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: 10/12/2018
PC Rep: Jessica Jacomet Unknown

Primary Contact

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

Comments: Jessica Jacomet Unknowı 2/12/2019 4:43:03PM
Rec'd voicemail message from consumer regarding her car seat. Consumer said her child is eating the styrofoam from the child restraint headrest.

Product Information

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

Purchased On: 7/22/18 **at:** Potterybarn.com **for:** $329.95
Related What: Foam **How:** Accessed
Alleged Malfunction: Child ate headrest styrofoam.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 02/12/2019
Return Received: Yes **on:**
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
Secondary Injury Mouth - Vomiting
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 2/13/2019 8:40:54AM
No medical attention sought. Child is 19 months old. Consumer said her daughter is fine. Date of incident is an estimate. Consumer said that she had noticed pieces of foam in the car seat but did not know her daughter ate some of the pieces until later in the day when she vomited and consumer saw foam in the vomit.

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

Comments:

Product Usage

Was child restraint occupied?	Yes
If injury, was injured occupying child restraint?	Yes
How long has product been used since purchase?	1 mos.
Any problems prior to or since this incident? Describe 'Yes'	No

Comments: Jessica Jacomet Unknown 2/13/2019 8:53:08AM

Con umer began u ing thi child re traint in October Incident occurred in October Con umer said after incident occurred she stopped using this child restraint.

Product Test

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

Comments:

Actions

Check Request **Custom Letter:** No **Printed:** 03/01/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Check Sent
To: [redacted] **for:** $329.95
Purpose of Request: Cybex Refund for Sirona M w/SensorSafe (518002145)
Check Requested: 03/01/2019 **Mailed:** 03/08/2019
Account: [redacted] **for:** $329.95
Account: **for:**

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 02/13/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Swatch & Tag; Refund **Custom Letter:** Yes **Printed:** 02/12/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Overall Customer Satisfaction: Satisfied

Comments: Jessica Jacomet Unknown 3/15/2019 12:01:53PM

Rec'd email from [redacted] She questioned the refund amount. Screen shot showed car seat at $329.95. There were no billing details showing a break down of order total. I told [redacted] if different she is questioning was for taxes, that Cybex doesn't refund for taxes. I told her if not and she paid $359.98 for the car seat, to send me an email receipt showing order details for review.
Jessica Jacomet Unknown 3/5/2019 9:20:38AM

ADDITIONAL PHOTO ADDED TO ELECTRONIC FOLDER
Jessica Jacomet Unknown 3/5/2019 9:18:54AM

Rec'd email from [redacted] She emailed an additional photo of disabled Sirona child restraint. A corner peice of the seat pad has been cut off of middle section. Seat pad not cut in half as requested.
Jessica Jacomet Unknown 3/1/2019 9:10:25AM

I still haven't rec'd photo of seat pad cut in half. I went ahead and submiited check request. (Disablement photo consumer previously emailed shows a square of seat pad cut off from top of pad.)
Jessica Jacomet Unknown 2/27/2019 11:57:37AM

ELECTRONIC PHOTOS ON FILE
Jessica Jacomet Unknown 2/27/2019 11:57:17AM

Rec'd email from [redacted] She included photos of headrest foam and photos of car seat straps cut in half. She also included screen shots of her order details. Consumer did not include photo of seat cover cut in half. I replied to [redacted] email and asked for additional photo and told her once I receive it I will submit request for refund of $329.95.
Jessica Jacomet Unknown 2/22/2019 9:00:09AM

I sent an email to consumer on 2/12 with swatch and tag instructions for refund offer. I haven't heard back from consumer. I sent her an email with an offer expiration date of 3/8/19. I sent a second email today reminding her of offer and told her that offer will expires on 3/15/19. I also advised her to discontinue use of the Sirona child restraint since she reported an issue with the headrest styrofoam.
Jessica Jacomet Unknown 2/13/2019 8:34:48AM

I called [redacted] back yesterday before office closed. Since we do not have a different Cybex convertible car seat to ship I offered [redacted] a refund for her purchase price for her Sirona child restraint. She accepted my offer. I sent [redacted] an email yesterday through SmarterTrack. I customized the letter to reflect Cybex and offer discussed. I also asked that she reply with her sales receipt and a photograph of the headrest foam without the headrest cover attached.

General

Comments:

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