



Tio Jung
CEO
WAYB
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September 17, 2019

Dear Retail Partner,

I'm reaching out to share an important safety recall notice related to WAYB's Pico Travel Car Seat. Please see the attached notice for required actions and additional information.

A small number of consumers have notified us of breakage of the headrest support tubes during use. While no injuries have been reported and the product meets all Federal Motor Vehicle Safety Standards and FAA Standards, out of an abundance of caution, WAYB has decided to voluntarily recall the affected products.

Safety and customer satisfaction are our top priorities at WAYB. As parents and customers, we take pride in creating high quality products that meet our own demanding standards. We are committed to doing the right thing by continually acting in the best interests of our customers and retail partners.

Thank you for your continued partnership as we work through this issue. Please do not hesitate to call our Head of Wholesale, Ericka Sykes (503-372-6169), with any questions.

We will share further information as soon as we have an update.

Sincerely,

Tio Jung
CEO, WAYB



Safety Recall Notice

Notice to Retail Partners
Pico Travel Car Seat
September 17, 2019

Action Required: We request that you stop sale of all affected Pico car seats and return unsold products to our warehouse. Please contact Ericka Sykes with the number of units to be returned, and we will provide you with a prepaid return label and further instructions. It’s a violation of Federal law to sell or deliver any product covered by this notification to a consumer.

Product: Pico Travel Car Seat

Products Affected: Pico car seats manufactured between 3/1/19 (March 1, 2019) and 5/12/19 (May 12, 2019). Lot Numbers: 18AWB12F2, 19AWB04F1, 19AWB06C1, 19AWB06C2.

Description of the issue: The headrest support tubes can be broken during use.

Risk to motor vehicle safety: As consumers have noticed this breakage and contacted WAYB immediately for assistance or a warranty replacement of their seat, this is a quality related issue and could pose a safety risk.

Consumer Repair: WAYB is proactively working with the National Highway Traffic Safety Administration (NHTSA) on a direct notice to consumers and a remedy which will be announced when approved.

Q: Should I post this notice in my retail store and/or communicate this to consumers?

A: This notice should not be posted or communicated with consumers. Once a remedy and consumer notification have been approved by NHTSA, we will update consumers. We ask that retailers follow the same guidance from NHTSA and do not inform consumers until NHTSA has given the approval.

Q: When should I return the affected units to WAYB?

A: Please remove affected products from retail shelves/inventory, and return them to WAYB as soon as possible.

Q: What UPCs are affected?

A: Please note that all Pico car seats, regardless of date of manufacture, have the same UPCs.

Product	Color	UPC
Pico Car Seat	Jet	810007840000
Pico Car Seat	Ocean	810007840024
Pico Car Seat	Turquoise	810007840048
Pico Car Seat	Earth	810007840062

Q: How should I return affected inventory to WAYB?

A: Please contact Ericka Sykes (503-372-6169) with the number of units to be returned, and we will provide you with a prepaid return label and further instructions.

Q: When will WAYB communicate to consumers about this issue?

A: Our team at WAYB is working closely with NHTSA. We will communicate to consumers when NHTSA approves the remedy and consumer notification.