Incident Report

CONTAINS CONFIDENTIAL BUSINESS INFORMATION
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Reference: [redacted]
Incident No: [redacted]
Contact Reason: Bodily Injury
Incident Date: 09/05/2018
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 09/24/2018
Initial Contact By: Phone

Comments: Jessica Jacomet Unknowı 9/26/2018 10:07:05AM

Consumer called PL on 9/24 and informed PL rep that son was eating foam. PL rep did not transfer consumer to PC at that time. Consumer called back on 9/25 and was transferred to PC (my voicemail) and left a message for me at 5:00 p.m. Rec'd voicemail message from consumer this morning regarding her Sirona child restraint. Consumer said her child can get his fingers under the headrest pad and is picking the foam. Consumer said child "ingested" the foam but is okay.

Product Information

Model: Sirona M SensorSafe
Model Number: 518002153
DOM: 03/01/2018
Category: Car Seat
Car Seat Mode: Auto Incident

Purchased On: 06/2018 **at:** Bed Bath And Beyond **for:** $329.99
Related What: Foam **How:** Accessed
Alleged Malfunction: Child accessed head foam and ate it.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 09/26/2018
Return Received: **on:**
Authorized for Disposal: **on:**
Disposed: **on:**

Comments:

User Information

Name: [redacted]
Relationship to Primary Contact: son
Address:
Home:
Work:
Other:
Fax:
Date of Birth:
Age at Time of Incident:
Height: inches / cm
Weight: pounds / kg
Gender: M

Injuries

Primary Injury Mouth - Ingestion
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 9/26/2018 2 42 29PM

No medical attention sought. Child is 17 months old. Consumer said child passed pieces of the foam.

Property Damage

Property: **Damage:** **Cost:**

Product Usage

Was child restraint occupied?	Yes
If injury, was injured occupying child restraint?	Yes
Did the child climb out or fall out of product?	No
How long has product been used since purchase?	3 mo
Any problems prior to or since this incident? Describe 'Yes'	No

Comments: Jessica Jacomet Unknown 9/26/2018 2:45:20PM

Date of incident is an estimate. Consumer said child began picking at the head foam 2-3 weeks ago and continues to do this. Consumer said snaps on headrest cover were fastened. I advised consumer to discontinue use of this child restraint. She is going to go buy a new car seat.

Product Test

Test: **By:** **On:**
Result:

Comments:

Actions

Check Request **Custom Letter:** No **Printed:** 10/09/2018 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Check Sent
To: [redacted] **for:** $329.99
Purpose of Request: Cybex refund for Sirona M child restraint. [redacted]
Check Requested: 10/09/2018 **Mailed:** 11/02/2018
Account: [redacted] Refund-Piqua **for:** $329.99
Account: **for:**

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 09/26/2018 **by:** Unknown, Jessica Jacomet
Addressee:

Pick Up; Refund - Send Box **Custom Letter:** Yes **Printed:** 09/26/2018 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Return Arrangements
Special Call Tag:
Call Tag Contents: Sirona M w/SensorSafe **Wt:** lbs **Issued:** 09/28/2018
Tracking Number: [redacted]
Product Received:

Overall Customer Satisfaction: Satisfied

Comments:

Jessica Jacomet Unknown 11/2/2018 2:01:42PM

I called [redacted] had to leave a voicemail message. In message, I told her that her refund check mailed today an to allow normal delivery time for first class mail. I told her if she has any questions to call me.

Jessica Jacomet Unknown 11/1/2018 1 05 35PM

Rec'd voicemail message from [redacted] She asked about her refund check and asked that I call her back. I called [redacted] back. I told her I haven't received confirmation that her refund check was mailed yet. I told consumer I would look into this further and give her a call back as soon as I have more information.

Jessica Jacomet Unknown 10/18/2018 2:22:14PM

Rec'd voicemail message from [redacted] She asked that I call her back. She wants to know if her refund check has been mailed. I called [redacted] back and told her refund is still being processed and has not mailed yet. I told her as soon as her refund check is mailed to her I will let her know.

Jessica Jacomet Unknown 10/9/2018 1:04:46PM

I replied to [redacted] email and thanked her for the photos. I also called [redacted] and let her know refund request has been submitted for processing.

Jessica Jacomet Unknown 10/9/2018 12:53:18PM

ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 10/9/2018 12:53:08PM

I rec'd an email from [redacted] She included disablment photos of Sirona child restraint.

Jessica Jacomet Unknown 10/9/2018 12:52:43PM

Rec'd voicemail message from [redacted] She said she sent me an email and asked that I call her back.

Karen Fogt Unknown 10/4/2018 2:04:23PM

[redacted] called and left a voicemail indicating the she has been trying to reach Jessica but has been unsuccessful. I contacted [redacted] and she had concerns why we were asking her to disable the car seat when she was initially told that we wanted to get it back. I advised her that a photograph of the broken foam would be sufficient in showing the engineers. She indicated that she would disable the seat (per Jessica's direction), and send the requested photos via email. She thanked me for calling her back.

Jessica Jacomet Unknown 10/1/2018 10:39:57AM

I sent an email to [redacted] I told her in order for us to mail her a refund check she must disabled the Sirona M and email the disablement photograph as requested.

Jessica Jacomet Unknown 9/28/2018 11:14:55AM

I sent [redacted] and email through SmarterTrack with directions for disabling Sirona M child restraint and request for photos.

Jessica Jacomet Unknown 9/28/2018 11:14:04AM

Rec'd voicemail message from [redacted] She wasn't able to locate a box big enough for her Sirona M. I called her and told her instead of returning the whole product that we will have her disable the child restraint and email us a photograph. I also asked that she included photos of broken foam. I told [redacted] I would send her an email.

Jessica Jacomet Unknown 9/27/2018 3:01:03PM

Rec'd voicemail message from [redacted] In message, she said she couldn't find the box and thinks her husband might have already thrown it away. I called her back. I offered to ship her a box. If a box needs shipped to her it will take longer for the refund process. I told [redacted] she does't have to have the original box and if she has another box the product will fit in she can use that. She is going to see if she can get another box and if so will use that. If not, she will call or email me and request I ship her a box.

Jessica Jacomet Unknown 9/26/2018 3:04:16PM

I sent consumer an email through SmarterTrack. Customized letter to reflect Cybex and that FedEx will pick up product on 9/28.

Jessica Jacomet Unknown 9/26/2018 2:39:13PM

Rec'd voicemail message from consumer. I called her back. I offered a credit towards another Cybex product since we do not manufacture a different convertible car seat. I explained to consumer replacement Sirona would have same foam design. Consumer said she needs a car seat. I told consumer only other option is to see if I can get approval for a refund for her. Consumer wanted her refund check mailed to her before sending back her car seat. I told her I wasn't able to do that. She said okay and asked me to have FedEx pick up product on 9/26. I told consumer I would send her an email with further information.

Jessica Jacomet Unknown 9/26/2018 12:03:20PM

I called consumer back; had to leave a voicemail message with my contact information.

General

Comments: