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

VIA ELECTRONIC MAIL FOLLOWED BY OVERNIGHT CARRIER

1/26/2011

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; Comparator Complaints

Dear Mr. Borris;

Dorel Juvenile Group (DJG) is submitting this response to the comparator child restraint systems questions in the EA10-005 Supplemental Request. DJG will provide responses to the remainder of the open questions by February 4, 2011 as indicated in the response.

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

www.coscoproducts.com www.safety1st.com

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

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" (Submitted 1/14/11)

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**. (Submitted 1/14/11)

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;*

www.coscoproducts.com www.safety1st.com

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

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 February 4, 2011

DJG did indicate in the 1/14/11 response this production data would be included with this submission. However, there is production data still being gathered. It is our intention to provide complete data by February 4, 2011. If the data is incomplete, we will provide the data available at that time to be followed by complete information as soon as available.

www.coscoproducts.com www.safety1st.com

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

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;*

        27

    b. *Reports from retailers or distributors;*

        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 comparator child seats; and*

        None

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

        None

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.*

        Please see **Exhibit C** entitled "REQUEST NUMBER NINE (COMPARATOR) DATA

www.coscoproducts.com www.safety1st.com

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

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.*

    Please See **Exhibit D**

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;*
    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.

www.coscoproducts.com www.safety1st.com

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

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.

    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;

www.coscoproducts.com www.safety1st.com

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

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;
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;

www.coscoproducts.com www.safety1st.com

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

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 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

www.coscoproducts.com www.safety1st.com

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

EA10-005

DOREL

1/26/2011

EXHIBIT D

```
12/01/10                    CUSTOMER SERVICE MAIN DISPLAY                    RBROWN
09:49:52                                                                     TPCS05
      Home Phone [redacted]                    (If Dealer or MRA)   F1123
       Last Name [redacted]
           Addl1 [redacted]
           Addl2
A-Addnl      Zip [redacted]      City MACOMB                 State MI
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
     C         22759  1207    MTT    HY HARNESS COMING LOOSE
               Serial #                                    Priority _
               Serial #                                    Priority _
               Serial #                                    Priority _

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

12/01/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
09:49:54 TPCS06
F1124

Line	Comments		
10	22758MTT 12/07 CS ALLEGING HARNESS	031710	MBROSEMER
20	SLIPPING. SENT PRP LABELS AND ORD	031710	MBROSEMER
30	22758KGS UP FRONT.	031710	MBROSEMER
40	[redacted]..SB.. CS E	040110	RJOHNSON
50	CHECKING ON STATUS OF REPLACEMENT SEAT	040110	RJOHNSON
60	ADV CS PER FEDEX NEW SEAT DELIVERED ON	040110	RJOHNSON
70	3/22/10 AT 1:07PM PROVIDED TRACKING	040110	RJOHNSON
80	INFO..RJ.. 22759MTT CS EM "THANK YOU"	040710	JSANCHEZ
90	..JS.. CS ALLEGING FED EX WON'T PU BC NO	040710	MBROSEMER
100	TRACK NO? PROVIDED TRACK NO WE HAVE ON	040710	MBROSEMER
110	FILE..SB..	040710	MBROSEMER

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

11/30/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
16:02:19 TPCS05

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

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

Model	Mfg Date	Color	Complaint	
22456	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 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

11/30/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
16:02:21 TPCS06
F1124

Line	Comments		
10	22158BLL 083007 CS PXDCOVER BELTS OFF	081009	JDESCHAMPS
20	02531 ADV'D WAS ONLY IN NAVY BLUE CS OK	081009	JDESCHAMPS
30	CS PXD W/ CC..JD... CS CALLING RE SAME	090710	JWILSON
40	SEAT ALLEGES CFA NOT LOCKING ALLEGES	090710	JWILSON
50	HARNESS STRAP CS REQ 22456PRO FOR NEW	090710	JWILSON
60	SEAT SENDING UPFRONT AND PRP	090710	JWILSON
70	LABELS..JW.,. RECIEVED SEAT 22-158 BLL	092410	AENGELKING
80	08/30/2007,HELD..ALE.. REPLACEMENT	092410	AENGELKING
90	ORDERED PREVIOUSLY..ALE..	092410	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

11/30/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
12:57:22 TPCS05

Home Phone [redacted] o(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City OMAHA State NE
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22740 112706 HPN 64 ORDER PARTS ERROR
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where GIFT When 0307
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

11/30/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
12:57:26 TPCS06
F1124

Line	Comments		
10	22740 CS CALLD ALLEGS HARN RELEASE LEVER	102907	AGOMEZ
20	WILL NOT LOCK, IS ALWAYS LOOSE AND	102907	AGOMEZ
30	ALLOWS STRAP TO SLIDE THROUGH, ADV CS	102907	AGOMEZ
40	TO CB W COLOR CODE AND EXACT MANUFAC	102907	AGOMEZ
50	DATE (CS HAD DATE OF 11-06) AD CS TO CHK	102907	AGOMEZ
190	ALREADY ORDERED..CM..	112907	CMCGRAW

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

11/30/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
12:57:29 TPCS06
F1124

Line	Comments		
50	DATE (CS HAD DATE OF 11-06) AD CS TO CHK	102907	AGOMEZ
60	DATE AND CB WITH THAT INFO AS	102907	CGARVIN
70	WELL..AG..CS CB ALLEGES HARNESS WILL NOT	102907	CGARVIN
80	TIGHTEN, ADV CS WILL CT, CS WILL CB	102907	CGARVIN
90	AFTER PICKUP, ONCE VERIFY PICKUP ORDER	102907	CGARVIN
100	NEW SEAT...CAG.. CALLED CS BACK TO ADV	103107	CGARVIN
110	WILL POD AND WHEN ITEMS ARE REC'D WILL	103107	CGARVIN
120	ORDER NEW SEAT...CAG.. 22740 HPN 112706:	110807	KPRIDGEN
130	CS CLLD TO CHECK ON POD- FOUND OUT THE	110807	KPRIDGEN
140	HOUSE # WAS INCORRECT... CORRECTED	110807	KPRIDGEN
150	ADDRESS, **ORD'D NEW 22740 HPN TODAY**	110807	KPRIDGEN
160	AND EMAILED POD LETTER TO	110807	KPRIDGEN
170	[redacted].KP.. RECVD	112907	CMCGRAW
180	22740 HPN/ 112706 CARSEAT POD, NEW UNIT	112907	CMCGRAW
190	ALREADY ORDERED..CM..	112907	CMCGRAW

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

```
11/30/10                CUSTOMER SERVICE MAIN DISPLAY                RBROWN
12:56:02                                                             TPCS05
      Home Phone [redacted]                          If Dealer or MRA)  F1123
       Last Name [redacted]
           Addl1 [redacted]
           Addl2 [redacted]
A-Addnl      Zip [redacted]      City PORT ORCHARD        State WA
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
     C         22120  120106  BTE    HY HARNESS COMING LOOSE
               Serial # ____________________________  Priority _
               _____ ______  ______  __
               Serial # ____________________________  Priority _
               _____ ______  ______  __
               Serial # ____________________________  Priority _

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

Line	Comments		
10	22120BTE 120106 CS ALLEGING HARNESS	060208	MBROSEMER
20	LOOSENING ON ITS OWN, DID	060208	MBROSEMER
30	TROUBLESHOOTING, ADV CS POD/EXCH **CS	060208	MBROSEMER
40	SECURED NEW UNIT ON CC**..SB.. CS CLLD	062608	AGOMEZ
50	POD ?S..AG.. 22120BTE 120106 REC'D POD	070108	TBOGGS
60	W/REQ'D ITEMS NEW UNIT ALREADY ORD EMD	070108	TBOGGS
70	MM TO ISSUE CREDIT FOR ORD #20275..TB..	070708	MMILEY
80	CREDITED CC $64.91 ORDER C20275..MM..	070708	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

```
11/30/10                CUSTOMER SERVICE MAIN DISPLAY                RBROWN
13:58:23                                                             TPCS05
      Home Phone [                                        ] If Dealer or MRA)  F1123
       Last Name [                                        ]
           Addl1 [                                        ]
           Addl2 [                                        ]
A-Addnl      Zip [      ]      City NORFOLK                State MA
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
     C         22158  112907  GRS    83 REFUND
               Serial # ____________________________  Priority _

               _____  ______  _____  __
               Serial # ____________________________  Priority _

               _____  ______  _____  __
               Serial # ____________________________  Priority _

Purchased-Where BRU                    When 022308
Type of Customer N NO CHARGE   Order Source F FAX
_ Letters     _ Order    _ Recall    _ Destroy
_ Incident    Y Refund   _ Pick-Up   _ Return
Options                                                        Option __
F1=Help   F4=Prompt   F5=Find   F6=Add   F7=Change   Enter=Edit   F10=New Call
F12=EXit  F13=Comments          F18=Access Address
```

Line	Comments		
10	22158 GRS, MFG. DATE 112907, CS ALLEGES	121108	CGARVIN
20	THE ADJ STRAP DOES NOT HOLD, ADV WILL	121108	CGARVIN
30	PRP ONCE FEDEX HAS PICKED UP FOR CS TO	121108	CGARVIN
40	CB AND AT TIME ORDER NEW SWING ONCE	121108	CGARVIN
50	OOOPS NOT SWING, CARSEAT...CAG.. CS	121508	MPERDUE
60	SAID SHE WOULD PREFER TO HAVE REFUND	121508	MPERDUE
330	167.99..CM.. REV & APP REF DWQ...	010809	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

11/30/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
13:58:29 TPCS06
F1124

Line	Comments		
60	SAID SHE WOULD PREFER TO HAVE REFUND	121508	MPERDUE
70	INSTEAD OF ANOTER CRST SPOKE TO ROXANN	121508	MPERDUE
80	PER ROXANN ADV CS TO FAX POP IF W/IN	121508	MPERDUE
90	WARR WILL REFUND ONCE HER CRST HAS BEEN	121508	MPERDUE
100	RECVD******ORD REFUND ONCE CRST	121508	MPERDUE
110	RECVD****MAP... BJM REC'D FAXED COPY OF	121808	BMOORE
120	BABIES R US RECEIPT DATED 022308 SHOWING	121808	BMOORE
130	PURCHASE PRICE WAS 159.99 ON SALE BEFORE	121808	BMOORE
140	TAXES. NO TAX AMT SHOWING ON PAPERWORK.	121808	BMOORE
150	SENDING POD LETTER ASKING FOR MODEL	121808	BMOORE
160	STICKER, 5" OF STRAPS, 5X5" FABRIC TO	121808	BMOORE
170	GET REFUNDED. BJM. CS CLLD ALLGS THAT	122908	AGOMEZ
180	SHE NEVER RECD PREPAID LABELS, ADV CS WE	122908	AGOMEZ
190	ARE NOT SENDING LABELS, WE SNT POD	122908	AGOMEZ
330	167.99..CM.. REV & APP REF DWQ...	010809	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

Line	Comments		
190	ARE NOT SENDING LABELS, WE SNT POD	122908	AGOMEZ
200	LETTER CS ALLGS RECD LETTER BUT NOT SURE	122908	AGOMEZ
210	WHAT TO DO W IT, ADV CS TO SND BK LETTER	122908	AGOMEZ
220	W REQD ITEMS, CS OKD..AG.. CS CLLD ?S	123108	AGOMEZ
230	ABOUT MODEL STICKER, ADV CS IS FINE IF	123108	AGOMEZ
240	IT COMES OFF IN SMALL PIECES BUT WE DO	123108	AGOMEZ
250	NEED ENTIRE MODEL STICKER TO BE RETURNED	123108	AGOMEZ
260	W OTHER POD ITEMS..AG.. CS CALLED WITH	010209	BMOORE
270	??? ABOUT GETTING THE POD OFF AS HER	010209	BMOORE
280	HUSBAND HAS WORKED A 1/2 HR AT IT. ASKED	010209	BMOORE
290	IF SHE HAS HAIR DRYER--THEY DO--WILL TRY	010209	BMOORE
300	GETTING IT OFF THE SHELL WITH THAT.	010609	CMCGRAW
310	BJM.RECVD 22158 GRS/112907 POD: STARTING	010609	CMCGRAW
320	REFUND FOR 159.99 PLUS 5% TAX =	010609	CMCGRAW
330	167.99..CM.. REV & APP REF DWQ...	010809	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

```
11/30/10                CUSTOMER SERVICE MAIN DISPLAY                RBROWN
13:18:04                                                             TPCS05
      Home Phone [redacted]o(If Dealer or MRA)  F1123
       Last Name [redacted]
           Addl1 [redacted]
           Addl2 [redacted]
A-Addnl      Zip [redacted]    City PITTSBURGH          State PA
C-Call Tg    Canadian Order N  (Y or N)
Q-Ques         Model Mfg Date Color  Complaint
               22759  000000  MTT    61 NEW UNIT
               Serial # _____________________________  Priority _
               _____  ______  _____  __
               Serial # _____________________________  Priority _
               _____  ______  _____  __
               Serial # _____________________________  Priority _

 Purchased-Where GIFT FROM TARGET     When 2007
 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	22759 MTT 120206 CS CALLED ALLEGING	072108	ISORRELS
20	HARNESS SLIPPING, PER HD/DOT POD AND	072108	ISORRELS
30	REPLACE IT, SENT POD TO	072108	ISORRELS
40	[redacted] ASK'N FOR	072108	ISORRELS
50	MODEL STICKER, RESTRAINT STRAPS, AND 5	072108	ISORRELS
60	INCH SQUARE OF FABRIC IN ORDER TO	072108	ISORRELS
70	REPLACE IT FOR SAME MODEL..IS.. CS	072108	MPERDUE
80	CALLED SAID MOD STICKER HARD TO REMOVE	072108	MPERDUE
90	ADV CS TRY BLOW DRYER AND IF STICKER	072108	MPERDUE
100	RIPS THAT IS FINE BUT WE NEED	072108	MPERDUE
110	STICKER..MAP.. RECVD 22759 MTT/ 120206	072308	CMCGRAW
120	POD: **ORDERED 22759 MTT**..CM.. CALLED	072308	LPICHARDO
130	TO MAKE SURE REC'D POD. ADV ORD'D..LP..	072308	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

12/01/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
08:40:55 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City SEASIDE State CA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C Q 22759 102306 MTT GP FRNT ADJUST NOT WORK PROP
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where GIFT When 2006
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

12/01/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
08:40:57 TPCS06
F1124

Line	Comments		
10	22759MTT CS ALLEGES CFA WILL NOT STAY	071707	JCLARK
20	TIGHT ADV CS WILL POD AND REPL CS WANTED	071707	JCLARK
30	POD LTR EM TO	071707	JCLARK
40	[redacted].JLC.. CS CB NOT	071807	CEDDY
50	RECV EM'D POD, CONFIRMED EM IS	071807	CEDDY
60	INCORRECT, RESENT TO	071807	CEDDY
70	VIENSFAM4@HOTMAIL.COM ..CE..	071807	CEDDY

Options: Option

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

11/30/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
11:12:07 TPCS05

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

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

Model	Mfg Date	Color	Complaint	
22758	111106	CMP	IK HARNESS WILL NOT TIGHTEN	
Serial #				Priority _
22758	111106	CMP	IK HARNESS WILL NOT TIGHTEN	
Serial #				Priority _
Serial #				Priority _

Purchased-Where BABIES R US When 0107
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

11/30/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
11:12:10 TPCS06
F1124

Line	Comments		
10	CS ALLEGES THAT SHE CAN PULL ON HER	090407	BMOORE
20	SHOULDER STRAPS WITHOUT USING THE ADJ	090407	BMOORE
30	STRAP BELOW AND THEY LOOSEN RIGHT UP AND	090407	BMOORE
40	DON'T STAY TIGHT EVEN WHEN SHE TIGHTENS	090407	BMOORE
50	THEM BACK UP AGAIN. HAS A BLACK SPLITTER	090407	BMOORE
60	PLATE BUT COULD NOT GIVE ME A DATE ON	090407	BMOORE
70	IT. AS PER DD AT HD WILL PICK UP WITH	090407	BMOORE
80	PRP AND BRING BACK TO HAVE QUALITY TO	090407	BMOORE
90	TAKE A LOOK AT IT. CS WILL SEND A COPY	090407	BMOORE
100	OF HER RECEIPT FOR US TO REFUND PURCHASE	090407	BMOORE
110	PRICE . ASKED CS TO SEND RECEIPT COPY	090407	BMOORE
120	SEPARATELY FROM CARTON SO THEY DON'T GET	090407	BMOORE
130	LOST. BJM.	090407	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

12/01/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
09:11:11 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City LELAND State NC
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22262 092806 TFF 61 NEW UNIT
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where SEARS When 041207
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

12/01/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
09:11:14 TPCS06
F1124

Line	Comments		
10	CS CALLED FOR ABLE TO PULL STRAPS LOOSE	041307	CGUTHRIE
20	WHILE NOT PUSHING BUTTON, ORD CT AND	041307	CGUTHRIE
30	WHEN PU AND CS CB TO VERIFY WILL ORD	041307	CGUTHRIE
40	NEWAS HAS 20 IN INV..CKG..	041607	MMILEY
50	CT#997328400030845..MM.. CS CALLED FOR	041707	CGUTHRIE
60	P/U 4/14 VERIFIED THRU FEDEX TRACK, ORD	041707	CGUTHRIE
70	NEW PER ABOVE..CKG.. REC'D SEAT BACK,	042707	SBLAND
80	HELD IN CLC, NEW UNIT ALREADY	042707	SBLAND
90	SENT..SJB..	042707	SBLAND

Options: Option

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

12/01/10 CUSTOMER SERVICE MAIN DISPLAY KBROWN
09:03:47 TPCS05

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

Model	Mfg Date	Color	Complaint	
22152	112807	CMN	GW FRONT ADJUSTMENT LOOSE	
Serial #				Priority _
22152	112807	CMN	GW FRONT ADJUSTMENT LOOSE	
Serial #				Priority _
Serial #				Priority _

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

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

Line	Comments		
10	22152CMN 112807 CS ALLEGES CFA SLIPPING.	072110	BMIZE
20	OFFERED TO PRP AND REPL. ORDERED	072110	BMIZE
30	22172BKE AT N/C UPFRONT AS CS DOES NOT	072110	BMIZE
40	HAVE ADDT'L SEAT IN INTERIM. SENT PRP	072110	BMIZE
50	LABELS. **WHEN PRP REC'D DO NOT	072110	BMIZE
60	ORDER**..BTM..	072110	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

11/30/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
09:55:30 TPCS05

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

A-Addnl Zip [redacted] City ROCKLAND State ME
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22145 031407 BVL 83 REFUND
Serial # Priority _
Serial # Priority _
Serial # Priority _

Purchased-Where WAL-MART When 2007
Type of Customer N NO CHARGE Order Source F FAX
_ Letters _ Order _ Recall _ Destroy
_ Incident Y Refund _ Pick-Up _ Return
Options Option

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

11/30/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
09:55:34 TPCS06
F1124

Line	Comments		
10	22145BVL 03 14 07 CS ALLEGE CFA SLIPPING	101508	DDAY
20	ADV WOULD POD AND REPLACE CAR SEAT ADV	101508	DDAY
160	APP REF DWQ...	112008	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

Line	Comments		
20	ADV WOULD POD AND REPLACE CAR SEAT ADV	101508	DDAY
30	CS SHE COULD PX NEW SEAT AND WE WOULD	101508	DDAY
40	REFUND UP TO COST OF THIS SEAT CS WILL	101508	DDAY
50	FAX REC ..DOT.. BJM REC'D FAXED COPY OF	102008	BMOORE
60	WALMART RECEIPT DATED 101608 SHOWING	102008	BMOORE
70	PINK CARSEAT PURCHASED ON SALE FOR 39.37	102008	BMOORE
80	BEFORE 6% TAXES. SENDING POD LETTER	102008	BMOORE
90	ASKING FOR MODEL STICKER,6" OF STRAPS,	102008	BMOORE
100	6X6" FABRIC FOR REFUND OF 39.37. BJM. CS	102208	JCLARK
110	CALLED AND PX NEW SEAT AND WANTED US TO	102208	JCLARK
120	SEND REFUND ADV CS POD LTR WAS SENT AND	102208	JCLARK
130	ONCE CS SENDS PARTS BACK WILL REFUND	102208	JCLARK
140	$39.37..JLC.. RECVD 22145 BVL/ 031407	111908	CMCGRAW
150	POD: STARTING 39.37 REFUND..CM.. REV &	112008	DQUINLAN
160	APP REF DWQ...	112008	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

1/24/11 CUSTOMER SERVICE MAIN DISPLAY ADDSUMER
15:17:13 TPCS05

Home Phone [redacted] f Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City DALLAS State GA
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22740 081006 HPN 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where NA When NA
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund 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	22740HPN 081006 & 062806 CS ALLEGES CFA	110807	JCLARK
20	ON BOTH SEATS ARE NOT SECURE WHEN	110807	JCLARK
30	TIGHTEN CHILD LEANS FORWARD COMES LOOSE	110807	JCLARK
40	ADV PER HD/JO TO PRP AND PU CS COULD NOT	110807	JCLARK
50	SECURE WITH CC FOR BOTH SEATS CS FEELS	110807	JCLARK
60	OUR RESPONBILITY TO SEND HER NEW	110807	JCLARK
70	SEATS. ADV CS WILL DO ONE AT A TIME ONCE	110807	JCLARK
80	CS RECV PRP FOR 1 SEAT AND WE RECV WILL	110807	JCLARK
90	SEND OUT OTHER SEAT AND PRP	110807	JCLARK
100	LABELS..JLC.. 22740 HPN 081006 AND 22740	112807	KPRIDGEN
110	HPN 081006: CS SAYS SHE RECVD REPL SEAT	112807	KPRIDGEN
250	ADV YES..SB..	020608	MBROSEMER

Options: Option

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

Line	Comments		
110	HPN 081006: CS SAYS SHE RECVD REPL SEAT	112807	KPRIDGEN
120	#1 ON T 11/20 AND HAD HER 1ST SEAT	112807	KPRIDGEN
130	PICKED UP ON M 11/26, *BUT FEDEX SCANNED	112807	KPRIDGEN
140	THE DELIVERY LABEL VS THE PICKUP LABEL,	112807	KPRIDGEN
150	AND THEY DELIVERED HER 1ST SEAT BACK TO	112807	KPRIDGEN
160	HER ON T 11/27. SHE'S SCHEDULED ANOTHER	112807	KPRIDGEN
170	PICKUP FOR THE 1ST SEAT ON R 11/29, AND	112807	KPRIDGEN
180	SHE WANTED TO LET US KNOW! LEFT VMAIL	112807	KPRIDGEN
190	FOR JC W/THE DETAILS ..KP..RECVD	120707	MLARRISON
200	PRP,BEZEL IS BENT IN SUCH A WAY THAT IT	120707	MLARRISON
