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: 02/07/2019
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 02/12/2019
Initial Contact By: Email

Comments: Jessica Jacomet Unknowı 2/12/2019 8:53:00AM
Consumer emailed PL on 2/10 regarding her Sirona child restraint. Consumer said that the foam on the top head piece broke and her daughter has "ingested" the foam and that the headrest no longer slides up and down. On 2/11[redacted] replied to an Instagram post from consumer and told her to contact US Customer Service support directly and provided consumer with the phone number and email address. PL rep forwarded email to me on 2/12.

Product Information

Model: Sirona M SensorSafe
Model Number: 518002151
DOM: 02/01/2018
Category: Car Seat
Car Seat Mode: Auto Incident

Purchased On: 4 months ago **at:** Walmart.com **for:**
Related What: Foam **How:** Accessed
Alleged Malfunction: Child was picking the foam. Also, head support no longer slides up and down.
Unrelated What: Headrest **How:** Broke

Return Requested: Yes **Parts or Swatch:** **on:** 02/15/2019
Return Received: Yes **on:** 02/26/2019
Authorized for Disposal: Yes **on:** 06/25/2019
Disposed: Yes **on:** 06/26/2019

Comments: Karen Fogt Unknown 2/15/2019 12:09:58PM
1 week ago, [redacted] went to take her daughter out of the car seat and noticed foam "beads" all over the backseat of her vehicle and on her daughters lap. She does not know for sure if her child ingested any of the foam, but she is presuming so and it was on her hands, as well. The headrest no longer moves up and down and is stuck in a position that does not allow the straps to be in the proper position on her daughter.

User Information

Name: Unknown
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 2/12/2019 8:53:29AM
In email, consumer said her child is 10 months old.

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

Comments:

Product Usage

Was child restraint occupied?	Yes
If injury, was injured occupying child restraint?	Yes
Were CRS shoulder harness straps over child's shoulders?	Yes
If Infant or Convertible Seat, what direction was seat facing?	Rearward

Comments:

Product Test

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

Comments:

Actions

Incident Report Cover Sheet	**Custom Letter:**	No	**Printed:**	02/15/2019	**by:**	Unknown, Karen Fogt
Addressee:						
Incident Report Cover Sheet	**Custom Letter:**	No	**Printed:**	02/12/2019	**by:**	Unknown, Jessica Jacomet
Addressee:						
Acknowledge; Need Info	**Custom Letter:**	Yes	**Printed:**	02/12/2019	**by:**	Unknown, Jessica Jacomet
Addressee:						

Overall Customer Satisfaction: Satisfied

EXHIBIT B. REQUEST NO. 2 DATA CONTAINS CONFIDENTIAL BUSINESS INFORMATION

Comments:

Karen Fogt Unknown 2/18/2019 3:14:54PM

Call Tag tracking number scheduled for 2/22/2019 - [redacted]

Karen Fogt Unknown 2/18/2019 3:14:44PM

Sent the [redacted]. Tracking number for overnight Fed Ex delivery - [redacted]

Karen Fogt Unknown 2/18/2019 11:39:33AM

N. Bolin confirmed that we do have the Manhatten Gray fashion available. Per Manager, we are overnighting the Eternis #[redacted] to [redacted] I emailed [redacted] to advise her to place the Sirona in the box that the Eternis comes in. FedEx will arrive a few days later after receiving the new seat, to pick up the Sirona M. Asked that she cross out all previous shipping labels on the box and not to leave the Sirona outside unattended for FedEx.

Karen Fogt Unknown 2/18/2019 11:37:09AM

2/15 - Consumer replied back that she worries that the black fashion will be too hot for her daughter, as they are in Florida. I advised her that i would check into a few things and see if there was any other fashion that might be available.

Karen Fogt Unknown 2/15/2019 3:47:21PM

ELECTRONIC PHOTO ON FILE.

Karen Fogt Unknown 2/15/2019 3:47:06PM

Received a copy of the online Walmart receipt purchase.

Karen Fogt Unknown 2/15/2019 1:13:23PM

I sent an email through SmarterTrack to consumer advising of our suggestion in sending an upgrade to her Sirona, the Eternis (Lavastone Black). Sent a link to her to review the product. Advised if agreeable with her to advise me, as soon as possible, so that we can have the seat shipped to her. I advised her to discontinue use of the Sirona immediately, but not to discard of the product as we will make arrangements to have it returned. Will await her response.

Karen Fogt Unknown 2/15/2019 1:11:46PM

After speaking with Manager, I will offer to replace the Sirona with an Eternis instead of the refund. This would allow the consumer to have a car seat to use for her child, as the Sirona should be discontinued from use.

Karen Fogt Unknown 2/15/2019 12:12:31PM

I offered a refund to the consumer, as we do not have another seat to send to her. She accepted my offer. I advised her that we would like to take a look at the seat, so once the product is returned, we would process the refund for her. She does not have another seat to use, as her daughter has outgrown the infant seat that she was using prior to this purchase. She has a limited income and cannot purchase a seat to use in the meantime.

Jessica Jacomet Unknown 2/12/2019 9:18:28AM

I sent consumer an email through SmarterTrack since no phone number was provided in email. I customized the letter to reflect Cybex and asked consumer to have the child restraint article number and manufacturing date when calling.

General

Comments:

EPIC SYSTEM 3/4/2019 10:02:24AM

Product inspection performed in EPIC system.