INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

[redacted]

[redacted]yApr 21 04:52 pm

Hi Emma. I just registered 1 of the 2 Knox car seats. I will do the 2nd one later.

Here's some background info. My twins are [redacted]. Not sure on height but they are average 45th percentile.
Need them to install in my 2001 Honda Odyssey, 3rd row via seat belt installation. 3rd row does not have latch option. One on far right and one on far left.

Main problem is that it does not get secure enough. We pull the tension tight enough to get the green signal. Lock it into place. The seat belt is pulled and locked up. All looks good but if pushed on in the slightest it will fall over. I can't seem to figure out the problem. When you move the car seat you can see that the shoulder belt doesn't move from the top lock piece but it just slides through the lap belt piece.
We also tried this seat in my husbands 2010 Kia Soul and have the exact same issue.

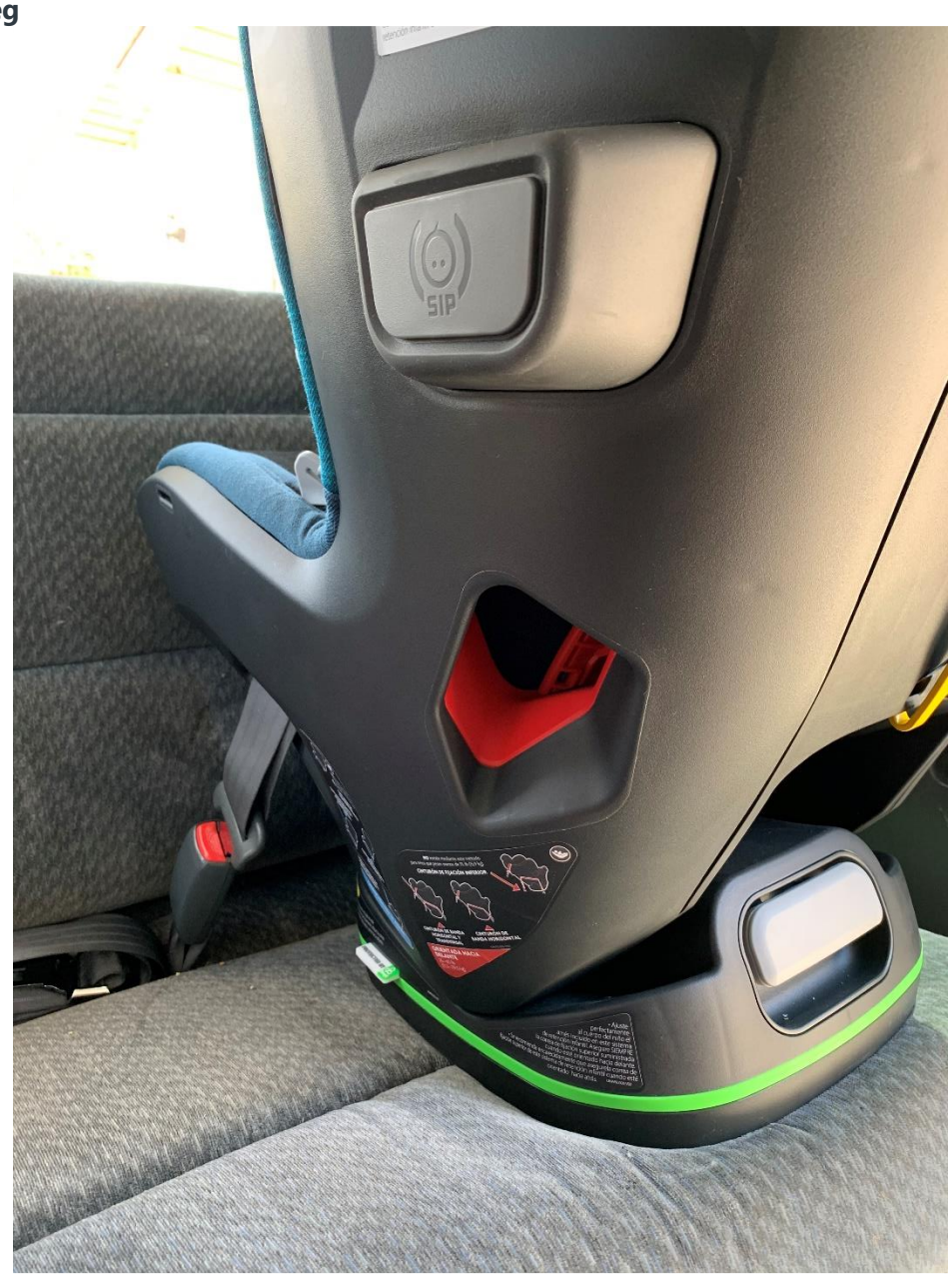
My husband and I have both tried for hours to get these seats to install correctly. We've owned many convertible car seats over the years and we were so excited to upgrade to these new seats. I'm really hopeful you guys can help us figure this out.

