *****ORD'D NEW SEAT TODAY****.	102809	LPICHARDO
30	22356PRO 011209..LP.. ***CS ALSO HAS	102909	EBOWEN
40	RECORD UNDER A92 775 299***.CS EMD FOR	102909	EBOWEN
50	SAME.ADV RECORD OF ASSIST.CS EM IS	102909	EBOWEN
60	[redacted] ..EB.. RECIEVED	122109	AENGELKING
70	SEAT 22-356 PRO 01/12/2009 GB1B,	122109	AENGELKING
80	HELD..ALE..	122109	AENGELKING
80	HELD..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
14:20:02 TPCS05

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

A-Addnl Zip [redacted] City MOORESVILLE State NC
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22790 000000 CGT 61 NEW UNIT
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where TARGET When JUNE 1, 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

Line	Comments		
10	22741GRT 020309 CS ALLEGES CFA SLIPS.	042710	BMIZE
20	ADV CS WOULD LIKE TO PU AND LOOK AT	042710	BMIZE
30	SEAT. ADV CS TO CB 24 HRS AFTER PU TO	042710	BMIZE
40	ORDER NEW SEAT. CS ASKED IF UPGRADE WAS	042710	BMIZE
50	AVAIL. ADV CS CAN REPLACE WITH DIFF	042710	BMIZE
190	ORDERED PREVIOUSLY..ALE..	052010	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

Line	Comments		
60	MODELS AT N/C (22758KGS, 22790CGT,	042710	BMIZE
70	22795AAH) OR CAN UPGRADE TO CC014 (SNW,	042710	BMIZE
80	AAU, OR AAI) FOR $50+SHIPPING. CS WILL	042710	BMIZE
90	GIVE CHOICE WHEN CB TO INFORM OF	042710	BMIZE
100	PU..BTM.. CS CB. TRACKED. ORDERED	051010	WWILBER
110	22790CGT AT N/C..WW.. CS CALLED ASK'N IF	051010	ISORRELS
120	WE ALREADY SHIPPED PRODUCT, ADV'D	051010	ISORRELS
130	PRODUCT WAS ORDERED AND WE WILL SHIP IT	051010	ISORRELS
140	SOON..IS.. CS CB TO CHECK ON STATUS. ADV	051110	BMIZE
150	SHIPPED AND HAVE TRACKING NUMBER BUT NOT	051110	BMIZE
160	IN FEDEX SYSTEM YET. GAVE CS TRACKING	051110	BMIZE
170	NUMBER..BTM.. RECIEVED SEAT 22-741 GHT	052010	AENGELKING
180	02/03/2009,HELD..ALE.. REPLACEMENT	052010	AENGELKING
190	ORDERED PREVIOUSLY..ALE..	052010	AENGELKING
190	ORDERED PREVIOUSLY..ALE..	052010	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
 14:40:07                                                                    TPCS05
       Home Phone [redacted]  (If Dealer or MRA)  F1123
        Last Name
            Addl1
            Addl2
A-Addnl       Zip [redacted]      City AYLETT              State VA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22216  062308  RDS2   GP FRNT ADJUST NOT WORK PROP
                Serial # ____________________________  Priority _

                _____  ______  ______  __
                Serial # ____________________________  Priority _

                _____  ______  ______  __
                Serial # ____________________________  Priority _

 Purchased-Where UNK                    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
14:40:11 TPCS06
F1124

Line	Comments		
10	22216RDS 062308 CS CALLED AND ALLEGES	100109	JCLARK
20	CFA IS SLIPPING AND WILL NOT STAY	100109	JCLARK
30	TIGHTEN WENT THRU CKING TO MAKE SURE NOT	100109	JCLARK
40	CATCHING ADV CS WILL PRP AND REPL, ADV	100109	JCLARK
50	CS WILL SEND NEW SEAT AND LABELS AND ADV	100109	JCLARK
60	CS TO MAKE SURE CHECKS IF HAS TO USE	100109	JCLARK
70	SEAT..JLC.. EM FROM BC CANCELD C32045	100209	JCLARK
80	AND ORDERD FROM PARTS C32257..JLC.. REC	111909	AENGELKING
90	IEVED SEAT 22-216 RDS 06/23/2008,	111909	AENGELKING
100	HELD..ALE..	111909	AENGELKING
100	HELD..ALE..	111909	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 AMILLER
16:07:02 TPCS05

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

A-Addnl Zip [redacted] City BROOKINGS State SD
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
Q 22123 090408 BVL3 20 PRP RECEIVED COLUMBUS
Serial # Priority _

Serial # Priority _

Serial # Priority _

Purchased-Where WALMART 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
16:07:08

CUSTOMER SERVICE CUSTOMER COMMENTS

AMILLER
TPCS06
F1124

Line	Comments		
10	22123BVLA 090408 CS CLD ALLEGING HARNESS	060410	CMEAD
20	LOOSENS W/OUT PUSHING LEVER ORD'D PRPS	060410	CMEAD
30	ADVSD CS WILL SEND PIC OF REPLACEMENT TO	060410	CMEAD
40	[redacted] EMLD PIC OF	060410	CMEAD
50	22160RMD...CLM.. RECIEVED SEAT 22-123	070210	AENGELKING
60	BVLA 09/04/2008..ALE.. GAVE TO REP AS NO	070210	AENGELKING
70	NOTES INDICATING IF CS AGREED TO	070210	AENGELKING
80	REPLACEMENT SEAT..ALE.. CLD CS TO VERIFY	070210	CMEAD
90	22160RMD, NO ANSWER LEFT MSG..CLM.. CS	070810	CMEAD
100	CB SAYING AGREES TO 22160RMD ORD'D	070810	CMEAD
110	REPLACEMENT..CLM..	070810	CMEAD

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
15:48:19 TPCS05

Home Phone [redacted] (If Dealer or MRA) F1123
Last Name [redacted]
Addl1 [redacted]
Addl2 [redacted]
A-Addnl Zip [redacted] City LOCKPORT State NY
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22741	073108	WNW	61 NEW UNIT	
			Serial #	Priority _
			Serial #	Priority _
			Serial #	Priority _

Purchased-Where ONLINE When JANUARY 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
15:48:23 TPCS06
F1124

Line	Comments		
10	22741WNW 073108 L#12B024204 CS CALLING	011310	JWILSON
20	ALLEGES CFA DMGD ALLOWING STRAPS TO	011310	JWILSON
30	LOOSEN ADVSD WILL PRP AND RPLC ADVSD WNW	011310	JWILSON
40	COLOR NOT IN STOCK SENT PICKS OF ATI AND	011310	JWILSON
50	BDW COLORS FOR CS TO APPROVE CS TO EM	011310	JWILSON
60	BACK TO LET ME KNOW WHICH COLOR WOULD	011310	JWILSON
70	LIKE TO HAVE EXPLAINED PRP PROCESS CS	011310	JWILSON
80	ACKNOWLEDGED AND AGREED TO THIS PROCESS	011310	JWILSON
90	ADVSD TO DISCONTINUE USE OF THIS SEAT CS	011310	JWILSON
100	ALLEGES HAS ALREADY DONE SO..JW.. CS EMD	011310	JWILSON
110	WANTS BDW COLOR..JW.. CS CLD ALLEGING	012210	CMEAD
120	THREW OUT PRP LABELS ORD'D NEW	012210	CMEAD
130	LABELS..CLM.. C10300--ORDERED NEW UNIT	020110	BMOORE
140	22741GRT FOR CS AS HER UNIT WAS PICKED	020110	BMOORE
280	INSTEAD..BTM..	071210	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
15:48:26

CUSTOMER SERVICE CUSTOMER COMMENTS

LLAMB
TPCS06
F1124

Line	Comments		
150	UP ON FRI. CHECKED PRP INFO. IT IS ON	020110	BMOORE
160	ITS WAY. BJM. RECIEVED SEAT 22-741 WNW	021710	AENGELKING
170	07/31/2008, HELD..ALE.. 22741 WNW 073008	061110	BMIZE
180	CS ALLEGES CFA SLIPS ON SEAT. ADV CAN	061110	BMIZE
190	PRP AND REPL. CS ACCEPTED. CS WILL CB	061110	BMIZE
200	AFTER SENDING PRP TO ORDER NEW SEAT. ADV	061110	BMIZE
210	CAN REPL WITH 22741GRT OR 22741BWD. CS	061110	BMIZE
220	OK WITH EITHER BUT WILL MAKE CHOICE WHEN	061110	BMIZE
230	CALLS BACK. ORDERED PRP LABELS..BTM.. CS	070910	BMIZE
240	CB TO INFORM OF PU. ORDERED 22741GRT AT	070910	BMIZE
250	N/C..BTM.. PER DOT GRT NOT AVAIL.	071210	BMIZE
260	CONTACTED CS AND CS OK WITH ANY COLOR	071210	BMIZE
270	NOT GIRL. ORDERED 22741BWD	071210	BMIZE
280	INSTEAD..BTM..	071210	BMIZE
280	INSTEAD..BTM..	071210	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
 14:15:23                                                                TPCS05
       Home Phone [redacted]  No(If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2 [redacted]
A-Addnl       Zip [redacted]      City TWO RIVERS          State WI
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C          22741  111108  GRT    HY HARNESS COMING LOOSE
                Serial #                                  Priority _

                Serial #                                  Priority _

                Serial #                                  Priority _

Purchased-Where GIFT                    When 1208
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
14:15:29

CUSTOMER SERVICE CUSTOMER COMMENTS

AMILLER
TPCS06
F1124

Line	Comments		
10	22741GRT 111108 CS CLD ALLEGING HARNESS	020910	CMEAD
20	SLIPPING PER CC ORD'D PRP LABELS ADVSD	020910	CMEAD
30	CS TO CB AFTER PU ******ORD SAME WHEN	020910	CMEAD
40	PRP RECD******...CLM... CS CLD TO REPORT	030410	MBROSEMER
50	PU. VERIFIED ORD NEW UNIT..SB..	030810	AENGELKING
60	RECIEVED SEAT 22-741 GRT	030810	AENGELKING
70	11/11/2008,HELD..ALE..	030810	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

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 ☐
05-MAR-2010	Reference No. 10317274

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address	[redacted]	Evening Telephone Number	
City AUBURN	State MA	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) 26-FEB-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 555000 CHILD SEAT: HARNESS, 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: COSCO	Date Manufactured: 27-OCT-2008	Model No./Name: 22123 (SCENERA)
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).

THE HARNESS TIGHTNESS ADJUSTER APPEARS TO BE DEFECTIVE. ABOUT 2/3 OF THE TIME, I CAN PULL THE HARNESS STRAP RIGHT BACK OUT AFTER I¿VE ADJUSTED IT TO BE TIGHT. EVERY TIME I PUT MY DAUGHTER IN IT NOW, I HAVE TO RE-ADJUST SEVERAL TIMES BEFORE I AM SURE IT WILL HOLD. *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.

```
'20/10                    CUSTOMER SERVICE MAIN DISPLAY                    AMILLER
 15:41                                                                      TPCS05
    Home Phone [redacted]                          (If Dealer or MRA)   F1123
     Last Name [redacted]
         Addl1 [redacted]
         Addl2 [redacted]
A-Addnl          Zip [redacted]      City FAIRFAX              State IA
C-Call Tg        Canadian Order N  (Y or N)
Q-Ques             Model Mfg Date Color  Complaint
                   22346  032609  VAL    HY HARNESS COMING LOOSE
                   Serial # ____________________________  Priority _

                   _____  ______  ____ __
                   Serial # ____________________________  Priority _

                   _____  ______  ____ __
                   Serial # ____________________________  Priority _

 Purchased-Where GIFT                    When GIFT
 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
14:45:45

CUSTOMER SERVICE CUSTOMER COMMENTS

AMILLER
TPCS06
F1124

Line	Comments		
10	22346VAL 032609 CS ALLEGES CFA SLIPPING	071610	BMIZE
20	AND DOES NOT NEED TO USE BUTTON TO	071610	BMIZE
30	LOOSEN STRAPS. ADV WOULD LIKE TO PRP AND	071610	BMIZE
40	REPL. ADV 22346VAL NOT AVAIL BUT WOULD	071610	BMIZE
50	SEND IC009PRO AS SAME SHELL AND ADV CS	071610	BMIZE
60	TO KEEP SEAT PAD. CS ACCEPTED. CS DOES	071610	BMIZE
70	NOT HAVE ADDT'L SEAT IN INTERIM. ORDERED	071610	BMIZE
80	IC009PRO UPFRONT AND SENT PRP LABELS.	071610	BMIZE
90	**WHEN PRP REC'D DO NOT ORDER**..BTM..	071610	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 14:46:24 CUSTOMER SERVICE CUSTOMER COMMENTS AMILLER TPCS06 F1124

Line	Comments		
10	22346VAL 032609 CS ALLEGES CFA SLIPPING	071610	BMIZE
20	AND DOES NOT NEED TO USE BUTTON TO	071610	BMIZE
30	LOOSEN STRAPS. ADV WOULD LIKE TO PRP AND	071610	BMIZE
40	REPL. ADV 22346VAL NOT AVAIL BUT WOULD	071610	BMIZE
50	SEND IC009PRO AS SAME SHELL AND ADV CS	071610	BMIZE
60	TO KEEP SEAT PAD. CS ACCEPTED. CS DOES	071610	BMIZE
70	NOT HAVE ADDT'L SEAT IN INTERIM. ORDERED	071610	BMIZE
80	IC009PRO UPFRONT AND SENT PRP LABELS.	071610	BMIZE
90	**WHEN PRP REC'D DO NOT ORDER**..BTM..	071610	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 LLAMB
15:47:06 TPCS05

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

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

Model	Mfg Date	Color	Complaint
22657	081308	PST	8A PRODUCT UPFRONT FOLLOW UP

Serial # GB1B Priority _

Serial # Priority _

Serial # Priority _

Purchased-Where BRU-GIFT When 0209
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
15:47:10 TPCS06
F1124

Line	Comments		
10	22657 PST 081308 CS CLLD TO ASK IF	021009	AGOMEZ
20	HANDLE NEEDS TO BE UP OR DOWN. ADV CS	021009	AGOMEZ
30	DOESNT MATTER IF UP OR DOWN BUT	021009	AGOMEZ
40	WHICHEVER POSITION IT IS NEEDS TO BE	021009	AGOMEZ
50	LOCKED INTO POSITION. CS OKD..AG.. 41824	040709	AGOMEZ
320	08/13/2008 GB1B, HELD..ALE..	120509	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
15:47:12

CUSTOMER SERVICE CUSTOMER COMMENTS

LLAMB
TPCS06
F1124

Line	Comments		
50	LOCKED INTO POSITION. CS OKD..AG.. 41824	040709	AGOMEZ
60	052008 CS CLLD PXD HINGES. PD W CC. DID	040709	AGOMEZ
70	ADV CS OF BO POSS 2- 8 WKS..AG..	111609	EBOWEN
80	22657PST 081308 GB1B.CS CALLED ALLEG CFA	111609	EBOWEN
90	SLIPPNG.PER POPUP ADV CS WOULD LIKE TO	111609	EBOWEN
100	PRP/REPLCE.ADV CS DO NOT HAVE SAME UNIT	111609	EBOWEN
110	IN STOCK SO ADV CS TO RETAIN PADDING AND	111609	EBOWEN
120	CAN REPLACE ON NEW SEAT WHEN RECVD.ADV	111609	EBOWEN
130	CS OF PRP PROCESS AND ADV CS CAN SEND	111609	EBOWEN
140	OUT REPLCMNT UNIT UP FRONT AS CRTSY.ADV	111609	EBOWEN
150	CS WOULD NEED TO SEND BACK DMGD UNIT	111609	EBOWEN
160	W/IN 30 DYS OF RECVNG REPLCMNT.CS AGREED	111609	EBOWEN
170	TO ALL TERMS AND REPLCMNT OFFER.CS IS	111609	EBOWEN
180	AWARE THAT SEAT PAD SENT WILL NOT HAVE	111609	EBOWEN
320	08/13/2008 GB1B, HELD..ALE..	120509	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

Line	Comments		
190	EB LOGO ON IT,BUT IS SAME SHELL. ORDERD	111609	EBOWEN
200	PRP LABELS AND NEW UNIT UP FRONT.MARKED	111609	EBOWEN
210	8A FOR FOLLOWUP.WHEN CONFIRMING ORDER	111609	EBOWEN
220	AND SHIPPING ADDRESS.CS ASKD IF COULD	111609	EBOWEN
230	TRADE FOR UPGRADE TO CONVERTIBLE SEAT OR	111609	EBOWEN
240	GET REFUND.CS HAS NO POP SO ADV CS	111609	EBOWEN
250	REFUND IS NOT AN OPTION.ADV CS IF ONLY	111609	EBOWEN
260	WANTING TO REPLCE CARSEAT,WILL ONLY BE	111609	EBOWEN
270	ABLE TO OFFER DISCOUNTED PRICE ON	111609	EBOWEN
280	CONVERTBLE AS CARSEAT IS ONLY WORTH 50%	111609	EBOWEN
290	OR SUGG RET. VALUE OF TRAVEL SYSTEM.CS	111609	EBOWEN
300	OPTED TO JUST HAVE CARSEAT PRP'ED AND	111609	EBOWEN
310	REPLCED..EB.. RECEIVED SEAT 22-657 PST	120509	AENGELKING
320	08/13/2008 GB1B, HELD..ALE..	120509	AENGELKING
320	08/13/2008 GB1B, HELD..ALE..	120509	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
 15:24:37                                                                TPCS05
       Home Phone [redacted]  (If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2
A-Addnl       Zip [redacted]      City TOLLAND              State CT
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22657  080808  PST    GW FRONT ADJUSTMENT LOOSE
                Serial # _____________________________ Priority _
                22657  080808  PST    GW FRONT ADJUSTMENT LOOSE
                Serial # _____________________________ Priority _
                _____  ______  _____  __
                Serial # _____________________________ Priority _

 Purchased-Where BABIES R US          When 0409
 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	C91297 CS ALLEGES THAT THE STRAPS LOOSEN	011810	BMOORE
20	TOO EASILY ON THE 22657PST 080808 AND	011810	BMOORE
30	THAT THEY CAN PULL ON THEM AND LOOSEN	011810	BMOORE
40	AND THEY SHOULD NOT BE ABLE TO DO THAT.	011810	BMOORE
50	WILL SEND A NEW 22078 AND PRPS TO PICK	011810	BMOORE
60	UP THEIRS. TOLD THEM TO KEEP THE FABRIC	011810	BMOORE
70	SO THAT IT WILL MATCH THEIR STROLLER.	011810	BMOORE
80	BJM. RECIEVED SEAT 22-657 PST	021710	AENGELKING
90	05/18/2008, HELD..ALE..	021710	AENGELKING
90	05/18/2008, HELD..ALE..	021710	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

7/29/10 CUSTOMER SERVICE MAIN DISPLAY LEAMD
15:32:26 TPCS05

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

Model	Mfg Date	Color	Complaint
22346	032609	VAL	GW FRONT ADJUSTMENT LOOSE

Serial # _____ Priority _

_____	_____	_____	__

Serial # _____ Priority _

_____	_____	_____	__

Serial # _____ Priority _

Purchased-Where BRU When 1009
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 LEAD
15:32:29 TPCS06
F1124

Line	Comments		
10	01190 VAL 090328 & 22346 VAL 032609 CS	062310	AGOMEZ
20	CLLD ALLGS THAT THE CFA COMING LOSE.	062310	AGOMEZ
30	ALLGS PULL STRAPS TIGHT AND THEN WHEN	062310	AGOMEZ
40	PUT BABY IN AND PULL ON SHOULDER STRAPS	062310	AGOMEZ
50	THEY LOOSEN. THIS IS DISC MODEL, WE NO	062310	AGOMEZ
190	AGREED...CLM..	062310	CMEAD

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		
60	LONGER HAVE IN STOCK. ADV CS WILL CHK W	062310	AGOMEZ
70	JH TO SEE IF IC009 NTR IS SAME SEAT AND	062310	AGOMEZ
80	IF SO CS MAY JUST SWITCH OUT FABRICS ON	062310	AGOMEZ
90	REPLACEMENT. WILL CHK W JH TO CONFIRM	062310	AGOMEZ
100	AND CB..AG.. CS CB CHECKING ON REPL UNIT	062310	JQUASEBART
110	ADV CS AG WILL CB W/INFO CHECKED W/AG	062310	JQUASEBART
120	HAS INFO WILL CB CS WHEN HAS	062310	JQUASEBART
130	CHANCE..JQ.. CS CLD ALLEGING HAS NOT	062310	CMEAD
140	HEARD BACK FROM US PER CHRISTOPHE	062310	CMEAD
150	OFFERED TO PRP/REPLACE W/IC009NTR ADVSD	062310	CMEAD
160	CS TO KEEP FABRIC ******ORD'D	062310	CMEAD
170	REPLACEMENT UPFRONT******** ADVSD CS OLD	062310	CMEAD
180	PAD MAY NOT FIT NEW SEAT CS	062310	CMEAD
190	AGREED...CLM..	062310	CMEAD
190	AGREED...CLM..	062310	CMEAD

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

9/20/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
10:11:16 TPCS05
Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City KNOXVILLE State TN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22741 072908 GRT 8A PRODUCT UPFRONT FOLLOW UP
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

Line	Comments		
10	22741 GRT 072908 CS ALLEGES CFA LOOSE	042110	JDESCHAMPS
20	ASKIN IF CFA GOES BACK INTO SEAT CS	042110	JDESCHAMPS
30	ALLEGES YES ADVD WILL PRP AND RPL,	042110	JDESCHAMPS
40	ORDERED PRPS AND NEW CAR SEAT 22741GRT	042110	JDESCHAMPS
50	UP FRONT..JD... CS CLLD ALLGS NEVER RECD	052610	AGOMEZ
60	PRPS. REORDERED..AG.. RECIEVED SEAT	061710	AENGELKING
70	22-741 GRT	061710	AENGELKING
80	07/29/2008,HELD..ALE..REPLACEMENT	061710	AENGELKING
90	ORDERED PREVIOUSLY..ALE..	061710	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:25:22 TPCS05

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

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

Model	Mfg Date	Color	Complaint	
22216	082908	RDS2	83	REFUND

Serial # _____ Priority _

Serial # _____ Priority _

Serial # _____ Priority _

Purchased-Where TARGET When 1108
Type of Customer N NO CHARGE Order Source F FAX
_ 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

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:25:28 TPCS06
F1124

Line	Comments		
10	22216RDS 082908 CS ALLGS CFA SLIPPING	031910	GJONES
20	ADVD WILL PRP EXCH CS DOES NOT HAVE	031910	GJONES
30	ANOTHER CRST & IS AT CAR TECH CENTER &	031910	GJONES
40	THEY WONT LET HER LEAVE WITH THIS CRST	031910	GJONES
50	ADVD CAN GO PURCHS CRST IN SAME PRICE	031910	GJONES
60	RANGE & WILL REFUND ONCE PRP IS TRACKED	031910	GJONES
70	CS WILL FAX POP EM FAX INFO AT	031910	GJONES
80	[redacted].GJ.. RECIEVED	043010	AENGELKING
90	SEAT 22216 RDS 08/29/2008,CFA HAS BEEN	043010	AENGELKING
100	ALTERED & THREADED INCORRECTLY..ALE..	052710	BMOORE
110	BJM REC'D FAXED COPY OF TARGET RECEIPT	052710	BMOORE
120	DATED 031910 SHOWING PURCHASE PRICE OF	052710	BMOORE
130	CARSEAT WAS 52.99 BEFORE 7.0% TAXES FOR	052710	BMOORE
140	A TOTAL OF 56.70. SENDING REFUND FOR	052710	BMOORE
150	56.70 TO CS. BJM. REV & APP REF DWQ...	052810	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

```
 9/21/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 09:25:43                                                                    TPCS05
       Home Phone [redacted]                                o(If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2
A-Addnl       Zip [redacted]        City GAINESVILLE          State VA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22216  012909  LLP2   84 REGISTER
                Serial # _____________________________  Priority _
                _____  ______  _____  __
                Serial # _____________________________  Priority _
                _____  ______  _____  __
                Serial # _____________________________  Priority _

 Purchased-Where UNK                  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
```

9/21/10
09:25:47

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22216LLP2 012909, CS ALG THAT THE CFA IS	102109	MARRINGTON
20	NOT WORKING CORRECTLY, CS ALG THE	102109	MARRINGTON
30	HARNESS STRAPS LOOSEN WITHOUT PRESSING	102109	MARRINGTON
40	ON THE CFA BUTTON, ADV CS WILL SEND	102109	MARRINGTON
50	LABELS FOR CARSEAT, CARSEAT IS PRIMARY	102109	MARRINGTON
60	CARSEAT ORDERED NEW UNIT UPFRONT, ADV CS	102109	MARRINGTON
70	TO SEND OLD CARSEAT..MJA.. RECIEVED SEAT	110609	AENGELKING
80	22216 LLP 01/29/2009,PERFORMS AS	110609	AENGELKING
90	EXPECTED..ALE..	110609	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

```
 9/21/10                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 09:30:10                                                                    TPCS05
       Home Phone [redacted]t No(If Dealer or MRA)  F1123
        Last Name [redacted]
            Addl1 [redacted]
            Addl2
A-Addnl       Zip [redacted]      City LEHIGHTON            State PA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C          22741  011409  GRT    8A PRODUCT UPFRONT FOLLOW UP
                Serial # ____________________________  Priority _
                _____ ______  _____  __
                Serial # ____________________________  Priority _
                _____ ______  _____  __
                Serial # ____________________________  Priority _

 Purchased-Where GIFT                 When 0509
 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
```

9/21/10 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
09:30:13 TPCS06
F1124

Line	Comments		
10	22471GRT 010409 CS ALLEGES CFA SLIPPING	102109	JDESCHAMPS
20	ORDERED NEW SEAT UP FRONT AND ORDERED	102109	JDESCHAMPS
30	PRPS ALSO EXP ORDER..JD. RECIEVED SEAT	111309	AENGELKING
40	22-741 GRT 01/14/2009,PERFORMS AS	111309	AENGELKING
50	EXPECTED,DST..ALE..	111309	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

9/21/10 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
09:31:02 TPCS05

Home Phone [redacted] If Dealer or MRA) F1123
Last Name
Addl1
Addl2
Zip [redacted] City COLARADO SPRINGS State CO

A-Addnl
C-Call Tg
Q-Ques

Canadian Order N (Y or N)

Model	Mfg Date	Color	Complaint
22346	032609	VAL	HY HARNESS COMING LOOSE

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

Purchased-Where BRU When SEPT. 2, 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

9/21/10
09:31:06

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22346VAL 032609, 01195VAL CS CALLED	121809	WWILBER
20	ALLEGES CFA STRAP WILL NOT KEEP HARNESS	121809	WWILBER
30	TIGHT. CS ALLEGES CAN TIGHTEN WITH	121809	WWILBER
40	STRAP, THEN PULLS ON HARNESS STRAPS TO	121809	WWILBER
180	TO KEEP UNIT..RJ..	021210	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

Line	Comments		
40	STRAP, THEN PULLS ON HARNESS STRAPS TO	121809	WWILBER
50	MAKE SURE TIGHT AND THEY LOOSEN OUT.	121809	WWILBER
60	ORDERED PRP LABELS TO PU CRST. ORDERED	121809	WWILBER
70	01195VAL BY SECURING ON CREDIT CARD. ADV	121809	WWILBER
80	CS TO CB 24HRS AFTER PU TO CHECK	121809	WWILBER
90	TRACKING AND ***CREDIT ACCOUNT***	020810	AENGELKING
100	..WW..RECIEVED SEAT 22-346 VAL	020810	AENGELKING
110	03/26/2009 GB1B; PERFORMS AS	020810	AENGELKING
120	INTENDED, EM MM TO CREDIT CC..ALE..	021010	MMILEY
130	ORDER C76583 AND C76563 ARE STUCK IN THE	021010	MMILEY
140	PD SCREEN, CC WAS NOT CHARGED..MM. CS CB	021210	RJOHNSON
150	TODAY TO ADV. SHE REC'D 2 TRAVEL SYSTEMS	021210	RJOHNSON
160	INSTEAD OF 1 SYSTEM ERROR WHEN ORDER	021210	RJOHNSON
170	GENERATED AND WAS NOT CANCELLED ADV CS	021210	RJOHNSON
180	TO KEEP UNIT..RJ..	021210	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

EA10-005

DOREL

9-21-2010

Exhibit L

addendum

SFN22346-0909-51-00118

5/18/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
15:36:46 TPCS05
Home Phone [redacted] Cust No(If Dealer or MRA) F1123
Last Na [redacted]
Addl
Addl2
A-Addnl Zip [redacted] City COLARADO SPRINGS State CO
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22346 032609 VAL HY HARNESS COMING LOOSE
Serial # Priority

Serial # Priority

Serial # Priority

Purchased-Where BRU When SEPT. 2, 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

5/18/10 CUSTOMER SERVICE CUSTOMER COMMENTS DDOW
15:36:55 TPCS06
F1124

Line Comments

10 22346VAL 032609, 01195VAL CS CALLED 121809 WWILBER
20 ALLEGES CFA STRAP WILL NOT KEEP HARNESS 121809 WWILBER
30 TIGHT. CS ALLEGES CAN TIGHTEN WITH 121809 WWILBER
40 STRAP, THEN PULLS ON HARNESS STRAPS TO 121809 WWILBER
50 MAKE SURE TIGHT AND THEY LOOSEN OUT. 121809 WWILBER
60 ORDERED PRP LABELS TO PU CRST. ORDERED 121809 WWILBER
70 01195VAL BY SECURING ON CREDIT CARD. ADV 121809 WWILBER
80 CS TO CB 24HRS AFTER PU TO CHECK 121809 WWILBER
90 TRACKING AND ***CREDIT ACCOUNT*** 020810 AENGELKING
100 ..WW..RECIEVED SEAT 22-346 VAL 020810 AENGELKING
110 03/26/2009 GB1B; PERFORMS AS 020810 AENGELKING
120 INTENDED, EM MM TO CREDIT CC..ALE.. 021010 MMILEY
130 ORDER C76583 AND C76563 ARE STUCK IN THE 021010 MMILEY
140 PD SCREEN, CC WAS NOT CHARGED..MM. CS CB 021210 RJOHNSON
150 TODAY TO ADV. SHE REC'D 2 TRAVEL SYSTEMS 021210 RJOHNSON
160 INSTEAD OF 1 SYSTEM ERROR WHEN ORDER 021210 RJOHNSON
170 GENERATED AND WAS NOT CANCELLED ADV CS 021210 RJOHNSON

180 TO KEEP UNIT..RJ.. 021210 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

Review Date: 2/4/2010
Reviewed by: AE
QA Findings: performs as intended

SFN22216-1010-51-00065

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
15:31:21 TPCS05
Home P [redacted] No(If Dealer or MRA) F1123
Last Na [redacted]
Addl1 [redacted]
Addl2
A-Addnl Zip [redacted] City ORANGE PARK State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22216 082908 RDS2 83 REFUND
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where TARGET When 1108
Type of Customer N NO CHARGE Order Source F FAX
Letters Order Recall Destroy
Incident Y Refund Pick-Up Return

Line Comments
10 22216RDS 082908 CS ALLGS CFA SLIPPING 031910 GJONES
20 ADVD WILL PRP EXCH CS DOES NOT HAVE 031910 GJONES
30 ANOTHER CRST & IS AT CAR TECH CENTER & 031910 GJONES
40 THEY WONT LET HER LEAVE WITH THIS CRST 031910 GJONES
50 ADVD CAN GO PURCHS CRST IN SAME PRICE 031910 GJONES
60 RANGE & WILL REFUND ONCE PRP IS TRACKED 031910 GJONES
70 CS WILL FAX POP EM FAX INFO AT 031910 GJONES
80 [redacted]GJ.. RECIEVED 043010 AENGELKING
90 SEAT 22216 RDS 08/29/2008,CFA HAS BEEN 043010 AENGELKING
100 ALTERED & THREADED INCORRECTLY..ALE.. 052710 BMOORE
110 BJM REC'D FAXED COPY OF TARGET RECEIPT 052710 BMOORE
120 DATED 031910 SHOWING PURCHASE PRICE OF 052710 BMOORE
130 CARSEAT WAS 52.99 BEFORE 7.0% TAXES FOR 052710 BMOORE
140 A TOTAL OF 56.70. SENDING REFUND FOR 052710 BMOORE
150 56.70 TO CS. BJM. REV & APP REF DWQ... 052810 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

Date Reviewed: 4/23/2010
Reviewed By: MFB
QA Findings: CFA has been altered & threaded incorrectly & has different screws holding CFA in place

SFN-22216-0909-51-00021

2/11/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
13:46:37 TPCS05
Home P[redacted] No(If Dealer or MRA) F1123
Last Na[redacted]
Addl[redacted]
Addl2
A-Addnl Zip[redacted] City GAINESVILLE State VA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22216 012909 LLP2 84 REGISTER
Serial # Priority

Serial # Priority

Serial # Priority

Purchased-Where UNK 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

Line Comments

10 22216LLP2 012909, CS ALG THAT THE CFA IS 102109 MARRINGTON
20 NOT WORKING CORRECTLY, CS ALG THE 102109 MARRINGTON
30 HARNESS STRAPS LOOSEN WITHOUT PRESSING 102109 MARRINGTON
40 ON THE CFA BUTTON, ADV CS WILL SEND 102109 MARRINGTON
50 LABELS FOR CARSEAT, CARSEAT IS PRIMARY 102109 MARRINGTON
60 CARSEAT ORDERED NEW UNIT UPFRONT, ADV CS 102109 MARRINGTON
70 TO SEND OLD CARSEAT..MJA.. RECIEVED SEAT 110609 AENGELKING
80 22216 LLP 01/29/2009,PERFORMS AS 110609 AENGELKING
90 EXPECTED..ALE.. 110609 AENGELKING

Date Reviewed: 11/5/2009
Reviewed by: AE
Findings: CFA slightly fuzzy, does not interfere with adjustment,performs as intended

SFN22469-0808-51-00149

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:32:54 TPCS05
Home Ph[redacted] (If Dealer or MRA) F1123
Last Nam
Addl1
Addl2
A-Addnl Zip [redacted] City FORT MYERS State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22469 082908 BSE 20 PRP RECVD-COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where GIFT/ BRU/ REGISTRY When 0109
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Pick-Up Return

Line	Comments
10	22469 BSE 082908 CS ALLEGES CFA LOOSE 040710 JDESCHAMPS
20	ORDERED PRPS AND ADVD WILL REPL W/ 040710 JDESCHAMPS
30	22456PRO ORDERED UP FRONT AS 042610 AENGELKING
40	COURT..JD..RECIEVED SEAT 22-469 BSE 042610 AENGELKING
50	08/29/2008,HELD..ALE.. REPLACEMENT 042610 AENGELKING
60	ORDERED PREVIOUSLY..ALE. 042610 AENGELKING

Date Reviewed: 4/23/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22741-0909-51-00195

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:28:19 TPCS05
Home [redacted] No(If Dealer or MRA) F1123
Last N
Add
Addl2
A-Addnl Zip [redacted] City MOORESVILLE State NC
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22790 000000 CGT 61 NEW UNIT
Serial # Priority

Purchased-Where TARGET When JUNE 1, 2009
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Pick-Up Return

Line	Comments	
10	22741GRT 020309 CS ALLEGES CFA SLIPS.	042710 BMIZE
20	ADV CS WOULD LIKE TO PU AND LOOK AT	042710 BMIZE
30	SEAT. ADV CS TO CB 24 HRS AFTER PU TO	042710 BMIZE
40	ORDER NEW SEAT. CS ASKED IF UPGRADE WAS	042710 BMIZE
50	AVAIL. ADV CS CAN REPLACE WITH DIFF	042710 BMIZE
60	MODELS AT N/C (22758KGS, 22790CGT,	042710 BMIZE
70	22795AAH) OR CAN UPGRADE TO CC014 (SNW,	042710 BMIZE
80	AAU, OR AAI) FOR $50+SHIPPING. CS WILL	042710 BMIZE
90	GIVE CHOICE WHEN CB TO INFORM OF	042710 BMIZE
100	PU..BTM.. CS CB. TRACKED. ORDERED	051010 WWILBER
110	22790CGT AT N/C..WW.. CS CALLED ASK'N IF	051010 ISORRELS
120	WE ALREADY SHIPPED PRODUCT, ADV'D	051010 ISORRELS
130	PRODUCT WAS ORDERED AND WE WILL SHIP IT	051010 ISORRELS
140	SOON..IS.. CS CB TO CHECK ON STATUS. ADV	051110 BMIZE
150	SHIPPED AND HAVE TRACKING NUMBER BUT NOT	051110 BMIZE
160	IN FEDEX SYSTEM YET. GAVE CS TRACKING	051110 BMIZE
170	NUMBER..BTM.. RECIEVED SEAT 22-741 GHT	052010 AENGELKING
180	02/03/2009,HELD..ALE.. REPLACEMENT	052010 AENGELKING
190	ORDERED PREVIOUSLY..ALE..	052010 AENGELKING

Date Reviewed: 5/13/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22412-0808-51-00118

7/30/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
15:31:00 TPCS05
Home P [redacted] t No(If Dealer or MRA) F1123
Last Na
Addl1
Addl2
A-Addnl Zip [redacted] City WEST FARGO State ND
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22412 090908 MOM 8A PRODUCT UPFRONT FOLLOW UP
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 Y Pick-Up Return

Line Comments
10 22412 MOM 090908 CS CALLED ALLEGING CFA 040710 ISORRELS
20 DAMAGED/FAILED, ORD'D PRP LABLES AND NEW 040710 ISORRELS
30 PRODUCT UPFRONT UNDER MODEL 22177 SNP, 040710 ISORRELS
40 CS AGREED**PLAESE DON'T SEND ANY SEAT 040710 ISORRELS
50 WHEN CS SENDS OLD ONE BACK***..IS.. 042610 AENGELKING
60 RECIEVED SEAT 22-412 MOM 042610 AENGELKING
70 09/09/2008,HELD..ALE.. REPLACEMENT SENT 042610 AENGELKING
80 PREVIOUSLY..ALE.. 042610 AENGELKING

Date Reviewed: 4/23/2010
Reviewed By: MFB
QA Findings: CFA slips

SFN22758-0808-51-00202

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:37:30 TPCS05
Home P[redacted] No(If Dealer or MRA) F1123
Last Na[redacted]
Addl1
Addl2
A-Addnl Zip[redacted] City JEFFERSON CITY State MO
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22758 00000 KGS 61 NEW UNIT
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where TARGET When 08/2008
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Pick-Up Return

Line Comments
10 22758 KGS 070808 CS CALLED ALLEGING CFA 042910 ISORRELS
20 DAMAGED/WON'T WORK, ORD'D PRP LABELS AND 042910 ISORRELS
30 ADV'D CS TO CALL US BACK AFTER SEND IT 042910 ISORRELS
40 TO ORDER A NEW ONE..IS.. CS HAD PROCESS 051810 RLAINE
50 QUEST. ADVD CS PER NOTES ABOVE..RL.. CS 061610 WWILBER
60 CALLED TRACKED PRP. ORDERED NEW UNIT: 061610 WWILBER
70 22758KGS AT N/C..WW.. RECIEVED SEAT 061610 AENGELKING
80 22-758 KGS 07/08/2008; HELD..ALE.. 061610 AENGELKING
90 REPLACEMENT ORDERED PREVIOUSLY..ALE.. 061610 AENGELKING

Date Reviewed: 6/10/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22758-0808-51-00203

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:38:04 TPCS05
Home Ph [redacted] st No(If Dealer or MRA) F1123
Last Nar [redacted]
Addl1 [redacted]
Addl2
A-Addnl Zip [redacted] City DENTON State TX
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22758 071608 KGS 8A PRODUCT UPFRONT FOLLOW UP
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where TARGET When 2008
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Y Pick-Up Return

Line Comments

10 CS CALLED, LID WOULDN'T CLOSE, SENT POD 050102 CUSTSERNET
20 FOR EXC.. BL..CS CHILD CAN OPEN ORD NEW 112202 CUSTSERNET
30 AT NC..CMK.. CS ALLEGES CFA FAILED, PER 081706 LSCHULTZ
40 MB I ORDER NEW SEAT AFTER RECVING 081706 LSCHULTZ
50 PICTURE OF CS SEAT SHE HAS NOW THEN WHEN 081706 LSCHULTZ
60 CS GETS NEW SEAT SHE WILL CALL SO I CAN 081706 LSCHULTZ
70 ORDER CT P/U ..LS.. RECVD PICTS FROM 081706 LSCHULTZ
80 CS OF SEAT 22- 740 ORDERED NEW UNIT PER 081706 LSCHULTZ
90 MB..LS.. CS RECVD NEW UNIT ORDERED CT 082306 LSCHULTZ
100 FOR OLD ONE TO BE P/U ..LS.. 082406 MMILEY
110 CT#997375250073348..MM.. CS CALLED W/ 082406 LSCHULTZ
120 ?/ ABOUT RETURNING OLD SEAT ..LS.. 091406 JHENRY
130 22740MDI 112905 RCVD, HELD FOR QA.JH. 091406 JHENRY
140 111407 ABISHOP
150 22740MDI 112905 CALLED TO CHECK ON 111407 ABISHOP
160 REPAIR KIT SHE HAD ORDERED NEVER 111407 ABISHOP
170 RELEASED TO BE SHIPPED REORDERED EXP 111407 ABISHOP
180 SAYS ITS COMING REALLY LOOSE..AB.. CAR 081409 SCOOMER
190 SEAT REG MODEL 22758-KGS 07162008 081409 SCOOMER

200 L#10A043462..SRC.. 22862 EBC 111104 091809 ISORRELS
210 DH06024491 CS CALLED FOR RECALL INF, 091809 ISORRELS
220 ADV'D NOT RECALLED..IS.. 22758KGS 071608 032210 CMEAD
230 CS CLD ALLEGING CFA SLIPPING ORD'D PRP 032210 CMEAD
240 LABELS PER CC ******ORD'D CARSEAT 032210 CMEAD
250 UPFRONT!!!!!! WHEN PRP RECD DO NOT ORDER 032210 CMEAD
260 REPLACEMENT*******...CLM... RECIEVED 041410 AENGELKING
270 SEAT 22-758 KGS 07/16/2008, PERFORMS AS 041410 AENGELKING
280 INTENDED..ALE..REPLACEMENT SENT 041410 AENGELKING
290 PREVIOUSLY..ALE.. 041410 AENGELKING

Date Reviewed: 4/8/2010
Reviewed By: AE
QA Findings: performs as intended

SFN22758-0808-51-00204

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:39:18 TPCS05
Home [redacted] st No(If Dealer or MRA) F1123
Last N [redacted]
Add [redacted]
Add2
A-Addnl Zip [redacted] City HAWTHORNE WOODS State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22758 090508 PST 20 PRP RECVD-COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where NA When NA
Type of Customer N NO CHARGE Order Source E EMAIL
Letters Order Recall Destroy
Incident Refund Pick-Up Return

Line	Comments		
10	22758PST 090508 CS ALLEGING CFA	032510	MBROSEMER
20	SLIPPING. REQ LAST NAME OF CS TO	032510	MBROSEMER
30	FURTHER ASSIST. [redacted]LSB..	032510	MBROSEMER
40	CS EMD LAST NAME. SENT PRP LABELS AND	032510	MBROSEMER
50	22758FRK AS REPL..SB.. RECIEVED SEAT	050310	AENGELKING
60	22-758 PST 09/05/2008,HELD..ALE..	050310	AENGELKING
70	REPLACEMENT ORDERED PREVIOUSLY..ALE..	050310	AENGELKING

Date Reviewed: 4/29/2010
Reviewed By: AE
QA Findings: CFA slips; cs unthreaded seat & removed pad

SFN22459-0808-51-00141

7/30/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:26:25 TPCS05
Home [redacted] st No(If Dealer or MRA) F1123
Last Na[redacted]
Add[redacted]
Addl2
A-Addnl Zip[redacted] City HENDERSONVILLE State TN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22456 061108 MTG 47 CS CHECKING ON ORDER
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where DJG DIRECT UNIT REPL When ACEMENT 043010
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Y Pick-Up Return

Line Comments
10 05088MTT 062807 CS ALLEGES LOCK MECH TAB 080408 MPERDUE
20 CAME OFF ADV NOT REPL CS NOT SURE IF 080408 MPERDUE
30 HAVE GIFT RECPT ADV CS W/OUT POP DOES 080408 MPERDUE
40 NOT QUALIFY FOR WARR BUT AS COURTESY 080408 MPERDUE
50 WILL POD FOR MOD STICK 1 SIDE OF NETTING 080408 MPERDUE
60 AND 10X10" SQ OF FABRIC ONCE RECVD WILL 080408 MPERDUE
70 ORD NEW 05088BYT AS HER COLOR PATTERN 080408 MPERDUE
80 NOT AVAIL CS OK WITH THIS ADV CS NEW 080408 MPERDUE
90 PLAYYARD WILL NOT COME W/WARR..MAP... CS 092508 CEDDY3
100 EM ALLEGE NOT SATISFIED WITH OUR RETURN 092508 CEDDY3
110 PROCESS ETC, OFF'D EXTEND POD 30 MORE 092508 CEDDY3
120 DAYS, ADV CAN SECURE W/CC TO RECV 092508 CEDDY3
130 PLAYARD AHEAD AND EM'D LINK FOR CS TO 092508 CEDDY3
140 PIC OF 05088BYT B/C COULDNT COPY/PASTE 092508 CEDDY3
150 PIC INTO HER EMAIL..CE.. BJM REC'D EMAIL 092608 BMOORE
160 FROM CS THAT SHE WILL GO AHEAD AND 092608 BMOORE
170 ACCEPT THE POD EXTENSION BUT DOESN'T 092608 BMOORE
180 THINK IT IS RIGHT THAT WE MAKE THEM TEAR 092608 BMOORE
190 APART WHAT SHE CONSIDERS A DANGEROUS 092608 BMOORE
200 PRODUCT. BJM. RECVD 05088 MTT/ 062807 101408 CMCGRAW

210 POD: **ORDERED 05088 BYT**..CM.. CS 101508 MPERDUE
220 CALLED TO CK ON ORD ADV WAS ORD 101508 MPERDUE
230 YESTERDAY WILL RECV W/IN 7 TO 10 BUSS 101508 MPERDUE
240 DAYS..MAP... 22456 MTG 061108 CS CLLD 043010 AGOMEZ
250 ALLGS CFA STRAP NOT STAYING TIGHT. HAD 043010 AGOMEZ
260 HER TRBLSHOOT. CS ALLGS IS COMING LOOSE. 043010 AGOMEZ
270 OFFERED TO PRP AND RPLACE W **22459MTG** 043010 AGOMEZ
280 AS SAME NA. CS WENT ONLINE AND ACCEPTED 043010 AGOMEZ
290 THIS CRST. CS DOES NOT HAVE A CRST TO 043010 AGOMEZ
300 USE. ADV CS WILL ORDER NEW UPFRONT TODAY 043010 AGOMEZ
310 AND WILL ORDER PRPS FOR HER ORIG. CS 043010 AGOMEZ
320 WANTS NEW CRST NOW. ADV CS THAT TECH NO 043010 AGOMEZ
330 WARR AS NO POP. AM GOING ABOVE AND 043010 AGOMEZ
340 BEYOND TO REPLACE HER CRST AND SEND 043010 AGOMEZ
350 UPFRONT WHICH IS NOT STANDARD PROCEDURE. 043010 AGOMEZ
360 ADV CS WE WANT TO HELP HER BUT SHE WIL 043010 AGOMEZ
370 HAVE TO ALLOW SHIP TIME. CS OKD. 043010 AGOMEZ
380 *******ORDERED 22462 BLN NC TODAY AS CS 043010 AGOMEZ
390 DID ACCEPT THIS MODEL(TYPO ON LINE 043010 AGOMEZ
400 270)**** ALSO ORDERED PRPS FOR 22456 MTG 043010 AGOMEZ
410 *PRPS FOR 22459 MTG*SORRY ABOUT ERROR 043010 AGOMEZ
420 ..AG.. CS CHECKING ON STATUS, ADVD CS TO 050310 RLAINE
430 CB TOMORROW FOR TRACKING NUMBER..RL.. 051810 AENGELKING
440 RECIEVED SEAT 22-459 MTG 051810 AENGELKING
450 06/11/2008,PERFORMS AS 051810 AENGELKING
460 INTENDED,DST..ALE.. REPLACEMENT ORDERED 051810 AENGELKING
470 PREVIOUSLY..ALE.. 051810 AENGELKING

Date Reviewed: 5/13/2010
Reviewed By: AE
QA Findings: performs as intended

SFN22148-0808-51-00022

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
13:01:34 TPCS05
Home P [redacted] st No(If Dealer or MRA) F1123
Last Na
Addl1
Addl2
A-Addnl Zip [redacted] City PEOTONE State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
CC033 000000 BMT 8A PRODUCT UPFRONT FOLLOW UP
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where DJG DIRECT UNIT REPL When ACEMENT 032910
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Y Pick-Up Return

Line	Comments
10	CS WANTED TO GET INFO. ON ORDERING BASE 031708 RJOHNSON
20	BY MAIL..RJ.. C70390 REPLACEMENT PARTS 032508 BMOORE
30	ORDER FORM WITH MO #8425 FOR 41.94 FOR A 032508 BMOORE
40	BLACK ADJ. DESIGNER BASE. 41.94. BJM. 032410 KVANCE
50	22148 RDH 090408 CS CLD ALLEGING CFA NOT 032410 KVANCE
60	REAMINGING TIGHT ORD'D PRP LABELS TO P/U 032410 KVANCE
70	DMGD SEAT CS DOES NOT HAVE ALTERNATE 032410 KVANCE
80	SEAT ASKED CS TO DISCONTINUE USE OF SEAT 032410 KVANCE
90	EMD CS AT [redacted] PICS OF CC033 032410 KVANCE
100	BMT, 22195 SVS AND 22187 ANL ADV CS TO 032410 KVANCE
110	CB W/SELECTION SO CAN BE ORDERED 032410 KVANCE
120	UPFRONT..KV.. CS CLLD ALLGS THAT SHE 032910 AGOMEZ
130	CHOOSES ****CS033 BMT, ORDERED UPFRONT 032910 AGOMEZ
140	TODAY NC********** PRPS HAVE ALREADY 032910 AGOMEZ
150	BEEN ORDERED. ADV CS WHEN GET PRPS TO 032910 AGOMEZ
160	SND BK ORIG CRST AND TO CALL US AND LET 032910 AGOMEZ
170	US KNOW DAY AFTER PU SO WE CAN DOCUMNT 032910 AGOMEZ
180	ORIG HAS BEEN PU. CS OKD..AG..CS CB 041210 GJONES
190	CHECKING ON PRP LABELS CHECKED THEY WERE 041210 GJONES
200	NOT ORDERD ORDERED PRP & APOLOGIZED TO 041210 GJONES

210 CS..GJ.. RECIEVED SEAT 22-148 RDH 051810 AENGELKING
220 09/04/2008,PERFORMS AS 051810 AENGELKING
230 INTENDED,DST..ALE.. REPLACEMENT ORDERED 051810 AENGELKING
240 PREVIOUSLY..ALE.. 051810 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

Date Reviewed: 5/13/2010
Reviewed By: AE
QA Findings: performs as intended

SFN22459-0808-51-00142

7/30/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:29:54 TPCS05
Home [redacted] lo(If Dealer or MRA) F1123
Last N [redacted]
Add [redacted]
Addl2
A-Addnl Zip[redacted] City BETTENDORF State IA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22459 121808 MTG 20 PRP RECVD-COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where UNK When 0109
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Pick-Up Return

Line Comments
10 22459 121808 MTG CS ALLGS STRAP GET 050310 CCHEVAL
20 LOOSE, WILL SEND OPTION 050310 CCHEVAL
30 [redacted]..CC.. SENT EMAIL 050310 CCHEVAL
40 W/ DIFF OPTIONS FOR REPLACEMENT 22470 050310 CCHEVAL
50 HDK 22178ANX 22177SNP 22177CST. WHEN 050310 CCHEVAL
60 RCVD ANSWER PLEASE 050310 CCHEVAL
70 ***PRP/REPLACE***..CC.. CS CB WANTS 050410 JWILSON
80 22178ANX FOR RPLCMNT ORDERED PRP LABELS 050410 JWILSON
90 CS ALLEGES HAS A CAR SEAT SHE IS 050410 JWILSON
100 BORROWING BUT NEEDS TO RETURN ADVSD CAN 050410 JWILSON
110 SECURE NEW SEAT ADVSD WILL ALLOW TO 050410 JWILSON
120 SECURE FOR $100 +S/H CS DECLINED TO 050410 JWILSON
130 SECURE SENT PRP LABELS ADVSD CS OF 050410 JWILSON
140 PROCESS CS FRUSTRATED WITH PROCESS ADVSD 050410 JWILSON
150 ORIGINAL TERMS OF WARRANTY ADVSD WE KNOW 050410 JWILSON
160 IT IS EXPENSIVE TO SEND BACK AT OWN 050410 JWILSON
170 EXPENSE AND THIS IS WHY WE MAKE FOR THIS 050410 JWILSON
180 EXCEPTION AND ALLOW THIS KIND OF RETURN 050410 JWILSON
190 ADVSD WILL BE REQUIRED TO PROVIDE HER 050410 JWILSON
200 OWN BOX *****WHEN CS CB IF ABLE TO TRACK 050410 JWILSON

210 THE PU COMPLETED PLZ SEND OUT NEW SEAT 050410 JWILSON
220 22178ANX*****..JW.. CS EMD FOR 050510 KVANCE
230 SAME..KV.. CS CB. TRACKED. ORDERED NEW 051010 WWILBER
240 UNIT..WW.. RECIEVED SEAT 22-459 MTG 052010 AENGELKING
250 12/18/2008,HELD..ALE.. REPLACEMENT 052010 AENGELKING
260 ORDERED PREVIOUSLY..ALE.. 052010 AENGELKING

Date Reviewed: 5/13/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22469-0808-51-00148

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:29:07 TPCS05
Home P[redacted] t No(If Dealer or MRA) F1123
Last Na[redacted]
Addl[redacted]
Addl2
A-Addnl Zip[redacted] City ARNOLD State MO
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22469 082908 BSE 38 PRP
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where BRU When APRX 0209
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Pick-Up Return

Line	Comments		
10	22469 BSE 082908 CS CLLD ALLGS THAT THE	061010	AGOMEZ
20	CFA NOT SECURE. ALLGS THAT SHE PULLS	061010	AGOMEZ
30	STRAPS TIGHT, AND WHEN TEST THE STRAPS	061010	AGOMEZ
40	BY PULLING STRAPS AT SHOULDERS THEY	061010	AGOMEZ
50	LOOSEN. ALLGS THAT THIS HAPPENS WHEN	061010	AGOMEZ
60	CHILD IN & OUT OF CRST. ADV CS CAN OFFER	061010	AGOMEZ
70	TO PRP AND REPLACE CRST. CS DOES HAVE	061010	AGOMEZ
80	ANOTHER CRST TO USE DURING INTERIM. ADV	061010	AGOMEZ
90	CS WILL SND PRPS. CS TO CB 24 HRS AFTER	061010	AGOMEZ
100	PU AND ONCE PU CONFIRMED WILL ORDER NEW	061010	AGOMEZ
110	22469 BSE. CS VERY HAPPY W THIS	061010	AGOMEZ
120	RESOLUTION ..AG.. CALLED ALLEGING SEAT	061610	LPICHARDO
130	PICKED UP. PER FEDEX.COM PU @ 8:56AM.	061610	LPICHARDO
140	ORD'D REPL..LP.. RECIEVED SEAT 22-469	062810	AENGELKING
150	BSE 08/29/2008,HELD..ALE..REPLACEMENT	062810	AENGELKING
160	ORDERED PREVIOUSLY..ALE..	062810	AENGELKING

Date Reviewed: 6/24/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22469-0808-51-00150

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:34:09 TPCS05
Home [redacted] Cust No(If Dealer or MRA) F1123
Last N
Add [redacted]
Addl2
A-Addnl Zip [redacted] City DUNEDIN State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22469 091508 BSE 20 PRP RECVD-COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where NA When NA
Type of Customer N NO CHARGE Order Source E EMAIL
Letters Order Recall Destroy
Incident Refund Pick-Up Return

Line Comments
10 22469BSE 091508 CS EM FOR INST SENT 4582 040610 DDAY
20 VIA EM TO [redacted]..DOT.. CS 040710 MBROSEMER
30 EMD ONCE HARNESS TIGHTENED CAN EASILY 040710 MBROSEMER
40 PULL OUT ON SHOULDER STRAPS. SENT REPL 040710 MBROSEMER
50 SEAT NC AND PRP LABELS..SB.. RECIEVED 050310 AENGELKING
60 SEAT 22-469 BSE 09/15/2008, 050310 AENGELKING
70 HELD.ALE..REPLACEMENT ORDERED 050310 AENGELKING
80 PREVIOUSLY..ALE.. 050310 AENGELKING

Date Reviewed: 4/29/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22154-0909-51-00038

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
13:43:09 TPCS05
Home P [redacted] If Dealer or MRA) F1123
Last Na
Addl1
Addl2
A-Addnl Zip [redacted] City BRIDGETON State MO
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22154 101409 HTR 8A PRODUCT UPFRONT FOLLOW UP
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where BABY AGE When NOV 2009
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Y Pick-Up Return

Line Comments
10 22154HTR 101409 CS ALLEGES HARN STRPS 022310 MPERDUE
20 WILL NOT TIGHTEN COMES LOOSE ADV WILL 022310 MPERDUE
30 PRP AND SENT NEW 22154 UPFRNT AS CS DID 022310 MPERDUE
40 NOT HAVE ANOTHER CRST TO USE****DO NOT 022310 MPERDUE
50 ORDER NEW CRST WHEN OLD RECVD..MAP... 030910 AENGELKING
60 RECEIVED SEAT 22-154 HTR 10/14/2009, 030910 AENGELKING
70 PERFORMS AS INTENDED, BLACK PIN IN CFA 030910 AENGELKING
80 ..ALE.. CS EMD NEW SEAT HAS SAME ISSUE, 032910 MBROSEMER
90 STRAPS CAN JUST PULL OUT AFTER 032910 MBROSEMER
100 TIGHTENING. CS HAS ANOTHER ALPHA AND 032910 MBROSEMER
110 SAYS DOES NOT HAVE ANY PROBLEMS LIKE 032910 MBROSEMER
120 THIS. CS WANTS DIFF MODEL. SENT 032910 MBROSEMER
130 22456MIL AND PRP LABELS..SB.. RECEIVED 041410 AENGELKING
140 SEAT 22-154 HTR 12/01/2009,PERFORMS AS 041410 AENGELKING
150 INTENDED..ALE..REPLACEMENT SENT 041410 AENGELKING
160 PREVIOUSLY..ALE.. 041410 AENGELKING

Date Reviewed: 4/8/2010
Reviewed By: AE
QA Findings: performs as intended

SFN22155-0808-51-00041

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
13:47:04 TPCS05
Home P [redacted] (If Dealer or MRA) F1123
Last Na
Addl
Addl2
A-Addnl Zip [redacted] City MIAMI State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22155 102108 HMR XR CFA DAMAGED
Serial # Priority
C 22155 102108 HMR XR CFA DAMAGED
Serial # Priority
Serial # Priority

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

Line Comments
10 22155HMR 102108 CS ALLEGES CFA SLIPPING. 050310 BMIZE
20 ADV CS WOULD LIKE TO PRP AND EXAMINE. CS 050310 BMIZE
30 ALLEGES NO ADDT'L CAR SEAT TO USE. 050310 BMIZE
40 ORDERED NEW CARSEAT UPFRONT AND SENT PRP 050310 BMIZE
50 LABELS..BTM.. RECEIVED SEAT 22-155 HMR 060710 AENGELKING
60 10/21/2008,HELD..ALE..REPLACEMENT 060710 AENGELKING
70 ORDERED PREVIOUSLY..ALE.. 060710 AENGELKING

Date Reviewed: 6/3/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22155-0808-51-00042

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
13:47:42 TPCS05
Home Ph [redacted] (If Dealer or MRA) F1123
Last Nar
Addl1
Addl2
A-Addnl Zip [redacted] City MASSAPEQUA PARK State NY
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22155 111708 HMR 38 PRP
Serial # Priority
C 22155 111708 HMR 38 PRP
Serial # Priority
Serial # Priority

Purchased-Where DNK When JAN 2009
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Y Pick-Up Return

Line Comments
10 22155HMR 111708 CS ALLEGES STRAPS LOOSEN 051210 BMIZE
20 AND CFA BUTTON DAMAGED. ADV WOULD LIKE 051210 BMIZE
30 TO PRP AND REPL. CS ACCEPTED. ORDERED 051210 BMIZE
40 PRP AND NEW 22155HMR AT N/C..BTM.. 052810 AENGELKING
50 RECIEVED SEAT 22-155 HMR 052810 AENGELKING
60 11/17/2008,HELD..ALE.. REPLACEMENT 052810 AENGELKING
70 ORDERED PREVIOUSLY..ALE.. 052810 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

Date Reviewed: 5/27/2010
Reviewed By: MFB
QA Findings: CFA slips

SFN22158-0808-51-00050

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
13:55:18 TPCS05
Home [redacted] No(If Dealer or MRA) F1123
Last N
Add
Addl2
A-Addnl Zip [redacted] City QUARRYVILLE State PA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22158 051208 GRS 20 PRP RECVD-COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where BRU When APRX 0608
Type of Customer C CONSUMER Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Pick-Up Return

Line	Comments
10	22158GRS 051208 CS CALLING TO PX HARNESS 100109 JWILSON
20	STRAP ALLEGES NOT WITH SEAT TO GET MFG# 100109 JWILSON
30	PXD PD W CC..JW.. CS CLLD BK ALLGS THAT 042610 AGOMEZ
40	HR AJUST LEVER LOOSENING.ALLGS THAT 042610 AGOMEZ
50	AFTER ADJUSTING STRAPS AND PULLING THEM 042610 AGOMEZ
60	TIGHT THE STRAPS LOOSEN. ALLGS HAS TRIED 042610 AGOMEZ
70	TRBLSHOOTING. ALLGS THAT IT HAPPENS WHN 042610 AGOMEZ
80	CHILD IS IN/OR OUT OF CRST. ADV CS WILL 042610 AGOMEZ
90	CHK W JH AND GIVE A CB. CLLD CS AT 9 58 042610 AGOMEZ
100	AM. GOT VM. ADV CS (PER JH) WE WILL 042610 AGOMEZ
110	REPLACE CRST FOR HER. WHN CS CB ADV CS 042610 AGOMEZ
120	OF PRP PROCESS AND ORDER PRP LABELS FOR 042610 AGOMEZ
130	HER. WE CAN REPLACE BUT CS NEEDS TO BE 042610 AGOMEZ
140	ADV WE DO NOT HAVE SAME AVAIL. CAN 042610 AGOMEZ
150	REPLACE W BLL. NOT SURE IF CS HAS A GIRL 042610 AGOMEZ
160	OR BOY AND BLL IS PINK AND BROWN SO THIS 042610 AGOMEZ
170	WILL NEED TO BE OK'D W CS..AG.. CS CB. 042610 WWILBER
180	APPROVED 22158 BLL FOR GIRL. ORDERED 042610 WWILBER
190	UPFRONT SECURED ON CS' CREDIT CARD. 042610 WWILBER
200	ORDERED PRP LABELS. ADV ONCE REC UNIT IN 042610 WWILBER

210 DEPT, TO *CREDIT* CC FOR ORDER..WW.. CS 042910 AGOMEZ
220 CLLD ALLGS RECD CRST AND NO LABELS. ADV 042910 AGOMEZ
230 CS THEY WERE ORDERED AND SHIPPED WILL 042910 AGOMEZ
240 COME SEPERATE . CS OKD..AG.. RECIEVED 051810 AENGELKING
250 SEAT 22-158 GRS 05/12/2008, CFA FRAYED; 051810 AENGELKING
260 DOES NOT INTERFERE W/ADJ,DST..ALE..EM MM 051810 AENGELKING
270 TO CREDIT CC..ALE.. CREDITED CC $224.39 051910 MMILEY
280 ORDER C63301..MM.. CS CALLED TO CHECK IF 052410 ISORRELS
290 WE CREDITED AMOUNT FROM ORDER C63301, 052410 ISORRELS
300 ADV'D YES, PER NOTES ABOVE..IS.. 052410 ISORRELS

Date Reviewed: 5/13/2010
Reviewed By: AE
QA Findings: CFA frayed; does not interfere with adjustment

SFN22159-0808-51-00051

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:46:19 TPCS05
Home P [redacted] lo(If Dealer or MRA) F1123
Last Na
Addl
Addl2
A-Addnl Zip [redacted] City BALTIMORE State MD
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22159 071808 SGT 61 NEW UNIT
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

Line	Comments
10	CS ALG CFA LOOSE, CS ALG DOES NOT HAVE 032410 MARRINGTON
20	TO PUSH RELEASE BUTTON TO LOOSEN STRAPS, 032410 MARRINGTON
30	ADV CS NEED MOD#/MFD, CS ALG IS NOT 032410 MARRINGTON
40	CURRENTLY USING SEAT..MJA.. 221859SGT 032610 WWILBER
50	071808 CS CALLED BACK. ORDERED PRP 032610 WWILBER
60	LABELS. ADV CS ONCE PU, TO CALL INTO 032610 WWILBER
70	DEPT AND WE CAN REPLACE W/NEW..WW.. CS 041910 JSANCHEZ
80	CLD ALLEG'S SENT BACK ON 04/06/2010 BY 041910 JSANCHEZ
90	DROPPING OFF IN FEDEX BOX, DID NOT WAIT 041910 JSANCHEZ
100	FOR PICK-UP..JS.. CS CB RE CAR SEAT SHE 042010 MMILEY
110	SENT BACK, CS USED PRP LABELS, TRACKED 042010 MMILEY
120	AND WE RECD THE CARSEAT ON 4/8/10, 042010 MMILEY
130	ORDERED NEW SEAT 22178 ANWD, CS OK W/ 042010 MMILEY
140	DIFFERENT SEAT..MM.. RECIEVED SEAT 042610 AENGELKING
150	22-159 SGT 07/18/2008,HELD..ALE.. 042610 AENGELKING
160	REPLACEMENT ORDERED PREVIOUSLY..ALE.. CS 042610 CEDDY3
170	CB REC'D DISPLAY MOD CRST, ADV'D WILL 042610 CEDDY3
180	ORD NEW NOW UP FRONT AND SEND PRP'S FOR 042610 CEDDY3
190	22179ANWD, AVD'D ORDERING NEW CRST NOW 042610 CEDDY3
200	UP FRONT AND PRP'S CS OK'D, APOLOGIZED 042610 CEDDY3

210 FOR US SENDING CS A DISPLAY MODEL, CS 042610 CEDDY3
220 OK'D SCT 22179..CE.. RECEIVED SEAT 052410 AENGELKING
230 22-178 ANWD 12/14/2009,DISPLAY 052410 AENGELKING
