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: 10/11/2020
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 10/13/2020
Initial Contact By: Phone

Comments: Jessica Jacomet Unknowı 10/13/2020 1:42:12PM
Rec'd voicemail message from consumer regarding son accessing foam on car seat. Consumer said she "heard some choking" and found a large piece of foam in his mouth.

Product Information

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

Purchased On: 2/2019 **at:** Amazon **for:**
Related What: Foam **How:** Potential Small Part
Alleged Malfunction: Child accessed headrest foam.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 10/13/2020
Return Received: **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 - Gagging
Secondary Injury Mouth - Coughing
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 10/13/2020 2:10:50PM
No medical attention sought. Consumer did not know child's height and weight. Consumer said child was gagging and coughing. When her husband checked on him, he found foam in child's mouth. Child has not passed any of the foam in his diaper and did not cease breathing when the incident occurred.
Jessica Jacomet Unknown 10/13/2020 1:44:08PM
Child is 16 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?	6 mos.
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:** 10/15/2020 **by:** Unknown, Jessica Jacomet
Addressee:

Replace; Swatch & Tag **Custom Letter:** Yes **Printed:** 10/13/2020 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

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

518002153 Siron w/SensorSafe (Pepper Black) **Qty:** 1

Overall Customer Satisfaction: Satisfied

Comments:

Jessica Jacomet Unknown 11/9/2020 9:54:51AM
I sent another email to consumer asking for disablement photo of original Sirona child restraint. I advi ed her the originla Sirona child re traint mu t be di continued from u e ince he reported an issue with the headrest foam.

Jessica Jacomet Unknown 10/30/2020 12:00:47PM
I sent consumer an email through SmartTrack asking for disablement photo of original Sirona M since she rec'd new Sirona M on 10/16.

Carol Groff Unknown 10/19/2020 2:13:16PM
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 10/13/2020 2:31:28PM
I sent consumer an email through SmarterTrack. I customized the letter by including disablement instructions for original seat.

Jessica Jacomet Unknown 10/13/2020 2:10:33PM
I called consumer back. Consumer stated she already discontinued use of the seat. I offered to ship consumer a new Sirona that will resolve the issue. I told consumer I would send her an email with further information.

General

Comments: