

October 13, 2017

To: All Diono Resellers

From: The Diono Management Team

Re: Diono Recall

Dear valued Diono reseller,

As you are aware, NHTSA published a recall involving specific Diono car seats. This is a voluntary recall, limited to a rarely used installation and limited production of our Radian seat platform. The conditions for the recall were identified as a part of our rigorous quality control and continuous product testing, and as a result we have established that our convertible car seats cross into technical non-compliance, but limited to a very specific, and least likely used installation scenario.

The details of the recall are as follows:

Potential Problem:

Diono is a leading designer and manufacturer of Child Safety Seats and other juvenile products. We are committed to improving safety for babies and young children travelling in cars. As a result of our rigorous quality control, and ongoing product testing, we have established that if our convertible child safety seat is installed in vehicles with a **lap-only belt (type 1)** in the back seat, limited to specific use cases our convertible child safety seat crosses into a technical non-compliance. There is a risk of head or chest injury, although no injuries have been reported to date. If our convertible child safety seat is being used with a lap and shoulder safety belt (type 2) or with our Super LATCH system, or top tether the child safety seat is **unaffected**.

Please Note: In September of 2005 a law passed requiring a three-point belt in every back seat for all cars manufactured after 2007 – most vehicle manufacturers complied well before that date.

As a brand and business, we are committed to child safety, and as part of our continued and tireless efforts to provide parents with wonderfully safe products, Diono is undertaking a voluntary recall of certain convertible car seat models – manufactured between November 25th, 2013 and September 5th, 2017. It is illegal under federal law to sell a child restraint that is subject to a recall unless those child restraints have been remedied or repaired. Civil penalties can apply for violations of this law. Therefore, **Diono is asking all resellers to cease selling the affected car seat models listed below effective immediately.**

Diono will follow up with more details regarding availability of new product and instructions on when and how to return affected car seats by the middle of next week, if not sooner.

Allow us to inform you of our response to this recall so far.

We will have remedy kits available to those consumers who need one by the November 22, 2017 date mentioned in the NHTSA recall, or sooner.



We are pleased to report our website offers answers to consumer inquiries: us.diono.com/safety-notice.

Diono also established a recall hotline, **855 215 4951**, to handle consumer phone inquiries.

Thus far, we are addressing inquiries successfully as many consumers learn that they are not affected by this recall.

For the last 18 years, Diono has established itself a leader in the development and betterment of safety and quality within the production and distribution of child safety seats. Diono has an impeccable record. While the non-compliance presents a risk of head or chest injury, to date, no injuries have been reported.

We pride ourselves in providing you the safest and highest quality products for your customers and we are addressing this issue proactively.

We sincerely apologize for the inconvenience. Please rest assured that the entire Diono team is dedicated and focused on ensuring a smooth transition to a resumption of normal business. Should you have any questions, please do not hesitate to contact your Diono sales representative.

Sincerely,

The Diono Management Team

Affected Models

Olympia	30110, 30120
Pacifica	30410, 30420, 30430
Radian R100	16035, 16036, 16038, 16039, 16041, 16605, 16610, 16615, 16620, 16625, 16630, 16631
Radian R120	16050, 16051, 16705, 16730, 16735, 16810, 16812
Radian RXT	16001, 16002, 16003, 16005, 16009, 16010, 16011, 16012, 16013, 16014, 16910, 16915, 16920, 16925, 16930, 16931, 16935, 16940, 16941, 16950, 16960, 16970, 16980, 16986
Rainier	16015, 16016, 16017, 16020, 16022, 16023, 30310, 30320, 30330, 30340, 30350, 30370

Affected Manufacturing Dates: November 25, 2013 to September 5, 2017

