



IMPORTANT SAFETY NOTICE

Subject: Diono Cambria 2 31200-US-01, 31201-US-01, 31202-US-01



CAMBRIA 2 - BLACK
PRODUCT CODE - 31200-US-01



CAMBRIA 2 - BLUE
PRODUCT CODE - 31201-US-01



CAMBRIA 2 - PINK
PRODUCT CODE - 31200-US-01

Dear Diono Retailer,

As part of our continuous product testing Diono has identified a problem with certain Cambria 2 manufactured between September 2020 and November 2020. These seats could exhibit a cracking or breakage of the headrest assembly from the backrest. Therefore, we have decided to conduct a voluntary recall on the affected seats.

Our records show that you have not purchased the Cambria 2 and you are not affected by this notice.

Products affected have the following first 6 digits listed in the Serial Number: **648762, 648801, 648802, 648803, 648825, 648842, 648843, 648844, 648846, 648847, 648925, 648926.**

Out of an abundance of caution, Diono has elected to voluntarily conduct a recall on the affected seats. All affected seats will be remedied at no charge to the owner. Diono will ship a replacement backrest / headrest to all owners at Diono's expense. Diono expects that the replacement headrests will be available for shipment by May 9, 2021, but the replacement headrests may be available before that time.

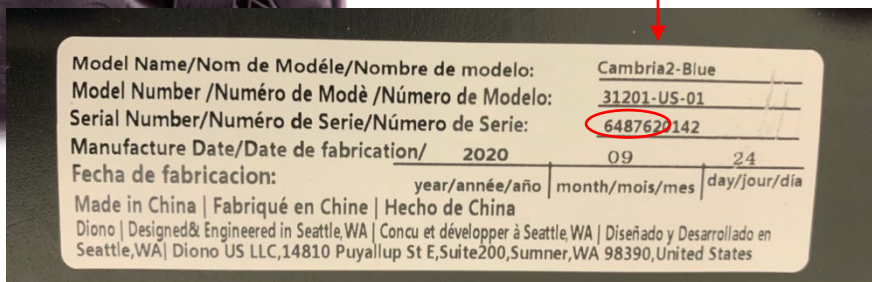


How to find the Serial Number on the car seat

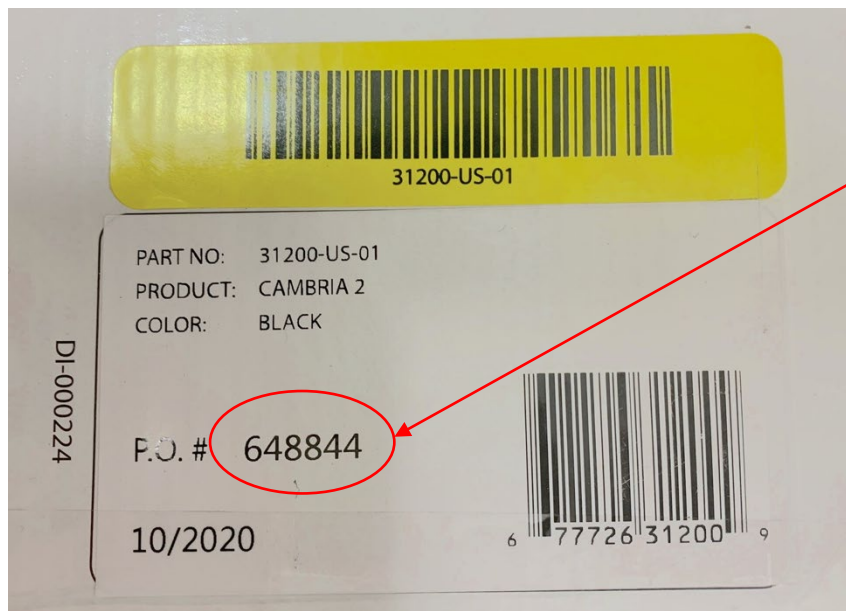


Your serial number is located on the sticker on the base of the car seat.

The first 6 digits of your serial number can be found here



How to find the Serial Number on the carton



The first 6 digits of the Serial Number can be found on the carton product label as the P.O. #.



NOTE: No other Diono products are included in this recall.

If your Diono Cambria 2 does not have the serial number/P.O. # listed above, manufactured between September and November 2020, it is NOT included in this recall.

What You Should Do:

1. For any customers who have purchased a Cambria 2 since September 2020 please notify them of the recall and direct them to complete the online registration form: <https://bit.ly/31ft4cM> or to contact Diono immediately on <https://diono.com/contact-us/> or at 1-855-463-4666.
2. Check any inventory that you have and identify if any of your Cambria 2 booster seats are affected. You can do this by reviewing the product label on the shipping carton as detailed above. Should you have any affected inventory please quarantine and arrange for this to be returned to Diono for replacement.

If You Need Further Information:

Please contact us at customersupport@diono.com and we will be happy to support you with any questions you may have.

Diono has established a page on our website that offers answers to consumer inquiries: <https://diono.com/safety-notice/>

Diono is committed to child passenger safety and we apologize for any inconvenience this matter may have caused.

Sincerely,

Diono, LLC