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OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

[redacted]

[redacted]

Mar 26, 11:27 AM MST

Hi B[redacted]

I'm sorry to hear that your UPPAbaby Knox still does not appear to be installing well! Fortunately, this product is under warranty from UPPAbaby, which handles warranty claims for all retailers.

For safety reasons, we cannot accept returns of used or defective items, so UPPAbaby will work with you directly in sending a repair or replacement part at no cost to you. Before processing a warranty claim, UPPAbaby asks that you [redacted] them.

I have copied UPPAbaby's customer service team on this e-mail to start a warranty claim, they will be able to further assist with installation as well as providing latch replacments as it appears you did not receive them originally.

UPPAbaby, I've sent Brooke the Knox manual on how to install the car seat and she took the cars eat to a professional for assistance as well. She is still having difficulties installing the car seat properly at this point.

UPPAbaby, here is the customer's contact information:

[redacted]
[redacted]
Torrance CA [redacted]
United States
[redacted]
[redacted]

Please let us know if you have any more questions after getting in touch with UPPAbaby. Thank you!

[redacted] [redacted]
[redacted]

I'm sorry that you are having difficulty installing the Knox car seat. There is a lot of important information in the owners manual, but we have put together a quick install cheat sheet. I have attached it to this email for you.

Also, let me ask a few questions so I may better assist you.

What is the issue that you are having?
Are you installing rear or forward facing?
Are you installing with the seat belt method or LATCH?
Are you able to send a video or photos of the issue that you are having?

Sincerely,

Danielle

Customer Experience Representative | UPPAbaby
781-413-3062
uppababy.com

[redacted] 26 09:18 pm

Hi Danielle,

My fiancé and I have installed it multiple times, followed videos and the manual. We took it to HCP they installed it and it is still not seeming safe. It wiggles way too much and every turn it adjusts slightly, which scares me because if god forbid anything happen, that seat would go flying.

I am getting extremely frustrated. This is our second seat from you and we had no issues at all installing our first.

We are installing it rear facing, as my daughter is only 11 months old. We are installing it with the seatbelt method, as we never received a latch attachment for the hooks.

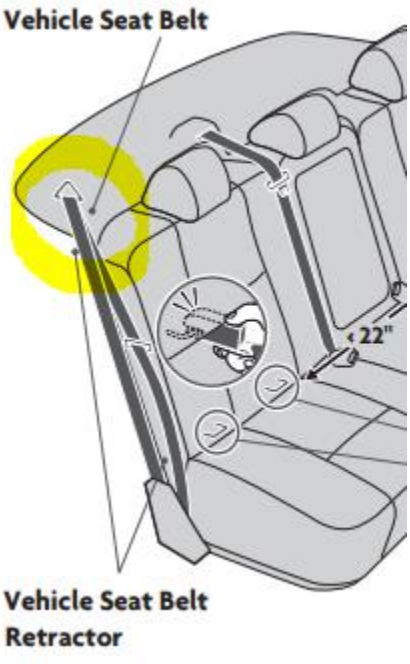
We are able to get it to click green. And the second we let go part of the red shows. My husband is 220 lbs and a body builder so it should not be this difficult to click into green.

Danielle Palzkill Mar 27 10:04 am (assign)

[redacted]
Thank you for taking the time to video your concern. I'm very sorry that you are frustrated. I will be able to help you.

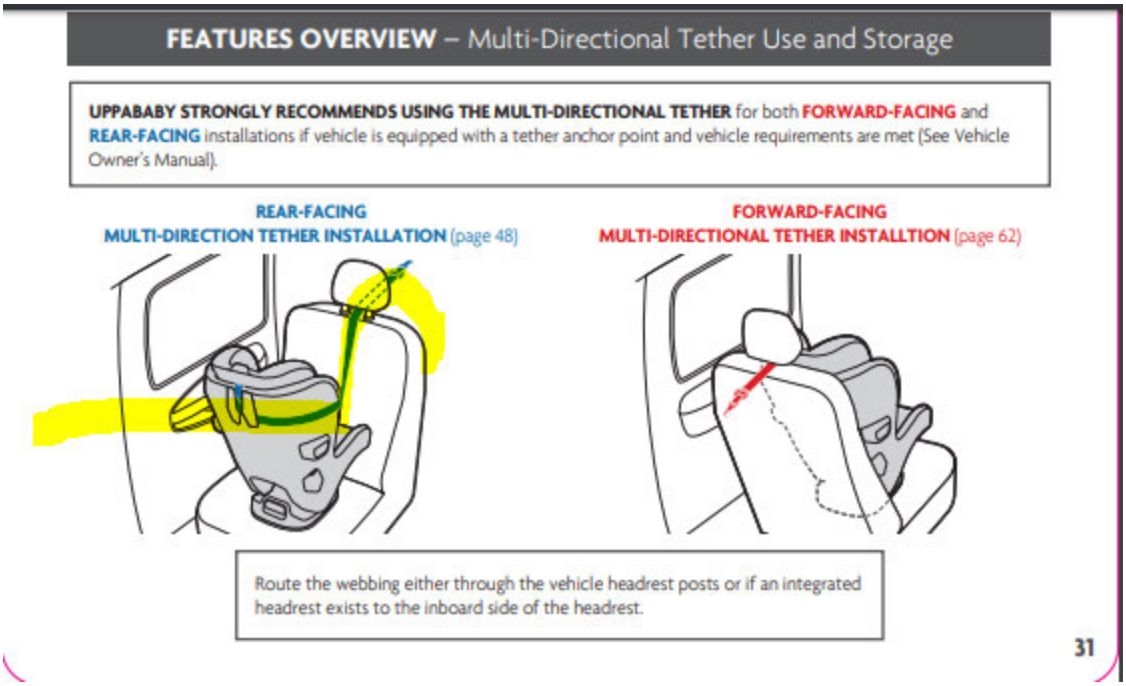
I have a few questions.

- Once you installed the seat and got the tension indicator green, did you lock off the seat belt? You will do this be pulling all of the webbing out of the seat belt retractor and then feeding it back in until it locks.



- When you are checking for the inch or less of movement, you will want to check at the base of the seat. You will not want to rock the seat from the seat back.

- Is the tether harness slid into the slot at the top of the Knox and connected around the seat and clipped behind the vehicle seat that the KNOX is installed on - not the front seat or below the seat?



I will await your reply so we can get this figured out.

Sincerely,

Danielle

Customer Experience Representative | UPPAbaby
781-413-3062
uppababy.com

Brooke Johns Apr 17 01:26 pm

Hey [redacted],

I have tried to install this car seat 100xs. I took it to CHP and they did as well and told me this is extremely unsafe and I should not be driving with my child in this seat. I ordered two of these from Strolleria and I am extremely upset. What do I do at this point? I have tried everything possible and it is not a good design and really doesn't work for us.

Please advise, safety for my child is obviously my number one priority and I have followed directions and so has the CHP officers and does not stay in place. Every single turn the base tilts a little to the side. I am very upset and disappointed.

Thank you.

[redacted]

Jen Stec Apr 17 04:03 pm (assign)
Hi Brooke,

Thank you for reaching back out to us. I am so sorry that you continue to have issues installing your KNOX. I have forward your inquiry to our Car Seat advocate. Her name is Daniella Brown. She will be trying to reach out to you later today.

Sincerely,

Jen Stec

Customer Experience Manager
UPPAbaby
781-413-3017
uppababy.com

[redacted] Apr 28 11:11 am

I am getting extremely frustrated with this whole issue. My husband won't even put this seat in his car because it seems so unsafe. Now with everything going on we are supposed to buy two new seats? I need help with this ASAP please. This is for my daughters safety

[redacted]