Dear UPPAbaby KNOX owner,

We understand that you recently purchased an UPPAbaby KNOX convertible car seat from one of our retail partners. We are emailing to update you on action we are taking regarding an issue we have observed with the KNOX.

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. Please understand that this was an extremely recent development that we were unaware of at the time you made your purchase. We truly apologize for the inconvenience this may cause you. Our retailers carry many other convertible car seats, and we encourage you to consult with your local retailer who can help you choose another seat to purchase.

We are requesting that you work with us directly on the following course of action so that we can expedite your retrieval and refund process. Please understand that our retail partner cannot accept a return and facilitate this on your behalf. If you return your KNOX to a retailer, you will be ineligible for the $50 inconvenience credit.

- 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.

- In 3-5 business days, you will receive a FedEx envelope from UPPAbaby containing instructions and a short form you will need to fill out, along with a pre-paid FedEx return 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 your KNOX, 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 truly appreciate your cooperation and understanding.

Thank you!