DOREL Juvenile Group

OFFICE OF DEFECTS & INVESTIGATIONS
Jan 19, 2011 6:00pm cab
~~2010 DEC 10 P 2:48~~

VIA ELECTRONIC MAIL FOLLOWED BY OVERNIGHT CARRIER

1/14/2011

Frank Borris, Director
Office of Defects Investigation
Enforcement
1200 New Jersey Ave. S.E.
NVS 210; Room W45302
Washington, D.C. 20590

RE: EA10-005 Supplemental Request Response

Dear Mr. Borris;

Dorel Juvenile Group (DJG) is submitting this response to the EA10-005 Supplemental Request. An agreement was reached between your office and DJG to provide the responses to this extensive supplemental request in three parts. The first part due January 14, 2011, is the update to the 2008 -2009 complaint information. On or before January 26th, 2011, the second part will be the DJG response to the "comparator" complaints. A response to the remainder of the Supplemental Request will be submitted on or before February 4, 2011.

1. *State the number of each of the following, received by DJG, or of which DJG is otherwise aware and not previously provided, which relate to, or may relate to, the alleged defect in the subject child seats:*
   a. *Consumer complaints;*

      39

   b. *Reports from retailers or distributers;*

      None

   c. *Reports involving a crash, injury, or fatality, based on claims against DJG involving a death or injury, or notices received by DJG 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 DJG is or was a defendant or codefendant.*

      None

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2. *Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No.1, state the following information:*
   a. *DJG'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; C*
   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 A** entitled "Request Number Two Data Update"

3. *Produce copies of all documents related to each item within the scope of Request No.1. Organize the documents separately by category (i.e., consumer complaints, reports from retailers, etc.) and describe the method DJG used for organizing the documents.*

   Please see **Exhibit B**.

4. *State a total count for all of the following categories of claims not previously provided, collectively, that have been paid by DJG 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. *DJG's claim number;*
   b. *Child seat owner's name and telephone number;*
   c. *Child seat brand name;*
   d. *Child seat model name;*
   e. *Child seat model number;*
   f. *Child seat model year*
   g. *Child seat date of manufacture;*
   h. *Repair or inspection date;*
   i. *Repairing facility 's name, telephone number, city and state or ZIP code;*
   j. *Labor operation number;*

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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.*

This will be answered on or before February 4, 2011.

5. *Describe in detail the search criteria used by DJG to identify the claims identified in response to Request No.4, including the problem codes, part numbers and any other pertinent parameters used. Provide a list of all 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 DJG 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 DJG 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.*

This will be answered on or before February 4, 2011.

6. *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 DJG 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 DJG is planning to issue within the next 120 days.*

This will be answered on or before February 4, 2011.

7. *State the number of all comparator child seats DJG 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 "COMPARATOR PRODUCTION DAT A."*

This will be answered on or before January 26, 2011.

8. *State the number of each of the following, received by DJG, or of which DJG is otherwise aware, which relate to, or may relate to, an alleged defect in the comparator child seats:*
   a. *Consumer complaints;*
   b. *Reports from retailers or distributors;*

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c. *Reports involving a crash, injury, or fatality, based on claims against DJG involving a death or injury, or notices received by DJG alleging or proving that a death or injury was caused by the alleged defect in a comparator child seats; and*
d. *Lawsuits, both pending and closed, in which DJG is or was a defendant or codefendant.*

This will be answered on or before January 26, 2011.

9. *Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No.8, state the following information:*
   a. *DJG's tile 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.*

This will be answered on or before January 26, 2011.

10. *Produce copies of all documents related to each item within the scope of Request No.8. Organize the documents separately by category (i.e., consumer complaints, reports from retailers, etc.) and describe the method DJG used for organizing the documents.*

This will be answered on or before January 26, 2011.

11. *State a total count for all of the following categories of claims that have been paid by DJG that relate to, or may relate to, the alleged defect in the comparator 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. *DJG's claim number;*
   b. *Child seat owner's name and telephone number;*
   c. *Child seat brand name;*
   d. *Child seat model name;*

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e. *Child seat model number;*
f. *Child seat model year*
g. *Child seat date of manufacture;*
h. *Repair or inspection date;*
i. *Repairing facility's name, telephone number, city and state or ZIP code;*
j. *Labor operation number;*
k. *Problem code;*
l. *Replacement part number(s) and description(s);*
m. *Concern stated by the customer; and*
n. *Comment, if any, by the technician or person(s) making an assessment or repair, and/or the person(s) processing the claim that relate to the claim and/or repair.*

This will be answered on or before February 4, 2011.

12. Describe in detail the search criteria used by DJG to identify the claims identified in response to Request No. II, including the problem codes, part numbers and any other pertinent parameters used. Provide a list of all problem codes, and problem code descriptions applicable to the alleged defect in the comparator child seats. State the terms of the new child seats warranty coverage offered by DJG on the comparator 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 DJG offered for the comparator child seats and state by option, model, and model year, the number of child seats that are covered under each such extended warranty.

This will be answered on or before February 4, 2011.

13. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the comparator child seats that DJG 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 DJG is planning to issue within the next 120 days.

This will be answered on or before February 4, 2011.

14. In part VII of DJG's September 2 1, 2010 response to Request No.8 (Assessments) of ODI's July 13, 2010 EA IR letter, DJG stated that the expected date of completion of it's Root Cause Analysis would be early October 20 I O. Provide the date that DJG anticipates it will inform NHTSA of the conclusion of its Root Cause Analysis.

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This will be answered on or before February 4, 2011.

15. Produce copies of all documents, draft and final, related to each item within the scope of Request No. 14.

    This will be answered on or before February 4, 2011.

16. Part a. of Request No.14 of ODI's July 13, 20I 0 EA IR letter requested, in part, DJG's assessment as to why there were no complaint reports submitted regarding child seats manufactured by DJG for MY 2006 or 2007. DJG did not provide a response to this part of the request in any of it's three IR responses. Please provide DJG's assessment as to why there were no complaint reports submitted regarding child seats manufactured by DJG for MY 2006 or 2007.

    This will be answered on or before February 4, 2011.

17. Identify all subject child seats and/or CFA that have been returned to DJG and identify the following:
    a. DJG'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. The CFA manufacturing code number;
    g. Child seat model year
    h. Child seat date of manufacture;
    i. Repair or inspection date;
    j. Repairing facility's name, telephone number, city and state or ZIP code;
    k. Problem code;
    l. Replacement part number(s) and description(s);
    m. Concern stated by the customer;
    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;
    o. Whether the subject child seat and/or CFA is in DJG's possession or control;
    p. Whether the subject child seat and/or CF A has been destroyed; and
    q. When the subject child seat and/or CF A was destroyed.

    This will be answered on or before February 4, 2011.

18. Identify all comparator child seats and/or CFA that have been returned to DJG and identify the following:
    a. DJG's claim number;

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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. The CF A manufacturing code number;
g. Child seat model year
h. Child seat date of manufacture;
i. Repair or inspection date;
j. Repairing facility's name, telephone number, city and state or ZIP code;
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;
o. Whether the subject child seat and/or CFA is in DJG's possession or control;
p. Whether the subject child seat and/or CFA has been destroyed; and
q. When the subject child seat and/or CFA was destroyed.

This will be answered on or before February 4, 2011.

19. Describe all modifications and/or changes made by. or on behalf of, DJG in the design, material composition, manufacture, quality control, supply, and/or installation of one or more of the subject component(s), from the start of production of subject child seats up to and including comparator child seats made in or after 20 I 0, equipped with a CFA supplied by IMS (Safety Plus). For each such modification or change, provide the following information:
    a. A detailed description of the modification or change;
    b. The reason(s) for the modification or change;
    c. Whether the modification or change related to the failure of the subject component to impede the ability of the CFA to lock the occupant harness in an intended adjustment position, or resulted in loosening of the harness, including loosening due to child movement or other non-crash related causes;
    d. The part number(s) of the original component(s);
    e. The part number(s) of the modified component(s); and
    f. The name and work location of each person who was involved with the modification or change.

    This will be answered on or before February 4, 2011.

20. Produce, in chronological order, all documents (as defined herein, including but not limited to emails, memoranda, notes, protocols, analyses, results, and reports); whether draft, interim, or final ; related to any and all modifications and/or changes made by, or on behalf of, DJG in the

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design, material composition, manufacture, quality control, supply, and/or installation of one or more of the subject component(s), from the start of production of subject child seats up to and including comparator child seats made in or after 2010, equipped with a CFA supplied by IMS (Safety Plus).

This will be answered on or before February 4, 2011.

21. Provide a copy of DJG's consumer registration data for the subject child seats in the states of Maryland and Virginia. Provide this information in Microsoft Access 2000, or a compatible format, entitled "REGISTRATION DATA."

    This will be answered on or before February 4, 2011.

22. Provide a copy of DJG's consumer registration data for the comparator child seats in the states of Maryland and Virginia. Provide this information in Microsoft Access 2000, or a compatible format, entitled "COMPARATOR REGISTRATION DATA."

    This will be answered on or before February 4, 2011.