Thank you,
[redacted]

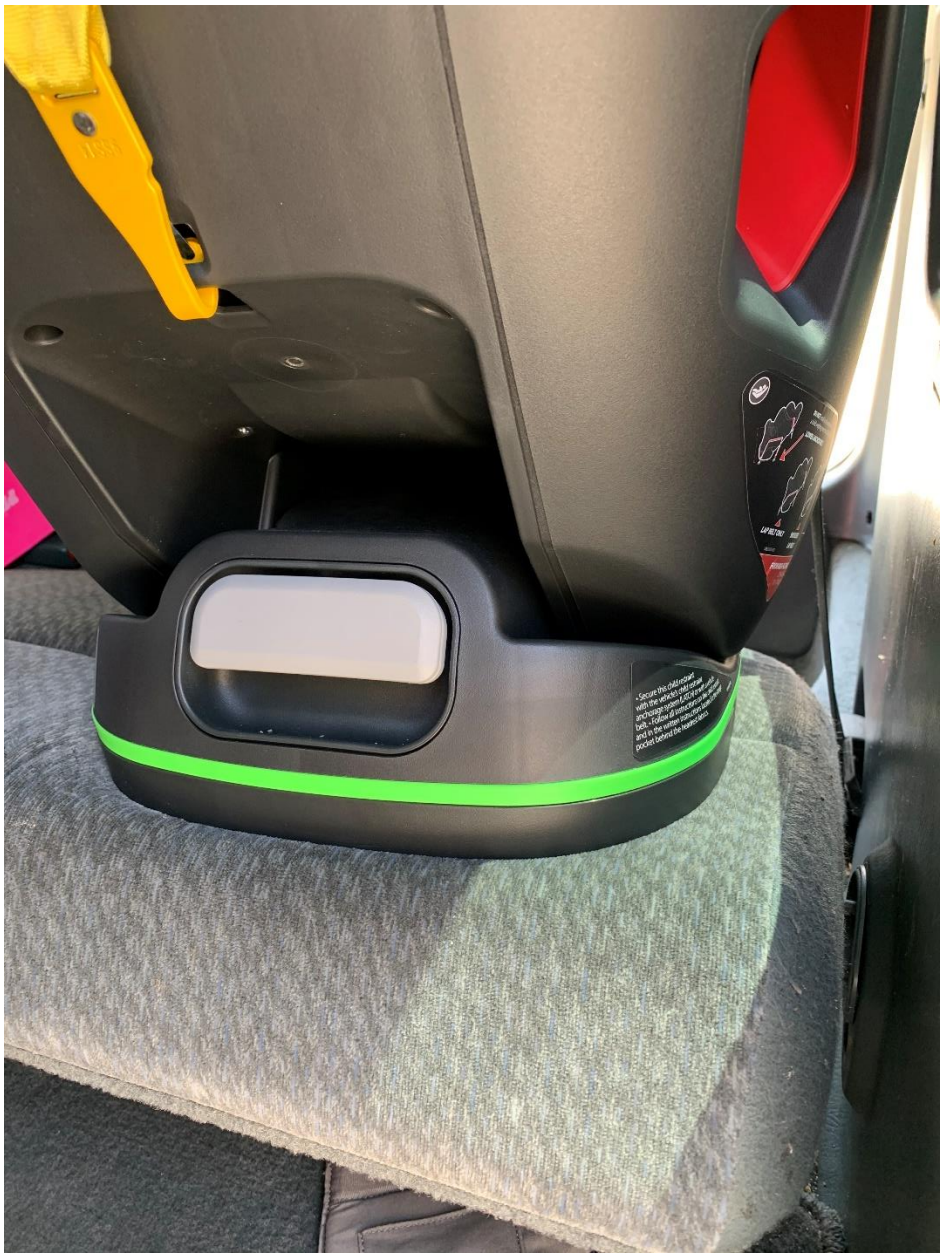
image0.jpeg

/ADVERT
facing child
th air bag
INJURY
fest place
NO colo
de niños
el asien
Puede p
GRAVE
La ham
lugar
de-12
MADE IN CHINA
DEC 2019
MANUFACTURED DATE
MA 02370, USA
276 Wyman Street, Rockland,
MADE BY
EXCEPT BY THE CONSUM
REAR-FACING
INSTALLATION
INSTALACIÓN
ORIENTADA
HACIA ATRÁS
CINTURÓN DE
BANDA HORIZONTAL

image1.jpeg



age2.jpeg



Emma Crosby Apr 23 03:06 pm(assign)

Hello [redacted]

Thank you for the information and videos--super helpful!