240 UNIT,DST..ALE..REPLACEMENT ORDERED 052410 AENGELKING
250 PREVIOUSLY..ALE.. 052410 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

Date Reviewed: 4/23/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22159-0808-51-00052

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:47:51 TPCS05
Home P[redacted](If Dealer or MRA) F1123
Last Na
Addl1
Addl2
A-Addnl Zip[redacted] City CAPE CORAL State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22159 092308 SGT 61 NEW UNIT
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where BIGLOTS When AUGUST 2009
Type of Customer C CONSUMER Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Pick-Up Return

Line Comments

10 22159SGT 092308, CS ALG CFA LOOSE, SENT 030510 MARRINGTON
20 PRP LABELS, ADV CS OF PROCESS, CS TO CB 030510 MARRINGTON
30 24HRS AFTER PU TO ORDER NEW SEAT **IN 030510 MARRINGTON
40 STOCK AT THIS TIME**, CS ALG IF 030510 MARRINGTON
50 INVENTORY GONE CS OK WITH ANOTHER AOE 030510 MARRINGTON
60 BUT WILL NEED TO CHOOSE SEAT PAD 030510 MARRINGTON
70 COLOR..MJA.. 22159SGT CS CALLED TO 042210 BMIZE
80 INFORM OF PU. ORDERED 22159SGT AT 042210 BMIZE
90 N/C..BTM.. RECIEVED SEAT 22-159 SGT 050310 AENGELKING
100 09/23/2008,HELD..ALE..REPLACEMENT 050310 AENGELKING
110 ORDERED PREVIOUSLY..ALE.. 050310 AENGELKING

Date Reviewed: 4/29/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22159-0808-51-00053

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:48:58 TPCS05
Home P[redacted] st No(If Dealer or MRA) F1123
Last Na[redacted]
Addl1[redacted]
Addl2
A-Addnl Zip[redacted] City ALPHARETTA State GA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22159 092608 SGT 20 PRP RECEIVED COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where SAMS CLUB When 06/2009
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Pick-Up Return

Line	Comments		
10	CS ALLEGE HARN ADJ STRAP NOT TIGHTEN	012510	CEDDY3
20	PROPERLY, CS WILL CB W/MOD# MFG DATE	012510	CEDDY3
30	LINE CODE AND WHILE WITH SEAT IF	012510	CEDDY3
40	POSSIBLE..CE.. 22456CAB 111108 L#11 CS	012610	TBOGGS
50	ALLEGES CFA DAMAGE ORDERED 22456GRS	012610	TBOGGS
60	UPFRONT & PRP LABELS CS W/CB FED EX WHEN	012610	TBOGGS
70	NEW SEAT ARRIVES..TB.. RECIEVED SEAT	021210	AENGELKING
80	22-456 CAB 11/11/2008, HELD..ALE..	060810	CMEAD
90	22159SGT 092608 CS CLD ALLEGING HARN	060810	CMEAD
100	STRAP WILL NOT TIGHTEN ORD'D PRP LABELS	060810	CMEAD
110	PER RJB ********CS SECURED NEW CARSEAT	060810	CMEAD
120	UPFRONT, WHEN PRP RECD ORDER CREDIT TO	060810	CMEAD
130	CC ONLY*********...CLM... RECIEVED SEAT	062910	AENGELKING
140	22-159 SGT 09/26/2008,HELD..ALE..EM MM	062910	AENGELKING
150	TO CREDIT CC/ CHARGE INDICATES NC, NO	062910	AENGELKING
160	NEED TO EM MM..ALE..	062910	AENGELKING

Date Reviewed: 6/24/2010
Reviewed By: MFB
QA Findings: CFA slips

SFN22178-0909-51-00058

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:53:57 TPCS05
Home P[redacted] t No(If Dealer or MRA) F1123
Last Na[redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City MALVERN State PA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22178 040509 STL 20 PRP RECVD-COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

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

Line Comments

10 CS EM ALLEGE STRONGLY DISLIKES 020810 CEDDY3
20 EVERYTHING ABOUT 22178STL 040509, REQ'D 020810 CEDDY3
30 MORE SPECIFIC INFO..CE.. CS EMD ALLEG 021110 EBOWEN
40 PXED THRU CREDIT UNION USING 26000 021110 EBOWEN
50 CREDIT CARD POINTS 062509.CS ALLEG 021110 EBOWEN
60 H.STRAPS TWIST EASILY,HARNSS COVERS TOO 021110 EBOWEN
70 LOSE AND MAKE IT DIFFICULT TO ADJUST 021110 EBOWEN
80 HARNESS,DIFFCLT TO ADJ HARNESS W/CFA AND 021110 EBOWEN
90 LEVER NOT WORKING PROPERLY,AND SEAT IS 021110 EBOWEN
100 UNCOMFORTABLE DUE TO DIFFCLTY OPERATING 021110 EBOWEN
110 HARNESS/CFA.ASKNG FOR PHOTO OF CAR SEAT 021110 EBOWEN
120 AND CHILD IN CAR SEAT.ASKD FOR COPY OF 021110 EBOWEN
130 POP,AND CLARIFYING WHETHER CS IS 021110 EBOWEN
140 EXPERIENCNG ANY PROBLEM W/HARNESS 021110 EBOWEN
150 LOOSENING AS SHE ALLEG CFA LEVER DMGD.EM 021110 EBOWEN
160 IS[redacted]..EB.. CS EMD 031010 MBROSEMER
170 PICS SHOWING STRAPS NEED TO BE 031010 MBROSEMER
180 RETHREADED. ALSO ALLEGING CFA LEVER 031010 MBROSEMER
190 DOES NOT STAY ALL THE WAY DOWN, FEARS 031010 MBROSEMER

200 WOULD NOT STAY SECURE IN AN IMPACT. ADV 031010 MBROSEMER
210 WILL SEND PRP LABELS AND ADV CAN REPL 031010 MBROSEMER
220 W/CC033BMT OR 22195SVS. CS HAS ANOTHER 031010 MBROSEMER
230 CRST TO USE..SB.. CS EMD NEEDS 2ND SEAT, 031710 MBROSEMER
240 CANNOT GO WITHOUT IT. WANTS CC033BMT. 031710 MBROSEMER
250 ORD UPFRONT, MARKED 8A..SB.. CS EMD BK 033010 AGOMEZ
260 ALLGS THAT SHE HAS RECIEVE THE NEW CRST 033010 AGOMEZ
270 AND INSTALLD IT AND SHE WNTD TO THANK US 033010 AGOMEZ
280 FOR HELPING HER. EM WAS DATED 0323 AND 033010 AGOMEZ
290 SAID SHE WAS SENDING BK CRST. DID TRACK 033010 AGOMEZ
300 PRP 0202288 10080362 AND CRST WAS PU 033010 AGOMEZ
310 AND DELIVERED HERE IN COLUMBUS 032310 033010 AGOMEZ
320 1:12PM THNKD CS FOR SNDING CRST BK. 033010 AGOMEZ
330 PROCESS IS COMPLETE..AG.. RECIEVED SEAT 040710 AENGELKING
340 22-178 STL 05/04/2009, PEFORMS AS 040710 AENGELKING
350 INTENDED..ALE..REPLACEMENT ORDERED 040710 AENGELKING
360 PREVIOUSLY..ALE.. 040710 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

Date Reviewed: 4/6/2010
Reviewed By: AE
QA Findings: performs as intended

SFN22178-0909-51-00057

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:53:20 TPCS05
Home Ph [redacted] st No(If Dealer or MRA) F1123
Last Nar [redacted]
Addl1 [redacted]
Addl2
A-Addnl Zip [redacted] City INGLESIDE State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22178 030709 VSS 20 PRP RECEIVED COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where TARGET When 0309
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Y Pick-Up Return

Line Comments

10 CALLED ALLEGING FRONT ADJ LOOSENS. ADV 060310 LPICHARDO
20 PRP AND REPL. WILL CB TO HAVE NEW SEAT 060310 LPICHARDO
30 ORD'D. 22178VSS 030709....LP.... 061710 BMIZE
40 22178VSS 030709 CS CALLED TO VERIFY PU 061710 BMIZE
50 OF PRP. TRACKED VIA FEDEX AND ORDERED 061710 BMIZE
60 NEW 22178VSS AT N/C. **WHEN PRP REC'D DO 061710 BMIZE
70 NOT ORDER**..BTM.. RECIEVED SEAT 22-178 062910 AENGELKING
80 VSS 03/07/2009,HELD..ALE..REPLACEMENT 062910 AENGELKING
90 ORDERED PREVIOUSLY..ALE.. 062910 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

Date Reviewed: 6/24/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22148-0808-51-00023

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
13:02:54 TPCS05
Home P[redacted] No(If Dealer or MRA) F1123
Last Na[redacted]
Addl1[redacted]
Addl2
A-Addnl Zip [redacted] City CARLSBAD State CA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22148 102808 RDH 20 PRP RECVD-COLUMBUS
Serial # Priority
22187 000000 ANK 8A PRODUCT UPFRONT FOLLOW UP
Serial # Priority
Serial # Priority

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

Line Comments
10 22148RDH 102809, CS ALG STRAPS 041510 MARRINGTON
20 LOOSENING, ADV CS WILL PRP/REPL, ORDERED 041510 MARRINGTON
30 22187ANK AS REPLACEMENT, ORDERED UPFRONT 041510 MARRINGTON
40 FOR FOLLOW UP..MJA.. CS CB TO CHECK ON 042310 JWILSON
50 ORDER ADVSD PER FEDEX.COM SHOWS ON TRUCK 042310 JWILSON
60 FOR DELIVERY TODAY..JW.. CS CLD TO SAY 050310 KVANCE
70 CRST SHIPPED BACK 042810..KV.. RECIEVED 051210 AENGELKING
80 SEAT 22-148 RDH 051210 AENGELKING
90 10/28/2008,HELD..ALE..REPLACEMENT 051210 AENGELKING
100 ORDERED PREVIOUSLY..ALE.. 051210 AENGELKING

Date Reviewed: 5/11/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22148-0909-51-00024

7/28/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
13:03:37 TPCS05
Home [redacted] (If Dealer or MRA) F1123
Last N [redacted]
Ad[redacted]
Addl2
A-Addnl Zip [redacted] City GLEN CARBON State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22148 030609 RDH 38 PRP
Serial # Priority
22148 030609 RDH 38 PRP
Serial # Priority
Serial # Priority

Purchased-Where BRU When 0409
Type of Customer C CONSUMER Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Y Pick-Up Return

Line Comments

10 22148 RDH 030609 CS CLLD ALLGS WAS 021210 AGOMEZ
20 PUTTING CHILD IN CRST. TIGHTENED IT UP 021210 AGOMEZ
30 AND THEN WENT TO AJUST HR AND STRAPS 021210 AGOMEZ
40 LOOSEND AT SHOULDERS WO PUSHING CFA 021210 AGOMEZ
50 LEVER. ADV CS TRBLESHOOT. ADV CS TO PULL 021210 AGOMEZ
60 STRAP STRAIT DOWN, CHK THE CFA LEVER 021210 AGOMEZ
70 MAKE SURE THAT IT IS DOWN AND PINCHING 021210 AGOMEZ
80 STRAP AND THEN GRAB AT SHOULDER STRAPS 021210 AGOMEZ
90 AND PULL TO TEST IF THE CFA IS HOLDING 021210 AGOMEZ
100 OR NOT. CS OKD. CS ALLGS A LITTLE BIT OF 021210 AGOMEZ
110 FRAY ON SIDES OF CFA STRAP. ADV CS TO 021210 AGOMEZ
120 PLS SND PIC SO THAT WE CAN REVIEW. CS 021210 AGOMEZ
130 OKD. CS WILL SND PIC AND TRBLSHOOT AND 021210 AGOMEZ
140 CB..AG.. CS CLD FOR STATUS, SEARCHED FOR 021610 MBROSEMER
150 EML AND COULD NOT FIND, ADV POSS IN 021610 MBROSEMER
160 AGENT INBOX TO BE ANSWERED. ADV CS TO 021610 MBROSEMER
170 CONTACT US IF NOT HEARD BACK BY END OF 021610 MBROSEMER
180 DAY 021710. CS DID HAVE CORRECT EML 021610 MBROSEMER

190 ADDRESS AND DID INCL PHONE NO..SB.. CS 021710 EBOWEN
200 EMD PHOTOS SHOWING NORMAL WEAR AND TEAR 021710 EBOWEN
210 ON CFA STRAP.ADV CS OF THIS AND ASKD IF 021710 EBOWEN
220 SHE IS PULLING UP,DOWN,OUT,OR TO THE 021710 EBOWEN
230 SIDE WHEN ADJUSTING CFA.CS EM IS 021710 EBOWEN
240 [redacted]..EB.. CS EM SHE 021710 DDAY
250 WOULD LIKE CC033BMT EM GR TO BRING SEAT 021710 DDAY
260 UP HERE..DOT.. REC CARSEAT FROM GR 021810 DDAY
270 ALREADY CHECKED WILL SHIP FROM OUR 021810 DDAY
280 OFFICE..DOT.. RECIEVED BOOSTER SEAT 031810 AENGELKING
290 21046 01/10, HELD..ALE.. SEAT WAS 031810 AENGELKING
300 RECIEVED IN FOXBORO UNDER CT #92253205, 031810 AENGELKING
310 FOXBORO SENDING BACK TO COLUMBUS..ALE.. 062810 AENGELKING
320 RECIEVED SEAT FROM FOXBORO WITH CT # 062810 AENGELKING
330 92253205, REPLACEMENT ORDERED 062810 AENGELKING
340 PREVIOUSLY..ALE.. 062810 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

Date Reviewed: 6/24/2010
Reviewed By: MFB
QA Findings: CFA slips

SFN-22759-0609-51-00067

10/19/09 CUSTOMER SERVICE MAIN DISPLAY DDOW
06:59:23 TPCS05
Home P[redacted] ust No(If Dealer or MRA) F1123
Last Na[redacted]
Addl[redacted]
Addl2
A-Addnl Zip[redacted] City LOMA LINDA State CA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22759 010207 MTT 38 PRP
Serial # Priority
22758 090508 KGS 38 PRP
Serial # Priority
Serial # Priority

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

Line Comments

10 22758KGS 090508. CFA FAILED. ADV CT AND 070609 LPICHARDO
20 REPL. ALLEGES LEVER HOLDS IN OPEN POS. 070609 LPICHARDO
30 ALLEGES HAS 2ND SEAT THAT DOES SAME. 070609 LPICHARDO
40 WILL GET INFO FOR THAT SEAT AND CB. ADV 070609 LPICHARDO
50 ... 807210 NUMBER ON HAR 070809 LPICHARDO
60 BRACKET...LP..22759MTT 010207 2ND SEAT. 070809 LPICHARDO
70 # ON HAR BRACKET 17JUN06 AND 070809 LPICHARDO
80 611053..L#12B000301. SENT PRP FOR BOTH 070809 LPICHARDO
90 SEATS. ADV CB 24 HRS AFTER PRP FOR NEW 070809 LPICHARDO
100 SEATS. CAN'T BE WO SEAT. WILL SEND SEATS 070809 LPICHARDO
110 ONE BY ONE..LP. CS CALLED ASK'N FOR BOX 071609 ISORRELS
120 TO SEND SEAT, ADV'D WE DON'T HAVE 071609 ISORRELS
130 BOXES..IS.. 020228810061989 ORD'D NEW 072109 JGARLICK
140 UNIT, TO CS'S OFFICE..JG. RECEIVED SEAT 072309 AENGELKING
150 22-758 KGS 09/05/2009, PERFORMS AS 072309 AENGELKING
160 EXPECTED..ALE.. CALLED TO GET TRACKIN 072409 LPICHARDO
170 NUMBER. GAVE..LP.. CS CALLED TO ADV'D IS 080509 ISORRELS
180 SENDING THE OTHER SEAT MODEL 22759 MTT 080509 ISORRELS

190 AND CS NEEDS NEW ONE UPFRONT***ORDERED 080509 ISORRELS
200 NEW SEAT 22758 MTT UP-FRONT****..IS..CS 081009 ISORRELS
210 CALLED TO CHECK TRAK #, GAVE IT TO 081009 ISORRELS
220 HER..IS.. RECIEVED SEAT 22-759 MTT 081309 AENGELKING
230 01/02/2007, CFA SLIGHTLY FUZZY, DOESNT 081309 AENGELKING
240 INTERFERE W/ADJ,DST..ALE.. 081309 AENGELKING

Reviewed Date: 8/13/2009
Reviewed By: AE
QA Findings: CFA slightly fuzzy on both sides of strap about 8" . Doesn't interfere w/adjustment. Performs as intended

SFN-22456-0509-51-00049

10/16/09 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:02:25 TPCS05
Home P [redacted] t No(If Dealer or MRA) F1123
Last Na
Addl1
Addl2
A-Addnl Zip [redacted] City SPOKANE State WA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22456 092408 CAB GW FRONT ADJUSTMENT LOOSE
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where COSTCO When NOV 2008
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Y Pick-Up Return

Line	Comments
10	22456CAB 092408 CS ALLEGES CFA STRAP 061609 MPERDUE
20	LOOSE CAN PULL BY STRAP OR HARN ADV CS 061609 MPERDUE
30	WILL ORD PRP LABELS FOR P/U CS SECURED 061609 MPERDUE
40	CRST 22456GRS UPFRONT ADV ONCE PRP RECVD 061609 MPERDUE
50	WILL CREDIT CC..MAP... CS CALLED 070809 ISORRELS
60	ALLEGING NEVER GOT PRP LABLES, ADV'D WE 070809 ISORRELS
70	ORD'D IT ON JUN-16-09 BUT CS DID NOT GET 070809 ISORRELS
80	IT, REORDER IT..IS.. RECEIVED SEAT 072309 AENGELKING
90	22-456 CAB 09/24/2008,PERFORMS AS 072309 AENGELKING
100	EXPECTED EM MM TO CREDIT CC..ALE.. 072309 MMILEY
110	CREDITED CC $151.46 ORDER C57591..MM.. 072309 MMILEY

Reviewed Date: 7/23/2009
Reviewed By: AE
QA Findings: performs as intended

SFN-22148-0809-51-00001

10/16/09 CUSTOMER SERVICE MAIN DISPLAY DDOW
10:49:36 TPCS05
Home P[redacted] f Dealer or MRA) F1123
Last Na
Addl
Addl2
A-Addnl Zip [redacted] City QUINCY State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22148 071708 RDH 84 REGISTER
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where BRU When OCT. 2008
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y 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 22148RDH 071708 CS CALLED ALLEGES CFA 090909 WWILBER
20 SLIPPAGE. ORDERED PRP LABELS FOR PICK 090909 WWILBER
30 UP. SECURED NEW UNIT W/ CREDIT CARD 090909 WWILBER
40 ORDERED 22456TTN. EMD CS PHOTO. UPON 090909 WWILBER
50 REC'G CRST IN HOUSE ***PLEASE CREDIT 090909 WWILBER
60 ACCT*******..WW.. RECEIVED SEAT 22-148 092409 AENGELKING
70 RDH 07/17/2008,PERFORMS AS 092409 AENGELKING
80 EXPECTED EM MM TO CREDIT CC.ALE.. 100609 MMILEY
90 CREDITED CC $204.79 ORDER C182898..MM.. 100609 MMILEY

Reviewed Date: 9/24/2009
Reviewed By: AE
QA Findings: performs as intended

SFN-22758-0408-51-00035

1/30/09 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:13:00 [redacted] TRC605
Home P[redacted]f Dealer or MRA) F1123
Last Na[redacted]
Addl[redacted]
Addl2
A-Addnl Zip[redacted] City PUTNAM State CT
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint Priority
22758 010408 PST 83 - REFUND

Purchased-Where GIFT (BRU)
When 040508
Type of Customer N C=Consumer D=Dealer R=Repair N=No Charge M=MRA
Order entered from P E=E-mail F=Fax L=Letter P=Phone Call C=Call Back
R=Return Goods
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

Line Comments

10 22758PST 010408 CS ALLEGES CFA STRAP 111108 JCLARK
20 WILL NOT STAY TIGHTEN ONCE GET IT GOOD 111108 JCLARK
30 AND SECURE IT WORKS ITSELF LOOSE IN NO 111108 JCLARK
40 TIME ADV CS PER HD/JO WILL PRP AND PU 111108 JCLARK
50 AND WILL SEND OUT NEW SEAT FOR CS I SENT 111108 JCLARK
60 22758SNW..JC.. CS CB WANTS REFUND 111108 JSHERA
70 INSTEAD OF NEW SEAT ADVSD WILL NEED TO 111108 JSHERA
80 FAX POP FOR REFUND ORDER WAS CANCELLED 111108 JSHERA
90 BY BJM AT HD ADVSD CS TO CB ONCE POP HAS 111108 JSHERA
100 BEEN OBTAINED..JS.. CS CLLD TO SEE IF 111108 KPRIDGEN
110 WE'D RECEIVED HER FAX RE: HER 22758 PST 111108 KPRIDGEN
