



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25C008

Manufacturer Name: Evenflo Company, Inc.

Submission Date: Jun 23, 2025

NHTSA Recall No.: 25C008

Manufacturer Recall No.:

Manufacturer Information

Population

Manufacturer Name: Evenflo Company, Inc.

Address: 3131 Newmark Dr.
Miamisburg OH, 45342

Total number of potentially involved: 36,694

Estimated percentage with defect: 1.7%

Child Restraint Information

Manufacturer / Make 1: EVENFLO

Model Name: TITAN 65

Model Number: 3712198

Seat Type: Other - Child Seat

Brand Name: Evenflo

Manufacturer Dates: Mar 17, 2025 - May 01, 2025

Number of potentially involved: 36,694

Descriptive Information:

The recall population was determined by inspecting all available inventory of the subject product to identify the production dates with product exhibiting the non-compliance.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The incorrect product instructions were included with a small subset of the recall population.

FMVSS1: 213 - Child restraint systems

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

Consumers who did not receive the correct instructions would not have ready access to accurate information about the proper installation and use of the subject child restraint, increasing the risk of incorrect usage and therefore the risk of injury in the event of a crash.

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25C008**Description of the cause:**

After investigation, it was concluded that incorrect instructions (instructions for a different product) were mixed with the correct instructions on the line fabricating the Titan 65. Contributing causes were identified as i) the retention of a large number of new employees during the relevant period, and ii) insufficient error checking.

Identification of any warning that can occur:

Where the incorrect instructions were provided, it is apparent because the cover of the instructions would recite a product name different from the subject product.

Component Manufacturer**Tier of Supplier:****Supplier Type:**

Name: Not applicable

Address:

Country:

Involved Components

Component Name 1: Titan product instructions

Component Description: The manual included with the product as sold

Component Part Number: 25701704

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: Not Applicable

Address:

Country:

Name: Not applicable

Address:

Country:

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Chronology

On May 5, 2025, Evenflo received a report from an institutional customer that took delivery of 4 Titan 65 seats that the product was delivered with Instructional Manuals for a different product. Shortly thereafter, Evenflo initiated an investigation of the issue, which included review of the production process at the relevant plant (Piqua, Ohio) and, ultimately, inspection of all inventory in Evenflo's possession of the subject product. Evenflo ultimately found instances of product packaged with the wrong instructions traceable to eight (8) different manufacturing dates between March 13, 2025 and April 30, 2025. Of note, Evenflo discovered no incorrect manuals in other products fabricated on the same production line.

On June 11, 2025, Evenflo management determined that a potential noncompliance existed in Titan 65 child restraints manufactured between March 13, 2025 and April 30, 2025 and that a recall should be conducted accordingly.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Mail Information/Labels

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

Evenflo will give notice to identified purchasers explaining the potential issue, describing how they can check to make sure they have the correct instructions and communicating how they can obtain the correct instructions (free of charge) from Evenflo.

How remedy component differs from recalled component:

The remedy component instructions are the correct instructions for the subject product, replacing instructions intended for a different product.

Identify how/when recall condition was corrected in production:

Starting with production after May 1, 2025, additional error checking was implemented to assure that correct instructions were packaged with the product.

Reimbursement Plan

Description of reimbursement program:
N/A

Period of reimbursement:

Part 573 Safety Recall Report**25C008****Costs to be reimbursed:****Address for reimbursement claims:****Recall Schedule****Description of recall schedule:**

It is anticipated that notice will be mailed both to any consumers for which Evenflo has contact information as well relevant resellers/distributors, starting approximately July 15, 2025 and concluding no later than August 15, 2025.

Planned Dealer Notification Date: Jul 15, 2025 - Aug 15, 2025☐ No Dealers**Planned Interim Owner Notification Date:**☐ No Owners**Planned Remedy Owner Notification Date:** Jul 15, 2025 - Aug 15, 2025☐ Phased Recall