Respectfully Submitted,

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

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Exhibit A

Request Number Two Data Update

File Number	Category	Last Name	First Name	Address	2nd Address	City	State	Zip	Telephone	Seat Brand	Model name	Model	Model Yea	Mfg Date	Incide
9206522454	CUSTOMER COMPLAINT	BRUSKY	KELLY	1932 ANDREA LANE		MANITOWOC	WI	54220	9206522454	SAFETY 1ST	ALPHA OMEGA	22152BVL	2008	112108	N/A
9209462351	CUSTOMER COMPLAINT	SUEMNICHT	TIFFANY	541 MILLERSVILLE AVE		HOWARDS GROVE	WI	53083	9209462351	SAFETY 1ST	ALPHA OMEGA	22412MOM	2009	032709	N/A
5134037169	CUSTOMER COMPLAINT	SMITH	LAMONT	2650 JACKSON RUE		UNION	KY	41091	5134037169	SAFETY 1ST	ALPHA OMEGA	22172XXX	2009	010609	N/A
4016518740	CUSTOMER COMPLAINT	WARD	LINDSAY	24 B WHIPPLE RD.		SMITHFIELD	RI	02917	4016518740	ALPHA	ALPHA OMEGA	22469BSE	2008	081308	N/A
2487061582	CUSTOMER COMPLAINT	PRYOR	GINA	2666 ONAGON TRAIL		WATERFORD	MI	48328	2487061582	ALPHA	ALPHA OMEGA	22469BSE	2008	073008	N/A
3032795110	CUSTOMER COMPLAINT	HODGSON	LOUISE	34 S HOLMAN WAY APT F1		GOLDEN	CO	80401	3032795110	COSCO	ALPHA OMEGA	22459MTG	2008	031808	N/A
5406492884	CUSTOMER COMPLAINT	HUGHES	CONNIE	3278 STUARTS DRAFT HWY STE 7		WAYNESBORO	VA	22980	5406492884	SAFETY 1ST	AOE	22148RDH	2008	090908	N/A
9204330922	CUSTOMER COMPLAINT	HELLMANN	AMBER	2321 E RIVER DR.		GREEN BAY	WI	54301	9204330922	SAFETY 1ST	AOE	22148RDH	2008	090408	N/A
9545316091	CUSTOMER COMPLAINT	MCCORD	ROBYN	4755 SW 13TH STREET		DEERFIELD BEACH	FL	33442	9545316091	SAFETY 1ST	AOE	22456TRI	2009	120409	N/A
4047204825	CUSTOMER COMPLAINT	GREENLEE	LYNDSAY	320 LACEBARK LANE		HAMPTON	GA	30228	4047204825	COMPLETE AIR	AOE	22430MCK	2009	082109	N/A
9543676909	CUSTOMER COMPLAINT	LEW	MARY	3182 STERLING ROAD, UNIT C9		HOLLYWOOD	FL	33021	9543676909	ALPHA OMEGA	AOE	22790WPR	2009	010709	N/A
3604879442	CUSTOMER COMPLAINT	ALDRIDGE	AMY	3350 NW PACIFIC RIM DR		CAMAS	WA	98607	3604879442	ALPHA	AOE	22158SPA	2009	010509	N/A
5153714238	CUSTOMER COMPLAINT	UHLMAN	JOSH	35796 M LANE		EARLHAM	IA	50072	5153714238	ALPHA	AOE	22158GRS	2009	010909	N/A
7633555465	CUSTOMER COMPLAINT	JOHNSON	ANNETTE	13705 60TH PLACE NORTH		PLYMOUTH	MN	55446	7633555465	SAFETY 1ST	AOE	22456CAB	2008	111808	N/A
A92640777	CUSTOMER COMPLAINT	LOGRASSO	AMIE	243 SPRINGVILLE AVE		AMHERST	NY	14226	A92640777	COSCO	AOE	22155HMR	2008	110108	N/A
8642528790	CUSTOMER COMPLAINT	HARVEY	PAUL	202 PINEWOOD DRIVE		GAFFNEY	SC	29340	8642528790	COSCO	AOE	22155HMR	2008	092208	N/A
9079789368	CUSTOMER COMPLAINT	GRAHAM	MICHELLE	8828 NESBIT AVE N APT 1		SEATTLE	WA	98103	9079789368	SAFETY 1ST	AOE	22148RDH	2008	082608	N/A
4043135870	CUSTOMER COMPLAINT	MORRIS	ALLISON	1518 ROXBURY PLACE		MARIETTA	GA	30062	4043135870	COSCO	AOE	22155HMR	2008	060408	N/A
9302684836	CUSTOMER COMPLAINT	JACKSON	TERESA	1429 SUGAR CREEK RD		GAINESBORO	TN	38562	9302684836	SAFETY 1ST	AOE	22159SGT	2008	092508	N/A
4022378669	CUSTOMER COMPLAINT	EASTMAN	MATTHEW	10808 LEWIS & CLARK ROAD		BELLEVUE	NE	68123	4022378669	SAFETY 1ST	AOE	22148RDH	2008	082108	N/A
7164629455	CUSTOMER COMPLAINT	MORAN	BRETT	33 TAMARACK STREET		BUFFALO	NY	14220	7164629455	SAFETY 1ST	AOE	22148RDH	2008	082108	N/A
3034693011	CUSTOMER COMPLAINT	WILLIAMS	LARRY	1018 WEST 17TH COURT		BROOMFIELD	CO	80020	3034693011	COSCO	AOE	22149PAL	2009	013009	N/A
8478858489	CUSTOMER COMPLAINT	JACOBS	MARK	1508 AMHERST DRIVE		SCHAUMBURG	IL	60194	8478858489	EDDIE BAUER	ENSPIRA	22741WNW	2008	122608	N/A
4132463794	CUSTOMER COMPLAINT	CARBONEAU	MARK	15 WASHINGTON ST		WESTFIELD	MA	01085	4132463794	COSCO	HBB	22209FSM	2008	081808	N/A
9132216390	CUSTOMER COMPLAINT	ENOCH	BETHANY	208 WEST SOUTH ST		SPRING HILL	KS	66083	9132216390	BERTINI	ONBOARD	22346VAL	2009	032609	N/A
3034441560	CUSTOMER COMPLAINT	MARTINEZ	DONNA	9391 WEST HIALEAH PLACE		LITTLETON	CO	80123	3034441560	SAFETY 1ST	ONBOARD	2237SAAP	2009	121009	N/A
8474389985	CUSTOMER COMPLAINT	PEARSON	CATHRYN	465 PHEASANT RIDGE RD		LAKE ZURICH	IL	60047	8474389985	SAFETY 1ST	ONBOARD	22356PRO	2009	011209	N/A
4103654177	CUSTOMER COMPLAINT	MCDERMOTT	CHARLES	2520 HOLLINGSWORTH RD.		REISTERSTOWN	MD	21136	4103654177	BERTINI	ONBOARD	22346VAL	2009	032309	N/A
4172748464	CUSTOMER COMPLAINT	TAYLOR	ERIN	4812 S DOUGLAS DR		REPUBLIC	MO	65738	4192748464	SAFETY 1ST	ONBOARD	22356NTR	2009	011209	N/A
5037997414	CUSTOMER COMPLAINT	JONES	BRIDGET	3808 SE 33RD PLACE		PORTLAND	OR	97202	5037997414	BERTINI	ONBOARD	22346VAL	2009	041309	N/A
4086210822	CUSTOMER COMPLAINT	KUMAGAI	ATSUSHI	1737 SAN TOMAS AQUINO ROAD		SAN JOSE	CA	95130	4086210822	MAXI COSI	PRIORI	22486TTH	2008	071008	N/A
2053654160	CUSTOMER COMPLAINT	CHAPMAN	HUNTER	821 77TH WAY S,		BIRMINGHAM	AL	35206	2053654160	MAXI COSI	PRIORI	22476CTR	2008	111408	N/A
A91746045	CUSTOMER COMPLAINT	STEFAN	LAURENTIU	9806 SW DAPPLEGREY LOOP		BEAVERTON	OR	97008	A91746045	MAXI COSI	PRIORI	22486TTH	2008	061008	N/A
8014102475	CUSTOMER COMPLAINT	BOWLER	JULIE	3901 N CENTRAL DRIVE	APT G105	HOBBS	NM	88240	8014102475	MAXI COSI	PRIORI	22476GIP	2009	040209	N/A
8655915394	CUSTOMER COMPLAINT	STYLES	SHAUNA	6260 QUAIL TRAIL		GAINESVILLE	GA	30506	8655915394	MAXI COSI	PRIORI	22486TTH	2008	090408	N/A
2147283676	CUSTOMER COMPLAINT	MCDONALD	KIM	9151 FOREST LANE		DALLAS	TX	75243	2147283676	MAXI COSI	PRIORI	22486GIP	2008	110708	N/A
2814606900	CUSTOMER COMPLAINT	NICKSON	WILLIE	2422 COACHLIGHT LANE		CONROE	TX	77384	2814606900	COSCO	SCENERA	22123BVL	2009	011909	N/A
8479910566	CUSTOMER COMPLAINT	KUEHNER	RUPAM	2127 DAVIS CT		ROLLING MEADOWS	IL	60008	8479910566	SAFETY 1ST	VANTAGE	22554PCR	2008	102308	N/A
8639694101	CUSTOMER COMPLAINT	VILLARREAL	BEATRICE	527 AMBER COURT		AUBURNDALE	FL	33823	8639694101	SAFETY 1ST	VANTAGE	22554PCR	2008	082108	N/A

Exhibit B

11/23/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
11:46:42 TPCS05

Home Phone 920 652 2454 Cust No(If Dealer or MRA) F1123
Last Name BRUSKY First KELLY
Addl1 1932 ANDREA LANE
Addl2
A-Addnl Zip 54220 City MANITOWOC State WI
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22152	112108	BVL	GW FRONT ADJUSTMENT LOOSE	
Serial #				Priority _
22152	112108	BVL	GW FRONT ADJUSTMENT LOOSE	
Serial #				Priority _
Serial #				Priority _

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

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

11/23/10
11:46:44

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
10	22152 BVL 112108 CS EMD MODEL INFO ONLY	081010	KVANCE
20	ASKED CS HOW WE MAY ASSIST W/CRST..KV..	082310	BMIZE
30	22152BVL 112108 CS ALLEGES CFA LOOSENS.	082310	BMIZE
40	ADV CS WOULD LIKE TO PRP AND REPL. CS	082310	BMIZE
50	ACCEPTED. ADV SAME MODEL NOT AVAIL.	082310	BMIZE
60	OFFERED TO REPL WITH 22469BSE. CS	082310	BMIZE
70	ACCEPTED. ORDERED NEW SEAT UPFRONT AND	082310	BMIZE
80	SENT PRP LABELS. **WHEN PRP REC'D DO NOT	082310	BMIZE
90	ORDER**..BTM.. RECIEVED SEAT 22-152 BVL	090910	AENGELKING
100	11/21/2008,HELD..ALE.. REPLACEMENT	090910	AENGELKING
110	ORDERED PREVIOUSLY..ALE.. CS CB TO CHECK	102210	BMIZE
120	ON STATUS. ADV REC'D SEATS..BTM..	102210	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

11/23/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
12:04:18 TPCS05

Home Phone 920 946 2351 Cust No(If Dealer or MRA) F1123
Last Name SUEMNICHT First TIFFANY
Addl1 541 MILLERSVILLE AVE
Addl2

A-Addnl Zip 53083 City HOWARDS GROVE State WI
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22412	032709	MOM	15	CALL TAG ENTERED

Serial # _____ Priority _

Serial # _____ Priority _

Serial # _____ Priority _

Purchased-Where SAMS CLUB When 0510
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

11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
12:04:35 TPCS06
F1124

Line	Comments		
10	22412 MOM 032709 CS ADV HARNESS	110910	JQUASEBART
20	SLIPPING ADV CS ORD'D CT FOR FEDEX PU	110910	JQUASEBART
30	ADV CS TO CB DAY AFTER PU TO CONFIRM &	110910	JQUASEBART
40	ORDER 22178 ANX FOR REPL..JQ..	111110	MMILEY
50	CT#997354300042435..MM.. CS CB W/CT #	111210	LISMITH
60	ORDER PLACE TODAY PER NOTES ABOVE..LS..	111910	AENGELKING
70	RECIEVED 22-412 MOM	111910	AENGELKING
80	03/27/2009,HELD..ALE.. REPLACEMENT	111910	AENGELKING
90	ORDERED PREVIOUSLY..ALE..	111910	AENGELKING

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

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11/23/10                CUSTOMER SERVICE MAIN DISPLAY                RBROWN
11:58:44                                                             TPCS05
      Home Phone 513 403 7169                  Cust No(If Dealer or MRA)  F1123
       Last Name SMITH                  First LAMONT
           Addl1 2650 JACKSON RUE
           Addl2
A-Addnl      Zip 41091       City UNION                 State KY
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22172  010609  XXX    8A PRODUCT UPFRONT FOLLOW UP
               Serial # ____________________________  Priority _

               Serial # ____________________________  Priority _

               Serial # ____________________________  Priority _

Purchased-Where BABIES R US          When 2010
Type of Customer N NO CHARGE   Order Source P PHONE CALL
_ Letters   Y Order    _ Recall    _ Destroy
_ Incident  _ Refund   _ Pick-Up   _ Return
Options                                                        Option __
F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
F12=EXit  F13=Comments          F18=Access Address
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11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
11:58:48 TPCS06
F1124

Line	Comments		
10	22172 010609 CS ALLEG HARNESS SLIPS ON	101510	KBRATTEN
20	CSRT WENT THROUGH THREADING WITH CS	101510	KBRATTEN
290	22172 BKE 01/06/2009, HELD..ALE..	111210	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

11/23/10
11:58:50

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
20	CSRT WENT THROUGH THREADING WITH CS	101510	KBRATTEN
30	HARNESS DOESN'T TIGHTEN AT ALL I THINK	101510	KBRATTEN
40	ITS A CFA ISSUE REQ CS TO SEND PICS TO	101510	KBRATTEN
50	OUR EMAIL SO WE CAN SEE IF THERES ANY	101510	KBRATTEN
60	ISSUE WITH THE THREADING..KW.. CS EMD	101810	EBOWEN
70	FRONT AND REAR PHOTOS OF SEAT.CANNOT SEE	101810	EBOWEN
80	ANYTHING INCORRECT ABOUT THE THREADING	101810	EBOWEN
90	FROM THESE 2 PHOTOS.ASKNG FOR CS TO	101810	EBOWEN
100	REMOVE BASE AND SUBMIT PHOTO OF BOTTOM	101810	EBOWEN
110	OF SEAT/STRAPS.SPLITTER PLATE SHOWN IN	101810	EBOWEN
120	REAR-VIEW PHOTO SO WAS NOT CAUGHT UNDER	101810	EBOWEN
130	SEAT.CS SUBMITTED PHOTO OF CFA	101810	EBOWEN
140	LEVER/STRAP AND DIDNT SEE ANY VISIBLE	101810	EBOWEN
150	DMG.EM IS DRLAMONT45@YAHOO.COM ..EO.. CS	101910	EBOWEN
290	22172 BKE 01/06/2009, HELD..ALE..	111210	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