210	IS INTERFEREING WITH THE PAWL,DST,SENT	120707	MLARRISON
220	NEW SEAT AND PRP LABELS PER ABOVE	120707	MLARRISON
230	NOTES..ML..RCVD 2ND PRP, NO ISSUES WITH	011108	MLARRISON
240	SEAT,DST..ML..CS CB TO SEE IF SEAT RCVD,	020608	MBROSEMER
250	ADV YES..SB..	020608	MBROSEMER

Options: Option

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

15:17:01 TPCS05

Home Phone [redacted] (If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City PRATTVILLE State AL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22759 072107 MTT 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

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

15:17:04 TPCS06
F1124

Line	Comments		
10	CS CALLED ALLEGING STRAPS LOOSENING SLOW	111307	LPICHARDO
20	CREEP. BLACK SPLITTER PLATE. PER ML PU	111307	LPICHARDO
30	SEAT. SENT PRP. CS WILL FAX REC FOR REF	111307	LPICHARDO
40	ONCE SEAT TRACKABLE..LP.. CB FOR FAX	120607	LPICHARDO
50	NUMBER. PER FEDEX.COM PACKAGE DEL HERE	120607	LPICHARDO
60	120407..LP..RECVD PRP,PROOF TESTED	120707	MLARRISON
70	CFA,NO ISSUES,SEAT PERFORMS AS	120707	MLARRISON
80	INTENDED,DST..ML.. CS CALLED CHECKING ON	121007	SSMITH
90	FAX. AD CS RCVD. PX AT TARGET ON 080307	121007	SSMITH
100	FOR $1$179.99 -10% FOR EMPLOYEE DISCOUNT	121007	SSMITH
110	OF $10.00= $169.99 TAX IS 8.50%.	121007	SSMITH
120	STARTED REFUND FOR PX PRICE OF	121007	SSMITH
130	$169.99...SKS... REV & APP REF DWQ...	121107	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

15:16:50 TPCS05

Home Phone [redacted] o(If Dealer or MRA) F1123
Last Name
Addl1
Add2
A-Addnl Zip [redacted] City MARIETTA State OH
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22758 070307 CMP 15 CALL TAG ENTERED
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When 07/07
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

15:16:55 TPCS06
F1124

Line	Comments		
10	CS EM HARNESS SLIPPING 22758 CMP 070307,	081109	MFIELDS
20	ISSUED CT, ORD'D REPL 22758..MF..	081209	MMILEY
30	CT#997343750037214..MM.. RECEIVED SEAT	082109	AENGELKING
40	22-758 CMP 07/03/2007,DST..ALE..	082109	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

15:26:09 TPCS03

Home Phone [redacted] (If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City HOUSTON State TX
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22158 042307 BVL 20 PRP RECVD-COLUMBUS
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

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

15:26:13 TPCS06
F1124

Line	Comments		
10	22456BVL 121106 CS CLD ALLEGING FRONT	070809	CMEAD
20	ADJUST SLIPPING ORD PRP PER RJB 22158BLL	070809	CMEAD
30	042307 CS WANTED TO CHECK FOR RECALLS	070809	CMEAD
40	BUT HUNG UP BEFORE I COULD ADVSE..CLM..	070809	JCLARK
50	CS CB AND I ORDER PRP LABEL PER ABOVE	070809	JCLARK
60	NOTES WILL NEED TO SEND OUT LABELS AND	070809	JCLARK
70	ADV THE 22158BLL IS NOT ON LIST ORDER'D	070809	JCLARK
80	NEW 22456BVL FOR CS..JC. RECIEVED SEAT	080609	AENGELKING
90	22-456 BVL 12/11/2006,PERFORMS AS	080609	AENGELKING
100	EXPECTED..ALE..	080609	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

10:28:01 TPCS05

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

A-Addnl Zip [redacted] City BEMIDJI State MN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C RECALL 22460 083005 WAL 49 CS LOST INST SHEETS
Serial # _____ Priority _
Serial # _____ Priority _
Serial # _____ Priority _

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

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

Line	Comments		
10	CS WANTED PRICE OF APEX...CAG.. CS	020907	LSCHULTZ
20	ALLEGES ALL BELT GUIDES MISSING FROM	020907	LSCHULTZ
30	22/209 RDO 01/08/07 SENT NC ..LS..	092807	JCLARK
40	22120BTE 072507 CS ALLEGES CFA WILL NOT	092807	JCLARK
50	CATCH JUST SLIDES IN AND OUT ADV CS WILL	092807	JCLARK
60	SEND OUT PRP LABELS AND WILL ORD A NEW	092807	JCLARK
70	SEAT CS WILL SEND BACK SEAT WHEN GETS	092807	JCLARK
80	NEW SEAT PER HD/DOT..JLC..RCVD PRP,HELD	101907	MLARRISON
90	IN CLC..ML.. EM- 22460 WAL 083005: CS	102108	KPRIDGEN
100	NEEDS INSTRUCTIONS; ATTACHED 3433C BOOK	102108	KPRIDGEN
110	TO REPLY EMAIL AND REF'D CS TO WEBSITE	102108	KPRIDGEN
120	RE: THE CFA PUBLIC NOTICE. ..KP..	102108	KPRIDGEN

Options: Option

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

10:00:10 TPCS05

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

Model	Mfg Date	Color	Complaint
22865	091407	CHL	HY HARNESS COMING LOOSE

Serial # _____ Priority _

Serial # _____ Priority _

Serial # _____ Priority _

Purchased-Where BRU When 2007
Type of Customer N NO CHARGE Order Source P PHONE CALL

_ Letters	_ Order	_ Recall	_ Destroy
_ Incident	_ Refund	Y Pick-Up	_ Return

Options Option

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

Line	Comments		
10	C60195 CS TRYING TO BUY ANOTHER PARENT	010807	BMOORE
20	UNIT AND A BABY UNIT TO MIX AND MATCH	010807	BMOORE
30	AND HAVE A MONITOR UPSTAIRS AND	010807	BMOORE
40	DOWNSTAIRS AT THE SAME TIME. TOLD HER	010807	BMOORE
50	THESE ARE NOT MADE TO WORK WITH EXTRA	010807	BMOORE
60	PIECES. CS ARGUED THAT THE OTHER ONES WE	010807	BMOORE
70	MAKE DON'T HAVE THE FEATURES SHE WANTS.	010807	BMOORE
80	AS PER DD, WE CAN SELL HER THESE PARTS	010807	BMOORE
90	BUT IF THEY DON'T WORK WE CANNOT REFUND	010807	BMOORE
100	HER AS WE TOLD HER THEY WOULD PROBABLY	010807	BMOORE
110	NOT WORK. CS SAYS SHE UNDERSTANDS. PUT	010807	BMOORE
120	ON VISA. ALSO NEEDS INS FOR 22625GDC	010807	BMOORE
130	100103 0G2C. NOT ON RECALL. BJM. CS	040307	ACRUZ
400	EXPECTED..ALE..	010209	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		
130	100103 0G2C. NOT ON RECALL. BJM. CS	040307	ACRUZ
140	ALLEGES MONITOR NOT WORKNIG, ADV CS SHE	040307	ACRUZ
150	WAS TOLD SO, CS ARGUE NONE OF THE UNITS	040307	ACRUZ
160	WORKS, ADV TO SENT UNIT BACK, AT HER	040307	ACRUZ
170	EXPENCE AND WILL REFUND PURCHASE PRICE	040307	ACRUZ
180	MINUES SHIPPING...AC.. CS RETURNED	042507	KPRIDGEN
190	C60195; EMAILED MM TO REFUND CS FOR THE	042507	KPRIDGEN
200	$56.00 ITEM COST ONLY ..KP.. CREDITED CC	042707	MMILEY
210	$56.00 ORDER C60195..MM.. CS CALLED FOR	112607	SSMITH
220	R/C ORD KIT VIA WEB...SKS... 22625GDC	112707	AGOMEZ
230	100103 OG2C CS CALLD TO CHK ON RECALLS,	112707	AGOMEZ
240	ADV CS NOT INCL..AG..	112707	AGOMEZ
250	22865CHL 091407 CS	102808	EBOWEN
260	CALLED ALLEG ONCE HARNSS TIGHTEND W/CFA	102808	EBOWEN
400	EXPECTED..ALE..	010209	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		
260	CALLED ALLEG ONCE HARNSS TIGHTEND W/CFA	102808	EBOWEN
270	HARNESS WILL LOOSEN.ADV CS PER INSTR TO	102808	EBOWEN
280	MAKE SURE THAT HARNESS WAS THREADED	102808	EBOWEN
290	PROPRLY AND THERE SEEMD TO BE NO PRBLEM	102808	EBOWEN
300	THERE.PER DD/HD ORDERD PRP TO PU SEAT.CS	102808	EBOWEN
310	STATD THIS WOULD LEAVE HER W/O	102808	EBOWEN
320	CARST.***ORDERED NEW 22865CHL*** AND PRP	102808	EBOWEN
330	LABELS.ADV CS TO PUT DMGD CARST IN NEW	102808	EBOWEN
340	BOX ONCE RECVES NEW MOD AND CALL FEDEX	102808	EBOWEN
350	TO SCHDLE PU.CS WANTD CARST EXPEDTD.ADV	102808	EBOWEN
360	CS PER FEDEX COULDNT OVRNGHT OR 2ND	102808	EBOWEN
370	DY.ADV CS OF REGLR DELIVRY TIME..EB..CS	103108	MBROSEMER
380	CLD TO GET TRACK NO, ADV NOT AVAIL	103108	MBROSEMER
390	YET..SB.. RECEIVED SEAT,PERFORMS AS	010209	AENGELKING
400	EXPECTED..ALE..	010209	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

09:49:12 TPCS05

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

A-Addnl Zip [redacted] City GRAYLING State MI
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C Q 22121 033007 KCD GW FRONT ADJUSTMENT LOOSE
Serial # _____ Priority _
Serial # _____ Priority _
Serial # _____ Priority _

Purchased-Where BIG LOTS When 3 MONTHS AGO
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order _ Recall _ Destroy
_ Incident _ Refund Y Pick-Up _ Return
Options Option

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

09:49:15 TPCS06
F1124

Line	Comments		
10	22121KCD 033007 CS ALLEGING CFA WILL NOT	070908	MBROSEMER
20	STAY TIGHT, DID TROUBLESHOOTING WITH CS	070908	MBROSEMER
30	AND CS ALLEGES WAS ABLE TO PULL HARNESS	070908	MBROSEMER
40	LOOSE EASILY, PER RJ WILL PU SEAT, REPL	070908	MBROSEMER
50	WITH 22120MSP..SB.. RECEIVED	080708	AENGELKING
60	UNIT,PERFORMS AS EXPECTED, DST..ALE..	080708	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

09:31:26 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City OLATHE State KS
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22531 091506 MSN 61 NEW UNIT
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When 2006
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

09:31:29

TPCS06
F1124

Line	Comments		
10	22531 CS ALLEGES STRAPS NOT STAYING	020507	JCLARK
20	TIGHT 8IN GAP ADV WILL CT AND PU AND CS	020507	JCLARK
30	TO CALL BACK ONCE PU AND WILL ORD NEW	020507	JCLARK
40	SEAT..JLC.. CT#997364250058172..MM.. CS	020707	RJOHNSON
50	HAS ? ABOUT PICK UP..RJ..CS CB, VERIFIED	021907	LJOHNSON
60	PU, ORD'D NEW 22531MSN..LJ..RCVD	022707	MLARRISON
70	SEAT,SEAT ADJUSTS FINE,NO CFA	022707	MLARRISON
80	PROBLEMS,PROBABLY GETTING CAUGHT ON CS	022707	MLARRISON
90	SEAT,DST..ML..	022707	MLARRISON

Options: Option

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

09:05:51 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City JONESBORO State AR
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22565 120206 WAL 20 PRP RECVD-COLUMBUS
Serial # Priority _
Serial # Priority _
Serial # Priority _

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

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

09:05:55 TPCS06
F1124

Line	Comments		
10	EM CS ALLEGES THE CFA WILL NOT STAY	092407	MMILEY
20	TIGHT, SENDING PRP LABELS AND ORDERED	092407	MMILEY
30	NEW CAR SEAT..MM..RCVD PRP,NO ISSUES	100407	MLARRISON
40	WITH HR ADJ STRAP OR CFA,DST..ML..	100407	MLARRISON

Options: Option

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

16:02:05 TPCS05

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

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

Model	Mfg Date	Color	Complaint	
22758	051107	HDS	20	PRP RECVD-COLUMBUS

Serial # _____ Priority _

Serial # _____ Priority _

Serial # _____ Priority _

Purchased-Where TRU When 10/29/07
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	22758HDS 051107 CS PX AT TRU 102907 AND	110907	JCLARK
20	STRAPS WILL NOT STAY TIGHTEN SPLITTER	110907	JCLARK
30	PLATE IS BLACK, PER HD/JO WILL PRP AND	110907	JCLARK
40	PU ONCE RECV OLD SEAT WILL SEND OUT NEW	110907	JCLARK
50	SEAT..JC..SEAT IS COMPLETELY NEW,NO	112907	MLARRISON
60	ISSUES WITH CFA,DST..ML.. CS CALLED	113007	SSMITH
70	CHECKING ON NEW CAR SEAT. OLD SEAT	113007	SSMITH
80	RECVD ORD NEW N/C...SKS...	113007	SSMITH

Options: Option

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

15:37:36 TPCS05

Home Phone [redacted] o(If Dealer or MRA) F1123
Last Name [redacted]
Addl1
Addl2
A-Addnl Zip [redacted] City TROY State IL
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22486 062707 CRI 38 PRP
Serial # Priority _
C 22486 062707 CRI 38 PRP
Serial # Priority _
Serial # Priority _

Purchased-Where TARGET When SEPT/OCT. 2008
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

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

Line	Comments		
10	22486CRI 062707 CS CALLED ALLEGES CFA	122109	WWILBER
20	ALLOWS HARNESS TO LOOSEN. ORDERED PRP	122109	WWILBER
30	LABELS. ADV CS TO CB 24 HRS AFTER	122109	WWILBER
170	ADVISED PER TRACKING ETA IS TODAY..JH.	011110	JHENRY

Options: Option

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

Line	Comments		
30	LABELS. ADV CS TO CB 24 HRS AFTER	122109	WWILBER
40	SHIPPED OUT AND WE WILL ORDER EITHER GIP	122109	WWILBER
50	OR TTH. (ASK CS WHICH WOULD PREFER) AS	122109	WWILBER
60	REPLACEMENT..WW.. CS CB ALLEGES CAN NOT	010410	WWILBER
70	GET THE CRST TO EXHIBIT THE PROBLEM	010410	WWILBER
80	WHICH THE CS ORIGINALLY CALLED IN ABOUT	010410	WWILBER
90	ON 12/21/09. ADV CS AS A PRECAUTION,	010410	WWILBER
100	LETS GO AHEAD AND PRP THE THE CRST. ADV	010410	WWILBER
110	CS TO WHEN CALL BACK TO PROVIDE WHICH	010410	WWILBER
120	COLOR SHE WOULD LIKE (GIP OR TTH)..WW..	010610	WWILBER
130	CS CB. TRACKED. ORDERED 22486TTH..WW..	010910	AENGELKING
140	RECIEVED SEAT 22-486 CRI	010910	AENGELKING
150	06/27/2007,PERFORMS AS INTENDED..ALE..	011110	JHENRY
160	CS CHECKING ON ORDER OF NEW UNIT.	011110	JHENRY
170	ADVISED PER TRACKING ETA IS TODAY..JH.	011110	JHENRY

Options: Option

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

13:47:23 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City MINNEAPOLIS State MN
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22880 120406 HPN 20 PRP RECVD-COLUMBUS
Serial # Priority
Serial # Priority
Serial # Priority

Purchased-Where TARGET When 4/5 MO AGO
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

13:47:27

TPCS06
F1124

Line	Comments		
10	22880HPN 120406 CS ALLEGES CFA WILL NOT	082307	JCLARK
20	STAY TIGHT ADV CS WILL SEND OUT PRP	082307	JCLARK
30	LABELS AND ONCE WE RECV TRACKING INFO	082307	JCLARK
40	WILL SEND OUT NEW SEAT, CS WILL LOOK FOR	082307	JCLARK
50	RECPT AND CB AND WILL HAVE CS FAX FOR	082307	JCLARK
60	WANRT AND WILL SEND OUT NEW SEAT	082307	JCLARK
70	THEN..JC. CALLED TO GET FAX NUMBER. GOT	082307	LPICHARDO
80	REC FROM TARGET. ALLEGES SEAT ON	082307	LPICHARDO
90	SALE..LP.. BJM REC'D FAXED COPY OF	082307	BMOORE
100	TARGET RECEIPT DATED 122706 SHOIWNG	082307	BMOORE
110	PURCHASE PRICE WAS 44.98 ON SALE BEFORE	082307	BMOORE
120	TAXES. BJM. CS CB CHK ON IF WE REC'D	082407	AGOMEZ
130	FAX, ADV'D CS REC'D FAX..AG.. CS CB AND	082707	JCLARK
270	OOW..MAP...	080708	MPERDUE

Options: Option

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

13:47:29 TPCS06
F1124

Line	Comments		
130	FAX, ADV'D CS REC'D FAX..AG.. CS CB AND	082707	JCLARK
140	DID ORD PRP LABELS TO BE SENT	091307	MLARRISON
150	OUT..JLC..RECVD PRP,THERE IS NO ISSUES	091307	MLARRISON
160	WITH CFA,MAY WANT TO ISSUE DIFFERENT	091307	MLARRISON
170	SEAT FOR CS AS NO DEFECTS WITH THIS	091307	MLARRISON
180	ONE.DST UNIT.FWD INFO TO JC FOR ORDERING	091307	MLARRISON
190	NEW AS NO REPLACEMENT IN NOTES..ML.. PER	091307	JCLARK
200	HD/DOT WILL REFUND THE $44.98 PX PRICE	091307	JCLARK
210	FOR SEAT QUALITY DEPT FOUND NO DEFECTS	091307	JCLARK
220	WITH SEAT WILL CALL CS..JC. CS ALLEGES	080708	MPERDUE
230	HAVING SAME ISSUE W/ CRST 22880 WE SENT	080708	MPERDUE
240	HER ADV CS OOW AND OTHER CRST OUR	080708	MPERDUE
250	QUALITY DEPT FOUND NO DEFECTS CS ARGUED	080708	MPERDUE
260	THERE WERE DEFECTS I AGAIN ADV CS	080708	MPERDUE
270	OOW..MAP...	080708	MPERDUE

Options: Option

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

14:39:04 TPCS05

Home Phone [redacted] No(If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City FAIRFIELD State OH
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
22865 0000 ATI 61 NEW UNIT
Serial # _____ Priority _
Serial # _____ Priority _
Serial # _____ Priority _

Purchased-Where TRU When SEPT 2007
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	22755BGL 030405 CS CALLING ALLEGES	110508	JSHERA
20	CROTCH BUCKLE ASSY CAME APART ADVSD OF	110508	JSHERA
