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: 07/20/2020
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 07/20/2020
Initial Contact By: Phone

Comments: Jessica Jacomet Unknowı 7/20/2020 2:37:18PM
Rec'd voicemail message from consumer regarding her son accessing the foam on his car seat.
(No other details provided.)

Product Information

Model: Sirona M SensorSafe
Model Number: 518002153
DOM: 12/01/2017
Category: Car Seats
Car Seat Mode: Auto Incident

Purchased On: 12/20/2018 **at:** Walmart **for:** $282.05
Related What: Foam **How:** Potential Small Part
Alleged Malfunction: Child accessed car seat foam and had it in his mouth.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 07/20/2020
Return Received: Yes **on:** 08/12/2020
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: 18 pounds
8.17 kg
Gender: M

Injuries
Primary Injury Mouth - Gagging
Secondary Injury Mouth - Coughing
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 7/20/2020 3:41:17PM
No medical attention sought. Child is 2 ½ years old. Consumer said as she was driving she heard her son coughing and gagging. She pulled over to check on him and found the foam in his mouth. Child did not cease breathing nor did he pass any foam pieces.

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
How long has product been used since purchase?	16 mos.
Any problems prior to or since this incident? Describe 'Yes'	No

Comments:

Product Test

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

Comments:

Actions

Replace; Swatch & Tag **Custom Letter:** Ye **Printed:** 07/20/2020 **by:** Unknown, Je ica Jacomet
Addressee: [redacted]

Product Sent
Product: **Order No:** **Shipped:**
Ship Comment: FedEx tracking # [redacted]
Misc. Sent: [redacted]

518002153 Sirona M SensorSafe (Pepper Black) **Qty:** 1

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 07/20/2020 **by:** Unknown, Jessica Jacomet
Addressee:

Overall Customer Satisfaction: Satisfied

Comments: Jessica Jacomet Unknown 8/14/2020 4:11:05PM

I emailed FedEx tracking number to consumer.

Jessica Jacomet Unknown 8/14/2020 4:10:55PM

Rec'd voicemail message and email from consumer. I called [redacted] back. She said she would email me a photo of the seat cover cut in half once she gets home. She asked when she would receive her new car seat. I told her it was delivered to her on 7/28/2020. I told [redacted] I would email her the tracking number.

Jessica Jacomet Unknown 8/12/2020 8:55:00AM

Rec'd email from consumer. She included photo of harness cut in half and crotch bucle strap cut in half. There was no photo of the seat cover cut in half. I replied to her email and thanked her for the photos. I asked her to email me a photo showing seat cover has been cut in half.

Jessica Jacomet Unknown 8/10/2020 4:31:50PM

Rec'd email from consumer. She said she is away on a trip and that when she returns she will email the photo. I replied to her email and thanked her for letting us know.

Jessica Jacomet Unknown 8/10/2020 8:37:03AM

I emailed consumer Follow Up on Non-Return of Product form letter. I removed the part about FedEx since consumer was supposed to email disablement photo of original product.

Carol Groff Unknown 7/31/2020 11:10:46AM

[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, child 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 7/20/2020 4:01:50PM

I sent consumer an email through SmarterTrack. I customized letter to reflect Cybex and by including disablement instructions for original Sirona.

Jessica Jacomet Unknown 7/20/2020 3:40:31PM

ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 7/20/2020 3:40:18PM

I called [redacted] back. [redacted] said child had a piece of the headrest foam in his mouth. [redacted] said she sent an email to Cybex and included her purchase receipt and photos of broken foam. (I did find the email with the photos and receipt.) I told [redacted] that I would ship her a new Sirona seat with new designed headrest. I told [redacted] I would send her an email with instructions to disable original Sirona seat.

General

Comments:

EXHIBIT B. REQUEST NO. 2 DATA

CONTAINS CONFIDENTIAL BUSINESS INFORMATION




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