



IMPORTANT SAFETY RECALL

NHTSA Recall No. 19C001

November 8, 2019

Dear WAYB Pico Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

WAYB has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 WAYB Pico Travel Car Seats.

RECALL PRODUCT IDENTIFICATION – MODELS AFFECTED:

Brand	Model	Model Number	Description	Manufacture Date
WAYB	Pico	CSTPI-JT-001	Jet	All products manufactured between February 1, 2019 (02/01/2019) and August 23, 2019 (08/23/2019)
WAYB	Pico	CSTPI-ER-001	Earth	
WAYB	Pico	CSTPI-OC-001	Ocean	
WAYB	Pico	CSTPI-TU-001	Turquoise	

THE ISSUE:

The headrest support tubes connecting the headrest to the back of the Pico seat have the potential to break as a result of rough handling when the product is transported outside of the vehicle or overloading during installation or use. A broken or separated headrest increases the risk of injury during a crash.

Consumers should check their Pico car seat to verify that the headrest support tubes are intact.

- If the headrest is not cracked or broken, you may continue to use the Pico car seat until you receive the prepaid shipping labels and are ready to ship the Pico back for repair.
- If the support tubes appear to be broken or the pins connecting the headrest to the tubing are not in place, please immediately stop use of the car seat, contact WAYB for prepaid shipping labels, and return the Pico to WAYB for repair.

THE REMEDY:

WAYB will repair the Pico car seat for U.S.- and Puerto Rico-based customers, free of charge, by replacing the headrest component with a new, redesigned headrest.



ACTION REQUIRED:

Owners should send their complete Pico car seat to one of WAYB's repair facilities via FedEx shipment. WAYB will pay for the two-way shipping and the repair at no cost to the consumer. Please follow the steps outlined below.

To initiate the repair, consumers must take the following actions:

- 1) Please go to www.wayb.com/repair to submit your information. WAYB will email you two prepaid shipping labels: one to ship your Pico to a repair facility and another to ship your repaired Pico back to you.
- 2) Pack the Pico car seat in a shipping box with any necessary packaging materials to protect the car seat during shipment.
- 3) Tape the prepaid RETURN label to the outside of the box.
- 4) Place the self-addressed mailing label inside the box with your Pico.
- 5) Bring your labeled package to a FedEx drop-off location.

Owners can return the Pico in its original packaging or purchase a shipping box. The recommended box size is 23" x 17" x 12", which is available at most FedEx Ship Center locations. Should you need to purchase packaging, WAYB will reimburse you up to \$8.00. Please submit receipts via email to help@wayb.com, and include your name and mailing address.

WAYB will replace the headrest on all returned Pico car seats with a new, redesigned headrest. The repair process will be completed within five (5) business days of receipt at WAYB's repair facility, beginning on November 11, 2019. Repaired Pico car seats will be sent back to consumers via FedEx ground shipment, free of charge. Please allow fifteen (15) business days for the return of your repaired Pico car seat, from the date the Pico is dropped off at FedEx for shipment to WAYB.

If you have questions or concerns about this recall, please contact WAYB's Customer Experience Team toll-free at 1-888-924-9292 (Monday through Friday, 7:00 AM to 4:00 PM Pacific Time), or by email at help@wayb.com.

NOTE:

If WAYB fails or is unable to remedy this defect without charge, you may submit a written complaint to:
Administrator

National Highway Traffic Safety Administration
1200 New Jersey Ave, SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.