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

[redacted]

[redacted] 22 10:21 am

I need help with this product. I just purchased it yesterday. I wanted to touch base with uppababy to ensure I'm doing it right otherwise I will return it. The issue lies with a) the fit inlay and b) the part where the harness buckles in. When the fit inlay is on the buckles don't reach the harness to lock. When the fit inlay is removed the sides of the buckles for the harness presses against my child too much. My daughter is 27 months and weights 23.5 lbs. and about 33-34 inches. Is it safe to use the knox without the fit inlay for her? Also is there a way to adjust the length of the buckle at the bottom?

[redacted] 22 10:29 am(assign)
Hello [redacted]

I am sorry to hear you are having trouble adjusting the fit of your car seat. At UPPAbaby safety is our top priority.

Please register your car seat under warranty so we have all your information readily available. You can do so at [redacted], forward the following information so I am better able to assist you in finding the proper fit for your child.

Fit Information:
· Child's height, weight, and age
· Are you using the Fit Inlay?
· Are you installing forward-facing or rear-facing?
· Description of issue with pictures/video
Please make sure that the image is full frame so we can see the car seat face onward and the harness system is visible with no blankets/toys obscuring a view of the harness

Sincerely,

[redacted]

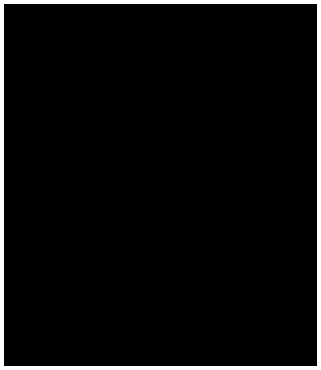
Customer Experience Representative | UPPAbaby
781-875-8144
uppababy.com

[redacted] 22 02:35 pm

Hi [redacted]

I registered. I changed the email address I am communicating with you on. Hence the new email. I attached our previous communication.

Child's height, weight, and age
Height: 33 inches
Weight: 23.2
Age: 27 months (2yr3mo)
· Are you using the Fit Inlay? No because the harness is unable to connect to the buckle due to her height
· Are you installing forward-facing or rear-facing? rear facing
· Description of issue with pictures/video : It seems that it is too tight in her leg area, I'm not sure if the harness is at the right position.



[redacted] 24 08:50 am(assign)
Hello[redacted]

It looks like a perfect fit at this point but if you feel like it is too tight then I would recommend loosening the harness by pressing the silver button in between her feet and then pulling at the harness from behind the chest clip.

Please let me know if this helps.

Sincerely,

[redacted]

Customer Experience Representative | UPPAbaby
781-875-8144
uppababy.com

[redacted] 28 04:41 am

This car seat does not securely fit into the captains chair of the subaru ascent. Even with both the tether and seatbelt being installed properly, the car seat is not stable it is easily moved from side to side. This would not be safe during a crash.

How do I seek a refund? Do I go through uppababy or buybuybaby? There should be a disclaimer that it does not fit in captains chairs. It also did not fit securely in the Honda pilot. I really wanted to love this product as I'm a avid fan of the vista and mesa. This product needs some work.

Please advise.

[redacted]

On Wed, Apr 22, 2020, 1:34 PM Jason and [redacted] wrote:
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[redacted] 28 01:09 pm(assign)
Hello [redacted]

Thank you for contacting UPPAbaby!

As always, we conducted extensive testing and received high performance ratings on all regulatory standards for the KNOX. However, we have discovered that despite secure installation, the KNOX can exhibit lateral movement when in use in the rear facing position. We have not received reports of

injuries, but, given that we are unsure of the potential implications of this movement, we are in the process of retrieving all KNOX seats that are in the marketplace. This is a voluntary effort that we have decided to undertake and is not a recall.

UPPAbaby is taking full responsibility for this retrieval. We'll be providing you with a full refund of your purchase price plus an additional $50 for your inconvenience.

Here's what we are asking you to do:

▪ Please stop using your KNOX car seat immediately. If you continue to use the KNOX car seat you will be doing so at your own risk.

▪ UPPAbaby will overnight you instructions and a short form you will need to fill out, along with a pre-paid FedEx envelope.

▪ Per the instructions, the KNOX harness straps (including the entire buckle) and the completed form are to be sent back to UPPAbaby in the envelope we will provide.

▪ Upon receipt of the straps, buckle and form, UPPAbaby will issue you a refund for yourKNOX, plus $50.

While we are disappointed to have to take this action, we remain committed to providing the best product experience for you and your family. We feel that retrieving, assessing, and improving upon the KNOX is the prudent course of action.

We appreciate and thank you for your cooperation. Please let me know if you have any questions. Thank you.

Sincerely,

[redacted]

Customer Experience Representative | UPPAbaby
781-875-8144
uppababy.com