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

[redacted]

[redacted] Mar 22 06:29 pm

I just purchased a Knox convertible car seat and after installing the seat following your YouTube video. The seat doesn't seem to be "tight" or locked down. I still can wiggle the seat in a twisting motion. Is there something I'm missing or is the seat secured. Cars I'm trying to install in 2016 BMW X5 and 2016 BMW M3. Any tips would be appreciated

Thanks
[redacted]

[redacted] 23 12:44 pm(assign)
Hello [redacted],

Thank you for contacting UPPAbaby.

I am sorry to hear you are having a problem installing your KNOX in your cars. Just a few questions so we can begin to address this for you. Are you able to tighten it so the indicator is all green? Are you using the lap/shoulder belt or LATCH? I have found it is easier for me to get a tighter install when using the lap/shoulder belt. Also,when checking the tightness, are you grabbing by the belt path to check?

Please send me a video, I am happy to assess and provide help.

Sincerely,

Sherri

Customer Experience
Representative | UPPAbaby

781-875-8051

uppababy.com

[redacted] Mar 23 12:52 pm

[redacted]

thanks for the quick response. I was able to figure out a way to lock it down better. I'm using the seatbelt mounting. We just used it this morning and it was great!

Thanks
[redacted]

[redacted] 23 12:59 pm(assign)
Hi[redacted]

That's great, I am so glad you were able to get it installed tightly.

Enjoy and stay safe in these crazy times!!

Sincerely,

[redacted]

Customer Experience
Representative | UPPAbaby

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DhironakaMar 23 01:01 pm

again thanks for the quick response! Stay safe as well out there!