

Part 573 Safety Recall Report

21C-002

Manufacturer Name : Diono

Submission Date : MAR 31, 2021

NHTSA Recall No. : 21C-002

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Diono

Address : 14810 Puyallup Street East
Suite 200 Sumner WA 98390

Company phone : 855-463-4666

Population :

Number of potentially involved : 6,920

Estimated percentage with defect : 77 %

Child Restraint Information :

Make 1 : Diono

Model : Cambria 2

Seat Type : BOOSTER SEAT

Model No. : 31200-US-01, 31

Platform Name / No. : Cambria 2

Brand Name : Cambria 2

Descriptive Information : There are 6920 restraints affected.

Affected Diono Cambria 2 (31200-US-01, 31201—US-01, 31202-US-01) child restraints seats can be determined by the manufacturing stickers applied on the base of the child restraint. On the sticker will be the model name of the product Cambria 2-Black, or Cambria 2-Blue, or Cambria 2-Pink with the model number 31200-US-01, or 31201-US-01, or 31202-US-01, a ten digit serial number, and a date of manufacturer. The basis of determining the beginning and the final dates of manufacturing for these seats was determined based on the investigation conducted with the supplier and confirmed by dynamic testing. Seats manufactured in September and October were tested at Calspan with a weighted 6-year-old and a 6-year-old dummy. All seats from September manufacturing failed both tests. Seats tested from October failed with the weighted 6-year-old dummy only. All seats from November passed both tests. Diono and our manufacturing partner determined that a deficiency was present in the blow mold machine used to produce the backrest. Diono and our manufacturing partner determined this machine was the cause of the deficiencies. This machine was only used from September 2020 through November 2020. No other manufacturing dates of Cambria 2 31200-US-01, 31201-US-01, 31202-US-01 are affected.

There is no visual difference in the recalled products versus similar products that are not part of the recall. Manufacturing stickers on the base of the seat contain the product date information. Any products within and including the dates of Sept 5, 2020 through Nov 30, 2020 are affected by this recall. Affected products have serial numbers containing the following numbers in the first six digits. 648762, 648801, 648802, 648803, 648825, 648842, 648843, 648844, 648846, 648847, 648925, and 648926.

Production Dates : SEP 05, 2020 - NOV 30, 2020

Description of Noncompliance :

Description of the Noncompliance : During dynamic crash testing of the Cambria 2 31200-US-01, 31201-US-01, 31202-US-01, September 2020 production, a crack appeared between the headrest and the backrest when tested with the weighted 6 year old (6yo) dummy and 6 year old dummy. During similar testing of October 2020 production, a crack appeared between the headrest and the backrest with the weighted 6-year-old dummy. No cracks appeared with the 6-year-old dummy. November 2020 production was also tested, and no cracks appeared on any of the testing with the weighted 6-year-old and 6-year-old dummy. Lastly, additional testing was done on other months around these production months including January 2020, June 2020, August 2020, December 2020, and January 2021, and all seats passed. Applicable injury measurement values required by FMVSS 213 were still satisfied, nevertheless this is a partial separation non-compliance contrary to FMVSS 213 S5.1.1a.

FMVSS 1 : 213 - Child restraint systems

FMVSS 2 : NR

Description of the Safety Risk : A crack can appear between the headrest and the backrest and could lead to the headrest detaching. Applicable injury measurement values required by FMVSS 213 were still satisfied.

Description of the Cause : The cause is from a temperature variation on a blow molding machine.

Identification of Any Warning that can Occur : There is no identifiable warning that will precede the breakage. The breakage will not occur unless the car seat is subjected to carrying weight and involved in a severe frontal crash.

Involved Components :

Component Name : Cambria 2 Backrest

Component Description : Backrest of the booster seat

Component Part Number : 312XX-NA-01

Supplier Identification :

Component Manufacturer

Name : Transtek Apramo Childcare Manufacturing

Address : No. 68 Zhuangxi Rd

Jiangbei District Ningbo Foreign States

Country : China

Chronology :

The possible non-compliance was first reported by Transport Canada when conducting dynamic compliance testing under Canadian Motor Vehicle Safety Standards on the Diono Cambria 2 booster car seat on Feb 1, 2021. On Feb 2nd, 2021 Transport Canada notified Diono of the apparent non-compliance with Canadian standards.

On Feb 3rd, Diono began to secure samples for all production months potentially affected, and immediately commissioned dynamic crash testing in accordance with CMVSS and FMVSS standards of multiple production months at the first available date at Calspan to determine if U.S. seats were similarly affected. Diono also immediately undertook testing at EQO on Feb 3rd with current production and all current production passed CMVSS and FMVSS standards. Following the Calspan testing, Diono was able to establish that the non-compliance was present in the production months of September and October based on the results. The Calspan tests were started on March 16th and completed by March 17th. Diono received the final report with these results from the testing lab Calspan on March 19th, 2021.

Diono's investigation with our manufacturing partner started on Feb 3rd. Our investigation concluded on March 17th that a blow mold machine had been used that exhibited a temperature variation. Our manufacturing partner, Transtek, reported that this machine was used to produce all inventory from September through November. A different machine was used for all other production months.

Description of Remedy :

Description of Remedy Program : The remedy for this recall will be to provide a replacement backrest with headrest assembly of the Diono Cambria 2 31200-US-01, 31201-US-01, 31202-US-01 child car seat for all owners of this seat produced for the months of September 2020 through November 2020 with the following serial numbers, containing the following numbers in the first six digits: 648762, 648801, 648802, 648803, 648825, 648842, 648843, 648844, 648846, 648847, 648925, and 648926.

Owners can replace the existing backrest with the new backrest in the same manner as the original backrest would have had to be assembled by the owner when the product was first purchased.

The Cambria 2 booster seat may continue to be used in backless booster mode, as long as the vehicle seat supports the child's head for proper head protection, which does not present this compliance issue.

How Remedy Component Differs from Recalled Component : The remedy backrest will come without a cover. The remedy backrest will be marked with a production date starting with December 2020.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected when the manufacturer reverted to the original mold machine, with no temperature variation, from December 1, 2020. The blow molding machine used from September through November has been corrected and will not exhibit the temperature variation again. Moreover, Diono has introduced additional policies, processes, and inspection vigilance to ensure that material temperature variation will not occur again. No product manufactured in November exhibits the non-compliance, but out of abundance of caution, November production are being included in this report and the backrests on November units will also be replaced.

Recall Schedule :

Description of Recall Schedule : March 24, 2021 – Notify NHTSA of the recall of Diono Cambria 2 31200-US-01, 31201-US-01, 31202-US-01 because of a manufacturing deficiency, along with proposed notifications to consumers and distributors.
March 26, 2021 – Publish the safety notice on Diono.com.
April 2, 2021 – Mail out recall notice to all registered owners of affected Diono Cambria 2 31200-US-01, 31201-US-01, 31202-US-01 seats, as well as to distributors and retailers.
May 9, 2021 – Receive the remedy kits to ship to customers.
May 9, 2021 – Begin sending out to customers the remedy kits.

The only foreseeable problem is mailing out the remedy kits on this timeline if the remedy kits are delayed in arriving into the USA by May 9th, due to freight issues caused by the COVID pandemic. Diono is doing everything possible to accelerate the arrival of the remedy kits.

Planned Dealer Notification Date : MAR 31, 2021 - APR 02, 2021

Planned Owner Notification Date : MAR 31, 2021 - APR 02, 2021

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