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: 02/12/2021
PC Rep: Jessica Jacomet Unknown

Primary Contact

Name: [redacted]
Address:
Home:
Other:
Email:
Work:
Fax:
Contact Date: 02/16/2021
Initial Contact By: Phone

Comments: Jessica Jacomet Unknowı 2/16/2021 1:22:42PM
Rec'd voicemail message from consumer regarding her two "Sirona M" car seats. Consumer said daughter has pulled the foam from the headrest on one of the seats. Consumer said child threw up and that she "is not sure if it was from the Styrofoam" but is "assuming it was."

Product Information

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

Purchased On: 9/2019 **at:** Rec'd As Shower Gift **for:**
Related What: Foam **How:** Potential Small Part
Alleged Malfunction: Child accessed headrest foam.
Unrelated What: **How:**

Return Requested: Yes **Parts or Swatch:** **on:** 02/16/2021
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: 32 inches 81.28 cm **Weight:** 23 pounds 10.44 kg
Gender: F

Injuries
Primary Injury Mouth - Gagging
Secondary Injury Mouth - Vomiting
Treated By Doctor: **Medical Expenses:** **Medicals Requested:**
Comments: Jessica Jacomet Unknown 2/16/2021 3:52:28PM
Child did not cease breathing for any period of time when incident occurred.
Jessica Jacomet Unknown 2/16/2021 1 42 05PM
Child is 14 mos. old. No medical attention sought. Consumer said daughter was gagging and then vomited. Consumer said she found a piece of the foam in the vomit and "assumes" the foam is what caused her to gag and get sick.

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?	4 mos.

Comments: Jessica Jacomet Unknown 2/16/2021 1:42:25PM

Consumer said she has removed the headrest cover before. She said the snaps on the headrest were fastened. Consumer said she noticed her daughter sticking her finger under the headrest fabric prior to incident but she had never picked at the foam until day of incident.

Product Test

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

Comments:

Actions

Incident Report Cover Sheet **Custom Letter:** No **Printed:** 02/16/2021 **by:** Unknown, Jessica Jacomet
Addressee:

Replace; Swatch & Tag **Custom Letter:** Yes **Printed:** 02/16/2021 **by:** Unknown, Jessica Jacomet
Addressee: [redacted]

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

518002145 Sirona M **Qty** 1

Overall Customer Satisfaction: Satisfied

EXHIBIT B. REQUEST NO. 2 DATA

Comments:

Jessica Jacomet Unknown 2/26/2021 1:32:37PM

CONTAINS CONFIDENTIAL BUSINESS INFORMATION

ELECTRONIC LETTER ON FILE

Jessica Jacomet Unknown 2/26/2021 1:32:29PM

Consumer included letter with returned foam reiterating what she previously said about the headrest foam.

Jessica Jacomet Unknown 2/26/2021 11:32:58AM

According to inspector, Received 2/26/2021. Two pieces of head foam right and left sides .

Jessica Jacomet Unknown 2/26/2021 11:32:31AM

Rec'd email from consumer. She included photo showing disabled seats side by side. I replied to her email and thanked her for the photo.

Jessica Jacomet Unknown 2/24/2021 11 12 05AM

Rec'd email from consumer. She emailed same disablement photos as before. I asked her to email me a photograph showing an overall view of disabled seats side by side. (They are both black and I do not know if photos are of one seat or both seats.)

Jessica Jacomet Unknown 2/24/2021 9:39:18AM

FedEx tracking number for foam consumer is returning is [redacted] I emailed the return shipping label to consumer and included return instructions. I also reminded her to email disablement photo of original Sirona used in babysitter's car.

Jessica Jacomet Unknown 2/24/2021 9:38:25AM

ADDITIONAL PHOTOS ADDED TO ELECTRONIC FOLDER

Jessica Jacomet Unknown 2/24/2021 9:38:06AM

Rec'd email from consumer. She said the FedEx shipping label was fine and she also emailed disablement photos of model 518002145.

Jessica Jacomet Unknown 2/23/2021 3:58:46PM

Rec'd email from consumer. She asked if I could email her a prepaid UPS label to return the two original headrest foam pieces for our review. She feels the tape should cover more of the bottom of the headrest foam. I replied back and told her I could email her a FedEx return label that she can print. I told her she can put the foam pieces in a box for return. I asked her to confirm if she would like me to email her the FedEx return shipping label.

Jessica Jacomet Unknown 2/23/2021 1:43:15PM

I called consumer back and went over headrest on new seat. Consumer thanked me for calling her and explaining it to her. She said she will email disablement photos of original seats to me.

Jessica Jacomet Unknown 2/23/2021 1:24:53PM

Consumer provided me with DOM from new seat. 12/2018.

Jessica Jacomet Unknown 2/23/2021 12:40:54PM

ADDITIONAL PHOTOS ON FILE

Jessica Jacomet Unknown 2/23/2021 12:40:47PM

Rec'd email from consumer with seats side by side, front back and back view. Seats headrest tape on new seat is different than original seat in the photograph of the seats side by side . I replied to consumer's email asking her for DOM of new seat from photograph.

Jessica Jacomet Unknown 2/23/2021 12:39:37PM

ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 2/23/2021 11:58:03AM

Rec'd photos from consumer. I am unable to determine which seat is the new one and which is the original one. I replied to consumer's email and asked her for photographs showing an overall front and back view of both seats side by side with the headrest covers off .

Jessica Jacomet Unknown 2/23/2021 11:30:40AM

Rec'd voicemail message from consumer regarding her new seats. Consumer said she has only opened one so far and that with new seat child will still be able to pick at the foam. I asked consumer to remove headrest cover on both old seat and new seat and email me photos of the two side by side showing the exposed headrest foam and tape.

Jessica Jacomet Unknown 2/18/2021 11:27:08AM

I sent consumer an email letting her know a second order has been placed for a new Sirona m (same fashion) to be shipped to her. I reminded her how to disable the seats and that when she emails me a photo of the disabled seats to have them sitting side by side in the photo.

Jessica Jacomet Unknown 2/18/2021 11:22:18AM

SC order placed for Sirona M (model # 518002153). [redacted]

Jessica Jacomet Unknown 2/18/2021 11:18:24AM

Consumer has two Sirona M child restraints though she has not had an issue with the child restraint in the babysitter's vehicle I am replacing this child restraint because it does not have the additional tape that was added to the headrest foam.

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

Jessica Jacomet Unknown 2/18/2021 8:53:56AM

ELECTRONIC PHOTOS ON FILE

Jessica Jacomet Unknown 2/18/2021 8:53:37AM

Rec'd email from consumer. She provided article number and DOM from second seat. Article # 518002153 and DOM 1/2018.

Carol Groff Unknown 2/16/2021 4:06:49PM

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 2/16/2021 3:51:59PM

I called consumer to make sure she got my email. She said she did. She said she would have the other car seat information tomorrow evening and then would email it to me.

Jessica Jacomet Unknown 2/16/2021 2:12:29PM

I sent consumer an email through SmarterTrack. I customized the letter to reflect Cybex and new Sirona M being shipped to consumer. I also included disablement instructions for original seat.

Jessica Jacomet Unknown 2/16/2021 1:40:35PM

I called consumer back. I offered to ship her a new Sirona child restraint and told her I will send her an email with disablement instructions for the original seat. Consumer said she will get the model number and DOM of the second seat (seat is used in babysitter's car). Consumer said the seat that the babysitter uses was just purchased a couple of months ago. Consumer said she hasn't had an issue with this seat. I told consumer if the headrest is the same design as the seat she had an issue with that I will replace babysitter's seat also.

General

Comments:

EPIC SYSTEM 2/26/2021 11 00 45AM

Product inspection performed in EPIC system.

EXHIBIT B. REQUEST NO. 2 DATA

CONTAINS CONFIDENTIAL BUSINESS INFORMATION



EXHIBIT B. REQUEST NO. 2 DATA

