

Part 573 Safety Recall Report

25C-002

Manufacturer Name : Columbus Trading-Partners USA, Inc.

Submission Date : FEB 25, 2025

NHTSA Recall No. : 25C-002

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Columbus Trading-Partners USA, Inc.

Address : PO BOX 410127

CHARLOTTE NC 28241

Company phone : 937-415-3215

Population :

Number of potentially involved : 24,103

Estimated percentage with defect : 100 %

Child Restraint Information :

Make 1 : Cybex

Model : Aton G

Seat Type : NR

Model No. : Varies

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The recall population begins with the start of production and ends with the improvement in the Aton G child restraint implemented into production on May 10th, 2024.

The recalled seat population has hip anchor retention via two hooks per harness hip anchor pin which can be deformed when the child restraint is misused by sliding or scraping the CRS at an angle over a sharp edge or sliding at an angle into the Aton G Swivel base. If these harness retention hooks are deformed so either hook is not in contact with the harness anchor pin, then the harness pin anchor can dislodge.

The population that is not recalled has a single retention bar which is rounded and below the edges of the shell of the CRS. This retention bar is stronger and in reversed orientation from the hooks. This retention bar in the revised configuration will not deform, unlike the retention hooks in the models being recalled.

522001441, 522001443 - 2,552 affected

Production Dates : MAR 10, 2023 - MAY 10, 2024

Make 2 : Cybex

Model : Aton G SensorSafe

Seat Type : NR

Model No. : Varies

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The recall population begins with the start of production and ends with the improvement in the Aton G child restraint implemented into production on May 10th, 2024.

The recalled seat population has hip anchor retention via two hooks per harness hip anchor pin which can be deformed when the child restraint is misused by sliding or scraping the CRS at an angle over a sharp edge or sliding at an angle into the Aton G Swivel base. If these harness retention hooks are deformed so either hook is not in contact with the harness anchor pin, then the harness pin anchor can dislodge.

The population that is not recalled has a single retention bar which is rounded and below the edges of the shell of the CRS. This retention bar is stronger and in reversed orientation from the hooks. This retention bar in the revised configuration will not deform, unlike the retention hooks in the models being recalled.

522001445, 522001447, 522004777, 522004779 - 4,299 affected

Production Dates : MAR 10, 2023 - MAY 10, 2024

Make 3 : Cybex

Model : Aton G Base Only

Seat Type : NR

Model No. : 521004563

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The recall population begins with the start of production and ends with the improvement in the Aton G child restraint implemented into production on May 10th, 2024.

The recalled seat population has hip anchor retention via two hooks per harness hip anchor pin which can be deformed when the child restraint is misused by sliding or scraping the CRS at an angle over a sharp edge or sliding at an angle into the Aton G Swivel base. If these harness retention hooks are deformed so either hook is not in contact with the harness anchor pin, then the harness pin anchor can dislodge.

The population that is not recalled has a single retention bar which is rounded and below the edges of the shell of the CRS. This retention bar is stronger and in reversed orientation from the hooks. This retention bar in the revised configuration will not deform, unlike the retention hooks in the models being recalled.

1,280 affected

Production Dates : MAR 10, 2023 - MAY 10, 2024

Make 4 : Cybex

Model : Aton G Swivel

Seat Type : REARFACING INFANT SEAT

Model No. : Varies

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The recall population begins with the start of production and ends with the improvement in the Aton G child restraint implemented into production on May 10th, 2024.

The recalled seat population has hip anchor retention via two hooks per harness hip anchor pin which can be deformed when the child restraint is misused by sliding or scraping the CRS at an angle over a sharp edge or sliding at an angle into the Aton G Swivel base. If these harness retention hooks are deformed so either hook is not in contact with the harness anchor pin, then the harness pin anchor can dislodge.

The population that is not recalled has a single retention bar which is rounded and below the edges of the shell of the CRS. This retention bar is stronger and in reversed orientation from the hooks. This retention bar in the revised configuration will not deform, unlike the retention hooks in the models being recalled.

522004167, 522004169 - 3,946 affected

Production Dates : MAR 10, 2023 - MAY 10, 2024

Make 5 : Cybex

Model : Aton G Swivel SensorSafe

Seat Type : NR

Model No. : Varies

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The recall population begins with the start of production and ends with the improvement in the Aton G child restraint implemented into production on May 10th, 2024.

The recalled seat population has hip anchor retention via two hooks per harness hip anchor pin which can be deformed when the child restraint is misused by sliding or scraping the CRS at an angle over a sharp edge or sliding at an angle into the Aton G Swivel base. If these harness retention hooks are deformed so either hook is not in contact with the harness anchor pin, then the harness pin anchor can dislodge.

The population that is not recalled has a single retention bar which is rounded and below the edges of the shell of the CRS. This retention bar is stronger and in reversed orientation from the hooks. This retention bar in the revised configuration will not deform, unlike the retention hooks in the models being recalled.

522004171, 522004173, 522005099, 522004781, 522004783 - 4,249 affected

Production Dates : MAR 10, 2023 - MAY 10, 2024

Make 6 : Cybex

Model : Eos and Aton G Travel System

Seat Type : NR

Model No. : Varies

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The recall population begins with the start of production and ends with the improvement in the Aton G child restraint implemented into production on May 10th, 2024.

The recalled seat population has hip anchor retention via two hooks per harness hip anchor pin which can be deformed when the child restraint is misused by sliding or scraping the CRS at an angle over a sharp edge or sliding at an angle into the Aton G Swivel base. If these harness retention hooks are deformed so either hook is not in contact with the harness anchor pin, then the harness pin anchor can dislodge.

The population that is not recalled has a single retention bar which is rounded and below the edges of the shell of the CRS. This retention bar is stronger and in reversed orientation from the hooks. This retention bar in the revised configuration will not deform, unlike the retention hooks in the models being recalled.

522003793, 522003795, 522003797, 522003799, 522003897 - 6,905 affected

Production Dates : MAR 10, 2023 - MAY 10, 2024

Make 7 : Cybex

Model : Eos and Aton G Swivel Travel System

Seat Type : NR

Model No. : Varies

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The recall population begins with the start of production and ends with the improvement in the Aton G child restraint implemented into production on May 10th, 2024.

The recalled seat population has hip anchor retention via two hooks per harness hip anchor pin which can be deformed when the child restraint is misused by sliding or scraping the CRS at an angle over a sharp edge or sliding at an angle into the Aton G Swivel base. If these harness retention hooks are deformed so either hook is not in contact with the harness anchor pin, then the harness pin anchor can dislodge.

The population that is not recalled has a single retention bar which is rounded and below the edges of the shell of the CRS. This retention bar is stronger and in reversed orientation from the hooks. This retention bar in the revised configuration will not deform, unlike the retention hooks in the models being recalled.

522004805, 522005355 - 872 affected

Production Dates : MAR 10, 2023 - MAY 10, 2024

Description of Defect :

Description of the Defect : ☒When the Aton G child seat is slid or scraped over a sharp edge, such as a table or countertop, or at an angle over the edge of the Aton G Swivel Base, the harness hip anchor retention hooks can be deformed enough to lose contact with the harness anchor pin. If the hook(s) is not in contact with the harness anchor pin, and the harness is slack, then the anchor pin can dislodge and fall out of the harness. When an occupant is secured snugly in the harness, the harness anchor pin cannot come loose, as it is pressed into the bottom of the seat. However, when there is not an occupant secured in the harness and when misuse has occurred deforming a retention hook away from the anchor pin, the harness anchor pin can come loose allowing the harness strap to detach from the seat.

When a caregiver attempts to secure a child and confirms harness tightness, any harness detachment will be invariably evident.

The harness hip anchor retention hooks and the harness anchor pins are located on the underside of the infant car seat.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Without the harness anchor pin, the harness detaches from the seat at the hip anchor. In the event of a vehicle crash, the detached harness would not properly restrain the occupant, increasing the occupant's risk of injury.

Description of the Cause : ☒When the Aton G child seat is slid or scraped over a sharp edge, such as a table or countertop, or at an angle over the edge of the Aton G Swivel Base, the harness hip anchor retention hooks can be deformed enough to lose contact with the harness anchor pin. If the hook(s) is not in contact with the harness anchor pin, and the harness is slack, then the anchor pin can dislodge and fall out of the harness.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name : Harness Hip Anchor Retention Hooks

Component Description : Plastic hooks that are a part of the shell mold, located on the bottom of the shell.

