

Part 573 Safety Recall Report

21C-007

Manufacturer Name : Clek, Inc.

Submission Date : DEC 28, 2021

NHTSA Recall No. : 21C-007

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 : 596

Estimated percentage with defect : 5 %

Child Restraint Information :

Make 1 : Clek

Model : Liing

Seat Type : REARFACING INFANT SEAT

Model No. : LG19U1

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : Clek has become aware of a label picking issue on some Liing and Liingo infant car seats. The issues reported have occurred primarily on carbon (black) seat covers and/or infant inserts where a second label had been placed over a first label to repair a discoloration issue. The picking issue has been found to have occurred where the warning label was not uniformly laminated to the label beneath making the label susceptible to being picked by a child.

Clek's records revealed that a small number of the air bag and harness warning labels affixed to carbon (black) seat covers and infant inserts on Liing and Liingo Infant Car Seats were being discolored from bleed-through of the black coloring in the seat cover or infant insert fabric. To remedy this, Clek had applied a second label over top of the original label on those seat covers and infant inserts where discoloring was found.

Seat covers and infant inserts repaired in the label-on-label process were mixed in with other production seat covers and infant inserts and were used in production between specific dates of manufacture listed above. Reports of label peeling or bubbling have been primarily limited to seat covers or infant inserts where a second label was placed over the first label.

Production Dates : MAR 27, 2019 - FEB 22, 2021

Make 2 : Clek

Model : Liingo

Seat Type : REARFACING INFANT SEAT

Model No. : LGO20U1

Platform Name / No. : NR

Brand Name : NR

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Production Dates : MAY 20, 2020 - FEB 22, 2021

Description of Defect :

Description of the Defect : Clek has found a label picking issue on car seats using covers where a repair process had been used to place a second label over top of an original label and where non-uniform adhesion occurred. In the reported cases, the second label has lifted up locally and the lifted area or edge of the label was then allegedly picked by a child or parent until a piece of the label was pulled off or liberated.

Clek had applied a second label to a small number of seat covers and infant inserts when discoloring of labels was noticed during production.

As these labels are not paper labels small pieces that are picked off could pose a small parts choking hazard.

Clek has not received any incident reports of choking or other injuries related to the label picking issue.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In some instances, pieces of the label can be picked off and would be small enough to be considered a small part that could pose a choking hazard if ingested by a child.

There have been no reported cases of choking or injuries related to this issue. 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 : Air bag and harness warning labels on some seat covers or infant inserts on some Liing and Liingo Infant Car Seats may locally delaminate exposing them to being picked at by children.

Identification of Any Warning that can Occur : A consumer will see the the surface or edges of the label lifting or signs of the label peeling.

Involved Components :

Component Name : NR

Component Description : NR

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

Clek initially received reports of warning labels on the seat cover or infant insert bubbling up on Canadian model car seats in use. The first report was received on July 15, 2020

Clek received the first report related to a child allegedly picking and peeling a piece off in Canada on May 4, 2021 at which time Clek initiated an internal investigation into the reports in Canada.

Clek received the first report related to label picking in the U.S. on August 2, 2021 and a second report on October 8, 2021. In investigating the reports, Clek found no choking occurred during the incidents.

Clek's internal investigation showed the picking issue occurred when the surface or edge of the label lifted up due to non-uniform adhesion of the label to the label beneath it, making the label susceptible to picking. The label lifting issue was found to be primarily related to a production repair operation to correct labels where the fabric color was bleeding-through the label, discoloring the original label. The repair process was to apply a second warning label over the first label. Based on the reports received, Clek determined that the addition of the second label in some cases may result in non-uniform adherence. The process of using covers with repaired labels was discontinued across the Liing model in all colours except carbon (black) on November 29, 2019 and across the Liing and Liingo model in the carbon (black) colour on February 22, 2021.

While the number of repaired seat covers and/or inserts and number of incidents reported is very low, Clek plans to address this issue by publishing a recall notice in the U.S.

Clek plans to combine the label recall notice in the U.S. with a canopy stay recall on the Liing and Liingo that has been reported in a separate 573 report. Clek believes by combining these two recall notices, the response rate and effectiveness of the repair program will be increased.

Description of Remedy :

Description of Remedy Program : Clek plans to provide a replacement seat cover or infant insert, to owners of a Liing and Liingo Infant Car Seat within the affected date range who report a label bubbling or label lifting issue with their car seat. Note that Clek has been investigating a second issue on the Liing and Liingo car seats related to breakage of a canopy stay. Clek is addressing the canopy stay issue through a recall notice and has submitted a separate 573 report. As both the canopy stay breakage and the label picking also affect both the Liing and Liingo, Clek will issue a single recall notice to advise consumers of both issues. The email or letter notification being sent to registered owners will address both the canopy stay issue and issue related to warning labels.

Clek plans to complete the following activities:

1. Clek will send a notification to all registered owners alerting them about the label issue, as well as making them aware of the replacement seat cover or infant insert for those where the labels are confirmed to be bubbling or lifting. For registered owners that Clek has the owner's email on file, the notice will be sent to them via email as well as mailed to the address 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 post the notice on their website and issue a release through their 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 lifting labels and, once lifting is confirmed, will be sent a replacement seat cover or infant insert, as appropriate. Clek will also advise consumers that all Liing and Liingo seats manufactured after February 22, 2021 as well as any seats made in the mammoth (wool fabric) regardless of date of manufacture are not affected by this recall notice as those car seats were not assembled with covers where a second label was applied.

How Remedy Component Differs from Recalled Component : The new seat cover or infant insert will only have one of each label affixed with uniform lamination to the fabric cover. There will not be any signs of either label bubbling or lifting.

Identify How/When Recall Condition was Corrected in Production : The last Clek infant seat made with a cover or infant insert that used a label-over-label process was manufactured on February 22, 2021.

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