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: 01/07/2019
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 01/17/2019
Initial Contact By: Phone

Comments: Jessica Jacomet Unknowı 1/17/2019 4:52:01PM
Rec'd voicemail message from consumer regarding her "Cybex SensorSafe 2.0" car seat. Consumer said she is having a "weird issue" and that her daughter is grabbing the headrest foam and eating it. Consumer said she was calling today to get advice on what to do.

Product Information

Model: Sirona M SensorSafe
Model Number: 518002145
DOM: 01/01/2018
Category: Car Seats
Car Seat Mode: Auto Incident

Purchased On: 9/4/2018 **at:** Amazon **for:** 187.46
Related What: Foam **How:** Accessed
Alleged Malfunction: Child reportedly grabbed headrest foam and ate it.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:**
Return Received: Yes **on:** 01/23/2019
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 - Ingestion, Possible
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 1/18/2019 2:15:00PM
No medical attention sought. Consumer said that she found foam on child's hand and in her mouth. I asked consumer if child passed the foam in her diaper. Consumer said no.
Jessica Jacomet Unknown 1/17/2019 4:52:18PM
Child is 14 months old.

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?	Ye
Were CRS shoulder harness straps buckled?	Yes
Was Harness Tie Used?	Yes
If Infant or Convertible Seat, what direction was seat facing?	Rearward

Comments:

Product Test

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

Comments:

Actions

Check Request **Custom Letter:** Yes **Printed:** 01/23/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Check Sent
To: [redacted] **for:** $187.46
Purpose of Request: Cybex refund for Sirona child restrant. Model # 518002145
Check Requested: 01/23/2019 **Mailed:**
Account: [redacted] **for:** $187 46
Account: **for:**

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 01/21/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Swatch & Tag; Refund **Custom Letter:** Yes **Printed:** 01/21/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 01/18/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Acknowledge; Need Info **Custom Letter:** Yes **Printed:** 01/18/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Overall Customer Satisfaction: Satisfied

Comments:

Jessica Jacomet Unknown 2/19/2019 4:42:24PM

Consumer emailed this afternoon and said she rec'd her refund check. She questioned why she was not refunded for taxes. PL rep Jessica Woolever responded to consumer's email and told her we do not reimburse for taxes "as that goes to your state."

Jessica Jacomet Unknown 2/13/2019 4 50 59PM

I replied to [redacted] email and told her I was looking into this further and will get back to her once I have an answer for her.

Jessica Jacomet Unknown 2/13/2019 3:14:05PM

Rec'd email from [redacted] She asked when she should expect her refund check. I emailed L Redinbo to see if she could tell me if the refund check has mailed or not.

Jessica Jacomet Unknown 2/1/2019 3:51:14PM

According to A. Shaw in PL, refund request was submitted to CTP on 1/28/19.

Jessica Jacomet Unknown 1/23/2019 11:18:27AM

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

Jessica Jacomet Unknown 1/23/2019 11:16:46AM

ADDITIONAL ELECTRONIC PHOTO ADDED TO FOLDER

Jessica Jacomet Unknown 1/23/2019 11:16:28AM

Rec'd additional photograph of disabled Sirona child restraint. Consumer cut seat cover in half.

Jessica Jacomet Unknown 1/22/2019 4:11:28PM

ADDITIONAL ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 1/22/2019 4:11:09PM

I rec'd an email from [redacted] She included screen shots of her order. She also included a photograph showing harness straps cut in half but seat cover was not cut in half. I replied to [redacted] email and I thanked her for emailing the photos. I told her to reply to my email with a photograph showing that the seat cover has been cut in half either top to bottom or side to side.

Jessica Jacomet Unknown 1/21/2019 1:01:01PM

I sent [redacted] an email through SmarterTrack. I customized the letter by removing the first paragraph, included disablement instructions for original Sirona child restraint and asked [redacted] to reply with her sales receipt so that I can refund her the correct amount.

Jessica Jacomet Unknown 1/21/2019 12:52:50PM

I called [redacted] back. I offered [redacted] a refund for her purchase price since I do not have a Sirona to send to her where the foam would be different. She accepted my offer. I told [redacted] I would send her an email with further details regarding the return of her Sirona child restraint.

Jessica Jacomet Unknown 1/21/2019 12:49:16PM

BAAN order [redacted] has been cancelled.

Jessica Jacomet Unknown 1/18/2019 3:03:45PM

New BAAN order placed through company 100, warehouse 1FG. BAAN sales order # [redacted]. Special instructions included as before only C. Groff will be notified when product is ready to be inspected before it is shipped.

Jessica Jacomet Unknown 1/18/2019 2:44:57PM

BAAN order [redacted] has been cancelled.

Jessica Jacomet Unknown 1/18/2019 2:16:27PM

ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 1/18/2019 2:15:31PM

Rec'd email from [redacted] She included photos of car seat and of model number label.

Jessica Jacomet Unknown 1/18/2019 10:49:37AM

BAAN order placed for new Sirona M 518002145. BAAN order # [redacted]. C. Stover will inspect product before it is shipped to consumer. I sent an email to [redacted] with special order details and copied [redacted] on the email. Once order is confirmed shipped I will call consumer.