Whenever you check the tightness of the car seat installation you want to check it specifically at the belt path. That's what the car seat industry calls the route the seat belt takes through your child's car seat, Belt path would also apply to the route the latches take through your child's seat to the LATCH lower anchors and tether clip.

Since the KNOX is tall, if you shake the top of the seat to check the installation it will loosen the

install--like the difference between checking a metal nut with your hand vs checking it with a wrench.

At each step of passing the seat belt through different parts of the KNOX I always pull the slack in the direction of the belt path to get the most slack out of it. For example, when you're trying to get the indicator to turn green I stand outside of the car and pull the shoulder portion of the seat belt out and down while someone else is pushing their weight into the car seat and then lock off the shoulder belt under the clip. Then when feeding the shoulder belt slack back up into the tensioner (the mounted bracket that holds your shoulder belt in your car) I keep pulling the belt up and feeding it into the tensioner until I can't get it to ratchet any further.

I have included a cheat sheet we made in the office for ourselves. And below that a couple of videos that you may have already seen. But in the second video, look out for the spot where Daniella, our car seat safety advocate, checks the belt path for the tightness of the install (I have marked the spot).

CHEAT SHEET
Rear-facing Installation: *Lap/Shoulder belt*

· Place car seat in rear-facing direction, adjust recline and make sure bottom of car seat has full contact.
· Make sure seat is level, so ball indicator lines up with the weight of the child.
· Remove crotch buckle cover & unzip seat fabric to reveal the BLUE TENSION PLATE.
· Route the lap/shoulder belt up through BLUE BELT PATH.
· Route lap belt **only** behind the BLUE TENSION PLATE and buckle the seat belt.
· Tighten the slack behind the plate.
· Apply pressure and pull slack until indicator goes from RED to GREEN. *Pro tip: push the car seat down and toward seat back.
· Lock the seat belt and then feed shoulder belt into the tensioner. *It's helpful to remember that *the shoulder belt should be under the BLUE TENSION CLIP furthest from the buckle.*
· Attach tether. -Always *recommended. R*oute around the back of the car seat on side furthest from the car door for easy access to the child.

VIDEOS:
UPPAbaby KNOX - Rear-Facing Belt Installation
UPPAbaby KNOX - Rear-Facing Belt Installation with Fit Inlay

- in this second video you can see Daniella check the belt path from minute 1:40-1:57
- Notice how she's checking the tightness but looking for movement at the belt rather than the seat back. It's a little thing, but it makes a big difference.

If you are still having trouble with the install please send me an update video. At that point I can send your information to Daniella for more help.

I look forward to hearing from you!

Sincerely,

Emma

Customer Experience Representative and Trainer | UPPAbaby
781-413-3057
uppababy.com

[redacted] Apr 25 06:18 pm

I appreciate all the tips. My husband and I tried for a long time today and we were finally able to get them installed. Tightly. Checked at the belt path and they are secure. But here lies the problem. If the car seat is touched in the slightest it gets loose. For instance, my[redacted] climbed into the seat and even that applied too much pressure and made the seat get completely lose to the point that it would flip on its side. We reinstalled it. Nice and tight. All was good. This time I personally put my daughter in her seat so she wasn't climbing on it. Just from a small applied pressure of me leaning on the car seat it loosens. And once it loosens it easily is able to slide through again and tip over. We reinstalled again and checked this with no kid. Once it was installed again and all was well, applied a small amount of pressure on the side and it immediately went to red, not green. There's 100% no way I would be able to use these car seats and not be expected to touch them when buckling my kids in. With this problem currently I would have to reinstall the car seat every time i got my kids in and out of the car. It gets that loose.
I will attach a video of my husband installing it so you can see how he has done it. When he's done you will see that he pulls on the sides strictly to show that it looses with a little pressure. This is not the way we typically check. We did check at belt path and yes it's secure, until you touch the seat. Just in a normal day to day way. And again, it goes from a little loose, and once it's loose like that at the end of the video it will be loose enough to flip over on its side.

We did try this in my husbands 2010 Kia Soul as well. So it's not just in my van.

Please help me from here. I'm so stressed out now. I can not afford new seats and there is no way to avoid me touching the seats at all to get my babies in. 😭

[redacted] Apr 29 01:31 pm

Hello there. I'm just checking in to see if you got this email update I had sent on Saturday. We are still lost as what to do next. We really need functioning car seats so I'm hoping there is some more

help or solution you guys may have. I did receive and order confirmation email [redacted]. It does not say what it is for. I also wanted to inquire what this was about.

You can also reach me on the phone if it's quicker and easier to discuss this problem that way. My number is [redacted].

Thank you,

[redacted]