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: 08/09/2019
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 08/12/2019
Initial Contact By: Email

Comments: Jessica Jacomet Unknowı 8/13/2019 10:09:01AM
Consumer emailed PL on 8/10 regarding her Sirona car seat headrest foam. Consumer's child picked at the foam and ate it. Consumer attached a photo of the foam. Consumer said she put the car seat in the garage and doesn't have information from it. PL forwarded email to me on 8/12.

Product Information

Model by Description: "Sirona M with SensorSafe 2.0"
Model Number:
DOM:
Category: Car Seats
Car Seat Mode: Auto Incident

Purcha ed On 10/2018 **at** **for**
Related What Foam **How** Accessed
Alleged Malfunction: Child picked at headrest foam and was chewing on it.
Unrelated What: **How:**

Return Requested: **Parts or Swatch:** **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 - Ingestion, Possible
Treated By Doctor: True **Medical Expenses:** **Medicals Requested:**
Comment Jessica Jacomet Unknown 8/13/2019 10:23:44AM
Child is 17 mos. old. Consumer said child was fine in the seat until last Friday when he picked at the foam. Consumer said she called Poison Control and they told her that her son would pass the foam. Consumer said she never found any foam in his diaper. Consumer said when incident occured on Friday she found the foam in her son's mouth and he was chewing on it.

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
How long has product been used since purchase?	10 mo
Any problems prior to or since this incident? Describe 'Yes'	No

Comments:

Product Test

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

Comments:

Actions

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

Overall Customer Satisfaction: Sati fied

Comments:

Jessica Jacomet Unknown 8/13/2019 10 21 35AM

I called consumer. Consumer said she doesn't need our help, the car seat was already thrown away, and she bought a different car seat. Consumer said she never registered the car seat and doesn't have the serial number/model number from it. Consumer said she wanted to make us aware of what happened. I thanked her for the information. I told consumer its unfortunate that she threw away the product before calling us. Consumer kept laughing on the phone and said it was okay. Consumer then said that someone actually picked the car seat out of her trash and took it. I told consumer we certainly don't want someone else using the car seat if she had an issue with the foam and threw it away. Consumer said "well it's gone now" and that it "has been a good seat."

Jessica Jacomet Unknown 8/13/2019 10:10:20AM

ELECTRONIC PHOTO ON FILE

General

Comments:

EXHIBIT B. REQUEST NO. 2 DATA

CONTAINS CONFIDE