120 010408- RECVD FAX OF BRU GIFT RECEIPT 111108 KPRIDGEN
130 (AND THE TRANSACTION DETAIL PAGE FOR IT) 111108 KPRIDGEN
140 SHOWING THE 040508 PX OF THIS SEAT FOR 111108 KPRIDGEN
150 $152.99 BEFORE 5% TAX. AS OF NOW, WE'LL 111108 KPRIDGEN
160 PROBABLY CT FOR REFUND, BUT THE CS WANTS 111108 KPRIDGEN
170 TO TALK WITH HER HUSBAND ABOUT POSSIBLY 111108 KPRIDGEN
180 HAVING US SEND HER A (DIFF) CAR SEAT 111108 KPRIDGEN
190 INSTEAD... CS WILL CALL BACK WITH HER 111108 KPRIDGEN

200 DECISION. (NOTE: IF WE REFUND, WE CAN 111108 KPRIDGEN
210 START THE REFUND AS SOON AS THE CT 111108 KPRIDGEN
220 PICKUP OF HER SEAT CAN BE VERIFIED) 111108 KPRIDGEN
230 **CHILD IS 14 MONTHS OLD, 22#, 33-34"** 111108 KPRIDGEN
240 ..KP..CS CB WANTS REFUND, PER NOTES CT 111108 MBROSEMER
250 CRST, CS ALLEGES WAS TOLD FED EX WOULD 111108 MBROSEMER
260 PICK UP CRST THU OR FRI, CLD HELP DESK 111108 MBROSEMER
270 FOR APPROVAL OF THIS, PER RJ OK TO CT 111108 MBROSEMER
280 SINCE THIS WAS EXPLAINED TO CS..SB.. 111208 MMILEY
290 CT#997301650091231..MM.. CS CB AND 111408 DDAY
300 ALLEGE CAR SEAT PICKED UP DID TRACK AND 111408 DDAY
310 IT SHOWED PICK UP 111308***DID START REF 111408 DDAY
320 FOR 152.99***D0T.. REV & APP REF DWQ... 112108 AENGELKING
330 RECEIVED CT, CFA SLIGHTLY FUZZY DOES NOT 112108 AENGELKING
340 INTERFERE W/ADJ, DST..ALE.. 112108 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

Date Reviewed: 01/04/2008
Reviewed by: AE
Findings: CFA slightly fuzzy on both sides of strap, does not interfere with adjustment

SFN-22790-0809-51-00068

2/12/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
11:20:13 TPCS05
Home Ph [redacted] If Dealer or MRA) F1123
Last Nar
Addl1
Addl2
A-Addnl Zip [redacted] City WATKINSVILLE State GA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22790 120108 CGT IK HARNESS WILL NOT TIGHTEN
Serial # Priority

Serial # Priority

Serial # Priority

Purchased-Where TARGET When 2009
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Pick-Up Return

Line	Comments
10	22790 CGT MFG. DATE 120108 CS ALLEGES 100709 CGARVIN
20	STRAPS FRAYING AND ALSO CFA WILL NOT 100709 CGARVIN
30	STAY TIGHT, ADV WILL PRP AND WHEN FEDEX 100709 CGARVIN
40	PICKS UP CS TO CB AND ONCE VERIFY PICKUP 100709 CGARVIN
50	ORDER NEW CARSEAT...CAG.. REC'D 22790CGT 110209 MBROOKS
60	12/01/08 CFA NOT FRAYING PERFORMS AS 110209 MBROOKS
70	INTENDED.DEST..MFB.. CS CB CK ON 110509 CEDDY3

Date Reviewed: 11/2/2009
Reviewed by: MFB
Findings: CFA not frayed, performs as intended

SFN22790-0909-51-00241

5/19/10 CUSTOMER SERVICE MAIN DISPLAY TBOGGS
08:20:04 TPCS05
Home P[redacted]st No(If Dealer or MRA) F1123
Last Na[redacted]
Addl1[redacted]
Addl2
A-Addnl Zip[redacted] City HILLSBORO State OR
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22790 022309 CGT 8A PRODUCT UPFRONT FOLLOW UP
Serial # Priority

Serial # Priority

Serial # Priority

Purchased-Where TARGET When SPRING 2009
Type of Customer N NO CHARGE Order Source E EMAIL
Letters Order Recall Destroy
Incident Refund Y Pick-Up Return

F12=EXit F13=Comments F18=Access Address

5/19/10 CUSTOMER SERVICE CUSTOMER COMMENTS TBOGGS
08:20:15 TPCS06
F1124

Line Comments
10 22790CGT 022309 CS ALLEGING HARNESS 011810 MBROSEMER
20 LOOSENS EASILY AFTER BEING TIGHTENED BY 011810 MBROSEMER
30 CFA. SENT PRP LABELS AND 22790SNW 011810 MBROSEMER
40 UP-FRONT..SB.. RECIEVED SEAT 22-790 CGT 020810 AENGELKING
50 02/23/2009 L13B, PERFORMS AS 020810 AENGELKING
60 INTENDED..ALE.. 020810 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

Review Date: 2/4/2010
Reviewed by: MFB
QA Findings: performs as intended

SFN-22155-0509-51-00008

10/16/09 CUSTOMER SERVICE MAIN DISPLAY DDOW
11:19:55 TPCS05
Home P [redacted] o(If Dealer or MRA) F1123
Last Na
Addl1
Addl2
A-Addnl Zip [redacted] City FLORENCE State KY
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22155 030509 HMR 84 REGISTER
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where BABYAGE.COM When 0309
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 22155 HMR 030509 CS CLLD ALLGS RF AND 032309 AGOMEZ
20 HAS SOME FRNT TO BK MVMNT. ADV CS NO 032309 AGOMEZ
30 MORE THAN 1 IN OF MVMNT SIDE TO SIDE. 032309 AGOMEZ
40 FRNT TO BK MVMNT NORM IN RF..AG.. CS 070609 AGOMEZ
50 CLLD SAME CRST AS NOTED ABOVE. ALLGS 070609 AGOMEZ
60 THT THE CFA IS COMING LOOSE ON OWN. WHEN 070609 AGOMEZ
70 CHILD IS IN AND OUT OF CRST AND WHN CRST 070609 AGOMEZ
80 IS IN AND OUT OF VEHICLE. SUPER NA TO 070609 AGOMEZ
90 SPEAK W AT THIS TIME SO ADV CS WHN SUPER 070609 AGOMEZ
90 SPEAK W AT THIS TIME SO ADV CS WHN SUPER 070609 AGOMEZ
100 AVAIL WILL CHK W SUPER AND WILL CB CS 070609 AGOMEZ
110 TODAY W SOME RESOLUTION. CS OKD..AG.. CS 070609 CGARVIN
120 CB ADV AG WILL GET BACK WITH 070609 AGOMEZ
130 HER...CAG.. CLLD CS BK. PER RJ ADV CS 070609 AGOMEZ
140 WIL ORDER PRP'S TODAY AND HAVE CRST 070609 AGOMEZ

150 PICKED UP. ***ALSO ORDERED NEW 22155 070609 AGOMEZ
160 HMR UPFRONT TODAY********** ADV 070609 AGOMEZ
170 CS TO PLS CB 24 HRS AFTER PU SO THAT WE 070609 AGOMEZ
180 MAY VERIFY THAT UNIT WAS PU OTHERWISE CS 070609 AGOMEZ
190 WILL BE SNT INVOICE FOR NEW CRST. CS 070609 AGOMEZ
200 OKD. ORDERED PRPS..AG.. TRK'D PRP 071509 CEDDY3
210 VERIFIED PICK UP SHOWS TODAY IN INDY, IN 071509 CEDDY3
220 ALREADY..CE.. RECEIVED SEAT 22-155 HMR 072009 AENGELKING
230 03/05/2009,PERFORMS AS EXPECTED..ALE.. 072009 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

Reviewed Date: 7/16/2009
Reviewed By: AE
QA Findings: CFA fuzzy on both sides of strap; doesn't interfere w/adj. Performs as intended

SFN-22741-0609-51-00062

2/12/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
11:11:58 TPCS05
Home P[redacted] No(If Dealer or MRA) F1123
Last Na
Addl1
Addl2
A-Addnl Zip [redacted] City LEHIGHTON State PA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22741 011409 GRT 8A PRODUCT UPFRONT FOLLOW UP
Serial # Priority

Serial # Priority

Serial # Priority

Purchased-Where GIFT When 0509
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Order Recall Destroy
Incident Refund Pick-Up Return

Line	Comments
10	22471GRT 010409 CS ALLEGES CFA SLIPPING 102109 JDESCHAMPS
20	ORDERED NEW SEAT UP FRONT AND ORDERED 102109 JDESCHAMPS
30	PRPS ALSO EXP ORDER..JD. RECIEVED SEAT 111309 AENGELKING
40	22-741 GRT 01/14/2009,PERFORMS AS 111309 AENGELKING
50	EXPECTED,DST..ALE.. 111309 AENGELKING

Date Reviewed: 11/12/2009
Reviewed by: AE
Findings: CFA not slipping; performs as intended

SFN22741-0808-51-00194

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:27:43 TPCS05
Home Ph [redacted] ust No(If Dealer or MRA) F1123
Last Nan
Addl1
Addl2
A-Addnl Zip [redacted] City GOOD THUNDER State MN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22741 121008 GRT XR CFA DAMAGED
Serial # Priority
Serial # Priority
Serial # Priority

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

Line	Comments
10	22741GRT 121008 CS ALLEGES CFA DAMAGED. 042110 BMIZE
20	STRAPS WILL LOOSEN IF PULLED. OFFERED TO 042110 BMIZE
30	PRP AND REPL. CS ACCEPTED. ORDERED NEW 042110 BMIZE
40	22741GRT AND PRP LABELS AT N/C..BTM.. 051210 AENGELKING
50	RECIEVED SEAT 22-741 GRT 051210 AENGELKING
60	12/10/2008,HELD..ALE.. REPLACEMENT 051210 AENGELKING
70	ORDERED PREVIOUSLY..ALE.. 051210 AENGELKING

Date Reviewed: 5/11/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22741-0808-51-00193

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:21:30 TPCS05
Home P No(If Dealer or MRA) F1123
Last Na
Addl1
Addl2
A-Addnl Zip [redacted] City KNOXVILLE State TN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22741 072908 GRT 8A PRODUCT UPFRONT FOLLOW UP
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

Line	Comments
10	22741 GRT 072908 CS ALLEGES CFA LOOSE 042110 JDESCHAMPS
20	ASKIN IF CFA GOES BACK INTO SEAT CS 042110 JDESCHAMPS
30	ALLEGES YES ADVD WILL PRP AND RPL, 042110 JDESCHAMPS
40	ORDERED PRPS AND NEW CAR SEAT 22741GRT 042110 JDESCHAMPS
50	UP FRONT..JD... CS CLLD ALLGS NEVER RECD 052610 AGOMEZ
60	PRPS. REORDERED..AG.. RECIEVED SEAT 061710 AENGELKING
70	22-741 GRT 061710 AENGELKING
80	07/29/2008,HELD..ALE..REPLACEMENT 061710 AENGELKING
90	ORDERED PREVIOUSLY..ALE.. 061710 AENGELKING

Date Reviewed: 6/10/2010
Reviewed By: MFB
QA Findings: CFA slips

SFN-22486-0709-51-00052

10/16/09 CUSTOMER SERVICE MAIN DISPLAY DDOW
16:05:44 TPCS05
Home Phc [redacted] t No(If Dealer or MRA) F1123
Last Nam
Addl1 1
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

Line Comments

10 22486TTH 061008 L#5B234982 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
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

Reviewed Date: 7/2/2009
Reviewed By: AE
QA Findings: performs as intended

SFN22476-0909-51-00153

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:47:15 TPCS05
Home P [redacted] (If Dealer or MRA) F1123
Last Na
Addl
Addl2
A-Addnl Zip [redacted] City 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

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

Date Reviewed: 6/3/2010
Reviewed By: AE
QA Findings: CFA slips

SFN22486-0808-51-00158

8/05/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:51:53 TPCS05
Home P [redacted] Cust No(If Dealer or MRA) F1123
Last Na
Addl
Addl2
A-Addnl Zip [redacted] City BASKING RIDGE State NJ
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22476 0000 PHT 61 NEW UNIT
Serial # Priority
22486 091208 TTH 20 PRP RECEIVED COLUMBUS
Serial # Priority
Serial # Priority

Purchased-Where BRU When 01/2009
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Pick-Up Return

Line Comments
10 22486 TTH 082908 CS CALLED ALLEGING 100509 ISORRELS
20 HARNESS SPLIPPING, ORD'D PRP LABELS, 100509 ISORRELS
30 ADV'D CS TO CALL US TO ORDER NEW ONE 100509 ISORRELS
40 AFTER UNIT HAS BEEN PU..IS.. RECIEVED 010910 AENGELKING
50 SEAT 22-486 TTH 08/29/2008,PERFORMS AS 010910 AENGELKING
60 INTENDED..ALE.. ORDERED 010910 AENGELKING
70 REPLACEMENT..ALE.. 22486TTH 091208 CS 040910 JDESCHAMPS
80 ALLEGES CFA SLIPPIGN AND A LIL FRAYED 040910 JDESCHAMPS
90 ADVD CAN PRP AND REPL, WILL REPL W/ 040910 JDESCHAMPS
100 22476PHT, ORDERED PRPS...JD.. RECIEVED 062910 AENGELKING
110 SEAT 22-486 TTH 09/12/2008, PERFORMS AS 062910 AENGELKING
120 INTENDED..ALE..ORDERED REPLACEMENT 062910 AENGELKING
130 22-476 PHT..ALE.. 062910 AENGELKING

Date Reviewed: 6/24/2010
Reviewed By: AE
QA Findings: performs as intended

SFN22486-0808-51-00175

5/19/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
07:49:37 TPCS05
Home Ph [redacted] Cust No(If Dealer or MRA) F1123
Last Nam [redacted]
Addl1 [redacted]
Addl2
A-Addnl Zip [redacted] City BASKING RIDGE State NJ
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22486 082908 TTH 20 PRP RECVD-COLUMBUS
Serial # Priority

Serial # Priority

Serial # Priority

Purchased-Where BRU When 01/2009
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

5/19/10 CUSTOMER SERVICE CUSTOMER COMMENTS DDOW
07:49:48 TPCS06
F1124

Line Comments

10 22486 TTH 082908 CS CALLED ALLEGING 100509 ISORRELS
20 HARNESS SPLIPPING, ORD'D PRP LABELS, 100509 ISORRELS
30 ADV'D CS TO CALL US TO ORDER NEW ONE 100509 ISORRELS
40 AFTER UNIT HAS BEEN PU..IS.. RECIEVED 010910 AENGELKING
50 SEAT 22-486 TTH 08/29/2008,PERFORMS AS 010910 AENGELKING
60 INTENDED..ALE.. ORDERED 010910 AENGELKING
70 REPLACEMENT..ALE.. 22486TTH 091208 CS 040910 JDESCHAMPS
80 ALLEGES CFA SLIPPIGN AND A LIL FRAYED 040910 JDESCHAMPS
90 ADVD CAN PRP AND REPL, WILL REPL W/ 040910 JDESCHAMPS
100 22476PHT, ORDERED PRPS...JD.. 040910 JDESCHAMPS

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

Review Date: 1/8/2010

Reviewed by: AE
QA Findings: Performs as intended

SFN-22233-0709-51-00015

8/14/09 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:16:57 TPCS05
Home P[redacted] No(If Dealer or MRA) F1123
Last Na[redacted]
Addl1[redacted]
Addl2
A-Addnl Zip [redacted] City RED GRANITE State WI
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22233 021809 TSS 47 CS CHECKING ON ORDER
Serial # Priority

Serial # Priority

Serial # Priority

Purchased-Where WALMART When 1MTHS
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 22233TSS L#90805284 CS ALLEGES HARN 050109 RJOHNSON
20 COMING LOOSE ONCE IT HAS BEEN TIGHTENED 050109 RJOHNSON
30 WITHOUT PRESSING ON CFA LEVER CS WILL CB 050109 RJOHNSON
40 WITH MFG DAT WILL ORD PRP FOR CS TO 050109 RJOHNSON
50 REPL. SEAT..RJ.. CS CALLED BACK WITH 050109 RJOHNSON
60 DATE CODE 2/18/09 ORD PRPS ADV CS ONCE 050109 RJOHNSON
70 SEAT PICKED UP TO CB 24HRS AFTER PICK UP 050109 RJOHNSON
80 FOR NEW TO BE ORDERED..RJ.. THIS UNIT 050809 JGARLICK
90 CAME IN A BAG; CS DOES NOT HAVE A BOX. 050809 JGARLICK
100 FED EX WILL NOT TAKE IN GARBAGE BAG. 050809 JGARLICK
110 ADV TRY TAPING SOME BOXES 050809 JGARLICK
120 TOGETHER..JG... RECEIVED SEAT, PERFORMS 051409 AENGELKING
130 AS EXPECTED,ORDERED REPLACEMENT 051409 AENGELKING
140 SEAT..ALE.. CALLED ABOUT REPL SEAT. ADV 051909 LPICHARDO
150 PER FEDEX.COM SHOULD DEL TOMORROW..LP.. 052009 RJOHNSON
160 CS EM FOR SAME ALREADY ASSISTED..RJ.. 052009 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

Date Reviewed: 5/14/2009
Reviewed by: AE
Findings: performs as expected

SFN-22880-0508-51-00075

2/12/10 CUSTOMER SERVICE MAIN DISPLAY DDOW
11:29:10 TRCS05
Home [redacted] If Dealer or MRA) F1123
Last N
Add
Addl2
A-Addnl Zip [redacted] City PIERZ State MN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22564 0000 ARZ 61 NEW UNIT
Serial # Priority

Serial # Priority

Serial # Priority

Purchased-Where GIFT When 2008
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Pick-Up Return

Line	Comments
10	22880BGT 091108 CS CLD ALLEGING CFA NOT 092809 CMEAD
20	WORKING CAN'T GET STRAPS TO STAY TIGHT 092809 CMEAD
30	ORD'D PRP WHEN RECD ORD SAME FOR 092809 CMEAD
40	CS..CLM.. CS CALLED BACK DOES NOT WANT 100209 JDESCHAMPS
50	SAME SEAT ADV;D CAN REPL W/ 22564 CS 100209 JDESCHAMPS
60	WILL LOOK ONLINE AND CB..JD.. CS CB TO 100509 CMEAD
70	ACCEPT MODEL 22564 AS PER NOTES 100509 CMEAD
80	ABOVE..CLM.. RECIEVED SEAT 22-880 CGT 110309 AENGELKING
90	09/11/2008,PERFORMS AS 110309 AENGELKING
100	EXPECTED,DST..ALE.. ORDERED 110309 AENGELKING
110	REPLACEMENT 22564 ARZ..ALE.. 110309 AENGELKING

Date Reviewed: 11/2/2009
Reviewed by: AE
Findings: performs as intended

SFN-22880-0509-51-00081

10/19/09 CUSTOMER SERVICE MAIN DISPLAY DDOW
07:10:51 [redacted] TPCS05
Home P[redacted] No(If Dealer or MRA) F1123
Last Na[redacted]
Addl1[redacted]
Addl2
A-Addnl Zip[redacted] City NORMAN State OK
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22880 022509 CGT 20 PRP RECVD-COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where TARGET When 04/2009
Type of Customer N NO CHARGE Order Source P PHONE CALL
Letters Y Order Recall Destroy
Incident Refund Pick-Up Return

Line Comments

10 22880CGT 022509 CS CALLED & ALLEGES CFA 061809 WWILBER
20 IS SLIPPING AND LATCH BELT IS NOT 061809 WWILBER
30 MANUFACTURED CORRECTLY, PER RJB, ORDERED 061809 WWILBER
40 PRP LABELS FOR REVIEW ON CRST, ONCE 061809 WWILBER
50 FEDEX PICKS UP ADV CS TO CALL BACK 24HRS 061809 WWILBER
60 LATER AND ORDER NEW AT N/C..WW.. 071009 AENGELKING
70 RECEIVED SEAT 22-880 CGT 02/25/2009 UNIT 071009 AENGELKING
80 PERFORMS AS EXPECTED,ORDERED 071009 AENGELKING
90 REPLACEMENT..ALE.. 071009 AENGELKING

Reviewed Date: 7/9/2009
Reviewed By: AE
QA Findings: performs as intended

EA10-005

DOREL

9-21-2010

Exhibit P

addendum

Safety 1st ...and so much more.

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 3/31/2009
Due Date: 4/3/2009

DJG No DJG-2009-90-6

Submitter: [redacted]

Report Receipient: [redacted]

Report Copies To: C Gasner, J Bougher, S Oltman

Sample Description: CFA Clamp B, Tools 6 & 8 **No Of Samples:** 50 **SKU/Style No:**

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight
☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

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

Explain: 1. Manually check fuction of CFA, especially smoothness of Pawl action - All samples. 2. 2500 cycle abrasion test & measure force to slip - 10 pcs. Each.

Test Standards:
Child Restraint Systems Adjuster Abrasion Test

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
4/15/2009	1" Front Adjusters	IMS Tools 6 and 8	Adjuster Abrasion	Meets	Jo Harker		Samples were subject to pawl abrasion and tensile testing as a verification of testing provided by supplier IMS.

Component Test Results - Details:

Test Name: Adjuster Abrasion **Part Number:** IMS Tools 6 and 8

Sample	Data	UOM	Result	Miscellaneous Data
01 Tool #6	1089	lbs	Meets	
02	1088	lbs	Meets	
03	1074	lbs	Meets	
04	1147	lbs	Meets	
05	1099	lbs	Meets	

Safety 1st ...and so much more.™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 3/31/2009

Due Date: 4/3/2009

Sample Test Results

DJG No DJG-2009-90-6

06 Tool #8	1065	lbs	Meets	
07	1032	lbs	Meets	
08	1095	lbs	Meets	
09	1144	lbs	Meets	
10	1060	lbs	Meets	

Additional Information:

Safety 1st ...and so much more.

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 6/16/2009
Due Date: 6/19/2009

DJG No DJG-2009-167-1

Submitter:

Carl Gasner
(812) 314-4236

cgasner@djgusa.com

Report Receipient: Carl Gasner **Report Copies To:** jeckleman, jbougher

Sample Description: CFA Assembly **No Of Samples:** 50 **SKU/Style No:** Clamp tool #5

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight
☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

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

Explain: RTP samples of extrusion tool # 5

Test Standards:
Child Restraint Systems Adjuster Abrasion Test
Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
6/22/2009	1" Front Adjusters	Pawl Tool # 5 - SafetyPlus	Visual/functional evaluation plant floor	Meets	Jo Harker		inspected by another party and no issues found
6/17/2009	1" Front Adjusters		Tensile Test	Meets	Jo Harker		
6/17/2009	1" Front Adjusters		Adjuster Abrasion	Meets	Jo Harker		

Component Test Results - Details:

Test Name: Adjuster Abrasion **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01	2500	cycles	Meets	
02	2500	cycles	Meets	

Safety 1st

DOREL juvenile group

COSCO Home & Office Products

Request Date: 6/16/2009

Due Date: 6/19/2009

Sample Test Results

DJG No DJG-2009-167-1

03	2500	cycles	Meets
04	2500	cycles	Meets
05	2500	cycles	Meets
06	2500	cycles	Meets
07	2500	cycles	Meets
08	2500	cycles	Meets
09	2500	cycles	Meets

Test Name: Tensile Test **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01	1027	lbs	Meets	
02	1077	lbs	Meets	
03	1010	lbs	Meets	
04	1037	lbs	Meets	
05	1066	lbs	Meets	
06	1043	lbs	Meets	
07	1055	lbs	Meets	
08	1039	lbs	Meets	
09	1026	lbs	Meets	

Test Name: Visual/functional evaluation plant floor **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01- - 35 samples	no issues found	visual and functional	Meets	evaluated by another party knowledgeable in C

Additional Information:

Safety 1st

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 6/16/2009
Due Date: 6/19/2009

DJG No DJG-2009-167-1

Submitter:
Carl Gasner
(812) 314-4236

cgasner@djgusa.com

Report Receipient: Carl Gasner **Report Copies To:** jeckleman, jbougher

Sample Description: CFA Assembly **No Of Samples:** 50 **SKU/Style No:** Clamp tool #5

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight
☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

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

Explain: RTP samples of extrusion tool # 5

Test Standards:
Child Restraint Systems Adjuster Abrasion Test
Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
6/22/2009	1" Front Adjusters	Pawl Tool # 5 - SafetyPlus	Visual/functional evaluation plant floor	Meets	Jo Harker		inspected by another party and no issues found
6/17/2009	1" Front Adjusters		Tensile Test	Meets	Jo Harker		
6/17/2009	1" Front Adjusters		Adjuster Abrasion	Meets	Jo Harker		

Component Test Results - Details:

Test Name: Adjuster Abrasion **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01	2500	cycles	Meets	
02	2500	cycles	Meets	

Safety 1st ...and so much more™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 6/16/2009

Due Date: 6/19/2009

Sample Test Results

DJG No DJG-2009-167-1

03	2500	cycles	Meets	
04	2500	cycles	Meets	
05	2500	cycles	Meets	
06	2500	cycles	Meets	
07	2500	cycles	Meets	
08	2500	cycles	Meets	
09	2500	cycles	Meets	

Test Name: Tensile Test **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01	1027	lbs	Meets	
02	1077	lbs	Meets	
03	1010	lbs	Meets	
04	1037	lbs	Meets	
05	1066	lbs	Meets	
06	1043	lbs	Meets	
07	1055	lbs	Meets	
08	1039	lbs	Meets	
09	1026	lbs	Meets	

Test Name: Visual/functional evaluation plant floor **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01- - 35 samples	no issues found	visual and functional	Meets	evaluated by another party knowledgeable in C

Additional Information:

Safety 1st ...and so much more!™

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 5/19/2008
Due Date: 5/22/2008

DJG No DJG-2008-140-1

Submitter:

Terry Emerson
(812) 314-4432
(812) 375-9429
temerson@djgusa.com

Report Receipient: Terry Emerson **Report Copies To:** S Oltman

Sample Description: IMS CFA - Resubmission paul 22 & 23 **No Of Samples:** 24 **SKU/Style No:**

Country: China **Manufacturer Name:** IMS Interwal Harness Sy **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight
☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

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

Explain: To CFA QR

Test Standards:

Child Restraint Systems Tensile Testing
Child Restraint Systems Adjuster Abrasion Test

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
6/4/2008	1" Front Adjusters		Adjuster Abrasion	Meets			
6/4/2008	1" Front Adjusters		Tensile Test	Meets			
6/4/2008	1" Front Adjusters		Adjuster Abrasion	Meets			
6/4/2008	1" Front Adjusters		Tensile Test	Meets	Jo Harker		

Component Test Results - Details:

Safety 1st

DOREL juvenile group

COSCO Home & Office Products

Request Date: 5/19/2008

Due Date: 5/22/2008

Sample Test Results

DJG No DJG-2008-140-1

Test Name: Adjuster Abrasion **Part Number:**

Sample	Data	UOM	Result	Miscellaneous Data
07 ABRADED IMS 23	968	lbs	Meets	
08	1040	lbs	Meets	
09	967.3	lbs	Meets	
10	1041	lbs	Meets	
11	950.8	lbs	Meets	
12	839.1	lbs	Meets	
19 ABRADED IMS 22	1042	lbs	Meets	
20	978.2	lbs	Meets	
21	956.2	lbs	Meets	
22	1001	lbs	Meets	
23	1013	lbs	Meets	

Test Name: Tensile Test **Part Number:**

Sample	Data	UOM	Result	Miscellaneous Data
01 Sample IMS 23	1085	lbs	Meets	
02	1012	lbs	Meets	
03	1001	lbs	Meets	
04	989.3	lbs	Meets	
05	1029	lbs	Meets	
06	1002	lbs	Meets	
13 Sample IMS 22	1091	lbs	Meets	
14	962.1	lbs	Meets	
15	1078	lbs	Meets	
16	1126	lbs	Meets	
17	1056	lbs	Meets	
18	1114	lbs	Meets	

Additional Information:

Safety 1st

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 6/16/2009
Due Date: 6/19/2009

DJG No DJG-2009-167-1

Submitter:
Carl Gasner
(812) 314-4236

cgasner@djgusa.com

Report Receipient: Carl Gasner **Report Copies To:** jeckleman, jbougher

Sample Description: CFA Assembly **No Of Samples:** 50 **SKU/Style No:** Clamp tool #5

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight
☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

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

Explain: RTP samples of extrusion tool # 5

Test Standards:
Child Restraint Systems Adjuster Abrasion Test
Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
6/22/2009	1" Front Adjusters	Pawl Tool # 5 - SafetyPlus	Visual/functional evaluation plant floor	Meets	Jo Harker		inspected by another party and no issues found
6/17/2009	1" Front Adjusters		Tensile Test	Meets	Jo Harker		
6/17/2009	1" Front Adjusters		Adjuster Abrasion	Meets	Jo Harker		

Component Test Results - Details:

Test Name: Adjuster Abrasion **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01	2500	cycles	Meets	
02	2500	cycles	Meets	

Safety 1st ...and so much more™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 6/16/2009

Due Date: 6/19/2009

Sample Test Results

DJG No DJG-2009-167-1

03	2500	cycles	Meets	
04	2500	cycles	Meets	
05	2500	cycles	Meets	
06	2500	cycles	Meets	
07	2500	cycles	Meets	
08	2500	cycles	Meets	
09	2500	cycles	Meets	

Test Name: Tensile Test **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01	1027	lbs	Meets	
02	1077	lbs	Meets	
03	1010	lbs	Meets	
04	1037	lbs	Meets	
05	1066	lbs	Meets	
06	1043	lbs	Meets	
07	1055	lbs	Meets	
08	1039	lbs	Meets	
09	1026	lbs	Meets	

Test Name: Visual/functional evaluation plant floor **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01- - 35 samples	no issues found	visual and functional	Meets	evaluated by another party knowledgeable in C

Additional Information:

Safety 1st ...and so much more.

DOREL juvenile group

COSCO Home & Office Products

Request Date: 7/21/2008

Due Date: 7/24/2008

Sample Test Results

DJG No DJG-2008-203-1

Submitter:

Jerry Bougher
(812) 314-4581
(812) 375-9429
jbougher@djgusa.com

Report Receipient: Jerry Bougher **Report Copies To:** C Gasner, S Oltman

Sample Description: SP CFA's with proposed new webbing - samples **No Of Samples:** 20 **SKU/Style No:**

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight

☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

Test Purpose: ☑ Evaluation ☐ Engineering Change ☐ Deviation ☐ Production ☐ Comparison ☐ Engineering Phase/Preproductio

☐ Audit ☐ Prototype ☐ Research ☐ Other

Explain: Setup and conduct tensile testing of sample CFA strap assemblies per DJG QR. Units to be tested to the ultimate tensile strength and document max. strength and failure mode. Sample production CFA's strap assemblies with proposed new 1" webbing from Shanghai Ace.

Test Standards:

Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
7/22/2008	1" Front Adjusters	SP CFA's	Tensile Test		Jo Harker		Lab temperature = 69 degrees, Humidity = 64%. All fail modes due to adjuster slipping. When slipped, dropped 120-150 lbs on tensile test.

Component Test Results - Details:

Test Name: Tensile Test **Part Number:** SP CFA's

Sample	Data	UOM	Result	Miscellaneous Data
01 SP CFA	965	lbs		
02	965.3	lbs		
03	803.3	lbs		
04	982.7	lbs		
05	887.3	lbs		

Safety 1st ...and so much more.™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 7/21/2008

Due Date: 7/24/2008

Sample Test Results

DJG No DJG-2008-203-1

06	904.1	lbs		
07 (changed testing method)	797.9	lbs		
08	831.3	lbs		
09	971.1	lbs		
10	793	lbs		cont'd test after noting, and ran to 1124 w/o s
11 (back to correct testing)	959	lbs		
12	883	lbs		
13	1111	lbs		
14	984.4	lbs		
15	1077	lbs		
16	984.3	lbs		
17	848.4	lbs		
18	1120	lbs		
19	953.8	lbs		
20	857.7	lbs		traced line--dropped 143 lbs when slipped

Additional Information:

All adjusters were skewed somewhat on the webbing, so needed aligned to begin a test.The weave of the webbing made it difficult, but not impossible, to align the adjuster evenly for testing.

Safety 1st ...and so much more.™

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 11/18/2008
Due Date: 11/21/2008

DJG No DJG-2008-323-1

Submitter:

Jerry Bougher
(812) 314-4581
(812) 375-9429
jbougher@djgusa.com

Report Receipient: Jerry Bougher **Report Copies To:** C Gasner, T Emerson

Sample Description: Pre-Production swamples of CFA's w/new pawl & low friction pin **No Of Samples:** 3 **SKU/Style No:**

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material: Units to be returned to requestor for further evaluation.

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 Evaluatio ☐ Age Height ☐ Age Weight
☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

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

Explain: Setup and conduct adjuster abrasion tests per DJG QR. Tensile test the abraded samples to confirm 800 lb min. strength is achieved prior to component breakage. Tensile tests to be conducted with adjuster positioned on webbing that was abraded.

Test Standards:

Child Restraint Systems FMVSS 213 Abrasion Test
Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
11/19/2008	Center Front Adjuster	Pawl and pin	tensile	Meets	Jo Harker		Tensile test:Difference between sample 1 and 2 =(45 lbs.) Difference between sample 2 and 3= (34 lbs)
11/19/2008	Center Front Adjuster		abrasion	Meets	Jo Harker		

Component Test Results - Details:

Test Name: abrasion **Part Number:** Pawl and pin

Sample	Data	UOM	Result	Miscellaneous Data
01 Sample 1	2500	cycles	Meets	3 lb weight
02 Sample 2	2500	cycles	Meets	3 lb weight

Safety 1st ...and so much more.

DOREL juvenile group

COSCO Home & Office Products

Request Date: 11/18/2008

Due Date: 11/21/2008

Sample Test Results

DJG No DJG-2008-323-1

03 Sample 3	2500	cycles	Meets	3 lb weight

Test Name: tensile **Part Number:** Pawl and pin

Sample	Data	UOM	Result	Miscellaneous Data
01 Sample 1	1160	lbs	Meets	
02 Sample 2	1115	lbs	Meets	
03 Sample 3	1081	lbs	Meets	

Additional Information:

Safety 1st

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 3/5/2008

Due Date: 3/10/2008

DJG No DJG-2008-65-7

Submitter:

Perry McGlothan
(812) 314-4475
(812) 375-9429
pmcglothan@djgusa.com

Report Receipient: Perry McGlothan

Report Copies To: j Bougher, C Gasner, G Revell, T Emers

Sample Description: 1" Center Front Adjuster (Lg Splitter Plate) (Winta Tool #22 RTP) **No Of Samples:** 50 **SKU/Style No:** 4316-1638

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material: Winta Tool #22 RTP

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 Evaluatio ☐ Age Height ☐ Age Weight

☐ Test to appropriate age guideline ☑ Other _____ ☐ N/A

Test Purpose: ☐ Evaluation ☐ Engineering Change ☐ Deviation ☐ Production ☐ Comparison ☑ Engineering Phase/Preproductio

☐ Audit ☐ Prototype ☐ Research ☐ Other

Explain: New Tool (Winta Tool #22 RTP) (IMS Safety +) "CFA" (Testing of new tooling for Pawl)

Test Standards:

Child Restraint Systems Sled Test
Child Restraint Systems Hex Bar
Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
4/8/2008	1" Front Adjusters	Winta Tool #22	Adjuster Abrasion	Meets	Mark Radford		
4/8/2008	1" Front Adjusters		Tensile Test	Does Not Meet	Mark Radford		

Component Test Results - Details:

Test Name: Adjuster Abrasion **Part Number:** Winta Tool #22

Sample	Data	UOM	Result	Miscellaneous Data
01	938.3	lbs	Meets	
02	977.7	lbs	Meets	
03	961.7	lbs	Meets	

Safety 1st ...and so much more...

DOREL juvenile group

COSCO Home & Office Products

Request Date: 3/5/2008

Due Date: 3/10/2008

Sample Test Results

DJG No DJG-2008-65-7

04	1056	lbs	Meets	
05	1013	lbs	Meets	
06	1124	lbs	Meets	

Test Name: Tensile Test **Part Number:** Winta Tool #22

Sample	Data	UOM	Result	Miscellaneous Data
01	978.7	lbs	Meets	
02	978.5	lbs	Meets	
03	1014	lbs	Meets	
04	1107	lbs	Meets	
05	945.1	lbs	Meets	
06	1051	lbs	Meets	
07	827.9	lbs	Meets	
08	1046	lbs	Meets	
09	1051	lbs	Meets	
10	927.5	lbs	Meets	
11	989.0	lbs	Meets	
12	1080	lbs	Meets	
13	947.4	lbs	Meets	
14	896.5	lbs	Meets	
15	895.2	lbs	Meets	
16	928.3	lbs	Meets	
17	967.6	lbs	Meets	
18	951.2	lbs	Meets	
19	1096	lbs	Meets	
20	1053	lbs	Meets	
21	967.6	lbs	Meets	
22	967.5	lbs	Meets	
23	855.7	lbs	Meets	
24	945	lbs	Meets	
