

# Part 573 Safety Recall Report

# 19C-001

**Manufacturer Name :** ForB dba WAYB**Submission Date :** SEP 20, 2019**NHTSA Recall No. :** 19C-001**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : ForB dba WAYB

Address : 99 Pasadena Avenue

Suite 11 South Pasadena CA 91030

Company phone : 888-924-9292

**Population :**

Number of potentially involved : 4,689

Estimated percentage with defect : 100 %

**Child Restraint Information :**

Make 1 : WAYB

Model : Pico

Seat Type : OTHER

Model No. : CSTPI-##-001

Platform Name / No. : NR

Brand Name : NR

**Descriptive Information :** WAYB Pico car seats manufactured between 2/1/19 and 5/12/19 used a 2-pin attachment between the round aluminum tubular headrest frame and the vertical height adjustment tube. Upon receipt of an initial report regarding headrest durability, a design change using a 1-pin construction and reinforcement rods inside of the upper headrest frame tubes was implemented starting 5/23/19 to further secure the round aluminum tubular frame members. The affected product population includes car seats that were manufactured with the 2-pin construction only, which is 4,689 units.

**Production Dates :** FEB 01, 2019 - MAY 12, 2019

## Description of Defect :

Description of the Defect : WAYB has received eleven (11) reports of broken headrests in Pico products manufactured between 2/1/19 and 5/12/19. WAYB's internal investigation found that in some cases, the headrest was reported broken after the car seat had been sent through an airport scanner and in all but one case, the consumer explicitly identified that the product had at some point been used for air travel. It is unclear if the one other consumer used their product in air travel or not. In all of the reported breakage incidents, the breakage resulted in the separation of the headrest from the unit. The failure occurs in the round, aluminum tubular frame member for the upper headrest which connects it to a larger, vertical aluminum height adjustment tube. The round, aluminum tubular frame member can break near the top of the height adjustment tube, resulting in a separation of the headrest and headrest frame from the vertical height adjustment tube.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : WAYB believes that the safety risk related to this issue is very low. If the headrest separates from the product, it is immediately obvious to the consumer that he or she should discontinue use of the product. Prior to the headrest breaking, the product is safe to use. WAYB has had no claims of injury, insurance claims, or lawsuit claims involving this matter.

Description of the Cause : The upper headrest's aluminum tubular frame members in the affected products can break near the top of the vertical aluminum height adjustment tube during abusive handling, transportation of the product, or potentially when the headrest is overloaded during installation or use. There may be a connection between the headrest breakage and handling during air travel as ten of eleven consumers who have reported this issue have explicitly identified that they traveled with the product on an airline, with two of them specifically identifying that the product was broken during the scanning process or found that it was broken immediately after the scanning process.

Identification of Any Warning that can Occur : In some cases, consumers noted that the headrest was loose, causing them to inspect the headrest, at which time it separated from the rest of the product. A loose headrest may indicate that a breakage of at least one of the tubular frame members has occurred. If both tubular frame members in the headrest are broken, pulling up on the headrest will likely lead to a separation of the headrest, making the breakage clear to the consumer.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country: NR

## Chronology :

- 8/29/19 – File 573 report with NHTSA
- 8/23/19 – Decision made to submit 573 report to NHTSA
- 8/22/19 – Internal and third-party testing complete and third-party engineer starts work on creating and implementing a remedy / replacement headrest
- 7/18/19 - Third-party testing begins to identify root cause and test strength of various headrests
- 7/15/19 - Internal testing begins in order to replicate issue, find the root cause of the issue, and test the strength of various headrests
- 7/12/19 – Reviewed customer service records for similar incident reports; found two other instances of a broken headrest
- 7/11/19 – Received second report of a broken headrest
- 5/23/19 – Started implementation of one-pin solution in order to address report
- 5/21/19 – Started researching solution to address report
- 5/20/19 – Received first report of a broken headrest

## Description of Remedy :

**Description of Remedy Program :** WAYB is planning to replace the headrest on the affected products and is currently working to finalize the replacement headrest and user instructions for the remedy program. Work is underway to develop a headrest that is significantly strengthened while also allowing for efficient replacement. WAYB anticipates that this work will be completed and replacement headrests available sometime in October 2019.

**How Remedy Component Differs from Recalled Component :** WAYB, along with its third-party engineer, is currently evaluating multiple options and will provide information on the final proposed design solution and how to distinguish the remedy headrest from the affected headrest once design and verification testing are completed.

**Identify How/When Recall Condition was Corrected in Production :**

The original production of the car seat contained a two-pin attachment between the round aluminum tubular headrest frame and the vertical aluminum height adjustment tube. There was one pin pressed through each of the two sides of the round tubular headrest frame inside of the vertical height adjustment tube. Upon receipt of an initial report regarding headrest durability of the two-pin design, production was changed to a single pin attachment where a single pin was inserted all the way through both sides of the headrest upper frame and the height adjustment tube. The single pin design also incorporates reinforcement rods inside each side of the upper headrest frame member. Replacing the two pins with a single pin and adding the solid rod inserts provides a more robust headrest for the loading that is taking place in the majority of reported incidents. There have not been any reports of breakage related to the single pin headrest at this time.

**Recall Schedule :**

Description of Recall Schedule : WAYB will notify its dealers and distributors to stop sales of affected product in early September. WAYB will notify known owners and dealers at the end of September, and state that a remedy without charge will be available to owners along with the remedy details.

Planned Dealer Notification Date : SEP 30, 2019 - SEP 30, 2019

Planned Owner Notification Date : SEP 30, 2019 - SEP 30, 2019

**Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

\* NR - Not Reported