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

[redacted]

[redacted]r 07 12:33 pm

Hi I Bought your new UPPAbaby Knox car seat I'm in love with it!!!!
I'm am having a little trouble with the instal. It is very tight when we in stall it then after driving a little it all of a sudden loosens and is Tipping over a little. I have the seat belt locked. Thank you.

Maria Gore Apr 07 01:28 pm(assign)
Hello[redacted]

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

Please forward the following information so I am better able to assist you with your installation:

Car seat information:
· Serial number
· Model number
· Manufacture date

Install Information:
· Child's height, weight, and age
· Car make, model, and year
· Installation position: center of back seat, behind driver, behind passenger, etc
· Description of issue with pictures/video
. When you say it is tipping over is the seat belt still clicked in?

Thank you and I will be happy to assist as best as possible.

Sincerely,

Maria

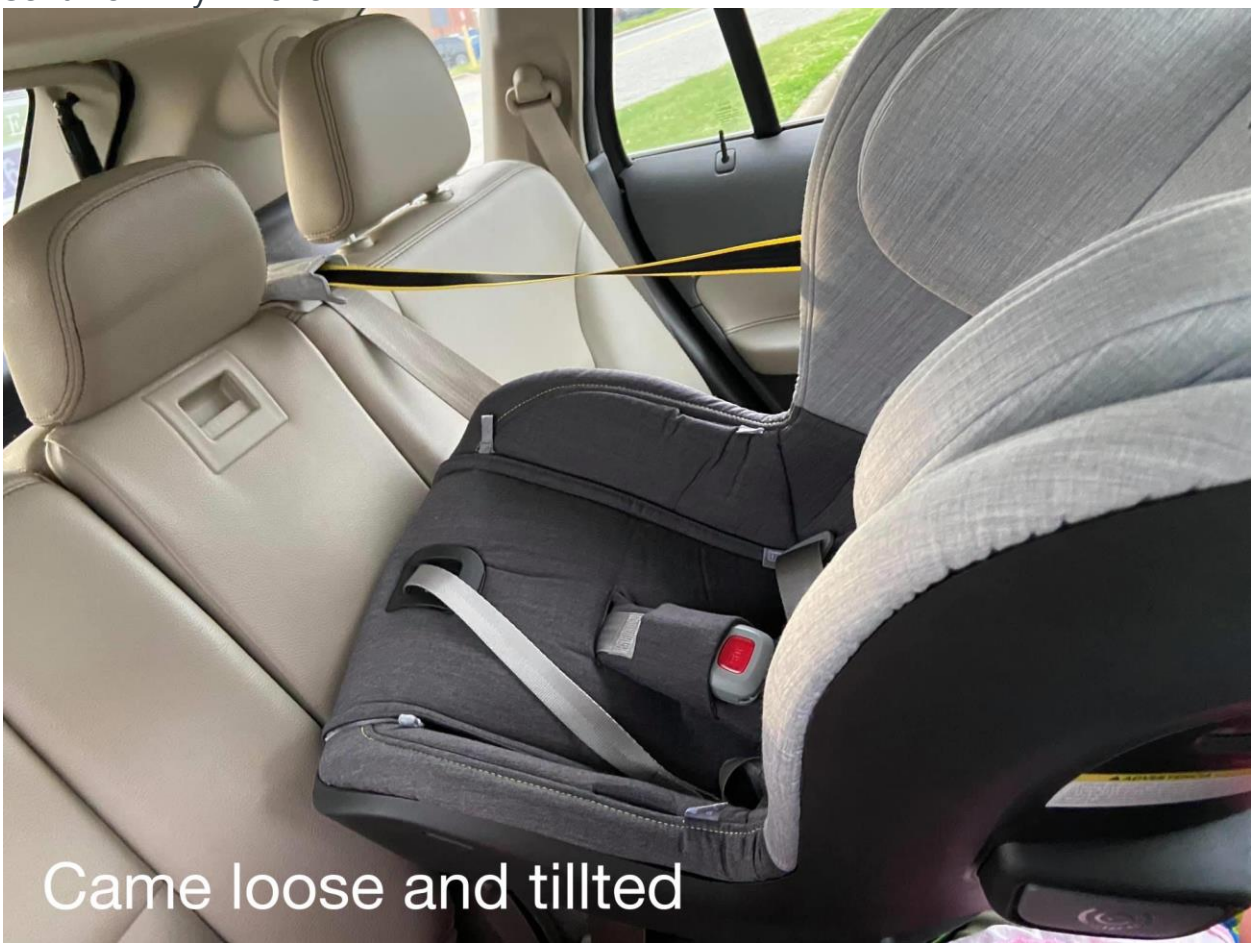
Customer Experience Representative | UPPAbaby
781-413-3073
uppababy.com

[redacted]aApr 07 04:13 pm

Thank you for getting back to me
My daughter is 19 months old

30 pounds about 34 inches tall
Car is a Ford Edge 2013
She’s in the middle

Yes seat belt is clocked in when it begins to tip I attached a photo I have of it kinda tipping but don’t have many I can take more when my husband gets home with the car if needed.
then it starts tipping and it gets all loose then I have to reinstall the seat and the indicator becomes red on the seat once all this happens but starts green and the seat doesn’t move at all at first then we start driving and it gets weird.
It’s really hard to get all the way green also when installing
Sent from my iPhone

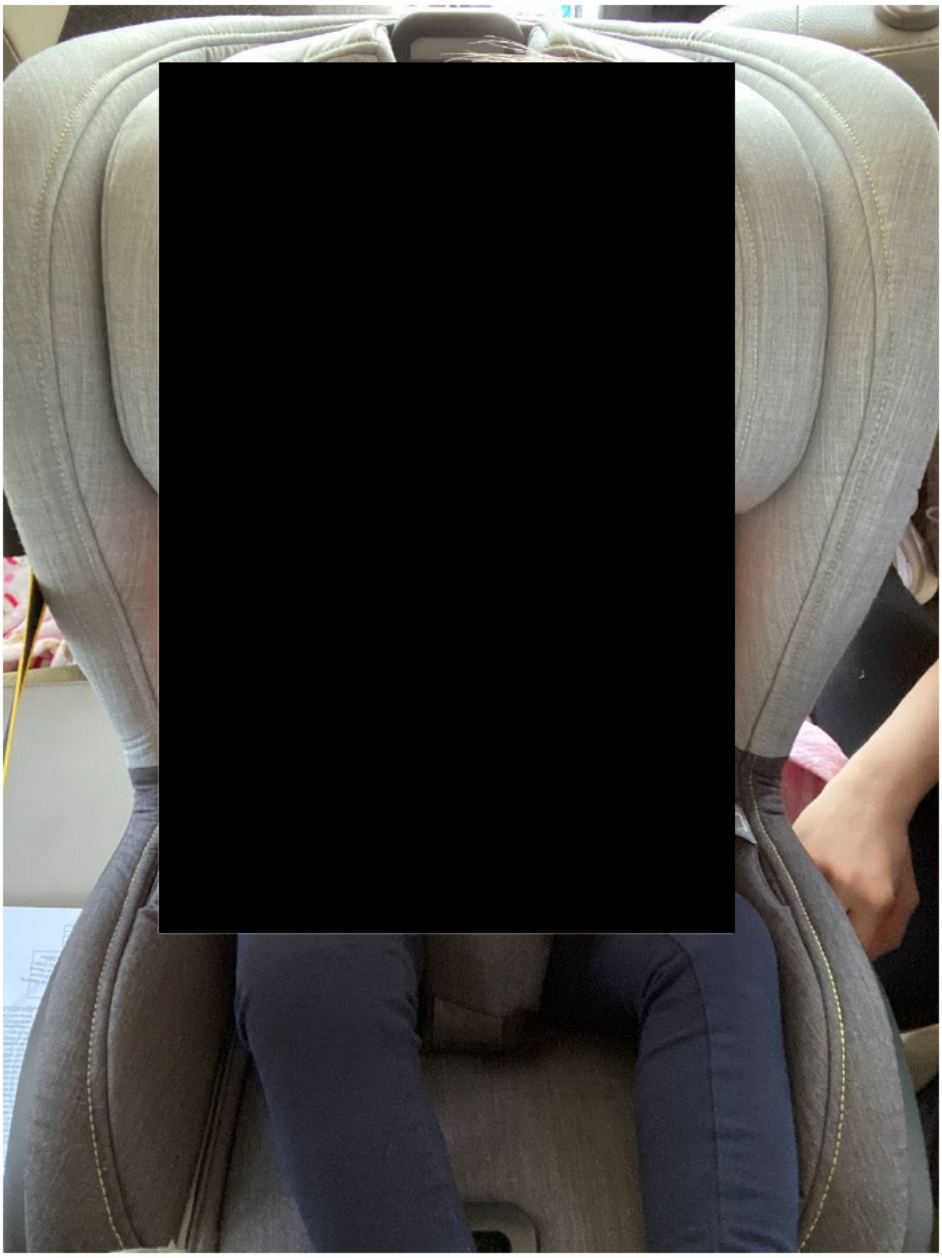


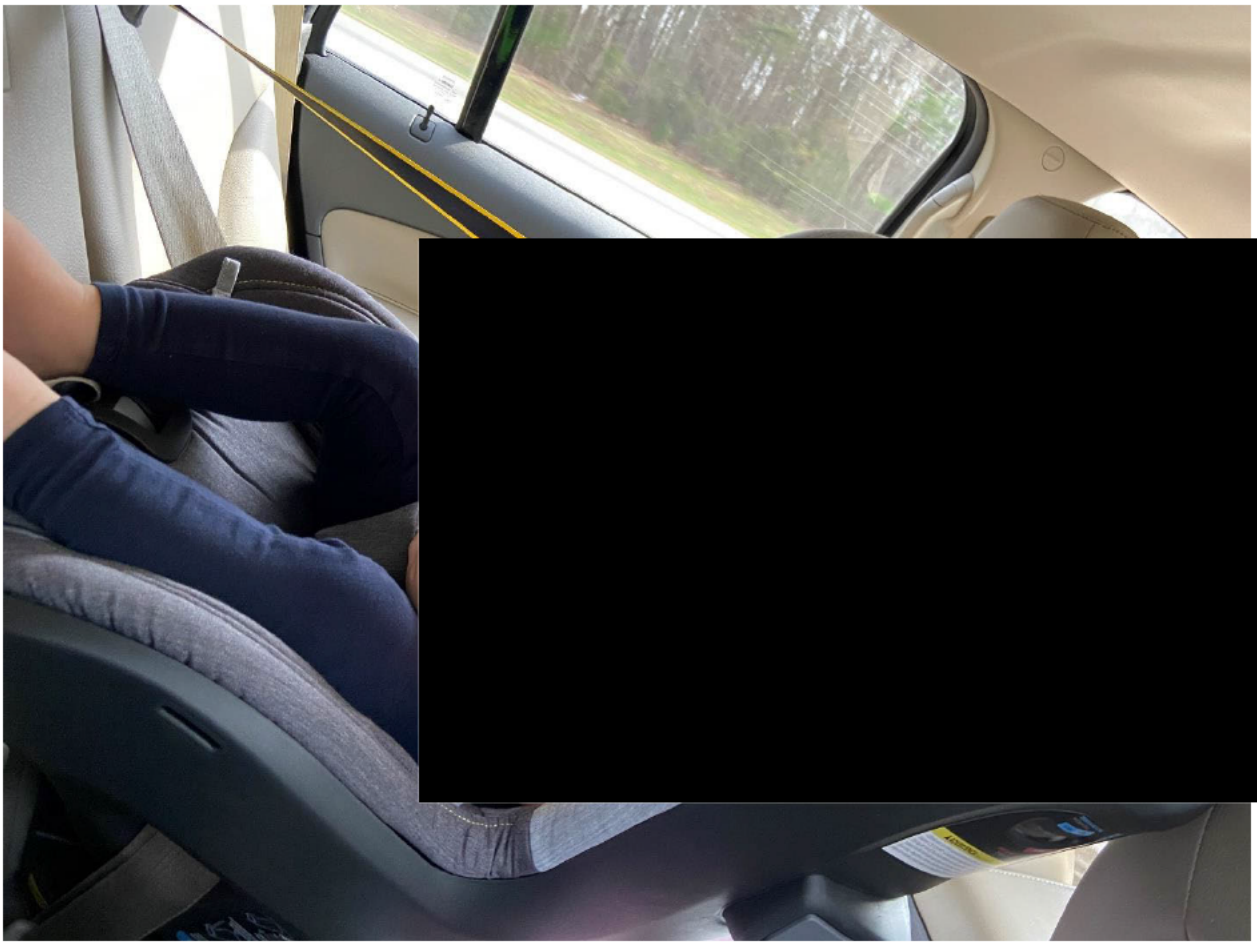

ORIENTADA HACIA ATRÁS
14–45 lbs (6,4–20,4 kg)
25 – 45 lbs
< 25 lbs
25 – 65 lbs
DEBE usar un Cojín de Ajuste < 25 lbs
ORIENTADA HACIA DELANTE
25–65 lbs (11,3–29,5 kg)
ADVERTENCIA Peligro de MUERTE o LESIONES GRAVES.
• Utilícela solo con niños que pesen entre 6,4 y 29,5 kg (de 14 a 65 lb) y que midan como máximo 125,5 cm (49"). • Colóquela orientada hacia atrás cuando el niño pese entre 6,4 y 20,4 kg (de 14 a 45 lb) y hacia delante si el niño pesa entre 11,3 y 29,5 kg (25-65 lb). • SIEMPRE coloque la silla orientada hacia atrás si el niño pesa menos de 11,3 kg (25 lb) O si tiene menos de un año. • Registre su sistema de retención infantil en uppababy.com. • Este sistema de retención infantil cumple todas las normas federales de seguridad automotriz aplicables.






REAR-FACING
INSTALLATION
INSTALACIÓN
ORIENTADA
HACIA ATRÁS







Maria Gore Apr 08 10:31 am(assign)
Hi [redacted] you for sending the information and photos.

We have some follow up questions and video needed so that we can assess what is going on and advise you properly. We are thankful for your help while we work on this with you!

- Please send us a video which shows you getting a tight install
    - with the indicator showing green

- and tightness at the belt path

- When you test for secure movement you want to do it at the belt path, which is the bottom of the seat where the seat belt is attached.
- There will always be movement if you rock or shake the top of the seat as that is not where the connection is.

Please let us know when you are noticing it loosening?

- Is it when touching the seat?
- Is it when moving your child in and out?
- Is it when or while driving?

I will look forward to hearing from you.

Be well

Sincerely,

Maria

Customer Experience Representative | UPPAbaby
781-413-3073
uppababy.com

[redacted] [redacted] pm

Thank you I believe my husband fixed it we haven't gone anywhere yet since but seems to be staying tight while he is driving to work.
I will reach out again if once we drive my daughter around if it becomes loose again.

It is hard to get it all the way green while installing why is that?

Thank you al so much I love this company so much you all are always so helpful!

Sent from my iPhone

Maria Gore Apr 18 09:25 am (assign)

Hi [redacted]

[redacted] message and kind words! It can be hard to get the indicator all green, that can be due to the angle of the vehicle seat, position you have it in in the vehicle or sometimes just the angle that you are looking at it from (above it vs from the side.)

The Knox is designed so that it has multiple points of checking safety. Most importantly you want to check for a proper install by checking tightness at the belt path, not at the top of the car seat. I have included a video link below to help guide you.

Rear-Facing Belt Installation [redacted]

Please reach out if you need further assistance and we will be happy to help.

Be well

Sincerely,

Maria

Customer Experience Representative | UPPAbaby
781-413-3073
uppababy.com

Maria Gore Apr 18 09:44 am (assign)
Hi [redacted]

I forgot to mention that with the Knox depending on the vehicle, the center may not be the best location to get the tightest install. Please consult your vehicle manual to see if the outboard spots are available for install if you would like to try that.

Be well

Sincerely,

Maria

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