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: 01/01/2020
PC Rep: Karen Fogt Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Work:
Other:
Fax:
Email:
Contact Date: 01/03/2020
Initial Contact By: Phone

Comments: Karen Fogt Unknown 1/3/2020 3:32:34PM
Consumer left a message indicating that her daughter had a piece of styrofoam from the headrest in her mouth. They were able to retrieve that piece, but have concerns that she may have swallowed other pieces.

Product Information

Model: Sirona M SensorSafe
Model Number: 518002153
DOM: 07/01/2018
Category: Car Seats
Car Seat Mode: Auto Incident

Purchased On: 5/2019 **at:** Buy Buy Baby Online **for:** 223.86
Related What: Foam **How:** Accessed
Alleged Malfunction: Child picking at styrofoam; concerned that child may have ingested.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 01/03/2020
Return Received: Yes **on:** 01/14/2020
Authorized for Disposal: **on:**
Disposed: **on:**

Comments:

User Information

Name: [redacted] **Relationship to Primary Contact:** daughter
Address:
Home: **Work:**
Other: **Fax:**
Date of Birth: **Age at Time of Incident:**
Height: inches / cm **Weight:** pounds / kg
Gender: F

Injuries
Primary Injury Mouth - Ingestion, Possible
Treated By Doctor: True **Medical Expenses:** **Medicals Requested:**
Comments: Karen Fogt Unknown 1/3/2020 3:53:01PM
Child is 13 months of age. No medical attention sought.

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

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
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
Was product Upright or Reclined?	Fully-Reclined
Any problems prior to or since this incident? Describe 'Yes'	No

Comments: Karen Fogt Unknown 1/3/2020 3:55:08PM

Consumer said that they were returning from vacation and discovered that their daughter was chewing on something. They retrieved a piece of foam (dime size) from her mouth. After further investigation, they discovered that she had been picking the foam from behind the headrest. They do not know how long she had been doing so, but are concerned that she may have ingested some.

Product Test

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

Comments:

Actions

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 01/06/2020 **by:** Unknown, Karen Fogt
Addressee:

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 01/03/2020 **by:** Unknown, Karen Fogt
Addressee:

Pick Up; Refund - Send Box **Custom Letter:** Yes **Printed:** 01/03/2020 **by:** Unknown, Karen Fogt
Addressee: [redacted]

Return Arrangements
Special Call Tag:
Call Tag Contents: **Wt:** lbs **Issued:** 01/10/2020
Tracking Number: [redacted]
Product Received:

Overall Customer Satisfaction: Satisfied

Comments:

Karen Fogt Unknown 1/17/2020 2:09:01PM

Refund check mailing today.

Karen Fogt Unknown 1/10/2020 1:37:30PM

I received a voicemail from [redacted] indicating that they took the seat to the FedEx facility and they need a label emailed to the facility to ship the seat back. Emailed label to [redacted] (per [redacted] and to [redacted] as well. Tracking number: [redacted]

Karen Fogt Unknown 1/9/2020 9:12:52AM

Management has agreed to reimburse the amount of $296.78, which was the purchase price of the replacement car seat. Edited check request in Service Cloud to document this amount. Sent consumer an email to advise of the decision.

Karen Fogt Unknown 1/8/2020 12:14:32PM

I spoke with [redacted] He reiterated how serious of a situation this is and feels that it is not unreasonable to again request for the additional monies in purchasing a different car seat . They looked at the Eternis, which I offered as a replacement, when [redacted] asked if there was a different seat that we could replace the Sirona with . However, after looking at the Eternis in the store, [redacted] indicated that the headrest foam was very assessible on that seat, as well. They also spent a good amount of time researching a safe alternative seat for their daughter and do not feel that they've been adequately compensated for the issue that they've experienced. He asked that I speak to my superior again to request the additional $72.92 that they spent on the new seat. If this cannot be accomplished, he would like my Manager to notify his wife by email and they would "go from there". I advised him that the box should be delivered today for the return of the car seat. He thanked me for my time and disconnected the call.

Karen Fogt Unknown 1/8/2020 12:03:02PM

I called [redacted] at noon, as he requested, and received his voicemail again. Left another message.

Karen Fogt Unknown 1/8/2020 10:24:18AM

[redacted] called back while I was away from my desk and asked to be called back around noon (EST) today.

Karen Fogt Unknown 1/8/2020 9:26:49AM

Called [redacted] at the number he provided ([redacted] The phone beeped and then began to ring. It sounded as though it was on call forwarding. The answering machine picked up, but no name was mentioned. I left a message and asked that [redacted] call me at his earliest opportunity . I provided him with my telephone number and hours that I am in the office .

Karen Fogt Unknown 1/8/2020 7:18:07AM

[redacted] husband, left a message late in the day yesterday requesting a call back. He would like to discuss this issue in more detail, and provide his feedback.

Karen Fogt Unknown 1/6/2020 11:01:48AM

Large Kraft box being sent to consumer. Tracking number: [redacted]

Karen Fogt Unknown 1/6/2020 9:31:07AM

Per Manager, go ahead and issue check request for purchase price of original car seat only and send a box to pickup Sirona. Check request ($223.86) is being processed through Service Cloud. Case [redacted]

Karen Fogt Unknown 1/6/2020 8:05:20AM

ELECTRONIC PHOTOS ON FILE.

Karen Fogt Unknown 1/6/2020 8:03:14AM

[redacted] replied to my email with the model number label, as well as, photos of the seat, receipt of the original product, and receipt of the product that they purchased over the weekend. She also included a photograph where they've placed a diaper under the headrest to deter their daughter from picking at the foam. She wrote in her email that they looked at the Eternis and were quite surprised how similar the headrests were and the fact that the foam could be accessed in the headrest on that seat, as well. She stated that they purchased a different seat and are requesting that they be reimbursed for the cost of the new seat ($296.78), since they have not only been inconvenienced, but also stressed out "combing through" their daughters diapers to check for any foam. They have now been in contact with their doctor and will be in touch with us if anything changes with her health that could be connected to ingesting the foam.

Karen Fogt Unknown 1/3/2020 3:57:39PM

Consumer is very upset. I spoke to both [redacted] and her husband [redacted] They would like to have the seat returned and evaluated. They are requesting that we replace the seat. I advised her that the only other option would be the Eternis, however, I would like her to take a look at it in the store before choosing this option. I offered a refund of the Sirona if she did not feel that the Eternis would be a satisfactory replacement. I told her that I would put an offer in an email and she can reply back with the article number and DOM, along with photographs that they both indicated they've taken and her decision on what she would like to do.

EXHIBIT B. REQUEST NO. 2 DATA

CONTAINS CONFIDENTIAL BUSINESS INFORMATION

General

Comments: EPIC SYSTEM 1/15/2020 10 34 40AM

Product inspection performed in EPIC system.

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