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

[redacted]

[redacted] 29 11:02 am

We have the Knox convertible seat and trying to install it in our car, and no matter how we try (with latch or seatbelt) and if various positions (middle seat, side seat etc), the carseat seems VERY loose, like it can move around way too much, specifically the base can rotate easily and side to side it moves a lot. Front and back it seems more secure. It is concerning to me how unsecure it seems in the car. The green indicator is showing much it just seems too loose. Can you please assist with how to install this more securely? Thank you

Erin Connolly Mar 30 09:18 am (assign)
Hi S[redacted]

Thank you for contacting UPPAbaby

I am sorry you are having an issue with your KNOX Car Seat install

Please respond to this email with a video documenting the issue and I will be happy to assess the situation further

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

[redacted] am

Hi Erin,
I tried again this morning and having the same issues - first of all, it's very hard to get a completely green indicator and even if I do, once I try and check how sturdy it's in, it moves around a lot and then the window turns half red.

[redacted] 30 11:57 am

Also, the car we've been trying to put it in has leather seats (2015 Honda CRV). That's the main car we use for driving baby around. I just tried it in our other car - a Honda Civic with fabric seats and it's easier to put in and seems more secure. Do you think this has to do with leather seats? And what would we do about that, we don't want to use the civic for driving baby around. Thanks,

[redacted]

Erin Connolly Mar 30 12:56 pm (assign)
Hi [redacted]

[redacted] your video, it was very quick so I was not able to view the whole car seat and install

I just have a few questions if you do not mind answering

- Do you have the car seat rear or forward facing
- Is the lap belt pulled behind the plate (making sure it is not twisted)
- Is the shoulder strap of the seat belt locked into the side closest to the buckle
- When you pull on the car seat near the seat belt path, do you have a tight install?
- is the movement of the car seat coming when you move the back of the car seat side to side?

Once I recieve your response I will be happy to assess the situation further

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

[redacted] 30 01:28 pm

I couldn't send a longer video because the file was too big to email. The seat is rear facing, the belt isn't twisted behind the plate, the shoulder strap is buckled closest to the seat, the install does not feel tight when you pull on the belt path and the seat moves from side to side when checking how tight it is, so much that the indicator is no longer green.

Erin Connolly Mar 30 02:31 pm (assign)
Hi [redacted]

We are working from home so I can not call you from our office. Do you mind if I call you so we can

discuss your KNOX issues. I think emailing is a little difficult to address the issue

If you do not mind me calling you just respond to this email with your phone number and I will give you a call

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

[redacted] 30 02:46 pm

Sure, [redacted] there any way you can text me around then before calling to make sure he's asleep so I can focus on doing the car seat? My number is [redacted]. If you can't text, then you can just try calling around 3:10 or so. Thanks!

[redacted] 30 02:58 pm(assign)
Hi [redacted]

That sounds great !!

Talk to you soon

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

[redacted] 30 03:36 pm(assign)
Hi [redacted]

I Have attahced a PDF of our Rear Facing KNOX instructions below

if this does not help our Car Seat Advocate will be able to face time you and assist you in the install as well

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

Erin Connolly Mar 30 04:03 pm (assign)
Hi [redacted]

Thank you for letting me know you were able to get the car seat a little tighter

as I mentioned Daniella will be in touch to help you resolve any issues you may have with the KNOX

Please let me know if there is anything else I can help you with:)

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

Erin Connolly Mar 30 04:48 pm (assign)
Hi [redacted]

I just heard back from Daniella

She took a look at your video but was unable to assess the install. Can you send a new video so we can assess your install now that you have followed the steps I sent you

I have attached information she sent me below

The tension indicator on the KNOX is an aid to help with install. Based on your cushion angle, the compression of the vehicle seating foam, the temperature outside and how the vehicle lap belt sits under the tensioning plate – these all play a roll in how your tension indicator is triggered. This is why we ask you to check tightness in the belt path because sometimes based on what is explained above, the tension indicator may not get all green but when checking tightness it is a good install. There is a chance that it doesn't turn all green. You should also be looking at the tension indicator from the top side of the car seat so from the HeadRest downward to the seating area.

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

[redacted] 30 05:14 pm

I think we finally got it, it was pretty hard to get the indicator green but it's secure now. Thank you for your help.

Erin Connolly Mar 31 07:12 am (assign)
Hi [redacted]

Thank you for letting me now your KNOX is now installed securely

Please let me know if there is anything else I can help you with

Stay Safe!

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

Erin Connolly Mar 31 02:20 pm (assign)
Hi S[redacted]

Sorry to bother you

Do you mind telling me the age, weight and height of your child that will be using the KNOX Car Seat. If your child is under 25 lbs our you using the KNOX Fit Inlay Accessory?

Safety is always our priority, we would just like to make sure you are getting the correct and safest fit with the KNOX

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

[redacted] 31 02:23 pm

[redacted] under. We haven't put him in the seat yet because we haven't driven anywhere since yesterday. Is there a height limit for the fit inlay? He is a tall baby for his age. Thanks,

[redacted]

Erin Connolly Mar 31 02:37 pm (assign)
Hi[redacted]

Thank you so much!

The KNOX Fit Inlay does not a=have a height requirement only a weight requirement of 14-25 lbs

Please let me know if there is anything else I can help you with :)

Stay Safe

Sincerely,

Erin

Customer Experience Representative | UPPAbaby
781-413-3061
uppababy.com

Sincerely,

Erin