EXHIBIT B. REQUEST NO. 2 DATA
INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Incident Report

CONTAINS CONFIDENTIAL BUSINESS INFORMATION

Reference: [redacted]
Incident No: [redacted]
Contact Reason: Bodily Injury
Incident Date: 01/27/2020
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home: [redacted]
Work:
Other:
Fax:
Email:
Contact Date: 01/27/2020
Initial Contact By: Email

Comments: Jessica Jacomet Unknowı 1/28/2020 9:07:25AM
Consumer emailed PL on 1/27 regarding her Sirona car seat. Consumer said her daughter was "choking" on parts of the car seat that she pulled out with her fingers. Consumer said child reached behind her and picked it out. Consumer said she heard her daughter when incident occurred. Consumer said this is the only car seat she has and she can no longer use it. Consumer attached 3 photos to her email. Photos show headrest foam and pieces of headrest foam in the seat. PL forwarded email to me on 1/27 just before office closed.

Product Information

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

Purchased On: 09/2019 **at:** Rec'd As Gift From Consumer's **for:**
Related What: Foam **How:** Potential Small Part
Alleged Malfunction: Child picked headrest foam and put it in her mouth.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 01/28/2020
Return Received: **on:**
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: 22 pounds
9.99 kg
Gender: F

Injuries
Primary Injury Mouth - Coughing
Secondary Injury Mouth - Gagging
Treated By Doctor: True **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 1/28/2020 11:57:48AM
Consumer said she heard her daughter gagging and coughing. Consumer checked on daughter and found foam in her mouth from the child restraint headrest. Consumer said child did not cease breathing. Consumer said she is a pediatric nurse and that she checked her daughter after incident occurred. Consumer said her daughter was okay. Child is 14 mos. old.

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
If Infant or Convertible Seat, what direction was seat facing?	Rearward
How long has product been used since purchase?	3 mos.
Any problems prior to or since this incident? Describe 'Yes'	No

Comments: Jessica Jacomet Unknown 1/28/2020 11:59:23AM

Consumer has never removed seat cover or headrest cover for washing. Consumer said snaps on headrest cover were still snapped when incident occurred.

Product Test

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

Comments:

Actions

Check Request **Custom Letter:** No **Printed:** 02/11/2020 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Check Sent
To: [redacted] **for:** $330.00
Purpose of Request: Cybex refund for Sirona M SensorSafe (model # 518002153)
Check Requested: 02/11/2020 **Mailed:** 02/21/2020
Account: [redacted] **for** $330.00
Account: **for:**

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 01/28/2020 **by:** Unknown, Jessica Jacomet
Addressee:

Swatch & Tag; Refund **Custom Letter:** Yes **Printed:** 01/28/2020 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

Overall Customer Satisfaction: Satisfied

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Comments: Jessica Jacomet Unknown 2/11/2020 10:13:06AM

I submitted refund request in Service Cloud. Case [redacted].

Jessica Jacomet Unknown 2/11/2020 9:56:46AM

Rec'd email from consumer. She included photos of disabled Sirona child restraint. Consumer said she cannot locate the purchase receipt. I replied to consumer's email and told her without a receipt, refund amount will be $330.00 (based on Cybex.com price). I told consumer I submitted her request for processing and that her refund check should be mailed to her on 2/21.

Carol Groff Unknown 2/10/2020 8:12:22AM

[redacted]: This report was reviewed contemporaneously with receipt under 16 CFR 1117.3. The available information does not suggest that a reportable event has occurred. While the child was able to access a small piece of foam under the seat pad, she was not injured, did not cease breathing and did not require medical attention. The accessibility of the foam was addressed in August 2018 by adding reinforced tape to certain areas around the perimeter of the pad, so that children could not access under the pad. That change was made after the date of manufacture for this seat.

Jessica Jacomet Unknown 2/4/2020 11:10:46AM

I sent an email to consumer and told her refund offer will expire on 2/18/2020.

Jessica Jacomet Unknown 1/28/2020 1:00:04PM

I sent [redacted] an email through SmarterTrack. I included offer details and S&T instructions. I asked her to reply with her purchase receipt so that I can refund her the correct amount. Consumer had asked about another model of Sirona child restraint with rotating seat and when it would be available. I provided her with this information.

Jessica Jacomet Unknown 1/28/2020 11:54:46AM

I called [redacted] Since we do not have another Cybex child restraint with a different headrest cover/foam design, I offered to refund consumer her mother's purchase price. I told consumer she will want to get the purchase receipt from her mother and email it to me so that we can refund her the correct amount. I told consumer I would send her an email with further information.

Jessica Jacomet Unknown 1/28/2020 9:22:54AM

ELECTRONIC PHOTOS ON FILE

General

Comments:

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INFORMATION

[redacted]

[redacted]

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