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: 09/25/2018
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address: [redacted]
Home: [redacted]
Work:
Other:
Fax:
Email: [redacted]
Contact Date: 09/27/2018
Initial Contact By: Email

Comments: Jessica Jacomet Unknowı 9/27/2018 1:07:05PM
Consumer emailed PL on 9/26 regarding her Sirona child restraint. Consumer said that child accessed foam under headrest cover, scraped off a chunk of foam, and "ate" the foam. Consumer stopped using the Sirona and placed child in a different Cybex car seat . Consumer wants to know what she should do now. Consumer "likes the Sirona and trusts the brand Cybex." PL forwarded email to me on 9/27.

Product Information

Model: Sirona M SensorSafe
Model Number: 518002151
DOM: 01/01/2018
Category: Car Seats
Car Seat Mode: Auto Incident

Purchased On: 7/17/2018 **at:** Amazon.com **for:** $263.96
Related What: Foam **How:** Accessed
Alleged Malfunction: Child accessed foam.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 09/28/2018
Return Received: Yes **on:** 10/04/2018
Authorized for Disposal: **on:**
Disposed: **on:**

Comments:

User Information

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

Injuries
Primary Injury Mouth Inge tion, Po ible
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 9/27/2018 4:13:52PM
No medical attention sought. Consumer said she took her daughter out of this child restraint and found foam in the seat, on child's hand, and in child's mouth. Consumer said she "doesn't know if daughter swallowed the foam." Child hasn't passed any foam since incident occurred.
Jessica Jacomet Unknown 9/27/2018 1:02:57PM
In email, consumer said child is 15 months old.

Property Damage

Property	Damage	Co t

Comments:

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
Were CRS shoulder harness straps over child's shoulders?	Ye
Were CRS shoulder harness straps buckled?	Yes
Was Harness Tie Used?	Yes
If Infant or Convertible Seat, what direction was seat facing?	Rearward
How long has product been used since purchase?	a little over a month
Any problems prior to or since this incident? Describe 'Yes'	No

Comments: Jessica Jacomet Unknown 9/27/2018 4:15:57PM

Consumer said her daughter had never accessed the foam prior to incident. Consumer said daughter unfastened the snaps on the headrest cover and then picked the foam. Foam picked is on child's right side.

Product Test

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

Comments:

Actions

Check Request **Custom Letter:** No **Printed:** 10/04/2018 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Check Sent
To: Chiara Cusin **for:** $263.96
Purpose of Request: Cybex refund for Sirona M. [redacted]
Check Requested: 10/04/2018 **Mailed:**
Account: [redacted] **for:** $263.96
Account: **for:**

Swatch & Tag; Refund **Cu tom Letter** Yes **Printed** 09/28/2018 **by** Unknown, Jessica Jacomet
Addressee: [redacted]

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 09/28/2018 **by:** Unknown, Jessica Jacomet
Addressee:

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 09/27/2018 **by:** Unknown, Jessica Jacomet
Addressee:

Acknowledge; Need Info **Custom Letter:** Yes **Printed:** 09/27/2018 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Overall Customer Satisfaction: Sati fied

Comments: Jessica Jacomet Unknown 10/26/2018 9:43:15AM

Rec'd email from consumer. She included photos, 3 were new photos and the rest were duplicates of photos we already have on file. I replied to [redacted] email and thanked her for the additional photos. I told her I submitted her refund request on 10/4 and asked her if she rec'd her refund check.

Jessica Jacomet Unknown 10/4/2018 10:42:42AM

Rec'd email from consumer. She attached disabment photos of Sirona M and if there is anything else she needs to do. I replied and thanked her for emailing the photos and advised her to dispose of remainder of disabled Sirona M in a black trash bag.

Jessica Jacomet Unknown 10/2/2018 9:11:07AM

I sent consumer an email through SmarterTrack with offer expiration date of 10/15/18.

Jessica Jacomet Unknown 9/28/2018 3:46:52PM

Rec'd email from [redacted] with order details. She didn't include disablement photos and I didn't see my previous email included. I sent her another email with instructions for disabling the product and told her the refund amount would be $263.96.

Jessica Jacomet Unknown 9/28/2018 3:03:45PM

I sent an email to [redacted] through Smartertrack. I removed first paragraph of email and included swatch and tag instructions for Sirona M.

Jessica Jacomet Unknown 9/28/2018 3:02:31PM

Rec'd voicemail message from [redacted] I called her back, thanked her for the photographs, and offered a refund for her Sirona M. She accepted offer. I advised her not to dispose of Sirona M as I would email her disablement instructions and request for photograph. Consumer will include order details so we can refund her the correct amount.

Jessica Jacomet Unknown 9/28/2018 12:02:14PM

I called consumer but had to leave a voicemail message for her. When I speak with her I will offer her a refund and have her disable Sirona car seat and email me a photograph

Jessica Jacomet Unknown 9/27/2018 5:00:20PM

ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 9/27/2018 4:59:53PM

Rec'd email from consumer. She included requested photos.

Jessica Jacomet Unknown 9/27/2018 4:13:33PM

Rec'd voicemail message from consumer. I called her back. She said she sent photos to me but I had not gotten them yet. She was going to send them again. I told consumer I would look into this further and call her back. Foam is not replaceable on this child restraint. Consumer has daughter in a Britax seat currently.

Jessica Jacomet Unknown 9/27/2018 1:19:40PM

I called consumer; had to leave a voicemail message with my contact information. I asked consumer to have the mfg date when calling. I also sent consumer an email through SmarterTrack. I asked that she reply with photos of the foam from her Sirona.

General

Comments:

EXHIBIT B. REQUEST NO. 2 DATA





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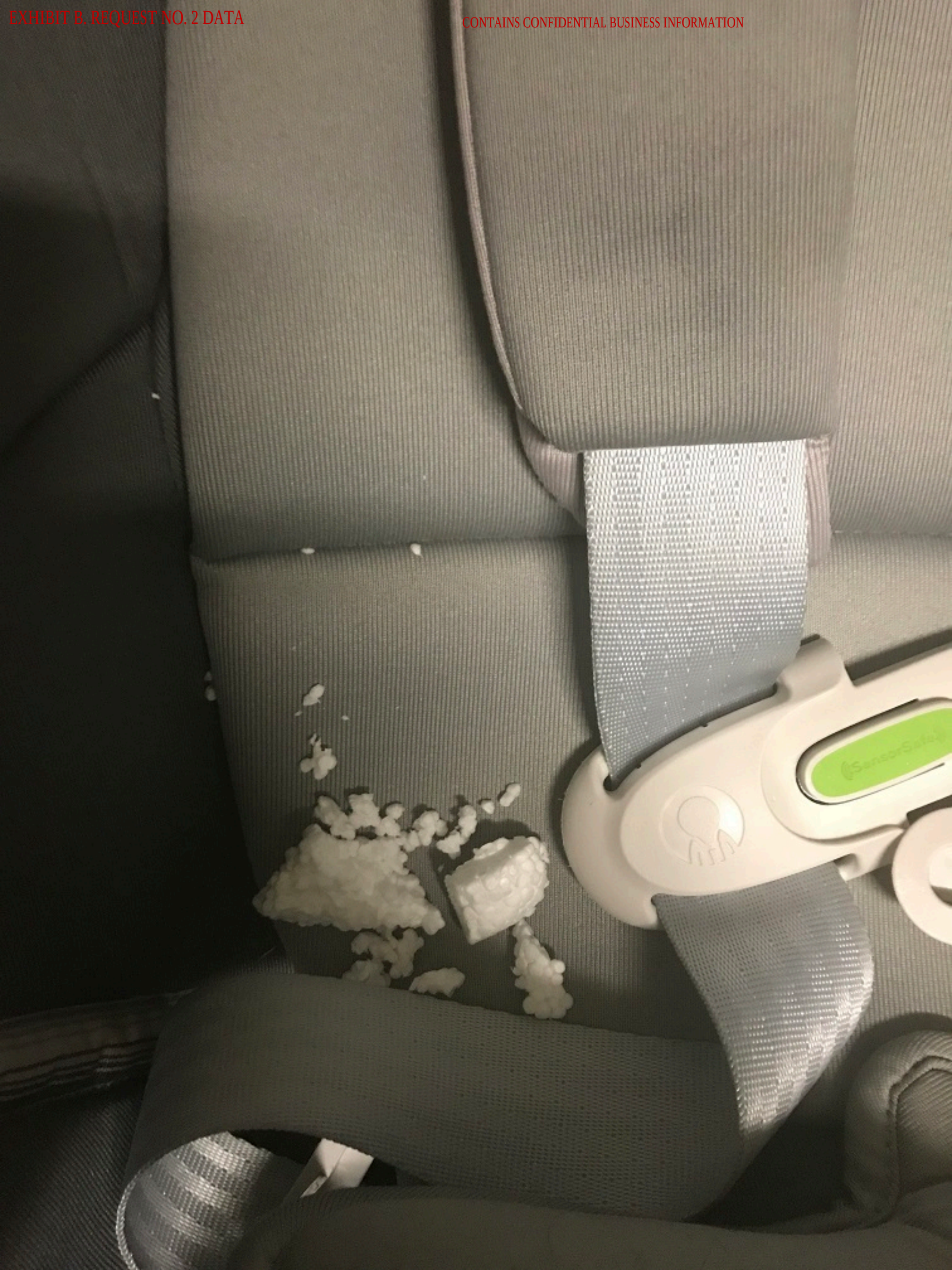


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