EXHIBIT B. REQUEST NO. 2 DATA

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: 10/13/2018
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 10/17/2018
Initial Contact By: Phone

Comments: Jessica Jacomet Unknowı 10/17/2018 3:48:57PM
Rec'd voicemail message from [redacted] regarding her car seat. [redacted] said her daughter picked the foam under the headrest, put the foam in her mouth and ate it.

Product Information

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

Purchased On: 9/2/2018 **at:** Buy Buy Baby **for:** 245.00
Related What: Foam **How:** Accessed
Alleged Malfunction: Child accessed headrest foam.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 10/17/2018
Return Received: **on:**
Authorized for Disposal: **on:**
Disposed: **on:**

Comments: Jessica Jacomet Unknown 10/17/2018 4:13:44PM
Consumer said she lifted up the headrest pad to look at the foam and did not see any pieces of tape on the foam.

User Information

Name: [redacted] **Relationship to Primary Contact:** daughter
Address:
Home: **Work:**
Other: **Fax:**
Date of Birth: **Age at Time of Incident:**
Height: inches **Weight:** 21 pounds
cm 9 53 kg
Gender: F

Injuries
Primary Injury Mouth - Ingestion, Possible
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 10/17/2018 4:14:05PM
Child is 1 year old. No medical attention sought.

Property Damage
Property: **Damage:** **Cost:**
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?	Yes
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?	1 1/2 mos.
Any problems prior to or since this incident? Describe 'Yes'	Yes

Comments: Jessica Jacomet Unknown 10/17/2018 4:13:10PM

Consumer said a couple of week ago she found foam on her daughter's hand when she removed her from her car seat. Consumer decided to sit by daughter in the vehicle as they traveled omewhere Con umer aid he watched her daughter place her hand under the headre t pad, grab the foam, and then put the foam in her mouth. Consumer said foam pieces were tiny little balls. Consumer didn't notice any foam pieces in her daughter's diaper when child had a bowel movement.

Product Test

Te t **By** **On**
Re ult

Comments:

Actions

Check Request **Custom Letter:** No **Printed:** 10/25/2018 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Check Sent
To: Claudia Contrera **for:** $245 00
Purpose of Request: Cybex Refund for Sirona M[redacted]
Check Requested: 10/25/2018 **Mailed:**
Account: [redacted] **for:** $245.00
Account: **for:**

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 10/17/2018 **by:** Unknown, Jessica Jacomet
Addressee:

Swatch & Tag; Refund **Custom Letter:** Yes **Printed:** 10/17/2018 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Overall Customer Satisfaction: Satisfied

Comments:

Jessica Jacomet Unknown 10/25/2018 9:09:07AM

I replied to [redacted] email and thanked her for the additional photograph. I also told her that her request has been submitted to the appropriate office for processing.

Jessica Jacomet Unknown 10/24/2018 4:14:48PM

ADDITIONAL PHOTO ADDED TO ELECTRONIC FOLDER

Jessica Jacomet Unknown 10/24/2018 4:14:19PM

Rec'd additional photograph of seat cover cut in half.

Jessica Jacomet Unknown 10/24/2018 2:16:15PM

ADDITIONAL PHOTOS ADDED TO ELECTRONIC FOLDER.

Jessica Jacomet Unknown 10/24/2018 2 14 28PM

Rec'd email from [redacted] She said she was calling to see if I rec'd the photos she sent. I checked SmarterTrack and did receive the photos. I replied and and asked her for an additional photo showing the seat cover cut in half, either side to side or top to bottom. The photos she emailed only showed about a 3 inch cut at CFA opening.

Jessica Jacomet Unknown 10/23/2018 8:38:53AM

I sent an email to [redacted] through SmarterTrack and told her refund offer expires on 11/2/18.

Jessica Jacomet Unknown 10/19/2018 9:53:30AM

ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 10/19/2018 9:50:04AM

Rec'd email from consumer. She included photos of head foam. (Photo shows tape on head foam.) [redacted] said she would email me the disablement photos this weekend after she purchases a new car seat. I replied to [redacted] email and thanked her for the photos and told her I will be on the look out for the disablement photos as requested for the refund.

Jessica Jacomet Unknown 10/17/2018 4:25:12PM

I sent [redacted] an email through SmarterTrack. I customized letter to reflect Cybex and included disablement instructions for refund request. I also advised consumer not to dispose of the disabled Sirona child restraint until I acknowledge receipt of the requested photos.

Jessica Jacomet Unknown 10/17/2018 4:10:00PM

I called [redacted] back. I offered to submit a refund request for $245.00 upon our receipt of disablement photos of her Cybex Sirona M child restraint. I offered a refund because there is no other replacement foam, headrest pad, or child restraint that is available that would be of a different design than what she already has on her child restraint. I told [redacted] I would send her an email with further information.

General

Comments:

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