

Part 573 Safety Recall Report

21C-006

Manufacturer Name : Clek, Inc.

Submission Date : DEC 28, 2021

NHTSA Recall No. : 21C-006

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Clek, Inc.

Address : 226 Lesmill Rd
TORONTO, ONTARIO, CANADA 00
M3B 2T5

Company phone : 1-866-656-2462

Population :

Number of potentially involved : 5,504

Estimated percentage with defect : 100 %

Child Restraint Information :

Make 1 : Clek

Model : Liing and Liingo

Seat Type : REARFACING INFANT SEAT

Model No. : LG19U1, LGO20U1

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : Initial production of the Clek Liing and Liingo infant car seats included a canopy that used an acrylic canopy stay in the center of the canopy. Some consumers have notified Clek that this canopy stay has broken, and in some instances, left behind a small plastic part which was retained in the canopy stay pivot or in some other cases reported to have been removed by an adult or found in the seat with the child. Based on the initial reports of breakage, Clek changed the material used for the canopy stays on September 15, 2020 to polycarbonate. Clek has not received any reports of the canopy stays made of the new material breaking. Thus the recall population is limited to those infant car seats manufactured on or before September, 14 2020.

Clek intends to publish a recall notice to advise consumers of the canopy stay breaking issue and will provide a replacement canopy stay made of the new polycarbonate material upon request

Model #1: Liing Infant Car Seat (with stay-in-car base) Number of potentially involved: 5073

Model #2: Liingo Infant Car Seat (without stay-in-car base) Number of potentially involved: 431

Production Dates : MAR 27, 2019 - SEP 14, 2020

Description of Defect :

Description of the Defect : Prior to November 22, 2021, Clek received 64 reports in the U.S. stating that acrylic canopy stays in Liing and Liingo carriers have broken. No incidents of choking or other injury have been reported. In reviewing the information provided by consumers, Clek identified that the end of the canopy stay broken off was often retained in the hinge of the canopy. In some cases, the broken end was not retained in the canopy hinge or was removed by the consumer to photograph it separate from the hinge. Clek has determined that the length of the broken end of the canopy stay varies and that in some cases the broken end may be small enough to be a choking hazard if a child were to get it and put it in their mouth.

The broken end of canopy stay does not pose a small parts choking hazard unless it breaks off as a small piece, the broken end is also separated from the canopy hinge, and then a child gets it and puts it in their mouth. The canopy and canopy stay are connected to the canopy hinge by an elastic loop. This elastic loop retains the broken end of canopy stay in the canopy hinge, reducing the risk of a broken end becoming accessible to a child and then a child putting in into their mouth.

Liing and Liingo products manufactured on and after September 15, 2020 are not affected by this issue and are not included in this notice as effective on September 15, 2020 a material change made in production. There have been no reports of breakage of the canopy stay made of the new polycarbonate material.

Based on the investigation into the cause for the breakage and the report received on November 22, 2021, Clek has made the determination to exercise an abundance of caution and move forward with a corrective action to eliminate the risk of exposure to a small parts choking hazard by replacing the acrylic canopy stays with canopy stays made from polycarbonate material.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Clek has determined that the length of the broken end of the canopy stay varies from report to report and that in some cases the broken end may be small enough to be a choking hazard if a child were to get ahold of the broken end and put it in their mouth. Although there have been some reports of instances where the small broken end has become dislodged, in most cases the broken end is held in place by canopy and the elastic and is not accessible to the occupant. However, if a child is able to remove the broken piece and then puts it in the mouth it could pose a choking hazard.

Clek believes the force to break the canopy stay necessitates interaction with an adult. An adult should be aware that they have broken the stay and can remove any small part eliminating exposure to the child

This issue does NOT affect the ability of the child restraint system to protect

the occupant in the event of a motor vehicle crash

Description of the Cause : Canopy stays breaking from a strong enough force being applied. Required force is large enough that an adult would likely be the one to break the canopy stay.

Identification of Any Warning that can Occur : A consumer may hear a cracking or popping noise when the canopy stay breaks or feel that the canopy is looser fit than previously observed.

Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Breakage of the Acrylic canopy stay in the US was first reported to Clek in February 2020. Based on the initial reports, Clek initiated an internal investigation into the issue. As the investigation got underway it was decided to make a change of material to address the breakage issue in future products. This change was implemented in all production on and after September 15th, 2020. Based on the findings of that initial investigation, Clek believes the risk of choking is low based on the variation in size of the broken end of the canopy stay that children can be exposed to in addition to the retention of the broken end of the canopy stay in the canopy hinge by the canopy fabric and elastic. This results in a very low exposure of children to small parts due to the broken end being retained in the canopy hinge and the limited number of affected units. Clek has received two reports of a child interacting with the broken end of the canopy stay in the U.S. The first was received on May 21, 2021 and involved a long piece of canopy stay that was deemed not a small part. No injuries or choking were reported. The second report dated November 7, 2021 reported a child was found holding the broken end of the canopy stay which appeared to be a small part. No injury or choking was reported in this report, however with this new report and out of an abundance of caution, Clek has decided to address the issue by publishing a recall

notice under which the canopy stay would be replaced.

Description of Remedy :

Description of Remedy Program : Clek plans to provide a replacement canopy stay and instructions on how to replace the old canopy stay to owners of Liing and Liingo infant car seat manufactured on or before September 14, 2020.

Clek plans to complete the following activities:

1. Clek will send a notification to all registered owners alerting them about the issue, as well as making them aware of the replacement canopy stay. For registered owners that Clek has the owner's email on file, the notice will be sent to them via email as well as to the mailing address that is on file. Otherwise, for those registered owners where an email address is not available, Clek will send a letter to the mailing address on file.

2. Clek will also make a press release on their website and social media accounts with information on the recall notice. Owners will be advised of the affected car seats and instructed on how to identify the old canopy stays and, upon request, will be sent a replacement canopy stay.

Clek will also advise consumers that all Liing and Liingo seats manufactured on September 15, 2020 and after are not affected by this recall notice as those car seats come with the improved canopy stay already installed.

It should be noted that Clek has been investigating a label issue on the Liing and Liingo car seats related to picking of product labels. It has been determined that the label issue is a quality issue with label adhesion and as Clek will be contacting owners for the stay recall would like to use that same communication to inform owner's of the label issue and remedy. As both the canopy stay breakage and the label picking affect both the Liing and Liingo within essentially the same timeframe, Clek is planning to issue a recall notice to advise consumers of the canopy stay issue and also advise them of the label issue. The email or letter notification being sent to registered owners will address both the canopy stay issue and advise them of the label adhesion issue.

How Remedy Component Differs from Recalled Component : The canopy stays look identical, but the replacement stay is much more flexible and will not break easily when bent.

Identify How/When Recall Condition was Corrected in Production : As noted above, based on the initial reports of broken canopy stays, Clek began using canopy stays made from a new material on September 15, 2020.

Recall Schedule :

Description of Recall Schedule : Notifications will be mailed to registered owners 1/7/22 - 1/28/22

Planned Dealer Notification Date : JAN 07, 2022 - JAN 28, 2022

Planned Owner Notification Date : JAN 07, 2022 - JAN 28, 2022

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