Component Part Number : NR

Supplier Identification :

Component Manufacturer

Name : Cybex

Address : PO BOX 410127

Charlotte North Carolina 28241

Country : United States

Chronology :

March 6, 2024

A customer complaint was received for an Aton G Swivel US where the harness anchorage clips had bent back allowing the harness anchor to come loose when the child restraint was not in use. Initial investigation showed that if the child restraint was misused by sliding or scraping it across the edge of a table or any sharp edge, this could occur. When the caregiver secures a child in the child restraint and confirms harness tightness, any harness detachment would be immediately self-evident. If the defect were to occur, it would take place most often outside of the vehicle as most caregivers secure the child into the infant child seat outside of the vehicle.

March 28

An engineering change was initiated to improve the quality of the Aton G CRS. The product was not quarantined as there was only one self-declaring complaint. The seat was immediately replaced by CTP. The complaints were monitored to determine if additional customer complaints were reported.

May 10

Engineering change improving product quality was implemented into production.

December 11

Transport Canada sent Defect Complaint Report Log 2024-1484

December 11

All SKUs using Aton G's produced prior to May 10th, 2024 of which CTP was in possession were quarantined per Cybex process.

December 11

CTP re-evaluated the complaint and determined that the complaint could be caused by the child restraint being misused by sliding the Aton G from the side into the swivel base at an angle.

January 24, 2025

CTP responded to the Defect Complaint Report Log 2024-1484 according to the required timeline.

January 31

Transport Canada defect investigations team indicated that this complaint was considered a defect.

February 3

CTP responded to the defect investigations team that CTP would initiate a Notice of Defect to the ministry of Transport.

February 10

Transport Canada assigned recall number 2025-055 to the defect notice submitted by CTP.

Description of Remedy :

Description of Remedy Program : CTP will provide all owners of affected Cybex Aton G and Cybex Aton G Swivel CRS manufactured before May 10th, 2024, with a remedy kit free of charge. This remedy kit includes user-installed components that fix the harness and harness anchor pin in place, as well as written instructions on proper installation of the components. A link to a video demonstrating the installation is provided within the instructions.

1. CTP will send the remedy kits to registered product owners via mail without any action from the owner.
2. CTP will send remedy kits to product owners that contact CTP via email, telephone, or web contact.
3. CTP will notify dealers and retailers with information that product owners need to receive remedy kits.
4. CTP will post a public notice on the Cybex website to alert owners of affected child restraints to contact Cybex customer service.
5. For owners and purchasers who incurred costs for remedies for installing the remedy kit, please contact Cybex customer service at 1-877-242-5676. Please consult your product's Warranty for additional information.

6. Precautions that may be taken to minimize the safety risk until the corrective measure are implemented are:

Inspect the hip anchor retention hooks for damage prior to use. If one or more hooks are bent away from the harness anchor pin, then press them back into place. If a harness anchor pin is missing, then do not use the seat. Please contact Cybex customer service.

How Remedy Component Differs from Recalled Component : The remedy kit includes a user-installed system that fixes the harness and the harness anchor pin in place even if the harness hip anchor retention hooks are deformed. The system consists of two interlocking components that are installed from the inside of the shell, securing the harness anchor pin against the shell so that it cannot come loose.

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production through an engineering change which removed the two retention hooks and replaced them with a single retention bar which is rounded and below the edges of the shell of the CRS. This retention bar is stronger and in reversed orientation from the hooks. This retention bar in the revised configuration will not deform, unlike the retention hooks in the models being recalled.

Recall Schedule :

Description of Recall Schedule : February 15th – Consumer letter and remedy kit proposed to NHTSA.

February 22nd – NHTSA approves consumer letter and remedy kit.

March 31st – Receive and review remedy kits.

April 4th – Ship consumer letter and remedy kit to consumers.

April 4th planned owner notification end date

Planned Dealer Notification Date : APR 04, 2025 - APR 04, 2025

Planned Owner Notification Date : APR 04, 2025 - APR 10, 2025

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