Incident Report

CONTAINS CONFIDENTIAL BUSINESS INFORMATION
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Reference: Le [redacted]
Incident No: [redacted]
Contact Reason: Bodily Injury
Incident Date: 12/19/2019
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 12/20/2019
Initial Contact By: Phone

Comments: Jessica Jacomet Unknowı 12/23/2019 8:11:30AM
Rec'd voicemail message from consumer just before office closed on Friday, 12/20. Consumer said her son "ingested foam" from the headrest of her "Cybex Sirona". Consumer expressed her concern with incident.

Product Information

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

Purchased On: May or June 2018 **at:** Amazon.com **for:**
Related What: Foam **How:** Accessed
Alleged Malfunction: Child accessed headrest froam through opening in headrest cover.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 12/23/2019
Return Received: Yes **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
Treated By Doctor: True **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 12/23/2019 8:27:42AM
Child is 2 years old. Consumer said son vomited several times on 12/19 and that when he first vomited she found foam in his vomit. Consumer said her friend is a nurse practitioner and looked at child. Consumer said her friend prescribed her son a medication for nausea and vomiting. Consumer said the prescription is called “ondansetron” and is 4 mg, to be taken up to 3x a day as needed. Consumer said son does not have a follow up appointment and had not vomited since 12/19.

Property Damage
Property **Damage** **Co t**

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?	Forward
How long has product been used since purchase?	1-2 mos.
Any problems prior to or since this incident? Describe 'Yes'	No

Comments: Jessica Jacomet Unknown 12/23/2019 8:46:30AM

Consumer said she had found little pieces of foam prior to incident. She couldn't remember when she first noticed them. Consumer said on day of incident child had vomited, she removed the seat cover, and found chunk of foam mi ing from the headre t Con umer aid her on "mu t have" put his hands behind the headrest cover and found the foam.

Product Test

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

Comments:

Actions

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 12/23/2019 **by:** Unknown, Jessica Jacomet
Addressee:

Swatch & Tag; Refund **Custom Letter:** Yes **Printed:** 12/23/2019 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Overall Customer Satisfaction: Satisfied

EXHIBIT B. REQUEST NO. 2 DATA
CONTAINS CONFIDENTIAL BUSINESS INFORMATION

Comments:

Jessica Jacomet Unknown 1/14/2020 8:51:44AM

Refund checked mailed to consumer on 1/10/2020.

Karen Fogt Unknown 12/31/2019 10:54:42AM

Check request submitted through Service Cloud. Case #00076570

Karen Fogt Unknown 12/31/2019 10:39:16AM

ELECTRONIC PHOTOS ON FILE.

Karen Fogt Unknown 12/31/2019 10:39:09AM

Photos were received for destruction of seat, along with receipt. I contacted [redacted] and advised her that she may now dispose of the seat, as she also left a message this morning indicating that the trash was coming today and the seat needed to go. I advised her that it was now o.k. to dispose of the product, as the pictures were fine. Processing refund through Service Cloud for $361.47.

Jessica Jacomet Unknown 12/23/2019 9:30:36AM

I sent consumer an email through SmarterTrack. I customized the email to reflect Cybex and asked consumer to reply with her purchase receipt so that we can refund her the correct amount.

Jessica Jacomet Unknown 12/23/2019 8:19:34AM

I called [redacted] back on 12/20 after receiving her voicemail message. Consumer said she had a second car seat used in her husband's vehicle for her son and that she will use this now until she buys a new car seat this weekend, as she has stopped using the Sirona child restraint. Since we do not have another child restraint with a different headrest cover design I offered a refund consumer for her purchase price of her Sirona child restraint. [redacted] offered to email me photos of the foam. I told her we welcome her photos. I told her I can either make arrangements for the Sirona seat to be returned to Cybex or if more convenient for her, have her disable the seat and email me a photograph. Consumer said she would disable the seat and email photos. I told consumer I would send her an email and that after we receive the photos we will refund her.

General

Comments:


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cybex
cybex