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: 09/22/2019
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 09/23/2019
Initial Contact By: Phone

Comments: Jessica Jacomet Unknowı 9/23/2019 4:38:06PM
Rec'd voicemail message from consumer regarding her "Cybex Sirona M" car seat. Consumer said her son unsnapped the headrest cover and broke the foam off. Consumer said he ingested the foam and "choked' on it. Consumer asked for a new headrest.

Product Information

Model: Sirona M SensorSafe
Model Number: 518002153
DOM: 03/01/2018
Category: Car Seats
Car Seat Mode: Auto Incident

Purchased On: 6 mos. ago **at:** Buy Buy Baby **for:**
Related What: Foam **How:** Accessed
Alleged Malfunction: Child unsnapped headrest cover and picked at headrest foam.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 09/24/2019
Return Received: Yes **on:** 11/25/2019
Authorized for Disposal: **on:**
Disposed: **on:**

Comments:

User Information

Name: [redacted]
Relationship to Primary Contact: son
Address:
Home:
Other:
Work:
Fax:
Date of Birth:
Age at Time of Incident:
Height: 31 inches / 78.74 cm
Weight: 25 pounds / 11.35 kg
Gender: M

Injuries
Primary Injury Mouth - Coughing
Secondary Injury Mouth - Ingestion, Possible
Treated By Doctor: True **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 9/24/2019 3:21:45PM
Child is 6 mos. old. When incident occured consumer was driving to child's well check. Consumer said she heard her son coughing, pulled over, and found foam on his legs. Consumer said she "swept" his mouth but did not find any foam in it. Consumer said doctor looked into child's mouth and didn't see anything. Consumer said her was okay.

Property Damage
Property: **Damage:** **Cost:**

Comments:

Product Usage

Was child restraint occupied?	Yes
If injury, was injured occupying child restraint?	Yes
If Infant or Convertible Seat, what direction was seat facing?	Rearward
How long has product been used since purchase?	6 mo
Any problems prior to or since this incident? Describe 'Yes'	Yes

Comments: Jessica Jacomet Unknown 9/24/2019 3:22:46PM

Consumer said that child began unsnapping headrest cover 2 months ago. He had picked at the foam before and she had found it on his pants.

Product Test

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

Comments:

Actions

Check Request **Custom Letter:** No **Printed:** 09/30/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Check Sent
To: Autumn Cheney **for:** $329.99
Purpose of Request: Cybex refund for Sirona M SensorSafe (model # 518002153)
Check Requested: 09/30/2019 **Mailed:** 10/04/2019
Account: [redacted] **for:** $329.99
Account: **for:**

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 09/24/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Swatch & Tag; Refund **Custom Letter:** Yes **Printed:** 09/24/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Overall Customer Satisfaction: Satisfied

EXHIBIT B. REQUEST NO. 2 DATA

Comments:

Jessica Jacomet Unknown 11/25/2019 9:07:26AM

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DUPLICATE VIDEO AND PHOTO ADDED TO ELECTRONIC FOLDER

Jessica Jacomet Unknown 11/25/2019 9:07:06AM

Rec'd email from PL. Consumer postedon Cybex FB page with duplicate video and photo of headrest foam.

Karen Fogt Unknown 11/22/2019 9:49:55AM

ELECTRONIC PHOTOS AND VIDEO ON FILE.

Karen Fogt Unknown 11/22/2019 9:47:39AM

Received several more pictures showing the foam, as well as, one photo and a video showing that the straps have been cut.

Jessica Jacomet Unknown 11/21/2019 9 11 45AM

Rec'd email from consumer. She said her new seat arrived yesterday and that she will send the requested photo.

Jessica Jacomet Unknown 11/19/2019 2:55:22PM

I sent consumer an email asking her to reply with disablement photo of Sirona. I advised consumer the Sirona child restraint must be discontinue from use since she reported an issue with the foam.

Jessica Jacomet Unknown 11/5/2019 3:20:45PM

Rec'd voicemail message from consumer. She said that she and her husband have decided not to go with Cybex when they buy their new car seat so they will have to research and then go buy a new seat. Consumer said she will email me the requested photograph as soon as she purchases a new seat.

Jessica Jacomet Unknown 11/5/2019 1:09:34PM

I called consumer to see if she purchased a new seat yet and would be emailing disablement photo of Sirona. I had to leave a voicemail message for consumer. I asked her to call me back or email disablement photo to me.

Jessica Jacomet Unknown 10/22/2019 2:47:54PM

Rec'd email from consumer. She said she did receive the refund check. Consumer said when she returns from vacation she will go buy a new car seat and send the picture to us.

Jessica Jacomet Unknown 10/22/2019 8:51:18AM

I emailed [redacted] and asked her to email disablement photo of Sirona child restraint to me now , as previously agreed.

Jessica Jacomet Unknown 9/30/2019 1:42:37PM

Rec'd email from consumer. She said she had no problem doing that and thanked us for understanding her issue. Consumer said "I appreciate it and will let everyone know that you have been fair. Thanks."

Jessica Jacomet Unknown 9/30/2019 9:47:09AM

I replied to consumer's email and told her I was able to get authorization for a refund check to be mailed to her this Friday with the understanding that after she purchases a new child restraint she will email me the disablement photo as described in my previous email.

Jessica Jacomet Unknown 9/30/2019 9:19:08AM

Rec'd email from consumer this morning. Consumer said she can't go 3 weeks without a car seat and requested to speak to someone high up. Consumer asked for a phone call not an email.

Jessica Jacomet Unknown 9/30/2019 9:18:01AM

Rec'd email from consumer on Friday. She said she can't destroy the seat first as she has no other car seat for her son when traveling and closest Buy Buy Baby is 2 hours away. Consumer asked that her refund check be mailed to her prior to her disabling the seat. I replied to consumer's email and told her the seat must be disabled before the refund check is mailed to her. Consumer replied and asked how fast the refund check would arrive. I replied back and told her the request would be processed this week and the check would mail on 10/11.

Jessica Jacomet Unknown 9/25/2019 10:25:25AM

ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 9/25/2019 10:24:51AM

Consumer expressed her dissatisfaction with her product. Said this is her main car seat and that she cannot disable it. Consumer said she can't find her receipt and knows she paid more than $300.00 for the seat. Consumer asked that a new seat be shipped to her. Consumer included photos of her car seat and photos of her son and her family. (In our previous conversation I explained to her that we do not have a different seat to ship to her that would be any different than what she already has.) I reiterated this to consumer.

Jessica Jacomet Unknown 9/24/2019 3:33:56PM

I sent consumer an email through SmarterTrack. I customized the letter to reflect Cybex, included disablement instructions, that offer expires on 10/15/19, and without receipt refund amount will be $263.99.

Jessica Jacomet Unknown 9/24/2019 3:16:27PM

I called [redacted] back. Since the headrest is not replaceable and we do not have a headrest of a different design I offered consumer a refund of her purchase price. I told her without receipt, refund amount will be $263.99 (based on Buy Buy Baby current price). Consumer thinks she paid more than that and is going to see if she can get her receipt. Consumer said she loves the seat and the chest clip technology. I told [redacted] I would send her an email with further details.

Jessica Jacomet Unknown 9/24/2019 11:41:26AM

Rec'd voicemail message from consumer. She called back after office was closed. I called [redacted] back. She said she was laying her baby down for a nap and asked that I call her back at 2:00 p.m. CST.

Jessica Jacomet Unknown 9/23/2019 4:41:42PM

I called consumer back. I had to leave a voicemail message with my contact information. I asked consumer to have the article number and mfg date from her seat when calling back.

General

Comments:

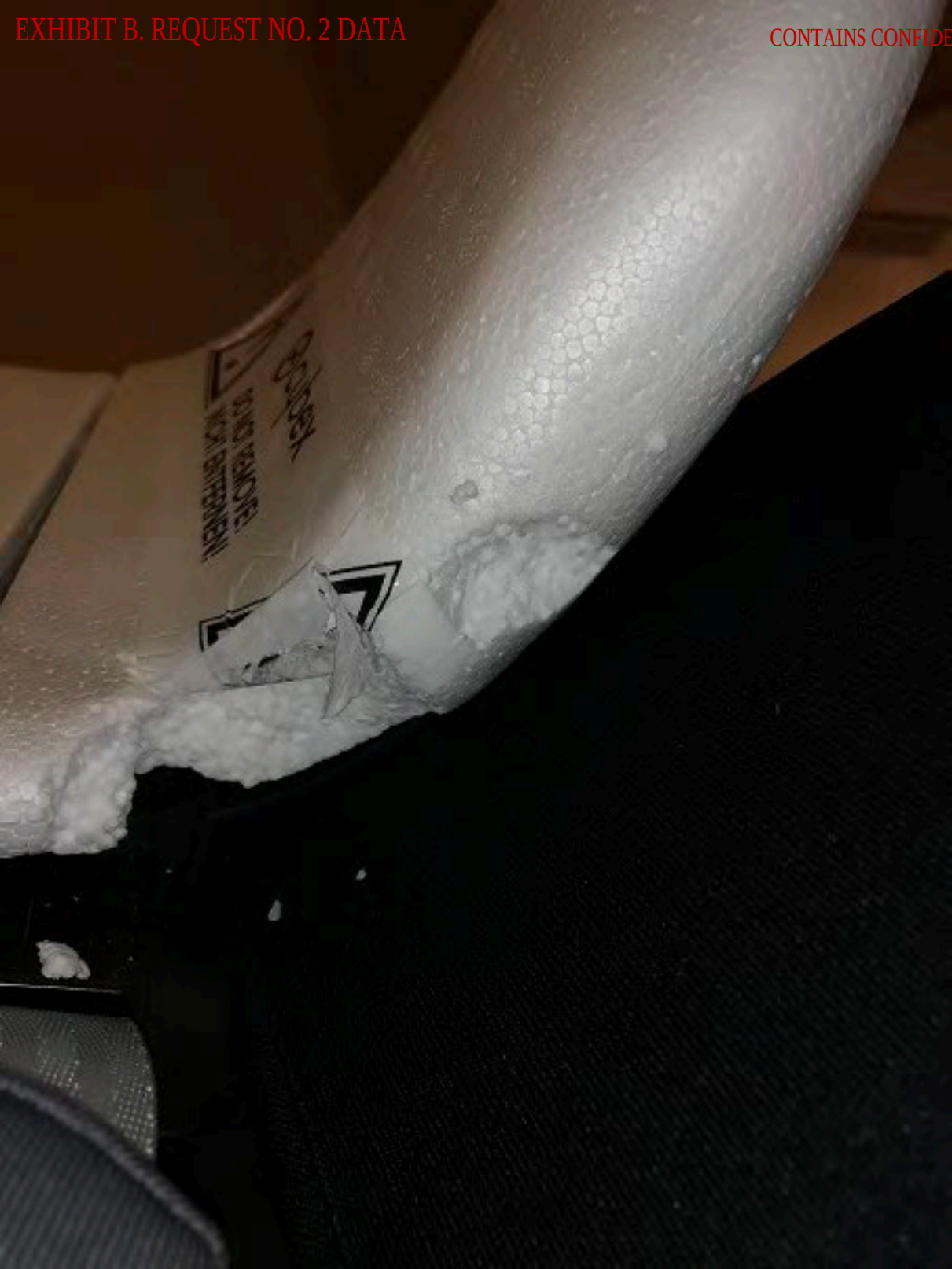

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MICH ENTFERNEN!



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EXHIBIT B, REQUEST NO. 2 DATA



EXHIBIT B, REQUEST NO. 2 DATA
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MAINTENANCE
ENGINEERING

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EXHIBIT B, REQUEST NO. 2 DATA



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