Jessica Jacomet Unknown 1/18/2019 10:22:34AM

I sent [redacted] an email through SmartTrack. I customized the letter to reflect Cybex.

Jessica Jacomet Unknown 1/18/2019 10:17:24AM

I called [redacted] back. I told [redacted] that I would look into this further to see how to resolve her issue and that I would call her back. [redacted] said she has photos of the foam on her car seat. I asked [redacted] if she has a second car seat for her daughter to use. [redacted] said yes, her husband has a car seat in his vehicle for their daughter. I advised [redacted] since she has a second seat for her daughter to discontinue use of the Sirona M. I told [redacted] I would send her an email and for her to reply with her photos. I will also ask her for the child restraint mfg date since I didn't get that from her when I spoke to her.

General

Comments:

EXHIBIT B. REQUEST NO. 2 DATA

CONTAINS CONFIDENTIAL



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cybex

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CONTAINS CONFIDENTIAL BUSINESS INFORMATION



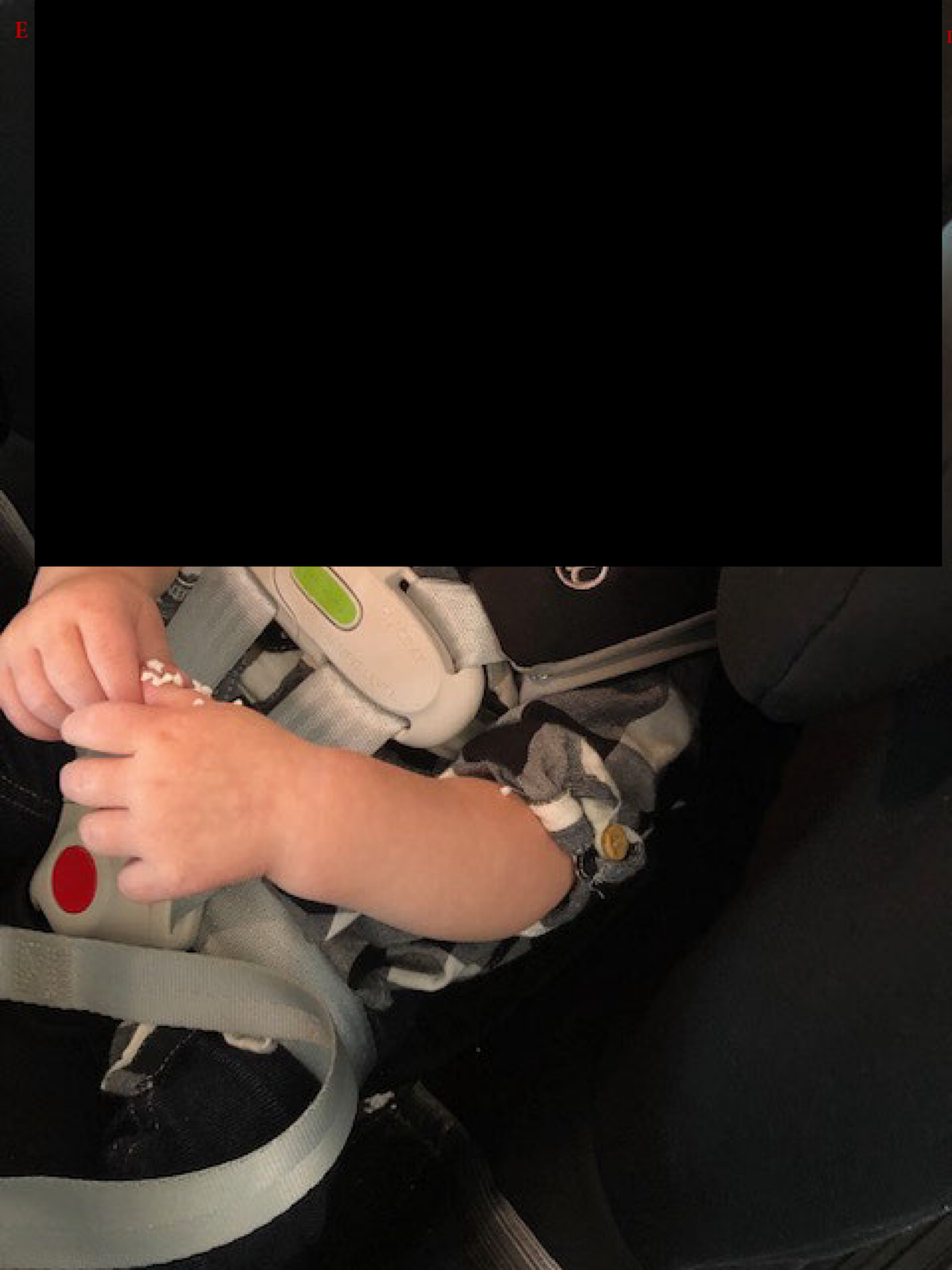


EXHIBIT B. REQUEST NO. 2 DATA

CONTAINS CONFIDENTIAL