11/23/10
11:58:52

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
150	DMG.EM IS DRLAMONT45@YAHOO.COM ..EO.. CS	101910	EBOWEN
160	EMD ANOTHER FRONT PHOTO OF CR.ADV CS	101910	EBOWEN
170	ONCE ADDITIONAL INFO RECVD WIL GLADLY	101910	EBOWEN
180	ASSIST..EO.. CS EM FOR ASST TO REMOVE	102110	JQUASEBART
190	BASE EM INSTS 4508 ADV CS TO REFER TO	102110	JQUASEBART
200	PG 43..JQ.. CS TRIED PULLING ON STRAPS	102110	JDESCHAMPS
210	AND STRAPS COME LOOSE BUT CFA DOES NOT	102110	JDESCHAMPS
220	GO BACK INFO SEAT, TRIED SOME MORE	102110	JDESCHAMPS
230	TROUBLESHOOTING, ORDERED 22172PHO UP	102110	JDESCHAMPS
240	FRONT AND ORDERED PRPS..JD.. CS CLD FOR	102610	KVANCE
250	TRACKING INFO DOES NOT SHOW SHIPPED PUT	102610	KVANCE
260	REQ TO EXPEDITE ON DATABSE WHEN TRACKING	102610	KVANCE
270	NUMBER AVAIL WILL EML CS AT	102610	KVANCE
280	DRLAMONT45@YAHOO.COM..KV.. RECIEVED	111210	AENGELKING
290	22172 BKE 01/06/2009, HELD..ALE..	111210	AENGELKING

Options: Option

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

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 1/07/11                  CUSTOMER SERVICE MAIN DISPLAY                  DDOW
 14:56:18                                                                TPCS05
       Home Phone 401 651 8740                  Cust No(If Dealer or MRA)  F1123
        Last Name WARD                    First LINDSAY
            Addl1 24 B WHIPPLE RD.
            Addl2
A-Addnl       Zip 02917       City SMITHFIELD          State RI
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22469  081308  BSE    HY HARNESS COMING LOOSE
                Serial # ____________________________  Priority _
                _____ ______  ___
                Serial # ____________________________  Priority _
                _____ ______  ___
                Serial # ____________________________  Priority _

 Purchased-Where DNK                    When DNK
 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
```

1/07/11 CUSTOMER SERVICE CUSTOMER COMMENTS DDOW
14:56:22 TPCS06
F1124

Line	Comments		
10	22469BSE 081308 CS CALLING ALLEGES CFA	120110	JWILSON
20	FAIL SENDING PRP LABELS TO HAVE PICKED	120110	JWILSON
30	UP AND WILL RPLC W SAME CS TO CB DAY	120110	JWILSON
40	AFTER PU TO CONFIRM PU..JLN..	120110	JWILSON

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

11/23/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
11:47:17 TPCS05

Home Phone 248 706 1582 Cust No(If Dealer or MRA) F1123
Last Name PRYOR First GINA
Addl1 2666 ONAGON TRAIL
Addl2

A-Addnl Zip 48328 City WATERFORD State MI
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22469	000000	BSE	61 NEW UNIT	
Serial #				Priority _
22469	000000	BSE	61 NEW UNIT	
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

11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
11:47:19 TPCS06
F1124

Line	Comments		
10	22469BSE 073008 CS ALLEGES CFA NOT	082310	MMILEY
20	WORKING PROPERLY, **ORDERED NEW CARSEAT	082310	MMILEY
30	TODAY*** AND SENDING PRP LABELS..MM..	090910	AENGELKING
40	RECIEVED SEAT 22-469 BSE	090910	AENGELKING
50	07/30/2008.HELD..ALE..REPLACEMENT	090910	AENGELKING
60	ORDERED PREVIOUSLY..ALE..	090910	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

```
 1/11/11                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 16:27:02                                                                    TPCS05
       Home Phone 303 279 5110                    Cust No(If Dealer or MRA)  F1123
        Last Name HODGSON                  First LOUISE
            Addl1 34 S HOLMAN WAY, APT F1
            Addl2
A-Addnl       Zip 80401       City GOLDEN                 State CO
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                CC044  00000   AUB    07 POD RECEIVED FROM CONSUMER
                Serial # ____________________________  Priority _
                _____  _____  _____  __
                Serial # ____________________________  Priority _
                _____  _____  _____  __
                Serial # ____________________________  Priority _

 Purchased-Where BRU_____________  When 2009_____________
 Type of Customer N NO CHARGE   Order Source L LETTER
 _ 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	22459MTG 031808, CS ALG STRAPS LOOSENING	072810	MARRINGTON
20	DURING USE, ADV CS NEED TO HAVE CAR SEAT	072810	MARRINGTON
30	IN FRONT OF HER TO GO THRU CFA	072810	MARRINGTON
40	TROUBLESHOOTING, CS TO CB WITH CAR SEAT	072810	MARRINGTON
50	IN FRONT OF HER, WHEN CS CB PLEASE CHECK	072810	MARRINGTON
60	HOW STRAPS ARE SET UP AND DO A PULL TEST	072810	MARRINGTON
70	ON HARNESS STRAPS..MJA.. CS CB CRST OUT	073010	GJONES
80	OF CAR STRAPS ARE THREADED PROPERLY ASKD	073010	GJONES
90	CS TO TRY STRAP CS ALLGS DOES NOT COME	073010	GJONES
100	LOOSE ASKD CS IF CHILD COULD BE TOUCHING	073010	GJONES
110	CFA CS ALLGS NO CS IS NEXT TO CHILD &	073010	GJONES
120	STRAPS COME LOOSE ADVD WILL PU/EXCH FOR	073010	GJONES
130	DIFF MODEL ORDERD PRP LABLES & WILL SEND	073010	GJONES
140	OPTIONS AT AANDLHODGSON@ATT.NET ***WHEN	073010	GJONES
670	ORDER C24248..MM..	123010	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

1/11/11 CUSTOMER SERVICE CUSTOMER COMMENTS MBLOOMER
16:27:11 TPCS06
F1124

Line	Comments		
140	OPTIONS AT AANDLHODGSON@ATT.NET ***WHEN	073010	GJONES
150	CS GIVES CHOICE PLEASE SECURE W/ CS	073010	GJONES
160	CC***..GJ.. SENT OPTIONS 22172PHO & SVT/	073010	GJONES
170	22177SNP & 22178SCT..GJ.. CS CALLED IN	080210	BMOORE
180	THAT SHE NEVER RECEIVED THE PICTURES	080210	BMOORE
190	THAT SHE WAS BEING SENT. WILL CHECK WITH	080210	BMOORE
200	GJ. BJM.. HAD MISSED 1 LETTER IN EM	080210	GJONES
210	ADDRESS RESENT AT ADDRESS ABOVE..GJ.. CS	080210	TASMITH
220	ALLGD NOT REC'D. RESNT AND CS ALLGD	080210	TASMITH
230	FOUND OTHER EMAIL. ***CS SECURED	080210	TASMITH
240	22178SCT UPFRONT ON CC***..TS... C EM TO	082310	CEDDY3
250	SAY SENT BACK OTHR CRST WTG FOR CREDIT	082310	CEDDY3
260	TRACKED AND SHOWS PICKED UP SO STARTED	082310	CEDDY3
270	**REQUESTED** CREDIT, EM'D MM..CE..	082410	MMILEY
670	ORDER C24248..MM..	123010	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

Line	Comments		
270	**REQUESTED** CREDIT, EM'D MM..CE..	082410	MMILEY
280	CREDITED CC $118.63 ORDER C38189..MM..	083010	AENGELKING
290	RECEIVED SEAT 22459 MTG	083010	AENGELKING
300	03/18/2008..ALE.. 22178SCT CS CB ALLEGES	111110	BMIZE
310	NEW SEAT UNCOMFORTABLE FOR CHILD. PER JH	111110	BMIZE
320	ADV CS TO CHECK HARNESS POSITIONS AND	111110	BMIZE
330	TRY SEVERAL MODELS OF OUR SEATS TO FIND	111110	BMIZE
340	SOMETHING COMFORTABLE FOR EXCHANGE	111110	BMIZE
350	..BTM.. CS CB TO CLARIFY ADVSD WE ARE	111110	JWILSON
360	HANDLING EXCHANGE FOR HER WILL CB W MDL	111110	JWILSON
370	INFO FROM SEAT SHE FOUND AND WE WILL GET	111110	JWILSON
380	EXCHANGE SET UP THROUGH US ADVSD NOT TO	111110	JWILSON
390	BUY AT RETAILER AS WE CANNOT	111110	JWILSON
400	REIMBURSE..JW.. CS CLD BACK W/ITEM	111810	KVANCE
670	ORDER C24248..MM..	123010	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

CUSTOMER SERVICE CUSTOMER COMMENTS

Line	Comments		
400	REIMBURSE..JW.. CS CLD BACK W/ITEM	111810	KVANCE
410	NUMBER OF SEAT SHE WANTS CS PROVIDED	111810	KVANCE
420	INVALID NUMBER WILL RECHECK NUMBERS AND	111810	KVANCE
430	CB..KV.. CS CALLING ALLEGES CC044AUB IS	111810	JWILSON
440	SEAT SHE WANTS ADVSD 22469 IS AVAIL CS	111810	JWILSON
450	TO CB AND LET US KNOW WHAT WANTS TO DO	111810	JWILSON
460	ADVSD CANNOT OFFER CC044AUB AS IS	111810	JWILSON
470	EXCLUSIVE TO BRU ADVSD CAN DO DIFF COLOR	111810	JWILSON
480	BUT WILL REQ POP AND UPGRADE FEE CS TO	111810	JWILSON
490	DISCUSS OPTIONS WITH SPOUSE AND	111910	KVANCE
500	CB..JW..CS CLD BACK UPSET ALLEGING WAS	111910	KVANCE
510	TOLD COULD PICK ANY SEAT FROM SAFETY 1ST	111910	KVANCE
520	CS WANTS CC044AUB HAD FILE REVIEWED BY	111910	KVANCE
530	JH SHE AGREED CS CAN HAVE SEAT SHE	111910	KVANCE
670	ORDER C24248..MM..	123010	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

1/11/11
16:27:15

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
530	JH SHE AGREED CS CAN HAVE SEAT SHE	111910	KVANCE
540	SELECTED ***CC044AUB******REMINDED CS	111910	KVANCE
550	SEAT CANNOT BE EXCHANGED CS ALLEGING SHE	111910	KVANCE
560	TRIED CHILD IN SEAT ALREADY EMD POD TO	111910	KVANCE
570	AANDLHODGSON@ATT.NET ADV CS CANNOT SEND	111910	KVANCE
580	NEW SEAT UPFRONT CS WILL HAVE TO SECURE	111910	KVANCE
590	ON CC FOR $179.99 OR WILL SEND ONCE POD	111910	KVANCE
600	REC'D PER JH..KV... CC044 AUB CS CLD TO	112210	KVANCE
610	SECURE NEW UNIT ON CC PER NOTES ABOVE	112210	KVANCE
620	*****WHEN POD REC'D SEND	112210	KVANCE
630	CREDIT********..KV.. BJM REC'D POD	122910	BMOORE
640	LETTER WITH PARTS AS REQUESTED. SENT	122910	BMOORE
650	SCREENSHOT OF ORDER C24248 TO MM FOR	122910	BMOORE
660	CREDITING. BJM. CREDITED CC $198.62	123010	MMILEY
670	ORDER C24248..MM..	123010	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

11/23/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
12:07:25 TPCS05

Home Phone 540 649 2884 Cust No(If Dealer or MRA) F1123
Last Name HUGHES First CONNIE
Addl1 3278 STUARTS DRAFT HWY STE 7
Addl2
A-Addnl Zip 22980 City WAYNESBORO State VA
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22148	090908	RDH	XR CFA DAMAGED	
Serial #				Priority
Serial #				Priority
Serial #				Priority

Purchased-Where TRU When NOV 8, 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

11/23/10
12:07:27

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
10	22148RDH 090908 CS ALLEGES HARN STRAP	111810	BMIZE
20	LOOSENS AND CFA DAMAGED. OFFERED TO	111810	BMIZE
30	PRP/REPL WITH 22187REMA. CS ACCEPTED.	111810	BMIZE
40	ORD'D 22187REMA AND SENT PRP LABELS.	111810	BMIZE
50	**WHEN PRP REC'D DO NOT ORDER** ..BTM..	111810	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

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11/23/10                    CUSTOMER SERVICE MAIN DISPLAY                    RBROWN
12:05:39                                                                     TPCS05
      Home Phone 920 433 0922                    Cust No(If Dealer or MRA)  F1123
       Last Name HELLMANN                First AMBER
           Addl1 2321 E RIVER DR.
           Addl2
A-Addnl       Zip 54301       City GREEN BAY            State WI
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22148  090408  RDH    HY HARNESS COMING LOOSE
                Serial # ____________________________  Priority _
                _____  ______  ___  _
                Serial # ____________________________  Priority _
                _____  ______  ___  _
                Serial # ____________________________  Priority _

 Purchased-Where TRUS                  When END OF 08
 Type of Customer N NO CHARGE   Order Source P PHONE CALL
 _ Letters    _ Order    _ Recall    _ Destroy
 _ Incident   _ Refund   Y Pick-Up   _ Return
 Options                                                          Option
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
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11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
12:05:42 TPCS06
F1124

Line	Comments		
10	CALLED ALLEGING THAT WHEN PULLS HAR	111210	LPICHARDO
20	COMPL TIGHT THEY COME LOOSE ON OWN. ADV	111210	LPICHARDO
30	PRP AND REPL. ADV SAME SEAT NOT AVAIL.	111210	LPICHARDO
40	CS OK WITH NON GIRLY REPL. (SEND	111210	LPICHARDO
50	22187REMA). CS HAS 22148RDH 090408..LP..	111210	LPICHARDO

Options: Option

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

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11/23/10                  CUSTOMER SERVICE MAIN DISPLAY                  RBROWN
12:01:50                                                                 TPCS05
      Home Phone 954 531 6091                  Cust No(If Dealer or MRA)  F1123
       Last Name MCCORD                  First ROBYN
           Addl1 4755 SW 13TH STREET
           Addl2
A-Addnl       Zip 33442       City DEERFIELD BEACH      State FL
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22456  120409  TRI    8A PRODUCT UPFRONT FOLLOW UP
                Serial # _____________________________ Priority _
                _____  ______  __
                Serial # _____________________________ Priority _
                _____  ______  __
                Serial # _____________________________ Priority _

Purchased-Where BRU                    When 2010
Type of Customer N NO CHARGE   Order Source P PHONE CALL
_ Letters    Y Order     _ Recall     _ Destroy
_ Incident   _ Refund    _ Pick-Up    _ Return
Options                                                          Option
F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
F12=EXit  F13=Comments          F18=Access Address
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11/23/10
12:01:53

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
10	22456 TRI 120409 CS CLD ALLEGING AFTER	102510	KVANCE
20	TIGHTENING STRAPS WHEN CS PULLS ON	102510	KVANCE
30	STRAPS THEY WILL LOOSEN APPROX 6" ORD'D	102510	KVANCE
40	PRP LABELS TO P/U DMGD SEAT CS ALLEGING	102510	KVANCE
50	HAS NO OTHER SEAT TO USE IN THE INTERIM	102510	KVANCE
60	SENT NEW SEAT NOW..KV..	102510	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

11/23/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
11:42:45 TPCS05

Home Phone 404 720 4825 Cust No(If Dealer or MRA) F1123
Last Name GREENLEE First LYNDSAY
Addl1 320 LACEBARK LANE
Addl2

A-Addnl Zip 30228 City HAMPTON State GA
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22430	082109	MCK	HY HARNESS COMING LOOSE	
Serial #				Priority _
Serial #				Priority _
Serial #				Priority _

Purchased-Where TRU When 1209
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

11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
11:42:47 TPCS06
F1124

Line	Comments		
10	22430MCK 082109 CS EM ALLEGE HARNESS	080410	DDAY
20	SLIPPING CALLED CS AND LEFT MESSAGE	080410	DDAY
30	ASKING HER TO CB TALKED TO TE AND HAVE	080410	DDAY
40	?'S TO ASK CONSUMER AND HE WANTS SEAT	080410	DDAY
50	PICKED UP LWGREENLEE@ATT.NET ..DOT.. CB	081310	DDAY
60	CS 3:49 LEFT ANOTHER MESSAGE ASKING IF	081310	DDAY
70	SHE CAN SEE ANYTHING INSIDE CFA AND ALSO	081310	DDAY
80	ASK IF THE SILVER BUTTON SEEMS TO HAVE	081310	DDAY
90	SPRING INSIDE ADV TO CB ..DOT..	081310	DDAY

Options: Option

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

11/23/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
12:02:41 TPCS05

Home Phone 954 367 6909 Cust No(If Dealer or MRA) F1123
Last Name LEW First MARY
Addl1 3182 STERLING ROAD, UNIT C9
Addl2

A-Addnl Zip 33021 City HOLLYWOOD State FL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint
22790	010709	WPR	78 PRIORITY

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

11/23/10
12:02:44

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
10	22790WPR 010709, TRANSFERRED TO PROD	102710	MARRINGTON
20	TECH..MJA.. CALLED CS LEFT VM TO	102810	AENGELKING
30	CB..ALE.. CALLED ALT # LEFT VM TO	102810	AENGELKING
40	CB..ALE.. CALLED CS; SEE REPORT;	102810	AENGELKING
180	IS ON ITS WAY..ALE..	110410	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

11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
12:02:46 TPCS06
F1124

Line	Comments		
40	CB..ALE.. CALLED CS; SEE REPORT;	102810	AENGELKING
50	PRIORITY 2; SENT PRP LABELS & ISSUED	102810	AENGELKING
60	REFUND..ALE.. REV & APP REF DWQ...	102910	AENGELKING
70	PLEASE HOLD SEAT FOR JB..ALE.. RECIEVED	110210	AENGELKING
80	VM FROM TE; NHTSA IS REQUSTING SEAT; WAS	110210	AENGELKING
90	ADVISED TO CONTACT CS TO ADVISE IS OK	110210	AENGELKING
100	FOR NHTSA TO PU SEAT & STILL HONORING	110210	AENGELKING
110	REFUND; CALLED CS TO ADVISE; RECIEVED VM	110210	AENGELKING
120	LEFT MESSAGE ASKING FOR CB..ALE..	110410	AENGELKING
130	RECEIVED VM; CALLED CS BACK ADVISED DID	110410	AENGELKING
140	RECIEVE REQUEST FROM NHTSA; CS STATES	110410	AENGELKING
150	SHE HAS ALSO RECIEVED THE REQUEST;	110410	AENGELKING
160	ADVISED TO SEND SEAT TO NHTSA & SHE WILL	110410	AENGELKING
170	STILL RECIEVE HER REFUND; ADVISED REFUND	110410	AENGELKING
180	IS ON ITS WAY..ALE..	110410	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

```
 1/07/11                    CUSTOMER SERVICE MAIN DISPLAY                    DDOW
 15:00:29                                                                    TPCS05
      Home Phone 360 487 9442                    Cust No(If Dealer or MRA)  F1123
       Last Name ALDRIDGE                First AMY
           Add11 3350 NW PACIFIC RIM DR
           Add12
A-Addnl      Zip 98607       City CAMAS                  State WA
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22158  010509  SPA    HY HARNESS COMING LOOSE
               Serial # _____________________________ Priority _
               _____  ______  ___
               Serial # _____________________________ Priority _
               _____  ______  ___
               Serial # _____________________________ Priority _

Purchased-Where ALBEE BABY          When JUNE 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
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1/07/11
15:00:31

CUSTOMER SERVICE CUSTOMER COMMENTS

DDOW
TPCS06
F1124

Line	Comments		
10	22158SPA 010509 (X2) CS ALLEGES BOTH	112910	BMIZE
20	SEATS CFA SLIPPING AND HARNESS LOOSENS.	112910	BMIZE
30	OFFERED TO PRP/REPL WITH CC043ANL. CS	112910	BMIZE
40	ACCEPTED. CS DOES NOT HAVE SEAT IN	112910	BMIZE
50	INTERIM. ORD'D CC043ANL (X2) AND SENT	112910	BMIZE
60	PRP LABELS (X2). **WHEN PRP'S REC'D DO	112910	BMIZE
70	NOT ORDER** ..BTM.. RECIEVED 22-158 SPA	122010	AENGELKING
80	01/05/2009,HELD..ALE.. REPLACEMENT	122010	AENGELKING
90	ORDERED PREVIOUSLY..ALE.. RECIEVED	122010	AENGELKING
100	22-158 SPA 01/05/2009, HELD..ALE..	122010	AENGELKING
110	REPLACEMENTS ORDERED PREVIOUSLY..ALE..	122010	AENGELKING

Options: Option

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

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11/23/10                    CUSTOMER SERVICE MAIN DISPLAY                    RBROWN
11:39:32                                                                     TPCS05
      Home Phone 515 371 4238                    Cust No(If Dealer or MRA)  F1123
       Last Name UHLMAN                  First JOSH
           Addl1 35796 M LANE
           Addl2
A-Addnl      Zip 50072       City EARLHAM                 State IA
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
      Q        22158  010909  GRS    20 PRP RECEIVED COLUMBUS
               Serial # ____________________________ Priority _
               _____ _____ _____ __
               Serial # ____________________________ Priority _
               _____ _____ _____ __
               Serial # ____________________________ Priority _

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

11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
11:39:35 TPCS06
F1124

Line	Comments		
10	CFA NOT HOLDING. WILL CB WITH MODL	072010	LPICHARDO
20	INFO..L;P... 22158 GRS 010909 CS ALLEGES	072010	BMIZE
30	CFA WONT TIGHTEN UNLESS PHYSICALLY HOLDS	072010	BMIZE
40	BUTTON UP TO TIGHTEN. ADV WOULD LIKE TO	072010	BMIZE
50	PRP AND REPL. ADV CAN REPL WITH 22158BLL	072010	BMIZE
60	OR 22456GRS. CS CHOSE 22456GRS. CS DOES	072010	BMIZE
70	NOT HAVE ADDT'L SEAT IN INTERIM. ORDERED	072010	BMIZE
80	22456GRS UPFRONT AND SENT PRP LABELS.	072010	BMIZE
90	**WHEN PRP REC'D DO NOT ORDER** ..BTM..	090910	AENGELKING
100	RECIEVED SEAT 22-158 GRS	090910	AENGELKING
110	01/09/2009,HELD..ALE.. REPLACEMENT	090910	AENGELKING
120	ORDERED PREVIOUSLY..ALE..	090910	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

```
11/23/10                    CUSTOMER SERVICE MAIN DISPLAY                    RBROWN
11:39:03                                                                     TPCS05
      Home Phone 763 355 5465                    Cust No(If Dealer or MRA)  F1123
       Last Name JOHNSON                  First ANNETTE
           Add11 13705 60TH PLACE NORTH
           Add12
A-Addnl      Zip 55446       City PLYMOUTH              State MN
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22456  111808  CAB    84 REGISTER
               Serial # _____________________________  Priority _

               _____  _____  __
               Serial # _____________________________  Priority _

               _____  _____  __
               Serial # _____________________________  Priority _

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

11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
11:39:07 TPCS06
F1124

Line	Comments		
10	ADV'D CS HOW TO INSTALL REAR FACING WITH	092606	CSINGLETON
20	ROLLED TOWEL..CSS..CS THINKS	092706	JJACQUES
30	INSTRUCTIONS ARE NOT CLEAR..JJ.. CS HAD	100206	CGARVIN
40	INSTALLATION QUESTIONS...CAG..02533MAG	010208	MBROSEMER
50	122800 CS ALLEGES HR DMG, ORD NEW	010208	MBROSEMER
190	11/18/2008,HELD..ALE..	082410	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

