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: Other
Incident Date: 08/27/2019
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 09/10/2019
Initial Contact By: Phone

Comments: Jessica Jacomet Unknown 9/10/2019 2:54:05PM
Rec'd voicemail message from consumer regarding the warranty for her car seat. Consumer said there is an opening at the headrest of her son's car seat and he is scratching the foam and the foam is coming out.

Product Information

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

Purchased On: 4-5 mos. ago
at: Buy Buy Baby
for:
Related What: Foam
How: Accessed
Alleged Malfunction: Child scratches headrest foam; foam coming out.
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 N/A - None
Treated By Doctor:
Medical Expenses:
Medicals Requested:
Comments: Jessica Jacomet Unknown 9/10/2019 3:19:51PM
Child is 15 mos. old. Consumer said she told previous rep that she found foam in her son's mouth and rep transferred her to me. No medical attention sought. Consumer said son didn't ingest any foam.

Property Damage
Property:
Damage:
Cost:
Comments:

Product Usage

Was child restraint occupied?	Yes
If Infant or Convertible Seat, what direction was seat facing?	Forward
How long has product been used since purchase?	1 mos.

Comments: Jessica Jacomet Unknown 9/10/2019 3:20:47PM

Consumer said son figured out how to stick his finger under headrest cover and scratch foam. Consumer said some of the foam came out.

Product Test

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

Comments:

Actions

Check Request **Custom Letter:** No **Printed:** 09/18/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Check Sent
To: Nancy Andrade **for:** $329.95
Purpose of Request: Cybex refund for Sirona M Sen orSafe (518002145)
Check Requested: 09/18/2019 **Mailed:**
Account: [redacted] **for:** $329.95
Account: **for:**

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 09/10/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Swatch & Tag; Refund **Custom Letter:** Yes **Printed:** 09/10/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Overall Customer Satisfaction: Satisfied

Comments:

Jessica Jacomet Unknown 9/18/2019 9:04:04AM

I replied to consumer's email. I told her that her request has been submitted to the appropriate office for processing and to allow 2-3 weeks for delivery of her refund check.

Jessica Jacomet Unknown 9/18/2019 8:53:26AM

Rec'd email from consumer. She asked that refund check be mailed to [redacted]

Jessica Jacomet Unknown 9/17/2019 3:36:20PM

I replied to consumer's email and told her I corrected the spelling of her last name and asked her for the mailing address for the refund check.

Jessica Jacomet Unknown 9/17/2019 3:35:11PM

Rec'd email from consumer. She confirmed spelling of last name. I changed the spelling of her last name from [redacted] to [redacted] Consumer also said she had a different address for the refund check. She did not include this address in her email.

Jessica Jacomet Unknown 9/17/2019 9:39:29AM

ELECTRONIC PHOTO ON FILE

Jessica Jacomet Unknown 9/17/2019 9:39:18AM

Rec'd email from consumer. She included disablement photo of Sirona M child restraint. I replied to consumer's email and thanked her for the photo. I asked her to confirm the spelling her last name for the refund check as I noticed in her email her last name was spelled [redacted] and not [redacted] like in Spectrum record.

Jessica Jacomet Unknown 9/11/2019 2:45:56PM

Rec'd email from consumer asking how long it would take for the refund. I replied back and told her a long as we receive the requested photo by noon on Friday, her refund check will be mailed to her the following Friday.

Jessica Jacomet Unknown 9/10/2019 4:43:07PM

Rec'd email from [redacted] She said she cannot find her receipt and that she paid about $35.00 for the seat. Consumer asked about replacing the seat or some other way to resolve this. I replied to her email and told her without a receipt we can still refund since we don't have a different seat to ship to her. I told consumer refund amount will be for $329.95 without a receipt and that before a refund check can be mailed to her she must disable the Sirona child restraint as described in my previous email. I told consumer refund offer expires on 9/24/19.

Jessica Jacomet Unknown 9/10/2019 3:28:15PM

I sent consumer an email through SmarterTrack. I customized the letter to reflect Cybex and included disablement instructions.

Jessica Jacomet Unknown 9/10/2019 3:17:48PM

I called [redacted] back. Because we do not have a seat of a different design (headrest cover or headreast foam) available, I offered consumer a refund of her purchase price. I told consumer I would send her an email with further details and to reply with her purchase receipt so that we can refund her the correct amount.

General

Comments: