INFORMATION REDACTED PURSUANT TOTHE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

UPPAbaby

To: UPPAbaby Retailers
From: Joanne Apotheloz, VP Sales, UPPAbaby
Date: April 24, 2020
RE: KNOX Retrieval

We hope you and your families continue to remain healthy during this challenging time. We are writing to request your cooperation regarding an issue we have observed with our KNOX convertible car seat.

We conducted extensive testing and received high performance ratings on all regulatory standards. However, we have discovered that despite secure installation, the KNOX can exhibit lateral movement when in use in the rear facing position. We have not received reports of injuries, but, given that we are unsure of the potential implications of this movement, we would like to retrieve all KNOX seats from the marketplace.

We are issuing an immediate stop sale on the KNOX. Please pull any models you have on your sales floor and provide us with your complete inventory count. Your sales representative will work with you to process an RA, as well as a credit for any paid or pending invoices.

UPPAbaby will take full responsibility for retrieving all seats that have been purchased by consumers. We would greatly appreciate your cooperation in sharing a complete list of consumers to whom you have sold a KNOX car seat. We will contact them directly, give them return instructions, and issue them refunds (which will include their purchase price plus an additional $50 for their inconvenience).

While we are disappointed to ask you to stop selling this much anticipated product, we remain committed to providing the best product experience to our consumers. We feel that retrieving, assessing, and improving upon the KNOX is the prudent course of action. Please feel free to contact us at your convenience if you would like to discuss this further.

Thank you,
[redacted]

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