Nuna Baby Essentials Inc
70 Thousand Oaks Boulevard, Morgantown, PA 19543

July 18, 2024

Tanya Topka
Director, Office of Defects Investigation
U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

RE: Nuna Baby Essentials, Inc.'s Supplemental Responses to Defect Petition (DP24-003)

Dear Ms. Topka,

On behalf of Nuna Baby Essentials, Inc. ("Nuna"), please find below Nuna's supplemental responses to the information requested pursuant to NHTSA's Defect Petition letter (DP24-003).

NHTSA's Request No. 2:

State the number of each of the following, received by NUNA, or of which NUNA is otherwise aware, which relate to, or may relate to, the alleged defect in the Subject equipment:

a. Consumer complaints, including those from fleet operators.
b. Field reports, including retailer reports;
c. Reports involving a crash, injury or fatality;
d. Property damage claims;
e. Third-party arbitration proceedings, both pending and closed, where NUNA is or was a party to the arbitration; and
f. Lawsuits, both pending and closed, in which NUNA is or was a defendant or codefendant.

For subparts "a" through "f" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same equipment are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f" provide a summary description of the alleged problem and causal and contributing factors and NUNA's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f" identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

Nuna's Supplemental Response to Request No. 2:

[redacted]

NHTSA's Request No. 4:

Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method NUNA used for organizing the documents. Describe in detail the search methods and search criteria used by NUNA to identify the items in response to Request No. 2.

Nuna's Supplemental Response to Request No. 4:

[redacted]

NHTSA's Request No. 5:

State, by model and production year, a total count for all of the following categories of claims, collectively, that have been paid by NUNA to date that relate to, or may relate to, the alleged defect in the subject equipment: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin, customer satisfaction campaign, or similar service action.

Separately, for each such claim, state the following information:

a. NUNA's claim number;
b. Equipment owner, email address and telephone number (please use distinct fields for each data type);
c. Equipment owner street address, city, state (postal abbreviation), and ZIP code (please use distinct fields for each data type);
d. Equipment's Serial Number
e. Equipment's Model Number;
f. Repair date (MM/DD/YYYY);
g. Age of equipment at time of claim (numeric data type in months);

h. Replacement part number(s) and description(s);
i. Concern stated by customer;
j. Cause as stated on the repair order or similar document;
k. Correction as stated on the repair order or similar document; and
l. Additional comments, if any, by technician relating to claim and/or repair.

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA." A pre-formatted data collection file, which provides further details regarding this submission, will be provided to you.

Nuna's Supplemental Response to Request No. 5:

[redacted]

Respectfully submitted,

Steve Gerhart
Product Development Vice President
Nuna Baby Essentials Inc.