



IMPORTANT SAFETY RECALL

Dear Valued Diono Consumer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Diono has determined that certain Diono Cambria 2 booster seats, models 31200-US-01, 31201-US-01, and 31202-US-01, manufactured between September 2020 and November 2020, fail to conform to Federal Motor Vehicle Safety Standard 213 (FMVSS 213).

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



CAMBRIA 2 – BLACK
PRODUCT CODE – 31200-CA-01



CAMBRIA 2 – BLUE
PRODUCT CODE – 31201-CA-01



CAMBRIA 2 – PINK
PRODUCT CODE – 31202-CA-01

When used with the back / headrest, these booster seats could exhibit a cracking or breakage of the headrest assembly during a severe frontal crash. The headrest could detach from the booster seat under these conditions, possibly causing injury to vehicle occupants. No injuries have been reported at the time of the submission.

Out of an abundance of caution, Diono is conducting a voluntary recall on these booster seats. Diono will ship a replacement backrest / headrest to you at Diono's expense. Diono expects that the replacement headrests will be available for shipment by May 9, 2021.

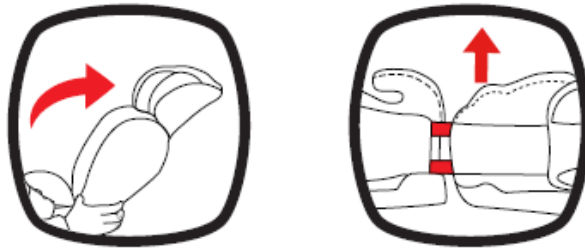
While you await your replacement backrest / headrest, you may continue to use your Cambria 2 booster seat in backless booster mode, as long as the vehicle seat supports the child's head for proper head protection. All affected Cambria 2 should have the backrest removed and the Cambria 2 base secured at all times, even when not occupied, in the vehicle via the vehicle's seat belt or by LATCH. After removing the defective backrest retain the seat cover before discarding of the backrest.



How to remove the backrest to use the seat in backless booster mode:

SEAT BACK REMOVAL & REPLACEMENT

Rotate seat back to a flat position. Separate seat back section from seat bottom section. Pull up on seat back just above hooks until fully detached.



NOTE: No other DIONO products are included in this recall. Only Cambria 2 booster seats manufactured between September 2020 through November 2020 are affected.

If your Diono Cambria 2 has the Serial numbers listed below, it is included in this recall:

What to do next...

Step 1

Identify if your Cambria® 2 booster seat is affected. Look at the first 6 digits of your serial number sticker.

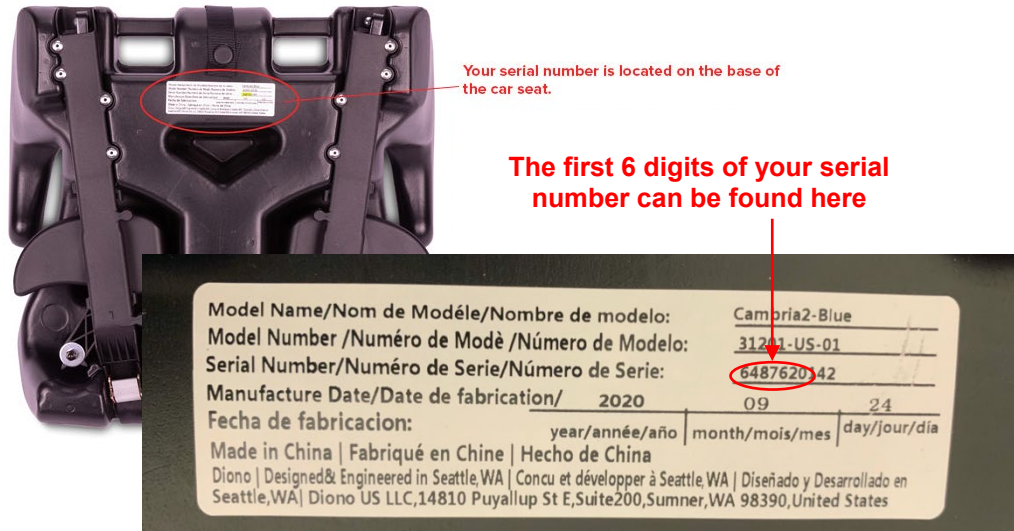
648762, 648801, 648802, 648803, 648825, 648842, 648843, 648844, 648846, 648847, 648925, 648926.

Step 2

Complete the online registration form: <https://bit.ly/31ft4cM> to receive your free replacement backrest remedy kit. Or contact us at **1-855-463-4666** / www.diono.com/contact-us. Do not return the product to the retailer where you bought it. The remedy kit is provided by Diono directly.



How to find your Serial Number



Step 3

Receive a copy of your online registration form notification. Follow the instructions and provide a photograph of the manufacturing sticker to the email provided. If your sticker is missing please call Diono at 1-855-463-4666 for assistance in identifying the date of manufacture of your booster seat.

Step 4

Receive your free replacement backrest Remedy Kit and follow the kit instructions.

If You Need Further Information:

Please contact us at 1-855-463-4666 or <https://diono.com/contact-us/> 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-notices/>

If, after having attempted to take advantage of this recall, you feel that we did not remedy this issue adequately or within a reasonable amount of time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590. Alternatively, you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <https://www.safercar.gov>.

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

Sincerely,

Diono, LLC

Diono LLC, 14810 Puyallup Street East, Suite 200, Sumner, WA 98390

