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:** 07/10/2019
**PC Rep:** Karen Fogt Unknown

## Primary Contact

**Name:** [redacted]
**Address:**
**Home:**
**Other:**
**Email:**
**Work:**
**Fax:**
**Contact Date:** 07/19/2019
**Initial Contact By:** Phone

**Comments:**

Karen Fogt Unknown 7/22/2019 1:43:57PM
Date of incident is approximate. Consumer isn't entirely sure when her daughter started picking at the foam.

Karen Fogt Unknown 7/19/2019 3:45:44PM
Email was sent to PL through SmarterTrack today. PL forwarded it to us today, as well. Email indicates that child ate some of the styrofoam from under the headrest.

## Product Information

**Model:** Sirona M SensorSafe
**Model Number:** 518002145
**DOM:** 05/01/2018
**Category:** Car Seats
**Car Seat Mode:** Auto Incident

**Purcha ed On** 2/2019 **at** Buy Buy Baby **for** 279.83
**Related What** Foam **How** Accessed
**Alleged Malfunction:** ER VISIT - Child has ingested some of the foam from under the headrest.
**Unrelated What:** **How:**

**Return Requested:** Yes **Parts or Swatch:** **on:** 07/22/2019
**Return Received:** **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:** 25 pounds
11.35 kg
**Gender:** F

**Injuries**

**Primary Injury** Mouth - Ingestion
**Treated By Doctor:** True **Medical Expenses:** **Medicals Requested:**
**Comment**

Karen Fogt Unknown 7/22/2019 1:42:52PM
Child is 1-1/2 yrs old. She was taken to the ER on 7/12 for a high fever. She believes that this fever could have been associated with the ingestion of the foam. She mentioned that her daughter has passed foam on several occasions.

**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 |
| **Were CRS shoulder harness straps buckled?** | Ye |
| **Was Harness Tie Used?** | Yes |
| **If Infant or Convertible Seat, what direction was seat facing?** | Rearward |
| **How long has product been used since purchase?** | Used since 2/2019 |
| **How often is product inspected?** | "frequently" |
| **Any problems prior to or since this incident? Describe 'Yes'** | No |

**Comments:** Karen Fogt Unknown 7/22/2019 1:40:36PM

Consumer stated that she purchased this Sirona seat in February and has been using it ever since. She uses this seat daily. She noticed on 7/17, that foam was falling out of the headrest. Upon further inspection, she noticed that an area on the headrest was missing a large area of foam.

## Product Test

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

**Comments:**

## Actions

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 08/01/2019 **by:** Unknown, Karen Fogt
**Addressee:**

Pick Up; Refund - Send Box **Custom Letter:** Yes **Printed:** 07/22/2019 **by:** Unknown, Karen Fogt
**Addressee:** [redacted]

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 07/22/2019 **by:** Unknown, Karen Fogt
**Addressee:**

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 07/19/2019 **by:** Unknown, Karen Fogt
**Addressee:**

Acknowledge; Need Info **Custom Letter:** Yes **Printed:** 07/19/2019 **by:** Unknown, Karen Fogt
**Addressee:** [redacted]

**Overall Customer Satisfaction:** Satisfied

**Comments:**

Karen Fogt Unknown 8/15/2019 12:08:57PM

According to FedEx website, the seat was picked up this morning at 9:43 a.m. I sent L. Redinbo an email to place an order for the [redacted]. Order [redacted]

Karen Fogt Unknown 8/14/2019 12:59:25PM

Issuing a pickup for tomorrow of the Eternis that we shipped to her. Placing a new order for an Eternis with Sensorsafe (#518002881) once I see that the seat has been picked up from her. Fed Ex tracking number of returned Eternis: [redacted] scheduled for 8/15 at consumer's request.

Karen Fogt Unknown 8/14/2019 12:52:51PM

[redacted] called and left a message indicating that she just returned from vacation and just opened the Eternis box last night, only to find that the seat does not have the SensorSafe feature. She said that SensorSafe was one of the main reasons that she purchased Cybex products.

Carol Groff Unknown 8/5/2019 8:48:42AM

FedEx trackling shows that product was delivered at 9:20 a.m. on 7/31/19.

Karen Fogt Unknown 8/1/2019 8:06:35AM

ELECTRONIC PHOTO ON FILE.

Karen Fogt Unknown 8/1/2019 8:06:27AM

Model number label photo was received from the consumer.

Karen Fogt Unknown 7/30/2019 8:51:10AM

FedEx tracking number is: [redacted]

Carol Groff Unknown 7/26/2019 4:55:35PM

Service Cloud order [redacted] said it couldn't be marked Signature Required.

Carol Groff Unknown 7/26/2019 4:00:52PM

ELECTRONIC PHOTO ON FILE.

Carol Groff Unknown 7/26/2019 4:00:42PM

Consumer emailed the disablement photo as requested. I acknowledged receipt and asked her to email the article number and mfg. date to me before discarding. I informed her that an Eternis seat will be delivered to her next week.

Carol Groff Unknown 7/26/2019 3:21:43PM

Consumer called and we discussed her concerns. She confirmed that there is no damage to the foam on the two Eternis seats she has. I explained that refund check for Sirona cannot be mailed until we receive the seat back or photos showing disablement of seat. She asked if I could call BuyBuy Baby and request that they refund her or exchange the seat, although she prefers the Eternis over the Sirona. I explained that I cannot dictate to the retailer that they do this, but she could certainly ask the retailer to accommodate her. Ultimately, we agreed that I would ship an Eternis to her to replace the Sirona after I receive a photo showing disablement of the Sirona. (Consumer prefers Lavastone Black, but Pepper Black is her second favorite, although she said that it doesn't really matter that much.)

Carol Groff Unknown 7/26/2019 9:54:42AM

Consumer emailed previous rep that her manager has not yet called her (although two attempts were made). I called consumer again; busy signal. I was not able to leave a message. I sent an email via SmarterTrack informing consumer of this and asked consumer to call me at 800 #.

Carol Groff Unknown 7/24/2019 4:37:09PM

Tried to call consumer again; phone rang 5-6 times then went to a busy signal. I was not able to leave a message.

Carol Groff Unknown 7/24/2019 11:17:25AM

I called consumer; busy signal; was not able to leave a message. Will try again later.

Karen Fogt Unknown 7/24/2019 9:50:28AM

[redacted] called and expressed her disatisfaction with my email. She stated that it is poor customer service and completely unrealistic to expect her to return a product prior to receiving a refund. She also mentioned that she has not had a chance to inspect the Eternis seats. I suggested that perhaps she could use the Eternis seats in the meantime, while waiting on the refund. She said that the 1 Eternis seat is in her mother's vehicle, with whom she meets daily to drop her child off to, and there is no feasible way to swap the car seat while also dropping off her child. She then requested to speak to "upper management". I advised her that I would forward her request to my Manager.

Karen Fogt Unknown 7/24/2019 9:30:51AM

I sent an email to [redacted] denying her request for reimbursement for her 2 Eternis seats. I did, however, still offer to refund her for the Sirona seat. I advised her to let me know if she needed a box to be sent to her for the return. Offer expires on 8/1/19.

Karen Fogt Unknown 7/23/2019 8:05:55AM

Received an email from [redacted] this morning. She asked whether I was "able to escalate the question" she had pertaining to the Eternis seats, as well. She indicated that she was under the impression that we would offer a refund whille she still kept the product.

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Karen Fogt Unknown 7/22/2019 2:34:10PM

Consumer said that she is going to check the Eternis seats tonight and will call me to discuss further. She plans to also speak to her attorney. I emailed her a pickup/ refund offer letter for the Sirona through SmarterTrack.

Karen Fogt Unknown 7/22/2019 2 16 47PM

I offered to refund her the purchase price of her Sirona seat. She stated that she will probably speak to an attorney to find out if this negates her ability to later file a claim against the company before she sends the seat back to us.

Karen Fogt Unknown 7/22/2019 2:15:07PM

Consumer mentioned that she also has 2 Eternis seats that were purchased in 12/2018. These two seats are used in her husband's vehicle and mother's vehicle. Both seats she stated are rarely used. She plans to check those 2 seats later to see if they are also missing foam. She would like a refund for the Eternis seats, as well. She no longer has the receipt for this purchase.

Karen Fogt Unknown 7/19/2019 3:51:24PM

Sent Acknow/Need Info letter through SmarterTrack.

## General

**Comments:**