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: 09/01/2020
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name:
Address:
Home:
Other:
Email:
[redacted]
Work:
Fax:
Contact Date: 09/16/2020
Initial Contact By: Email

Comments: Jessica Jacomet Unknowı 9/16/2020 9:15:41AM
Consumer emailed PL on 9/13 regarding her Cybex car seat. Consumer said she didn't knowthe headrest had styrofoam and that daughter found it and "is now ingesting" the foam. PL forwarded email to me on 9/16.

Product Information

Model: Sirona M SensorSafe
Model Number: 518002145
DOM: 08/01/2018
Category: Car Seats
Car Seat Mode: Auto Incident

Purchased On: summer 2019 **at:** Amazon.com **for:**
Related What: Foam **How:** Potential Small Part
Alleged Malfunction: Child accessed head rest foam and had it on her lips.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 09/17/2020
Return Received: Yes **on:** 09/21/2020
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: 32 inches / 81.28 cm
Weight: 22 pounds / 9.99 kg
Gender: F

Injuries
Primary Injury Mouth - Ingestion, Possible
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 9/17/2020 2:57:10PM
No medical attention sought. Date of incident is an estimate. Consumer said incident occurred about two weeks ago. Consumer said she heard her daughter gagging, she checked on her daughter, and found foam on lips. Consumer said child did not pass any of the foam and that she doesn't know if she ingested it. Child is "almost 2 years 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?	since summer of 2019
Any problems prior to or since this incident? Describe 'Yes'	No

Comments:

Product Test

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

Comments:

Actions

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 09/17/2020 **by:** Unknown, Jessica Jacomet
Addressee:

Replace; Swatch & Tag **Custom Letter:** Yes **Printed:** 09/17/2020 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

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

518002145 Sirona M w/Sensorsafe 2.0 (lavastone bla **Qty:** 1

Acknowledge; Need Info **Custom Letter:** Yes **Printed:** 09/16/2020 **by:** Unknown, Jessica Jacomet
Addressee:

Overall Customer Satisfaction: Satisfied

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

Comments:

Jessica Jacomet Unknown 12/10/2020 12:54:21PM

Rec'd email from consumer. She included attachements which were duplicate photos of what she already emailed to me.

Jessica Jacomet Unknown 9/21/2020 11:27:16AM

Rec'd email from consumer. She included photos of disabled Sirona. I replied to her email and thanked her for the photos.

Carol Groff Unknown 9/18/2020 10:17:04AM

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 9/17/2020 3:11:55PM

I sent consumer an email in SmarterTrack. I customized the letter to reflect new Sirona (Lavastone Black) being shipped to her and told her how to disabled original Sirona.

Jessica Jacomet Unknown 9/17/2020 2:54:33PM

Rec'd voicemail message from [redacted] She called at 12:50 p.m. I called her back. I told her I would ship her a new seat and that it will resolve her issue with the headfoam. I told consumer I would send her an email confirming the order and include disablement instructions for original seat. Consumer mentioned tape she added to headrest and concern she had doing that. I advised consumer against adding the tape because it has not been tested with her seat by Cybex. Consumer said she stopped using the car seat and has one from her other vehicle that she is using in the meantime.

Jessica Jacomet Unknown 9/17/2020 8:34:27AM

I sent consumer an email this morning letting her know I call her late yesterday afternoon. I told her I had to leave a message for her. I asked her to let me know what time today or tomorrow to call her during my office hours. I told her I would be unavailable today between 12:45 pm and 4:15 pm (due to training).

Jessica Jacomet Unknown 9/16/2020 4:38:21PM

Rec'd email from consumer. She provided her telephone number and said she cannot send us photos of the damage because it has taken her over a week to find the correct email address for our customer service. Consumer said she "took it upon ourselves to tape it with packing tape. I called consumer back but had to leave a voicemail message with my contact information. I asked consumer to have the article number and DOM from seat when calling back and told her where model number is located on the seat.

Jessica Jacomet Unknown 9/16/2020 9:22:40AM

Consumer did not include a telephone number in her email. I sent consumer an email through SmarterTrack. I customized the letter by asking her to provide me with her telephon number so that I can call her to obtain additional information regarding incident. I asked her what day and time during my office hours would be best to call her. I also asked that she email me clear photographs showing an overall view of the foam that her daughter found.

General

Comments:

EXHIBIT B. REQUEST NO. 2 DATA



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