11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
11:39:10 TPCS06
F1124

Line	Comments		
50	122800 CS ALLEGES HR DMG, ORD NEW	010208	MBROSEMER
60	NC..SB.. CFA FAILED. ADV CT AND REPL. CS	071910	LPICHARDO
70	HAS NO OTHER SEAT TO USE. WILL SECURE	071910	LPICHARDO
80	SEAT. EM'D PIC OF 22456- BVL, GRS, LMT,	071910	LPICHARDO
90	MIL, TRI, TNN, NTR, AND PRO. CHOSE GRS.	071910	LPICHARDO
100	SECURED WITH CC. ***WILL CB TO HAVE CT	071910	LPICHARDO
110	SET UP ONCE REC'S NEW SEAT, THEN WILL CB	071910	LPICHARDO
120	ONCE CT PU FOR CREDIT FOR SECURED	071910	LPICHARDO
130	ORDER***..LP... CS CB JUST RCVD REPL	080610	JQUASEBART
140	CRST WILL ORDER CT..JQ..	080610	MMILEY
150	CT#997355100235027..MM.. CS CLD CT P/U	081110	KVANCE
160	EMD MM TO HAVE CREDIT ISSUED FOR	081110	KVANCE
170	ORDER..KV.. CREDITED CC $155.78 ORDER	081110	MMILEY
180	C28981..MM.. RECIEVED SEAT 22-456 CAB	082410	AENGELKING
190	11/18/2008,HELD..ALE..	082410	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

```
 1/11/11                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
16:27:32                                                                     TPCS05
      Home Phone A92 640 777                    Cust No(If Dealer or MRA)   F1123
       Last Name LOGRASSO                First AMIE
           Addl1 243 SPRINGVILLE AVE
           Addl2
A-Addnl      Zip 14226       City AMHERST                 State NY
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22155  050710  HMR    84 REGISTER
               Serial # WCE1A359710                    Priority _
               _____  ______  __
               Serial # ____________________________   Priority _
               _____  ______  __
               Serial # ____________________________   Priority _

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

Line	Comments		
10	MODEL: 22155-HMR 06/05/2008 MFG: L #9 B	081109	JEATON
20	794485 PRODUCT REGISTRATION..JE.. CS	060110	NPETERS
30	EML'D RE 221555HMR 060508 RE RECALL,	060110	NPETERS
40	EML'D CS NOT INVOLVED IN RECALL..NP.. CS	060310	WWILBER
50	EMD BACK. ALLEGS POLICE HAVE	060310	WWILBER
60	CONFINSCATED CRST AS THEY ALLEGES THE	060310	WWILBER
70	TETHER IS RECALLED. CS IS REQUESTING A	060310	WWILBER
80	REPAIR KIT FOR THE TETHER. ADV CS PER	060310	WWILBER
90	EMAIL THAT THE CRST IS NOT UNDER ANY	060310	WWILBER
100	TYPE OF RECALL. ADV CS SHE CAN USE TEH	060310	WWILBER
110	CRST W/OUT THE TETHER AS LONG AS IT IS	060310	WWILBER
120	INSTALLED W/ THE LAP/SHOULDER OR LATCH	060310	WWILBER
130	BELT SAFELY PER THE INST. ASKING CS HOW	060310	WWILBER
140	THE TETHER BECAME DAMAGED?, WHAT PART OF	060310	WWILBER
540	ORDERED PREVIOUSLY..ALE..	091410	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

1/11/11
16:27:40

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
140	THE TETHER BECAME DAMAGED?, WHAT PART OF	060310	WWILBER
150	THE TETHER IS NOT WORKING CORRECTLY?,	060310	WWILBER
160	WHERE & WHEN CRST PX'D?..WW.. CS EM	060410	DDAY
170	AGAIN ADV NOT TO USE TEHTER WITH BELT	060410	DDAY
180	POSITIONING BOOSTER SEAT DID ADV CS	060410	DDAY
190	CANNOT USE LATCH WITHOUT USING	060410	DDAY
200	TETHER ALSO ASK FOR WT AND HT OF CHILD	060410	DDAY
210	JSFPRICHARD@GMAIL.COM ..DOT.. EM'D BACK	061110	LPICHARDO
220	SAYING ONCE AGAIN DOES NOT HAVE ACCESS	061110	LPICHARDO
230	TO SEAT AS IT WAS CONFISCATED BY POLICE	061110	LPICHARDO
240	SO UNABLE TO SEND PIC. CALLED CS VIA	061110	LPICHARDO
250	PHONE NUMBER PROVIDED IN INITIAL EMAIL	061110	LPICHARDO
260	..716-832-1252 .. HAD TO LEAVE MESSAGE.	061110	LPICHARDO
270	EM'D CS ASKING TO CALL SINCE	061110	LPICHARDO
540	ORDERED PREVIOUSLY..ALE..	091410	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		
270	EM'D CS ASKING TO CALL SINCE	061110	LPICHARDO
280	COMMUNICATION IS GETTING MIXED...LP..	061110	BMIZE
290	22155 CS CALLED TO CLARIFY SITUATION.	061110	BMIZE
300	CFA IS FRAYING NOT TETHER. POLICE HAVE	061110	BMIZE
310	SEAT. ADV CS SEAT NOT IN RECALL SO	061110	BMIZE
320	RECALL KIT NOT AVAIL. OFFER TO PRP AND	061110	BMIZE
330	REPL WITH 22155HMR. CS ACCEPTED. SENT	061110	BMIZE
340	PRP LABELS. ADV CS AS SOON AS WE REC'V	061110	BMIZE
350	PRP WE WILL ORDER NEW SEAT. **WHEN PRP	061110	BMIZE
360	REC'D ORDER 22155HMR AT N/C**..BTM..	072110	AENGELKING
370	RECIEVED SEAT 22-155 HMR	072110	AENGELKING
380	06/05/2008..ALE..ORDERED	072110	AENGELKING
390	REPLACMENT..ALE.. CS EN ALLEGE HAS 2ND	081310	DDAY
400	SEAT DOING THE SAME THING ASK FOR MODEL	081310	DDAY
540	ORDERED PREVIOUSLY..ALE..	091410	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		
400	SEAT DOING THE SAME THING ASK FOR MODEL	081310	DDAY
410	INFO AND PIC OF FRAYED STRAP	081310	DDAY
420	AMLOGRASSO@GMAIL.COM ..DOT.. 22155HMR	081810	EBOWEN
430	110108.CS ALLEG STRAP IS NOT FRAYED BUT	081810	EBOWEN
440	CFA LOOSENS.OFFERED TO REPLCE W/DIFF	081810	EBOWEN
450	SEAT.THIS IS NOT REPLCMNT SEAT FROM	081810	EBOWEN
460	7/10.***ORDERED 22155HMR UP FRONT****	081810	EBOWEN
470	MARKED 8A FOR FOLLOWUP.SENT PRP LABELS	081810	EBOWEN
480	TO PU DMGD SEAT AND ADV CS WOULD NEED TO	081810	EBOWEN
490	SEND BACK DMGD SEAT W/IN 30 DAYS TO	081810	EBOWEN
500	AVOID INVOICE FOR NEW UNIT..EO..	090210	MBAETZ
510	22155HMR 050710 WCE1A359710 REC'D REG	090210	MBAETZ
520	CARD..MRB.. RECIEVED SEAT 22-155 HMR	091410	AENGELKING
530	11/14/2008,HELD..ALE.. REPLACEMENT	091410	AENGELKING
540	ORDERED PREVIOUSLY..ALE..	091410	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

```
 1/11/11                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 16:27:50                                                                    TPCS05
      Home Phone 864 252 8790                    Cust No(If Dealer or MRA)  F1123
       Last Name HARVEY                  First PAUL
            Add'l 202 PINEWOOD DRIVE
            Add'2
A-Addnl       Zip 29340       City GAFFNEY                 State SC
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C Q        22155  092208  HMR    GW FRONT ADJUSTMENT LOOSE
                Serial #                                    Priority _
     C Q        22155  092208  HMR    GW FRONT ADJUSTMENT LOOSE
                Serial #                                    Priority _
                _____  ______  __
                Serial #                                    Priority _

Purchased-Where BIG LOTS              When 0609
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
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Line	Comments		
10	C19934 CS ALLEGES THAT THE CFA LOOSENED	070610	BMOORE
20	ON HIS 22155HMR 092208. AM SENDING A NEW	070610	BMOORE
30	22155HMR UP FRONT AND WILL SEND PRP TO	070610	BMOORE
40	PICK UP HIS OLDER ONE FOR QUALITY TO	070610	BMOORE
50	TAKE A LOOK AT. CS AGREED. BJM. RECIEVED	081910	AENGELKING
60	SEAT 22-155 HMR 09/22/2008..ALE..	081910	AENGELKING
70	REPLACEMENT ORDERED PREVIOUSLY..ALE..	081910	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

```
 1/11/11                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 16:28:01                                                                    TPCS05
       Home Phone 907 978 9368                    Cust No(If Dealer or MRA)  F1123
        Last Name GRAHAM                  First MICHELLE
            Addl1 8828 NESBIT AVE N APT 1
            Addl2
A-Addnl       Zip 98103       City SEATTLE                 State WA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22148  082608  RDH    GW FRONT ADJUSTMENT LOOSE
                Serial # ____________________________  Priority _
                _____ _____  __
                Serial # ____________________________  Priority _
                _____ _____  __
                Serial # ____________________________  Priority _

Purchased-Where UNK                  When 0108
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	22148 RDH 082608 CS ALLEGES CFA LOOSE,	062410	JDESCHAMPS
20	ADVD WILL PRP REPL W/ 22187ANK (CS	062410	JDESCHAMPS
30	APPROVED), ORDERED PRPS WHEN CS CALLS	062410	JDESCHAMPS
40	WITH TRACKIN ORDER NEW SEAT..JD..	071910	AENGELKING
50	RECIEVED SEAT 22-148 RDH	071910	AENGELKING
60	08/26/2008,HELD..ALE.. CS CLD FOR STATU	080310	CMEAD
70	AE ADVSD TO ORD REPLACEMENT 22187ANK PER	080310	CMEAD
80	NOTES ABOVE..CLM...	080310	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

```
 1/11/11                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 16:28:09                                                                    TPCS05
       Home Phone 404 313 5870                  Cust No(If Dealer or MRA)   F1123
        Last Name MORRIS                  First ALLISON
            Addl1 1518 ROXBURY PLACE
            Addl2
A-Addnl       Zip 30062       City MARIETTA              State GA
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
     C          22155  060408  HMR    20 PRP RECEIVED COLUMBUS
                Serial # ____________________________  Priority _
                _____ ______  ___
                Serial # ____________________________  Priority _
                _____ ______  ___
                Serial # ____________________________  Priority _

 Purchased-Where BABYCENTER          When 1108
 Type of Customer N NO CHARGE   Order Source E EMAIL
 _ 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	22155HMR 060408 CS EM ALLEGE HARNESS	062410	DDAY
20	SLIP ORD NEW 22155HMR AND ALSO SENT PRP	062410	DDAY
30	TO BRING HER SEAT BACK HERE	062410	DDAY
40	ALIMORRIS04@YAHOO.COM ..DOT.. RECEIVED	071210	AENGELKING
50	SEAT 22-155 HMR 06/04/2008; HARNESS	071210	AENGELKING
60	THREADED INCORRECTLY WITH LOWER PORTION	071210	AENGELKING
70	COMING OUT UNDER SEAT PAD & OUT THE	071210	AENGELKING
80	SIDES OF THE SEAT PAD; PULLING THE PAD	071210	AENGELKING
90	IN TOWARD THE CROTCH BUCKLE, CFA DOES	071210	AENGELKING
100	NOT SLIP..ALE..	071210	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

1/11/11 CUSTOMER SERVICE MAIN DISPLAY MBLOOMER
16:28:16 TPCS05

Home Phone 931 268 4836 Cust No(If Dealer or MRA) F1123
Last Name JACKSON First TERESA
Addl1 1429 SUGAR CREEK RD
Addl2

A-Addnl Zip 38562 City GAINESBORO State TN
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22159	092508	SGT	8A PRODUCT UPFRONT FOLLOW UP	
Serial #				Priority _
Serial #				Priority _
Serial #				Priority _

Purchased-Where WAL MART OR KMART 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

CUSTOMER SERVICE CUSTOMER COMMENTS

Line	Comments		
10	22159 SGT 092508 CS ALLEGES CFA LOOSE	061110	JDESCHAMPS
20	ADVD WILL PRP ADN REPL W/ 22187 ANL,	061110	JDESCHAMPS
30	ORDERED PRPS AND ORDERED SEAT UP FRONT	061110	JDESCHAMPS
40	AS COURT, ADVD CS OF WRH BEING CLOSED	061110	JDESCHAMPS
50	ADVD WILL PUT ON EXP LIST BUT ADVD CS TO	061110	JDESCHAMPS
60	CHECK ON ORDER..JD... RECIEVED SEAT	080610	AENGELKING
70	22-159 SGT 09/25/2008,HELD..ALE..	080610	AENGELKING
80	REPLACEMENT ORDERED PREVIOUSLY..ALE..	080610	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

```
 1/14/11                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 08:43:27                                                                    TPCS05
       Home Phone 402 237 8669                    Cust No(If Dealer or MRA)  F1123
        Last Name EASTMAN                  First MATTHEW
            Addl1 10808 LEWIS & CLARK ROAD
            Addl2
A-Addnl       Zip 68123       City BELLEVUE                State NE
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22148  082108  RDH    21 CALL TAG RECVD-COLUMBUS
                Serial # _____________________________  Priority _
                22456  000     GRS    61 NEW UNIT
                Serial # _____________________________  Priority _
                _____  ______  ____   __
                Serial # _____________________________  Priority _

 Purchased-Where SHOWER 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
```

1/14/11
08:43:30

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22148 RDH 082108 CS CLD ALLEGING HARNESS	121510	KVANCE
20	COMING LOOSE AFTER TIGHTENING TRIED	121510	KVANCE
30	TROUBLESHOOTING ORD'D PRP LABELS CS WILL	121510	KVANCE
40	DISCONTINUE USE OF SEAT NOW ONCE P/U CS	121510	KVANCE
50	WILL CB AND WILL ORDER 22456 GRS CS	121510	KVANCE
60	ACCEPTED SUBSTITUTE CS DOES NOT CARE	121510	KVANCE
70	ABOUT COLOR OF NEW SEAT..KV.. RECIEVED	123010	AENGELKING
80	SEAT, HELD ORDERED REPLACEMENT..ALE..	123010	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

```
 1/14/11                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 08:43:35                                                                    TPCS05
      Home Phone 716 462 9455                    Cust No(If Dealer or MRA)  F1123
       Last Name MORAN                    First BRETT
           Addl1 33 TAMARACK STREET
           Addl2
A-Addnl      Zip 14220       City BUFFALO                 State NY
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22148  082108  RDH    HY HARNESS COMING LOOSE
               Serial # _____________________________  Priority _
               _____  ______  ______  __
               Serial # _____________________________  Priority _
               _____  ______  ______  __
               Serial # _____________________________  Priority _

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

1/14/11
08:43:38

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22148 RDH 082108 CS ALLEGING HARNESS	110910	KVANCE
20	FRAYED AND CFA COMING LOOSE CS ALLEGES	110910	KVANCE
30	THE RELEASE MECH IS DMGD AND CAN TIGHTEN	110910	KVANCE
40	STRAPS AND WILL RELEASE ADV SHOULD	110910	KVANCE
50	DISCONTINUE USE OF SEAT AND FIND	110910	KVANCE
60	ALTERNATE ORD'D CC033 BMT UPFRONT CS	110910	KVANCE
70	AGREED TO SUBSTITUTION ORD'D PRP LABELS	110910	KVANCE
80	FOR DMGD SEAT..KV.. RECIEVED 22-148 RDH	121310	AENGELKING
90	08/21/2008,HELD..ALE.. REPLACEMENT	121310	AENGELKING
100	ORDERED PREVIOUSLY..ALE..	121310	AENGELKING

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

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 1/14/11                    CUSTOMER SERVICE MAIN DISPLAY                MBLOOMER
 08:43:44                                                                TPCS05
       Home Phone 303 469 3011                  Cust No(If Dealer or MRA)  F1123
        Last Name WILLIAMS                First LARRY
            Addl1 1018 WEST 17TH COURT
            Addl2
A-Addnl       Zip 80020       City BROOMFIELD            State CO
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22149  013009  PAL    20 PRP RECEIVED COLUMBUS
                Serial # ____________________________  Priority _
                _____ _____  _____  __
                Serial # ____________________________  Priority _
                _____ _____  _____  __
                Serial # ____________________________  Priority _

 Purchased-Where UNK _____________  When UNK _____________
 Type of Customer N NO CHARGE   Order Source L LETTER
 _ 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
```

1/14/11
08:43:48

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22155 121205 OTC ENTR'D REG FOR CSRT	110410	KWALTON
20	ADV CS OF CFA RECALL. 22149 013009 PAL	110410	KWALTON
30	CS ALLEG CFA IS LOOSE, WONT STAY TIGHT	110410	KWALTON
40	CS HAS 7 YR WRNTY ON THIS MOD. ADV CS TO	110410	KWALTON
50	SEND COPY OF POP AND PICS OF CSRT	110410	KWALTON
60	THREADED CORRECTLY. ONCE VALIDATED SEND	110410	KWALTON
200	ORDERED PREVIOUSLY..ALE..	121310	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

1/14/11
08:43:49

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
60	THREADED CORRECTLY. ONCE VALIDATED SEND	110410	KWALTON
70	POD FOR CSRT..KW.. 22149 PAL 013009 CS	110410	KVANCE
80	CLD BACK ASKING ABOUT PROCESS FROM ABOVE	110410	KVANCE
90	CS CONCERNED W/SEAT ADV CS SHOULD USE	110410	KVANCE
100	ALTERNATE SEAT ORD'D PRP LABELS TO P/U	110410	KVANCE
110	SEAT AND ORD'D 22149 PAL ADV CS SHOULD	110410	KVANCE
120	DISCONTINUE USE OF SEAT UNTIL NEW SEAT	110410	KVANCE
130	ARRIVES CS HAS ALTERNATE SEAT CAN USE	110410	KVANCE
140	FOR SHORT TERM ONLY ASSISTED CS	110410	KVANCE
150	W/LOCATING SAFETY NOTICE ON LINE TO	110410	KVANCE
160	ORDER HIS REPAIR KIT FOR 22155..KV..	110410	KVANCE
170		110410	KVANCE
180	RECIEVED 22-149 PAL	121310	AENGELKING
190	01/30/2009,HELD..ALE.. REPLACEMENT	121310	AENGELKING
200	ORDERED PREVIOUSLY..ALE..	121310	AENGELKING
		121310	AENGELKING

Options:

Option

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

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 1/14/11                    CUSTOMER SERVICE MAIN DISPLAY                MBLOOMER
 08:43:55                                                                TPCS05
       Home Phone 847 885 8489                  Cust No(If Dealer or MRA)  F1123
        Last Name JACOBS                  First MARK
             Addl1 1508 AMHERST DRIVE
             Addl2
A-Addnl        Zip 60194        City SCHAUMBURG              State IL
C-Call Tg      Canadian Order N  (Y or N)
Q-Ques           Model Mfg Date Color  Complaint
                 22537  000000  GMA    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   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
```

1/14/11
08:43:58

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22741WNNW 122608 CS ALLEGES CENTER FRNT	112310	SWININGER
20	ADJ NOT WORKING PROPERLY ALLEGES HARNESS	112310	SWININGER
30	RLS LEVER FAILED PER/JH PRP CS WILL CALL	112310	SWININGER
40	WHEN P/U RPLC W/ 22741AFL IN	121410	JLNAGAKANE
50	STOCK..SW..CS CB TO CHECK ON NEW SEAT	121410	JLNAGAKANE
60	TRACKED AND ORIGINAL RCVD CS UNSURE WHAT	121410	JLNAGAKANE
70	COLOR RPLCMNT HAD BEEN ARRANGED NO PIC	121410	JLNAGAKANE
80	ADVSD CS CAN DO CC060GRT OR CAN DO ANY	121410	JLNAGAKANE
90	SF SEAT 129.99-139.99 CS TO LOOK AND CB	121410	JLNAGAKANE
100	W CHOICE..JLN.. CS CLD WANTING 22537GMA	121610	CMEAD
110	ORD'D N/C...CLM... RECIEVED 22741 WNW	122010	AENGELKING
120	12/26/2008,HELD..ALE.. REPLACEMENT	122010	AENGELKING
130	ORDERED PREVIOUSLY..ALE..	122010	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

1/14/11
08:44:05

CUSTOMER SERVICE MAIN DISPLAY

MBLOOMER
TPCS05
F1123

Home Phone 413 246 3794
Last Name CARBONEAU
Addl1 15 WASHINGTON ST
Addl2
Zip 01085 City WESTFIELD State MA
Canadian Order N (Y or N)
Cust No(If Dealer or MRA)
First MARK

A-Addnl
C-Call Tg
Q-Ques
C

Model Mfg Date Color Complaint
22209 081808 FSM 38 PRP
Serial # _____ Priority _
Serial # _____ Priority _
Serial # _____ Priority _

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

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

Option

1/14/11
08:44:08

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22209 081808 FSM CL WAS FRM POL OFFCR	111910	MBAETZ
20	PART OF CHARITY GIVEWAY; CS RETRND SEAT	111910	MBAETZ
30	ALLEGNG HARN COMES LOOSE; CHARTY REPL	111910	MBAETZ
40	SEAT TO CS; ADV CALLER ITEM WILL BE P/U;	111910	MBAETZ
50	CALLER ADV HAS BOX; ORD'D PRP LBLS	111910	MBAETZ
60	..MRB.. RECIEVED 22-209 FSM	010511	AENGELKING
70	08/18/2008.HELD..ALE..	010511	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

11/23/10
11:59:03

CUSTOMER SERVICE MAIN DISPLAY

RBROWN
TPCS05
F1123

Home Phone 913 221 6390
Last Name ENOCH
Addl1 208 WEST SOUTH ST
Addl2
Zip 66083 City SPRING HILL State KS
Canadian Order N (Y or N)
Cust No(If Dealer or MRA)
First BETHANY

A-Addnl
C-Call Tg
Q-Ques

Model Mfg Date Color Complaint
22395 000000 AIN 07 POD RECEIVED FROM CONSUMER
Serial # _____ Priority _
Serial # _____ Priority _
Serial # _____ Priority _

Purchased-Where BRU When 0809
Type of Customer N NO CHARGE Order Source L LETTER
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options

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

Option

11/23/10
11:59:05

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
10	22346 VAL 032609 GB1B CS CALLED FOR PQ	110409	JQUASEBART
20	FOR EXTRA BASE GAVE PQ OF 45.31 INCL SH	110409	JQUASEBART
30	CS PX W/CC ADV OF BO..JQ.. PER DOT ADJ	110609	JQUASEBART
40	ORDER TO SHIP AS PART CANCELED OLD	110609	JQUASEBART
50	ORDER..JQ.. 22346VAL GB1B 032609 CS	101810	MMILEY
60	ALLEGES CFA SLIPS, ORDERED 22395AIN	101810	MMILEY
70	TODAY AND SENDING POD FOR CARSEAT ONLY,	101810	MMILEY
80	ADV CS TO KEEP SEAT PAD, WHEN POD RECD	101810	MMILEY
90	DO NOT ORDER ANYTHING..MM.. BJM REC'D	110510	BMOORE
100	POD LETTER WITH PARTS AS REQUESTED.	110510	BMOORE
110	ORDERED NOTHING. BJM.	110510	BMOORE

Options: Option

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

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11/23/10                    CUSTOMER SERVICE MAIN DISPLAY                    RBROWN
12:06:20                                                                     TPCS05
      Home Phone 303 444 1560                    Cust No(If Dealer or MRA)   F1123
       Last Name MARTINEZ                First DONNA
           Addl1 9391 WEST HIALEAH PLACE
           Addl2
A-Addnl      Zip 80123       City LITTLETON            State CO
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               TR082  111809  AAP    84 REGISTER
               Serial #                                        Priority _
               22375  121009  AAP    IK HARNESS WILL NOT TIGHTEN _
               Serial # GBIB                                   Priority _

               Serial #                                        Priority _

Purchased-Where BRU                    When MAY 2010
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
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11/23/10
12:06:23

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
10	TR082AAP 111809 / 22375AAP 121009 GBIB,	111510	MMILEY
20	ALLEGES CFA NOT STAYING TIGHT, OFFERED	111510	MMILEY
30	TO POD/REFUND W/ COPY OF RECPT, CS CAN	111510	MMILEY
40	NOT BE W/OUT CARSEAT, ADV CAN SEND POD	111510	MMILEY
50	FOR STROLLER FIRST AND COPY OF RECPT	111510	MMILEY
60	WILL REFUND SO CAN PURCH NEW AND THEN	111510	MMILEY
70	POD FOR CARSEAT, EM'D BOTH POD'S TO	111510	MMILEY
80	DONNAMARTINEZESQ@AOL.COM ..MM..	111510	MMILEY

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

1/07/11 CUSTOMER SERVICE MAIN DISPLAY DDOW
14:59:01 TPCS05

Home Phone 847 438 9985 Cust No(If Dealer or MRA) F1123
Last Name PEARSON First CATHRYN
Addl1 465 PHEASANT RIDGE RD
Addl2
A-Addnl Zip 60047 City LAKE ZURICH State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22356	011209	PRO	HY	HARNESS COMING LOOSE

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

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

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

1/07/11 CUSTOMER SERVICE CUSTOMER COMMENTS DDOW
14:59:05 TPCS06
F1124

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
320	& APP REF DWQ...	121010	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

1/07/11
14:59:06

CUSTOMER SERVICE CUSTOMER COMMENTS

DDOW
TPCS06
F1124

Line	Comments		
50	SAME.ADV RECORD OF ASSIST.CS EM IS	102909	EBOWEN
60	K.PEARSON@COMCAST.NET ..EB.. RECIEVED	122109	AENGELKING
70	SEAT 22-356 PRO 01/12/2009 GB1B,	122109	AENGELKING
80	HELD..ALE.. CS CB ALLEGE SAME THING	110810	CEDDY3
90	HAPPENING WITH REPL SEAT CS ALLEGE SAME	110810	CEDDY3
100	EXACT MFG DATE AS HER 1ST OF 011209 AND	110810	CEDDY3
110	MOD 22356PRO GB1B ADV'D CAN POD/REPL	110810	CEDDY3
120	W/SAME OR OFF'D AN ALL IN 1 CRST, CS	110810	CEDDY3
130	DECLINE, CS WANTS MONEY BACK ADV'D TO	110810	CEDDY3
140	SEND REC'T ADV'D IF NOT HAVE REC'T CAN	110810	CEDDY3
150	CK ON ONLINE PRODUCT VOUCHER BUT CS	110810	CEDDY3
160	ALLEGE WANTS REFUND B/C WANTS PX BRITAX	110810	CEDDY3
170	FOR NEXT SIZE UP SEAT, CS ALLEGE HER	110810	CEDDY3
180	BABY GIRL IS 17MOS, APPRX 30" AND	110810	CEDDY3
320	& APP REF DWQ...	121010	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

1/07/11
14:59:07

CUSTOMER SERVICE CUSTOMER COMMENTS

DDOW
TPCS06
F1124

Line	Comments		
180	BABY GIRL IS 17MOS, APPRX 30" AND	110810	CEDDY3
190	21LBS CS CKING ON REC'T AND WILL	110810	CEDDY3
200	CB..CE.. CS CALLED FOR SAME, ALLEGES	110910	RLAINE
210	FOUND POP. ADVD CS WE CAN POD/REFUND PER	110910	RLAINE
220	NOTES ABOVE, SENT POD LETTER VIA EMAIL	110910	RLAINE
230	TO K.PEARSON@COMCAST.NET..RL..22356 PRO	120710	KVANCE
240	CS CLD W/QUESTIONS ON POD PROCESS	120710	KVANCE
250	EXPLAINED PROCESS CS REQUESTING REFUND	120710	KVANCE
260	ADV CS WILL NEED TO SUBMIT POP FOR	120710	KVANCE
270	REFUND TRANSFERRED TO PRODUCT	120710	AENGELKING
280	TECH..KV..CALLED CS; CS ALLEGES CFA	120710	AENGELKING
290	SLIPS CS CONCERNED WE ARE NOT PICKING UP	120710	AENGELKING
300	SEAT TO REVIEW LIKE 1ST TIME; SENT PRP	120710	AENGELKING
310	LABELS TO PU & ISSUED REFUND..ALE.. REV	121010	DQUINLAN
320	& APP REF DWQ...	121010	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

16:26:51 TPCS05

Home Phone 410 365 4177 Cust No(If Dealer or MRA) F1123
Last Name MCDERMOTT First CHARLES
Addl1 2520 HOLLINGSWORTH RD.
Addl2
A-Addnl Zip 21136 City REISTERSTOWN State MD
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22346 032309 VAL 20 PRP RECEIVED COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When 11/2009
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	22460BDF 8/17/04 SENT INSTR BY EMAIL ADV	031009	RJOHNSON
20	CS OF RECALL AND PROVIDED CS WITH	031009	RJOHNSON
30	LINK..RJ.. 22346VAL GB1B 032309 CS CLD	021810	CMEAD
40	TO PX TAP BASE W/CC..CLM... 22346 VAL	080310	KVANCE
50	032309 CS ALLEGING HARNESS COMING LOOSE	080310	KVANCE
60	ORD'D 22375 ALY AND ADV CS TO KEEP SEAT	080310	KVANCE
70	PAD SENT PRP LABELS TO RETURN DMGD	080310	KVANCE
80	SEAT..KV.. RECIEVED SEAT 22-346 VAL	082710	AENGELKING
90	03/23/2009,HELD..ALE.. REPLACEMENT	082710	AENGELKING
100	ORDERED PREVIOUSLY..ALE..	082710	AENGELKING

Options: Option

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

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 1/14/11                    CUSTOMER SERVICE MAIN DISPLAY                MBLOOMER
 08:44:15                                                                TPCS05
       Home Phone 417 274 8464                  Cust No(If Dealer or MRA)  F1123
        Last Name TAYLOR                  First ERIN
             Addl1 4812 S DOUGLAS DR
             Addl2
A-Addnl        Zip 65738        City REPUBLIC                State MO
C-Call Tg      Canadian Order N  (Y or N)
Q-Ques           Model Mfg Date Color  Complaint
                 IC009  0000    NTR    47 CS CHECKING ON ORDER
                 Serial # ____________________________  Priority _
                 _____ _____  ____ __
                 Serial # ____________________________  Priority _
                 _____ _____  ____ __
                 Serial # ____________________________  Priority _

Purchased-Where SAMS CLUB          When 12/09
Type of Customer N NO CHARGE   Order Source P PHONE CALL
_ Letters   Y Order   _ Recall   _ Destroy
_ Incident  _ Refund  _ Pick-Up  _ Return
Options                                                          Option __
F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
F12=EXit  F13=Comments          F18=Access Address
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1/14/11
08:44:18

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22356NTR 011209 GB1B CS ALLEGES CFA	120310	SWININGER
20	LEVER NOT LOCKING CS HAS 2 SAME MODEL	120310	SWININGER
160	ORDR. ADVSD PER ABV..TS..	010311	TASMITH

Options: Option

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

1/14/11
08:44:19

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
20	LEVER NOT LOCKING CS HAS 2 SAME MODEL	120310	SWININGER
30	OTHER ONE IS FINE ADVCS TO PROVIDE	120310	SWININGER
40	MOD/MFG OF OTHER TO REGISTER ADV CS SEND	120310	SWININGER
50	PRP LABELS/PICKUP CS TO CALL TO ADVISE	120310	SWININGER
60	IF 22375 ALW OR ARO IS ACCEPTABLE	120310	SWININGER
70	REPLACEMENT..SW.. CS CALLED ADV CS	120310	SWININGER
80	IC009NTR IS AVAIL AS RPLCMNT CS ACCEPTED	120310	SWININGER
90	WHEN CS CALLS REPLACE W/ IC009NTR..SW..	121410	JLNAGAKANE
100	CS CB ALLEGES NOT RCVD LBLS NO LBLS	121410	JLNAGAKANE
110	PRINTED SENDING ANOTHER SET..JLN.. CS ?	122010	CEDDY3
120	ABOUT PRP LABELS ..CE.. RECIEVED 22-356	123010	AENGELKING
130	NTR 01/12/2009,HELD..ALE.. ORDERED	123010	AENGELKING
140	REPLACEMENT..ALE.. RECEIVED EM TO ADJ	010311	AENGELKING
150	ORDER; ADJUSTED...ALE.. CS CB TO CK ON	010311	TASMITH
160	ORDR. ADVSD PER ABV..TS..	010311	TASMITH

Options: Option

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

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1/14/11                    CUSTOMER SERVICE MAIN DISPLAY                MBLOOMER
08:44:25                                                                TPCS05
      Home Phone 503 799 7414                  Cust No(If Dealer or MRA)  F1123
       Last Name JONES                  First BRIDGET
           Add11 3808 SE 33RD PLACE
           Add12
A-Addnl      Zip 97202        City PORTLAND                 State OR
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22346  041309  VAL    38 PRP
               Serial # _____________________________ Priority _
               22346  041309  VAL    38 PRP
               Serial # _____________________________ Priority _
               _____  ______  _____  __
               Serial # _____________________________ Priority _

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

Line	Comments		
10	22346VAL GB1B 041309, CS ALG CFA NOT	111810	MARRINGTON
20	WORKINGPROPERLY, DID TROUBLESHOOTING,	111810	MARRINGTON
30	ORDERED PRP LABELS, ORDERED 22375ALY UP	111810	MARRINGTON
40	FRONT, ADV CS CAN KEEP ALL FABRIC FROM	111810	MARRINGTON
50	ORIGINAL CAR SEAT TO PUT ON NEW	111810	MARRINGTON
60	SHELL..MJA.. RECIEVED 22-346 VAL	122010	AENGELKING
70	04/13/2009,HELD..ALE.. REPLACEMENT	122010	AENGELKING
80	ORDERED PREVIOUSLY..ALE..	122010	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

11/23/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
12:03:28 TPCS05

Home Phone 408 621 0822 Cust No(If Dealer or MRA) F1123
Last Name KUMAGAI First ATSUSHI
Addl1 1737 SAN TOMAS AQUINO ROAD
Addl2
A-Addnl Zip 95130 City SAN JOSE State CA
C-Call Tg Canadian Order N (Y or N)
Q-Ques

Model	Mfg Date	Color	Complaint	
22486	071008	TTH	38 PRP	
Serial #				Priority _
22486	071008	TTH	38 PRP	
Serial #				Priority _
Serial #				Priority _

Purchased-Where BRU When FEB 2010
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	22486TTH 071008, CS ALG STRAPS	110510	MARRINGTON
20	LOOSENING, ORDERED PRP LABELS PER JH, CS	110510	MARRINGTON
160	FOR TRACK#..RL..	111810	RLAINE

Options: Option

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

11/23/10
12:03:33

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
20	LOOSENING, ORDERED PRP LABELS PER JH, CS	110510	MARRINGTON
30	ALG MAY BE ABLE TO BORROW CAR SEAT IN	110510	MARRINGTON
40	INTERIM, WHEN CS CB TO VERIFY PU ORDER	110510	MARRINGTON
50	SAME, IN STOCK AT THIS TIME..MJA.. CS	111510	MARRINGTON
60	RECVD LABELS AND HAD PRP QUESTIONS, ADV	111510	MARRINGTON
70	TO CB DAY AFTER TO VERIFY AND ORDER	111510	MARRINGTON
80	NEW..MJA.. CS CLD ALLEGING CS HAS BEEN	111810	LISMITH
90	PU, OFFERED MODEL 22476 BRN, PHT, TAG,	111810	LISMITH
100	CS WILL CALL BACK WITH HIS CHOICE TO	111810	LISMITH
110	PLACE ORDER AT N/C PER NOTES	111810	RLAINE
120	ABOVE..LS..CS CALLED FOR SAME, ASKED IF	111810	RLAINE
130	ORIGINAL MODEL 22486TTH IN STOCK. PER FC	111810	RLAINE
140	SCREEN ADVD CS YES, LOW STOCK. ADVD CS	111810	RLAINE
150	ORDERED 22486TTH, ADV CS TO CB NEXT WEEK	111810	RLAINE
160	FOR TRACK#..RL..	111810	RLAINE

Options:

Option

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

11/23/10
11:44:25

CUSTOMER SERVICE MAIN DISPLAY

RBROWN
TPCS05

Home Phone 205 365 4160 Cust No(If Dealer or MRA) F1123
Last Name CHAPMAN First HUNTER
Addl1 821 77TH WAY S,
Addl2

A-Addnl
C-Call Tg
Q-Ques

Zip 35206 City BIRMINGHAM State AL
Canadian Order N (Y or N)

Model	Mfg Date	Color	Complaint	
22476	111408	BRN	8A PRODUCT UPFRONT	FOLLOW UP
Serial #				Priority _
Serial #				Priority _
Serial #				Priority _

Purchased-Where DNK When DNK
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

11/23/10
11:44:27

CUSTOMER SERVICE CUSTOMER COMMENTS

RBROWN
TPCS06
F1124

Line	Comments		
10	ALREADY ORD'D KIT ONLINE. REG SEAT.	073009	LPICHARDO
20	22372TTH 032308..LP..	073009	LPICHARDO
30	22372TTH 032808 22476CTR 111408 CS	081710	JWILSON
40	CALLING RE PRIORI ALLEGES HARNESS COMING	081710	JWILSON
50	LOOSE ADVSD WILL PRP RPLC ORDERED NEW	081710	JWILSON
60	SEAT UPFRONT IN ROASTED BROWN COLOR AT	081710	JWILSON
70	CS REQ ADVSD CS TO KEEP CTR SEAT PADS	081710	JWILSON
80	SENDING PRP LABELS FOR ORIGINAL	081710	JWILSON
90	SEAT..JW..	081710	JWILSON

Options: Option

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

