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: 09/01/2018
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 03/20/2019
Initial Contact By: Email

Comments: Jessica Jacomet Unknowı 3/20/2019 3:41:29PM
Consumer emailed PL on 3/19 regarding her Sirona M child restraint. Consumer said her son pulled a piece of foam the headrest while she was driving. Consumer said she "heard" her son in the back seat "choking." She pulled over and found Styrofoam in his mouth. Consumer said child had accessed the foam where there is an opening in the headrest cover. Consumer expressed her disappointment with this car seat. Consumer included two photos of headrest from her car seat. I retrieved email from SmarterTrack database today 3/20.

Product Information

Model: Sirona M SensorSafe
Model Number: 518002153
DOM: 02/01/2018
Category: Car Seat
Car Seat Mode: Auto Incident

Purchased On: 10/2018 **at:** **for:**
Related What: Foam **How:** Accessed
Alleged Malfunction: Child accessed foam and put it in his mouth.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 04/10/2019
Return Received: **on:**
Authorized for Disposal: **on:**
Disposed: **on:**

Comments:

User Information

Name: [redacted]
Relationship to Primary Contact: son
Address:
Home:
Work:
Other:
Fax:
Date of Birth:
Age at Time of Incident:
Height: 36 inches / 91.44 cm
Weight: 28 pounds / 12.71 kg
Gender: M

Injuries
Primary Injury Mouth - Coughing
Secondary Injury Mouth - Gagging
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 4/10/2019 3:16:41PM
Child was 2 1/2 years old when incident occured. Weight and height provided are child's current measurements. No medical attention sought. [redacted] said that while [redacted] was driving she heard their son cough and make a gagging sound. When [redacted] looked at their son, he had foam in his mouth.

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?	Forward

Comments:

Product Test

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

Comments:

Actions

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 04/17/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Swatch & Tag; Refund **Custom Letter:** Yes **Printed:** 04/10/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 04/09/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 04/08/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 03/20/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Acknowledge; Need Info **Custom Letter:** Yes **Printed:** 03/20/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Overall Customer Satisfaction: Satisfied

Comments: Jessica Jacomet Unknown 5/8/2019 10:58:58AM

I called [redacted] and [redacted] had to leave a voicemail message. I asked them to call me back or email me disablement photos of original Sirona M car seat since they rec'd their new car seat on 4/23.

Jessica Jacomet Unknown 5/3/2019 8 49 55AM

I sent an email to [redacted] and [redacted] I asked them to email me the disablement photos of their oirginal Sirona child restraint since they rec'd their new Sirona on 4/23. I also advised them to discontinue use of the original Sirona since the foam is no longer intact.

Jessica Jacomet Unknown 4/17/2019 3:25:09PM

Rec'd email from [redacted] He provided me with the DOM from his Sirona car seat. I updated the product info screen and printed a new cover sheet.

Jessica Jacomet Unknown 4/17/2019 1:37:35PM

Rec'd email from [redacted] He said he would email me the DOM tomorrow and asked if the new Sirona shipping to him is the same color as their original seat. I replied to [redacted] email and told him the new seat being shipped to him is the same Pepper Black fashion as his original Sirona.

Jessica Jacomet Unknown 4/16/2019 4:40:35PM

Service Cloud order placed on 4/16. Order number [redacted].

Jessica Jacomet Unknown 4/16/2019 4:18:54PM

Rec'd email from [redacted] He said that they decided they would rather have me send them a new car seat to replace the original because they like the SensorSafe feature. [redacted] said, "Our son is older now and hasn't pulled at the styrofoam for quite some time so we don't believe we will have an issue with it going forward." I called [redacted] back and told him I would place an order for a new Sirona M w/Sensorsafe and that after he receives his new car seat, to disable the original Sirona as stated in my previous email. I confirmed shipping address and told [redacted] I would send him an email confirming the order has been placed.

Jessica Jacomet Unknown 4/10/2019 3:28:10PM

I emailed letter to [redacted] and [redacted] through SmarterTrack. I customized the letter by removing first paragraph and included swatch and tag instructions for Sirona. I included request for photo of disabled Sirona and purchase receipt.

Jessica Jacomet Unknown 4/10/2019 3:14:47PM

Rec'd voicemail message from [redacted] I called him back. I told [redacted] about letter I mailed to him and told him to disregard it when he receives it. Date of incident is an estimate. Consumer said incident occurred 6 mos. ago. Consumer said he didn't have another car seat for his son so he continued to use the Sirona car seat. Child stopped picking at the foam about a month ago. I told consumer that if I shipped him a new Sirona it would be the same as what he currently has. I offered a refund for his purchase price and consumer accepted this offer. I told [redacted] I would send an email to [redacted] with disablement instructions and request for photo of disabled Sirona. I asked consumer to email me his purchase receipt so that I can refund him the correct amount. If no receipt refund will be for average retail price, $329.99.

Jessica Jacomet Unknown 4/10/2019 2:17:55PM

Rec'd voicemail message from [redacted] husband. [redacted] left his phone number and asked that I call him back. I called [redacted] back; had to leave a voicemail message for him.

Jessica Jacomet Unknown 4/8/2019 2:27:05PM

I mailed [redacted] a letter letting her know we have tried reaching her via email but have been unsuccessful and asked that she contact me via telephone. I provided her with my contact information.

Jessica Jacomet Unknown 4/2/2019 8:55:02AM

I sent [redacted] a reminder email through SmarterTrack and asked that she contact me back regarding her Sirona M child restraint.

Jessica Jacomet Unknown 3/20/2019 4:03:54PM

ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 3/20/2019 3:59:59PM

Consumer did not include a phone number in her email. I sent consumer an email through SmarterTrack. I customized the email to reflect Cybex and asked consumer to have DOM from car seat when calling.

General

Comments:

EXHIBIT B. REQUEST NO. 2 DATA

CONTAINS CONFIDENTIAL BUSINESS INFORMATION



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