30	RECALL DETERMINED AFFECTED SENDING RPR	110508	JSHERA
40	KIT SENDING CROTCH STRAP ASSY NC SENDING	110508	JSHERA
50	IN MIDNIGHT BLUE AS BLK IS ON BO SENDING	110508	JSHERA
60	NC AND PLACED ORDER FOR BLK NC FOR WHEN	110508	JSHERA
70	PART COMES IN..JS.. 22865CHL 083007 CS	112009	MPERDUE
80	ALLEGES HARN COMES LOOSE ADV CS OOW	112009	MPERDUE
220	STATUS, ADV NEW UNIT ORD..SB..	121809	MBROSEMER

Options: Option

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

11/30/10 CUSTOMER SERVICE CUSTOMER COMMENTS KBROWN
14:39:11 TPCS06
F1124

Line	Comments		
80	ALLEGES HARN COMES LOOSE ADV CS OOW	112009	MPERDUE
90	RECOMMEND NOT USING CS ASKED WHAT WE CAN	112009	MPERDUE
100	DO WENT OVER TRBL SHOOT PER JO WAS GOING	112009	MPERDUE
110	TO ADV CS WILL P/U CRST FOR PROD TECH TO	112009	MPERDUE
120	LOOK AT BUT JO SAID CAN NOT SEND NEW	112009	MPERDUE
130	UPFRNT W/OUT SECURE WHEN DONE W/JO AT	112009	MPERDUE
140	H/D CALL WAS GONE..MAP... CS C/B ADV	112009	MPERDUE
150	WILL ORD PRP LABELS TO P/U CRST TO C/B	112009	MPERDUE
160	AFTER P/U WILL ORD NEW 22865 IN DIFF	112009	MPERDUE
170	COLOR AS CHL NOT AVAIL CS DOES NOT CARE	112009	MPERDUE
180	WHAT COLOR...MAP.... RECIEVED SEAT	121809	AENGELKING
190	22-865 CHL 08/30/2007, PERFORMS AS	121809	AENGELKING
200	INTENDED,DST..ALE.. ORDERED	121809	AENGELKING
210	REPLACEMENT..ALE.. CS CLD TO CHECK	121809	MBROSEMER
220	STATUS, ADV NEW UNIT ORD..SB..	121809	MBROSEMER

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

10:42:14 TPCS05

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

A-Addnl Zip [redacted] City HAGERSTOWN State MD
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
RECALL 22123 122807 DDZ3 HY HARNESS COMING LOOSE
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where WALMART When 7-8 MOS AGO
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters _ Order Y Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option

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

11/30/10 CUSTOMER SERVICE CUSTOMER COMMENTS RBROWN
10:42:17 TPCS06
F1124

Line	Comments		
10	22123DDZ 122807 CS ALLEGING HARNESS	102708	MBROSEMER
20	STRAPS CAME LOOSE THROUGH FRONT WHEN	102708	MBROSEMER
30	CHILD PULLED, HARNESS WAS OUT, WENT THRU	102708	MBROSEMER
40	RETHREAD WITH CS AND CHECKED FOR CFA	102708	MBROSEMER
50	TIGHTENING PROPERLY AND LOCKING, PULLED	102708	MBROSEMER
60	OUT ON SHOULDER STRAPS AND CS CONFIRMED	102708	MBROSEMER
70	IT DID NOT BUDGE AT ALL, ADV CS TO CHECK	102708	MBROSEMER
80	REGULARLY TO MAKE SURE IT IS CONNECTED	102708	MBROSEMER
90	PROPERLY..SB..	102708	MBROSEMER

Options: Option

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

11/30/10 CUSTOMER SERVICE MAIN DISPLAY RBROWN
16:26:04 TPCS05

Home Phone [redacted] (If Dealer or MRA) F1123
Last Name
Addl1
Addl2
A-Addnl Zip [redacted] City MATAWAN State NJ
C-Call Tg Canadian Order N (Y or N)
Q-Ques Model Mfg Date Color Complaint
C 22158 081507 GRS 84 REGISTER
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _
_____ _____ _____ __
Serial # _____ Priority _

Purchased-Where BRU When 05/2008
Type of Customer N NO CHARGE Order Source P PHONE CALL
_ Letters Y Order _ Recall _ Destroy
_ Incident _ Refund _ Pick-Up _ Return
Options Option __
F1=Help F4=Prompt F5=Find F6=Add F7=Change Enter=Edit F10=New Call
F12=EXit F13=Comments F18=Access Address

Line	Comments		
10	22158GRS 081507 CS CALLED ALLEGES CRA IS	060209	WWILBER
20	NOT WORKING CORRECTLY, IT IS NOT HOLDING	060209	WWILBER
30	STRAP TENSION, ORDERED CALLTAG, CS	060209	WWILBER
40	APPROVED TO ***ORDER 22158SPA*** ONCE	060209	WWILBER
50	CALLTAG IS REC'D (NOTE: CFA NOT	060209	WWILBER
60	"CRA")..WW.. CS CALLED ASK'N FOR CALL	060309	ISORRELS
70	NUMBER ADV NOT ENTERED YET..LP..	060309	LPICHARDO
80	TAG, I WENT TO CHECK IT AND CS	060309	ISORRELS
90	DESCONECTED..IS.. ORDERED PRP LABELS &	060309	WWILBER
100	ORDERED NEW CRST 22158SPA IN ADVANCE,	060309	WWILBER
110	DUE TO CS NEEDING THE NEW CRST BEFORE	060309	WWILBER
120	TRAVELING ON VACATION..WW.. RECEIVED	070709	AENGELKING
130	SEAT 22-158 GRS 08/15/2007,PERFORMS AS	070709	AENGELKING
140	EXPECTED..ALE..	070709	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

1/13/11 CUSTOMER SERVICE MAIN DISPLAY MBROOKS
13:53:54 TPCS05

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

Model	Mfg Date	Color	Complaint	
22430	041510	AIN	8A PRODUCT UPFRONT	FOLLOW UP
Serial #				Priority _
Serial #				Priority _
Serial #				Priority _

Purchased-Where MARINE When 06/2010
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

1/13/11 CUSTOMER SERVICE CUSTOMER COMMENTS MBROOKS
13:53:58 TPCS06
F1124

Line	Comments		
10	22430 AIN 041510 CS CALLED ALLEGING CFA	072710	ISORRELS
20	SOMETIMES DOES NOT WORK AND STRAPS COME	072710	ISORRELS
30	LOOSE, PER SPVR ROX, ORD'D PRP LABLES	072710	ISORRELS
40	AND ORD'D NEW SEAT UPFRONT..IS..	082610	AENGELKING
50	RECIEVED SEAT 22-430 AIN	082610	AENGELKING
60	04/15/10..ALE..REPLACEMENT ORDERED	082610	AENGELKING
70	PREVIOUSLY..ALE..	082610	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