```
 1/07/11                    CUSTOMER SERVICE MAIN DISPLAY                    DDOW
 15:00:19                                                                    TPCS05
       Home Phone A91 746 045                          Cust No(If Dealer or MRA)  F1123
        Last Name STEFAN                      First LAURENTIU
             Addl1 9806 SW DAPPLEGREY LOOP
             Addl2
A-Addnl        Zip 97008       City BEAVERTON              State OR
C-Call Tg      Canadian Order N  (Y or N)
Q-Ques           Model Mfg Date Color  Complaint
                 22486  061008  TTH    HY HARNESS COMING LOOSE
                 Serial #                                  Priority _

                 Serial #                                  Priority _

                 Serial #                                  Priority _

Purchased-Where UNK                    When UNK
Type of Customer C CONSUMER    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
```

1/07/11
15:00:21

CUSTOMER SERVICE CUSTOMER COMMENTS

DDOW
TPCS06
F1124

Line	Comments		
10	22486TTH 061008, CS EMD ALG HARNESS	120710	MARRINGTON
20	LOOSENING, CS EM IS YH JR@YAHOO.COM ADV	120710	MARRINGTON
30	CS TO CALL TO DO TROUBLESHOOTING ON	120710	MARRINGTON
40	CFA..MJA.. 22486 TTH 061008 CS CLD TRIED	120810	KVANCE
50	TROUBLESHOOTING CS ALLEGING HARNESS	120810	KVANCE
60	LOOSENS WITHOUT USING HARNESS RELEASE	120810	KVANCE
70	LEVER CS SECURED NEW SEAT UPFRONT ORD'D	120810	KVANCE
80	PRP LABELS WHEN PRP P/U CS WILL CB TO	120810	KVANCE
90	ISSUE CREDIT TO CC..KV... CS CLD TO CK	010511	KVANCE
100	STATUS OF CREDIT CK'D PRP WAS DELVIERED	010511	KVANCE
110	12/21/10 EMD MM TO CREDIT CS..KV...	010511	MMILEY
120	CREDITED CC $78.91 ORDER C31230..MM..	010511	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

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 1/07/11                  CUSTOMER SERVICE MAIN DISPLAY                  DDOW
 15.00:08                                                                TPCS05
       Home Phone 801 410 2475                  Cust No(If Dealer or MRA)  F1123
        Last Name BOWLER                First JULIE
            Addl1 3901 N CENTRAL DRIVE
            Addl2 APT G105
A-Addnl       Zip 88240       City HOBBS                 State NM
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22476  040209  GIP    20 PRP RECEIVED COLUMBUS
                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
```

1/07/11 CUSTOMER SERVICE CUSTOMER COMMENTS DDOW
15:00:10 TPCS06
F1124

Line	Comments		
10	22476GIP 040209, CS ALG STRAPS	120110	MARRINGTON
20	LOOSENING, CS ALG WAS PX'D IN APRIL 2009	120110	MARRINGTON
30	FROM ONLINE, CS ALG NO ACCIDENTS, CS ALG	120110	MARRINGTON
40	IS HOOKED UP PROPERLY, ADV CS WILL	120110	MARRINGTON
50	PRP/REPL, CS CHOSE 22476BRN FOR	120110	MARRINGTON
60	REPLACEMENT, CS DID NOT HAVE SEAT TO USE	120110	MARRINGTON
70	IN INTERIM, ORDERED UPFRONT, ORDERED PRP	120110	MARRINGTON
80	LABELS, CS ALG NO POP..MJA.. RECIEVED	010711	AENGELKING
90	22-476 GIP 04/02/2009,HELD..ALE..	010711	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

11/23/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
11:40:13 TPCS05
Home Phone 865 591 5394 Cust No(If Dealer or MRA) F1123
Last Name STYLES First SHAUNA
Addl1 6260 QUAIL TRAIL
Addl2
A-Addnl Zip 30506 City GAINESVILLE State GA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22486 090408 TTH 20 PRP RECEIVED COLUMBUS
Serial # _____ Priority _
_____ Serial # _____ _____ __ Priority _
_____ Serial # _____ _____ __ Priority _

Purchased-Where ALL BE BABY When 05/2010
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

11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
11:40:16 TPCS06
F1124

Line	Comments		
10	22486 TTH 090408 CS CALLED ALLEGIN CFA	072610	ISORRELS
20	DAMAGED AND HARNESS ADJUST STRAP FRAYED,	072610	ISORRELS
30	ORD'D PRP LABELS AND NEW PRODUCT	072610	ISORRELS
40	UPFRONT..IS.. RECIEVED SEAT 22-486 TTH	081810	AENGELKING
50	09/04/2008,HELD..ALE..REPLACEMENT	081810	AENGELKING
60	ORDERED PREVIOUSLY..ALE..	081810	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

```
 1/14/11                    CUSTOMER SERVICE MAIN DISPLAY                  MBLOOMER
 08:44:36                                                                  TPCS05
       Home Phone 214 728 3676                  Cust No(If Dealer or MRA)  F1123
        Last Name MCDONALD                First KIM
            Addl1 9151 FOREST LANE
            Addl2
A-Addnl       Zip 75243       City DALLAS                  State TX
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22476  0000    BRN    64 ORDER PARTS ERROR
                Serial # ____________________________  Priority _
                _____  _____   _____  __
                Serial # ____________________________  Priority _
                _____  _____   _____  __
                Serial # ____________________________  Priority _

 Purchased-Where BRUS                  When END OF 08
 Type of Customer N NO CHARGE   Order Source P PHONE CALL
 _ Letters   Y Order   _ Recall   _ Destroy
 _ Incident  _ Refund  _ Pick-Up  _ Return
 Options                                                              Option __
 F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
 F12=EXit  F13=Comments          F18=Access Address
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1/14/11
08:44:39

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	PRIORI FRONT ADJ LOOSENS. WILL CB WITH	101810	LPICHARDO
20	MODL INFO...LP.. 22486GIP 110708. ADV	101810	LPICHARDO
30	PER JH PRP AND REPL. CS DISCONN BEFORE I	101810	LPICHARDO
40	COULD CONVEY THIS. WE HAVE 22476 IN	101810	LPICHARDO
50	STOCK IN A COUPLE OF COLORS. PLEASE ADV	101810	LPICHARDO
190	ORDERED 22476BRN NC..RL..	110810	RLAINE

Options: Option

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

1/14/11
08:44:40

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
50	STOCK IN A COUPLE OF COLORS. PLEASE ADV	101810	LPICHARDO
60	OF THIS..LP.. CS CB ADVD OF ABOVE ADVD	102010	JDESCHAMPS
70	OF PRP PROCESS ADVD TO CB, ADVD OF COLOR	102010	JDESCHAMPS
80	AVL CS WILL LET US KNOW WHICH ONE SHE	102010	JDESCHAMPS
90	WANTS WHEN CB..JD.. CS CLD CT P/U	110110	KVANCE
100	TRACKED. CS CALLED IN TO GET NEW	110110	BMOORE
110	22476BRN ORDERED AND HAVING IT SENT TO	110110	BMOORE
120	HUSBAND'S WORKPLACE UNDER C10389. BJM.	110510	JWILSON
130	CS CALLING TO CHECK ON ORDER..JW..	110810	AENGELKING
140	RECEIVED SEAT 22486 GIP	110810	AENGELKING
150	11/07/2008,HELD..ALE.. REPLACEMENT	110810	AENGELKING
160	ORDERED PREVIOUSLY..ALE.. CS ALLEGES	110810	RLAINE
170	RCVD SUMMIT CAR SEAT INSTEAD OF PRIORI.	110810	RLAINE
180	PER CC ADVD CS CAN KEEP CAR SEAT,	110810	RLAINE
190	ORDERED 22476BRN NC..RL..	110810	RLAINE

Options: Option

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

```
 1/14/11                    CUSTOMER SERVICE MAIN DISPLAY                    MBLOOMER
 08:44:45                                                                    TPCS05
       Home Phone 281 460 6900                    Cust No(If Dealer or MRA)  F1123
        Last Name NICKSON                  First WILLIE
             Addl1 2422 COACHLIGHT LANE
             Addl2
A-Addnl        Zip 77384        City CONROE                 State TX
C-Call Tg      Canadian Order N  (Y or N)
Q-Ques           Model Mfg Date Color  Complaint
       Q         22123  011909  BVL3   8A PRODUCT UPFRONT FOLLOW UP
                 Serial # ____________________________  Priority _
                 _____ ______  ____  __
                 Serial # ____________________________  Priority _
                 _____ ______  ____  __
                 Serial # ____________________________  Priority _

 Purchased-Where WAL-MART            When 08/2010
 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	22123 BVL 011909 CS CALLED ALLEGING CFA	092210	ISORRELS
20	WON'T WORK, HARNESS DOES NOT STAY	092210	ISORRELS
30	TIGHTEN, ORD'D PRP LABELS AND NEW SEAT	092210	ISORRELS
40	UPFRONT UNDER MODEL 22120 FSM, ADV'D CS	092210	ISORRELS
50	TO KEEP ORIGINAL SEAT PAD***WHEN WE	092210	ISORRELS
60	RECEIVE OLD SEAT DON'T SEND	092210	ISORRELS
70	ANYTHING****..IS.. RECEVIED SEAT 22-123	102610	AENGELKING
80	BVL 01/19/2009,HELD..ALE..REPLACEMENT	102610	AENGELKING
90	ORDERED PREVIOUSLY..ALE..	102610	AENGELKING

Options: Option

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

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11/23/10                    CUSTOMER SERVICE MAIN DISPLAY                    RBROWN
11:56:13                                                                     TPCS05
      Home Phone 847 991 0566                    Cust No(If Dealer or MRA)   F1123
       Last Name KUEHNER                  First RUPAM
           Addl1 2127 DAVIS CT
           Addl2
A-Addnl      Zip 60008       City ROLLING MEADOWS      State IL
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22564  000000  PRO    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   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
```

11/23/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
11:56:16 TPCS06
F1124

Line	Comments		
10	98999 CS CALLING TO REGISTER PROD	100410	SWININGER
20	CONCERNED ABOUT HARNESS STRAP ADV CS	100410	SWININGER
30	NEED MOD/MFG INFO..SW.. 22554PCR 102308,	100410	MARRINGTON
40	CS ALG HARNESS LOOSENING, PER JH ORDERED	100410	MARRINGTON
50	PRP LABELS, ORDERED 22564PRO	100410	MARRINGTON
60	UPFRONT..MJA.. RECIEVED 22554 PCR	110810	AENGELKING
70	10/23/2008,HELD..ALE.. REPLACEMENT	110810	AENGELKING
80	ORDERED PREVIOUSLY..ALE..	110810	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

```
 1/11/11                    CUSTOMER SERVICE MAIN DISPLAY                MBLOOMER
 16:27:22                                                                TPCS05
       Home Phone 863 969 4101                  Cust No(If Dealer or MRA)  F1123
        Last Name VILLARREAL              First BEATRICE
            Addl1 527 AMBER COURT
            Addl2
A-Addnl       Zip 33823       City AUBURNDALE            State FL
C-Call Tg     Canadian Order N  (Y or N)
Q-Ques          Model Mfg Date Color  Complaint
                22554  082108  PCR    47 CS CHECKING ON ORDER
                Serial # ____________________________  Priority _
                _____ ______  _____  __
                Serial # ____________________________  Priority _
                _____ ______  _____  __
                Serial # ____________________________  Priority _

 Purchased-Where WALMART                 When 01/10
 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
```

1/11/11
16:27:24

CUSTOMER SERVICE CUSTOMER COMMENTS

MBLOOMER
TPCS06
F1124

Line	Comments		
10	22554PCR 082108 CS CLD ALLEGING CFA	061710	CMEAD
20	SLIPS ORD'D PRPS ADVSD CS CAN CB 24 HRS	061710	CMEAD
30	AFTER PU TO TRACK ********WHEN CS CB ORD	061710	CMEAD
40	SAME******...CLM... CS CB TO LET US KNOW	062810	TBOGGS
50	PRP HAS BEEN PICKED UP ORDERED 22554 PCR	062810	TBOGGS
60	PER NOTES ABOVE..TB.. RECIEVED SEAT	070210	AENGELKING
70	22-554 PCR 08/21/2008,HELD..ALE..	070210	AENGELKING
80	REPLACEMENT ORDERED PREVIOUSLY..ALE.. CS	070610	JWILSON
90	CALLING TO CHECK ON ORDER ADVSD OF	070610	JWILSON
100	TRACKING ADVSD PER FEDEX.COM SHOWS DUE	070610	JWILSON
110	TO BE DELIVERED 070810..JW..	070610	JWILSON

Options: Option

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