25	962.8	lbs	Meets	
26	1019	lbs	Meets	
27	1027	lbs	Meets	
28	947.3	lbs	Meets	
29	661.9	lbs	Does Not Meet	
30	967.0	lbs	Meets	

Additional Information:

Safety 1st ...and so much more!™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 3/5/2008

Due Date: 3/10/2008

Sample Test Results

DJG No DJG-2008-65-7

SLED TEST RESULTS

Test Version	Structural Integrity	Comments	Test Date	Tested By
	Satisfactory	Pass- Pawl Tool #22 Meets requirement.	3/10/2008	MLMR
	Satisfactory	Pass- Could not see knee excursion due to South CRS position. Pawl Tool #22 meets requirement.	3/10/2008	MLMR

Safety 1st ...and so much more!

DOREL juvenile group

COSCO Home & Office Products

Request Date: 3/5/2008

Due Date: 3/10/2008

Sample Test Results

DJG No DJG-2008-65-8

Submitter:

Perry McGlothan
(812) 314-4475
(812) 375-9429
pmcglothan@djgusa.com

Report Receipient: Perry McGlothan

Report Copies To: j Bougher, C Gasner, G Revell, T Emers

Sample Description: 1" Center Front Adjuster (Lg Splitter plate) (Winta Tool #23 RTP) **No Of Samples:** 50 **SKU/Style No:** 4316-1638

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☑ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material: Winta Tool #23

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 Evaluatio ☐ Age Height ☐ Age Weight

☐ Test to appropriate age guideline ☑ Other _____ ☐ N/A

Test Purpose: ☐ Evaluation ☐ Engineering Change ☐ Deviation ☐ Production ☐ Comparison ☑ Engineering Phase/Preproductio

☐ Audit ☐ Prototype ☐ Research ☐ Other

Explain: New tool (Winta Tool #23 RTP) (IMS Safety +) "CFA" (Testing of new tooling for Pawl)

Test Standards:

Child Restraint Systems Sled Test
Child Restraint Systems Hex Bar
Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
4/8/2008	1" Front Adjusters	Winta Tool #23	Tensile Test	Does Not Meet	Mark Radford		

Component Test Results - Details:

Test Name: Tensile Test **Part Number:** Winta Tool #23

Sample	Data	UOM	Result	Miscellaneous Data
01	895.2	lbs	Meets	
02	972.4	lbs	Meets	
03	1072	lbs	Meets	
04	1024	lbs	Meets	

Safety 1st ...and so much more.™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 3/5/2008

Due Date: 3/10/2008

Sample Test Results

DJG No DJG-2008-65-8

05	939.5	lbs	Meets
06	940.1	lbs	Meets
07	705.3	lbs	Does Not Meet
08	898.8	lbs	Meets
09	906.4	lbs	Meets
10	978.8	lbs	Meets
11	610.6	lbs	Does Not Meet
12	1113	lbs	Meets
13	914.3	lbs	Meets
14	1068	lbs	Meets
15	919.2	lbs	Meets
16	812.2	lbs	Meets
17	992.7	lbs	Meets
18	1075	lbs	Meets
19	1031	lbs	Meets
20	967.7	lbs	Meets
21	984.9	lbs	Meets
22	995.5	lbs	Meets
23	876.8	lbs	Meets
24	895.4	lbs	Meets
25	961.9	lbs	Meets
26	917.5	lbs	Meets
27	845.3	lbs	Meets
28	862.9	lbs	Meets
29	889.5	lbs	Meets
30	710.0	lbs	Does Not Meet

Additional Information:

Safety 1st ...and so much more.

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 3/5/2008
Due Date: 3/10/2008

DJG No DJG-2008-65-9

Submitter:

Perry McGlothan
(812) 314-4475
(812) 375-9429
pmcglothan@djgusa.com

Report Receipient: Perry McGlothan **Report Copies To:** j Bougher, C Gasner, G Revell, T Emers

Sample Description: 1" Center Front Adjuster (Lg Splitter Plate) (Winta Tool #24 RTP) **No Of Samples:** 50 **SKU/Style No:** 4316-1638

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material: Winta Tool # 24

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 Evaluatio ☐ Age Height ☐ Age Weight
☐ Test to appropriate age guideline ☑ Other _____ ☐ N/A

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

Explain: New Tool (Winta Tool #24 RTP) (IMS Safety +) "CFA" (Testing of new tooling for Pawl)

Test Standards:

Child Restraint Systems	Sled Test
Child Restraint Systems	Hex Bar
Child Restraint Systems	Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
4/7/2008	1" Front Adjusters	Winta Tool #24	Adjuster Abrasion	Meets	Mark Radford		
4/7/2008	1" Front Adjusters		Tensile Test	Meets	Mark Radford		

Component Test Results - Details:

Test Name: Adjuster Abrasion **Part Number:** Winta Tool #24

Sample	Data	UOM	Result	Miscellaneous Data
01 Abraded	900.6	lbs	Meets	
02	879.9	lbs	Meets	
03	895.2	lbs	Meets	

Safety 1st ...and so much more.

DOREL juvenile group

COSCO Home & Office Products

Request Date: 3/5/2008

Due Date: 3/10/2008

Sample Test Results

DJG No DJG-2008-65-9

04	940.1	lbs	Meets
05	965.1	lbs	Meets
06	972.9	lbs	Meets

Test Name: Tensile Test **Part Number:** Winta Tool #24

Sample	Data	UOM	Result	Miscellaneous Data
01	1032	lbs	Meets	
02	909.8	lbs	Meets	
03	934.2	lbs	Meets	
04	968.0	lbs	Meets	
05	1027	lbs	Meets	
06	954	lbs	Meets	
07	986.4	lbs	Meets	
08	960.7	lbs	Meets	
09	1129	lbs	Meets	
10	1158	lbs	Meets	
11	1051	lbs	Meets	
12	1070	lbs	Meets	
13	950.2	lbs	Meets	
14	1029	lbs	Meets	
15	1102	lbs	Meets	
16	1030	lbs	Meets	
17	967	lbs	Meets	
18	1001	lbs	Meets	
19	1063	lbs	Meets	
20	988.9	lbs	Meets	
21	972.9	lbs	Meets	
22	1004	lbs	Meets	
23	933.7	lbs	Meets	
24	944.9	lbs	Meets	
25	1035	lbs	Meets	
26	917.3	lbs	Meets	
27	1056	lbs	Meets	
28	1056	lbs	Meets	
29	1022	lbs	Meets	
30	1096	lbs	Meets	

Additional Information:

Safety 1st ...and so much more.™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 3/5/2008

Due Date: 3/10/2008

Sample Test Results

DJG No DJG-2008-65-9

SLED TEST RESULTS

Test Version	Structural Integrity	Comments	Test Date	Tested By
	Satisfactory	Pass CFA Tool #24 meets requirement.	3/11/2008	MRML
	Satisfactory	Pass- Could not see knee excursion due to South position of CRS. Pawl Tool #24 meets requirments.	3/11/2008	MLMR
	Satisfactory	Pass CFA Tool #24 meets requirement.	3/11/2008	MLMR
	Satisfactory	Pass- CFA Tool #24 meets requirement. Could not see knee excursion due to South sled CRS position	3/11/2008	MRML
	Satisfactory	Pass	3/11/2008	MLMR
	Satisfactory	Pass. Could not see knee excursion on south position	3/11/2008	MLMR

Safety 1st ...and so much more!™

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 6/16/2009
Due Date: 6/19/2009

DJG No DJG-2009-167-1

Submitter:

Carl Gasner
(812) 314-4236

cgasner@djgusa.com

Report Receipient: Carl Gasner **Report Copies To:** jeckleman, jbougher

Sample Description: CFA Assembly **No Of Samples:** 50 **SKU/Style No:** Clamp tool #5

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight
☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

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

Explain: RTP samples of extrusion tool # 5

Test Standards:
Child Restraint Systems Adjuster Abrasion Test
Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
6/22/2009	1" Front Adjusters	Pawl Tool # 5 - SafetyPlus	Visual/functional evaluation plant floor	Meets	Jo Harker		inspected by another party and no issues found
6/17/2009	1" Front Adjusters		Tensile Test	Meets	Jo Harker		
6/17/2009	1" Front Adjusters		Adjuster Abrasion	Meets	Jo Harker		

Component Test Results - Details:

Test Name: Adjuster Abrasion **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01	2500	cycles	Meets	
02	2500	cycles	Meets	

Safety 1st ...and so much more!™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 6/16/2009

Due Date: 6/19/2009

Sample Test Results

DJG No DJG-2009-167-1

03	2500	cycles	Meets	
04	2500	cycles	Meets	
05	2500	cycles	Meets	
06	2500	cycles	Meets	
07	2500	cycles	Meets	
08	2500	cycles	Meets	
09	2500	cycles	Meets	

Test Name: Tensile Test **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01	1027	lbs	Meets	
02	1077	lbs	Meets	
03	1010	lbs	Meets	
04	1037	lbs	Meets	
05	1066	lbs	Meets	
06	1043	lbs	Meets	
07	1055	lbs	Meets	
08	1039	lbs	Meets	
09	1026	lbs	Meets	

Test Name: Visual/functional evaluation plant floor **Part Number:** Pawl Tool # 5 - SafetyPlus

Sample	Data	UOM	Result	Miscellaneous Data
01- - 35 samples	no issues found	visual and functional	Meets	evaluated by another party knowledgeable in C

Additional Information:

Safety 1st

DOREL juvenile group

COSCO Home & Office Products

Request Date: 7/1/2009

Due Date: 7/2/2009

Sample Test Results

DJG No DJG-2009-182-1

Submitter:

Steve Oltman
(812) 314-4320
(812) 375-9429
soltman@djgusa.com

Report Receipient: Steve Oltman

Report Copies To:

Sample Description: CFA assembly Tool 5 pre-pulled modified test factory floor **No Of Samples:** 20 **SKU/Style No:**

Country: China **Manufacturer Name:** Safety Plus **Service Required:** Next 2 Business Days from receipt of sample (sampl

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight

☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

Test Purpose: ☑ Evaluation ☐ Engineering Change ☐ Deviation ☐ Production ☑ Comparison ☐ Engineering Phase/Preproductio

☐ Audit ☐ Prototype ☐ Research ☐ Other

Explain: Comparative tensile testing between straight perpendicular pull (traditional) and a new fixture of 45 degree pull. Test 10 on straight (traditional) and 10 on 45 degree fixture.

Test Standards:

Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
7/1/2009			Tensile Test-45 degree angle	Meets			
7/1/2009	1" Front Adjusters	Tool #5 Safety Plus	Tensile Test-traditional	Meets	Jo Harker		

Component Test Results - Details:

Test Name: Tensile Test-45 degree angle **Part Number:**

Sample	Data	UOM	Result	Miscellaneous Data
01A	1015	lbs	Meets	
02A	932.5	lbs	Meets	
03A	915.5	lbs	Meets	
04A	974.3	lbs	Meets	
05A	956.9	lbs	Meets	

Safety 1st ...and so much more.™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 7/1/2009

Due Date: 7/2/2009

Sample Test Results

DJG No DJG-2009-182-1

06A	958.6	lbs	Meets	
07A	931.9	lbs	Meets	
08A	965.5	lbs	Meets	
09A	993.1	lbs	Meets	
10A	971.3	lbs	Meets	

Test Name: Tensile Test-traditional **Part Number:** Tool #5 Safety Plus

Sample	Data	UOM	Result	Miscellaneous Data
01	1018	lbs	Meets	
02	1049	lbs	Meets	
03	1110	lbs	Meets	
04	1078	lbs	Meets	
05	1043	lbs	Meets	
06	1055	lbs	Meets	
07	1050	lbs	Meets	
08	1056	lbs	Meets	
09	1019	lbs	Meets	
10	1066	lbs	Meets	

Additional Information:

Safety 1st ...and so much more!

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

DJG No DJG-2009-198-1

Request Date: 7/17/2009

Due Date: 7/21/2009

Submitter:

Gabe Revell
(812) 314-4280

grevell@djgusa.com

Report Receipient: Gabe Revell

Report Copies To: soltman, cgasner, jbougher,

Sample Description: CFA assembly Tool #11

No Of Samples: 50

SKU/Style No:

Country: China

Manufacturer Name: IMS

Service Required: Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight

☐ Test to appropriate age guideline ☐ Other _____ ☐ N/A

Test Purpose: ☐ Evaluation ☐ Engineering Change ☐ Deviation ☐ Production ☐ Comparison ☑ Engineering Phase/Preproductio

☐ Audit ☐ Prototype ☐ Research ☐ Other

Explain: Tool #11: submitted for approval

Test Standards:

Child Restraint Systems Tensile Testing
Child Restraint Systems Hex Bar

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
7/20/2009	1" Front Adjusters	Tool #11 IMS	tensile Test-Abraded	Meets	Jo Harker		
7/20/2009	1" Front Adjusters		Tensile Test-Non abraded	Meets	Jo Harker		

Component Test Results - Details:

Test Name: tensile Test-Abraded **Part Number:** Tool #11 IMS

Sample	Data	UOM	Result	Miscellaneous Data
01	1090	lbs	Meets	
02	1095	lbs	Meets	
03	1044	lbs	Meets	
04	1023	lbs	Meets	

Safety 1st ...and so much more.™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 7/17/2009

Due Date: 7/21/2009

Sample Test Results

DJG No DJG-2009-198-1

05	1072	lbs	Meets	
06	1054	lbs	Meets	
07	1072	lbs	Meets	
08	1059	lbs	Meets	
09	1066	lbs	Meets	

Test Name: Tensile Test-Non abraded **Part Number:** Tool #11 IMS

Sample	Data	UOM	Result	Miscellaneous Data
01	1093	lbs	Meets	
02	1114	lbs	Meets	
03	1083	lbs	Meets	
04	1093	lbs	Meets	
05	1094	lbs	Meets	
06	1066	lbs	Meets	
07	1097	lbs	Meets	
08	1099	lbs	Meets	
09	1111	lbs	Meets	

Additional Information:

Safety 1st ...and so much more!™

DOREL juvenile group

COSCO Home & Office Products

Sample Test Results

Request Date: 7/14/2009
Due Date: 7/16/2009

DJG No DJG-2009-195-3

Submitter:

Gabe Revell
(812) 314-4280

grevell@djgusa.com

Report Receipient: Gabe Revell **Report Copies To:**

Sample Description: CFA Tools 9, 10, 12 **No Of Samples:** 50 **SKU/Style No:**

Country: China **Manufacturer Name:** IMS **Service Required:** Regular (3 day result, 5 day report)

☐ Call to Discuss Tests ☐ Return Sample by Applicable Tes Specify Material:

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 Evaluatio ☐ Age Height ☐ Age Weight

☑ Test to appropriate age guideline ☐ Other _____ ☐ N/A

Test Purpose: ☐ Evaluation ☐ Engineering Change ☐ Deviation ☐ Production ☐ Comparison ☑ Engineering Phase/Preproductio

☐ Audit ☐ Prototype ☐ Research ☐ Other

Explain: New Tools 9AB 9 Not AB

Test Standards:

Child Restraint Systems Hex Bar
Child Restraint Systems Tensile Testing

Component Test Results - Summary:

Date Teste	Category	Part Number	Test Name	Overall Results	Technician 1	Technician 2	Comments
7/15/2009	1" Front Adjusters	IMS Tool #12	Tensile Test-tool 12 abrasion	Meets	Jo Harker		
7/15/2009	1" Front Adjusters		Tensile Test-tool 12	Meets	Jo Harker		
7/15/2009	1" Front Adjusters	IMS Tool #10	Tensile Test-tool 10 abrasion	Meets	Jo Harker		
7/15/2009	1" Front Adjusters		Tensile Test-tool 10	Meets	Jo Harker		
7/15/2009	1" Front Adjusters	IMS Tool #9	Tensile Test-tool 9 abrasion	Meets	Jo Harker		
7/15/2009	1" Front Adjusters		Tensile Test-tool 9	Meets	Jo Harker		Test of Sample 7 - remarked as "0" due to machine malfunction (poundage not recorded).

Safety 1st ...and so much more.

DOREL juvenile group

COSCO Home & Office Products

Request Date: 7/14/2009

Due Date: 7/16/2009

Sample Test Results

DJG No DJG-2009-195-3

Component Test Results - Details:

Test Name: Tensile Test-tool 10 **Part Number:** IMS Tool #10

Sample	Data	UOM	Result	Miscellaneous Data
01	1089	lbs	Meets	
02	1066	lbs	Meets	
03	1093	lbs	Meets	
04	1079	lbs	Meets	
05	1126	lbs	Meets	
06	1071	lbs	Meets	
07	1139	lbs	Meets	
08	1133	lbs	Meets	
09	1060	lbs	Meets	

Test Name: Tensile Test-tool 10 abrasion **Part Number:** IMS Tool #10

Sample	Data	UOM	Result	Miscellaneous Data
01	993	lbs	Meets	
02	1032	lbs	Meets	
03	1094	lbs	Meets	
04	1011	lbs	Meets	
05	1027	lbs	Meets	
06	1027	lbs	Meets	
07	993.9	lbs	Meets	
08	1049	lbs	Meets	
09	1038	lbs	Meets	

Test Name: Tensile Test-tool 12 **Part Number:** IMS Tool #12

Sample	Data	UOM	Result	Miscellaneous Data
01 Tool 12 Non abaraded	1123	lbs	Meets	
02	1044	lbs	Meets	
03	1133	lbs	Meets	
04	1143	lbs	Meets	
05	1089	lbs	Meets	
06	1123	lbs	Meets	
07	1105	lbs	Meets	
08	1077	lbs	Meets	
09	1089	lbs	Meets	

Test Name: Tensile Test-tool 12 abrasion **Part Number:** IMS Tool #12

Sample	Data	UOM	Result	Miscellaneous Data
01	1091	lbs	Meets	

Safety 1st ...and so much more.™

DOREL juvenile group

COSCO Home & Office Products

Request Date: 7/14/2009

Due Date: 7/16/2009

Sample Test Results

DJG No DJG-2009-195-3

02	1083	lbs	Meets	
03	1044	lbs	Meets	
04	1083	lbs	Meets	
05	1031	lbs	Meets	
06	1066	lbs	Meets	
07	1086	lbs	Meets	
08	1111	lbs	Meets	
09	1041	lbs	Meets	

Test Name: Tensile Test-tool 9 **Part Number:** IMS Tool #9

Sample	Data	UOM	Result	Miscellaneous Data
01 Tool 9	1061	lbs	Meets	
02	1088	lbs	Meets	
03	1093	lbs	Meets	
04	1068	lbs	Meets	
05	1094	lbs	Meets	
06	1091	lbs	Meets	
07	0	lbs		machine malfunction
08	1064	lbs	Meets	
09	1099	lbs	Meets	

Test Name: Tensile Test-tool 9 abrasion **Part Number:** IMS Tool #9

Sample	Data	UOM	Result	Miscellaneous Data
01 Tool #9 Abraded	1072	lbs	Meets	
02	1014	lbs	Meets	
03	993	lbs	Meets	
04	1116	lbs	Meets	
05	1079	lbs	Meets	
06	1016	lbs	Meets	
07	1077	lbs	Meets	
08	1095	lbs	Meets	
09	1044	lbs	Meets	

Additional Information: