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: 07/08/2019
PC Rep: Karen Fogt Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 08/09/2019
Initial Contact By: Phone

Comments: Karen Fogt Unknown 8/9/2019 12:35:29PM
Consumer indicated that she has reason to believe her child has been ingesting the foam from the headrest. She called several weeks ago and PL told her to call back with the article number and DOM. At that time (approx. 7/8) she didn't advise the representative that he may have ingested some of it. She called back today to provide us with the article number and told the rep that she now believes that he has had it in his mouth and swallowed some.

Product Information

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

Purchased On: 9/2018 **at:** Gift **for:**
Related What: Foam **How:** Accessed
Alleged Malfunction: Child picks at the foam and has possibly ingested it.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** Yes **on:**
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: inches / cm
Weight: pounds / kg
Gender: M

Injuries
Primary Injury Mouth Inge tion, Po ible
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Karen Fogt Unknown 8/9/2019 12:37:22PM
Child is 9.5 months old. No medical attention sought.

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?	Yes
If Infant or Convertible Seat, what direction was seat facing?	Rearward

Comments: Karen Fogt Unknown 8/9/2019 12:38:50PM

Con umer aid that ince early July, he ha noticed foam ball all over her child' lap when they arrive at a destination. She said that she has also noticed the foam particles around his lips and cheeks.

Product Test

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

Comments:

Actions

Check Request **Custom Letter:** Yes **Printed:** 08/26/2019 **by:** Unknown, Karen Fogt
Addressee: [redacted]

Check Sent
To: Sarah Elberg **for:** $329.99
Purpose of Request: Refund - CYBEX SIRONA #518002145
Check Requested: 08/26/2019 **Mailed:** 09/06/2019
Account: [redacted] **for:** $329 99
Account: **for:**

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 08/13/2019 **by:** Unknown, Karen Fogt
Addressee:

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 08/09/2019 **by:** Unknown, Karen Fogt
Addressee:

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 08/09/2019 **by:** Unknown, Karen Fogt
Addressee:

Swatch & Tag; Refund **Custom Letter:** Yes **Printed:** 08/09/2019 **by:** Unknown, Karen Fogt
Addre ee [redacted]

Overall Customer Satisfaction: Neutral

EXHIBIT B. REQUEST NO. DATA

CONTAINS CONFIDENTIAL BUSINESS INFORMATION

Comments:

Karen Fogt Unknown 9/6/2019 10:01:30AM

Check # [redacted] mailing today 9/6.

Karen Fogt Unknown 8/26/2019 8:50:53AM

ELECTRONIC PHOTOS ON FILE.

Karen Fogt Unknown 8/26/2019 8:50:43AM

Disablement photos have been received.

Karen Fogt Unknown 8/23/2019 10:23:45AM

[redacted] called and left a message with J. Jacoment indicating that she needs the email resent to her of my offer for the refund. Re-sent email to [redacted] with offer through SmarterTrack.

Karen Fogt Unknown 8/12/2019 8 37 24AM

Article number and DOM retrieved from PL rep. However, photos in which the consumer said she sent in, showing the foam have not been located.

Karen Fogt Unknown 8/9/2019 12:48:17PM

Consumer also mentioned that she provided the previous rep with photos and the article number, and therefore, asked that I just "retrieve that from them". Checking with rep (Ashly) for the information. Otherwise, I will ask that the consumer take a photo of the article number label and send that to me, along with the photos of the disablement and foam pictures.

Karen Fogt Unknown 8/9/2019 12:46:17PM

Sending email to her through Smartertrack with disablement refund offer. Offer will be $329.99 (ARP) unless a receipt is available.

Karen Fogt Unknown 8/9/2019 12:43:53PM

Consumer stated that she will discuss with her husband and respond to my email offer to her with their decision on what to do.

Karen Fogt Unknown 8/9/2019 12:43:16PM

Consumer was offered a refund prior to being transferred. I advised consumer that I would certainly pass her concerns along to the appropriate depts and offered the refund to her. When I mentioned having her disable the seat before the refund was processed, she became extremely upset. She does not know how we can expect someone to disable a product prior to receiving a refund, as she still needs to use the seat with her son. I advised her to discontinue use of the seat and asked if she could borrow a seat to use with him until the refund arrives. She indicated that she would check with her sister-in-law who purchased the seat, to see if she has a seat that she can borrow. The only other option I provided to the consumer would be to ship an Eternis seat to her. She asked if the seat had foam, and I advised her that it did. She declined my offer. She is going to check with her sister-in-law to see if she still has the receipt, or what website it was purchased on, as she wants to make sure that she receives proper reimbursement.

General

Comments: