

IMPORTANT SAFETY RECALL

November 22, 2017

Subject: Diono Convertible Car Seat Voluntary Recall 17C003 for the U.S. Only
Products Recalled: Radian R100, Radian R120, Radian RXT, Olympia, Pacifica, Rainier

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This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear Diono Customer:

Diono, in cooperation with the National Highway Traffic Safety Administration (NHTSA), is conducting a voluntary recall of convertible car seats manufactured between November 25th, 2013 and September 5th, 2017. Diono has established that under certain installations, our convertible car seat crosses into technical non-compliance. There is a risk of chest or head injury, although there have been no injuries or deaths associated with these installations.

The car seats and model numbers included in this recall are identified in the table below:

Products	Model Number
Radian R100	16600, 16000
Radian R120	16800, 16000
Radian RXT	16900, 16000
Olympia	30100
Pacifica	30400
Rainier	30300, 300000



Radian R100



Radian R120



Radian RXT



Olympia



Pacifica



Rainier

Please Note: No other products are included in this recall. If your Diono product was manufactured before November 25th, 2013 or after September 5, 2017 – it is not included in this voluntary recall.

Diono US | 14810 Puyallup Street East, Suite 200 | Sumner | WA 98390 | United States | 1 855 463 4666 | www.diono.com



Description of the Safety Risk:

1. Forward-facing occupants under 65 pounds using the 5-point harness and vehicle lap belt only (without top tether attached) are at increased risk of chest injury.
2. Forward-facing occupants over 65 pounds, using the 5-point harness (without top tether attached) are at increased risk of head injury.

There have been no reported injuries or deaths associated with these configurations.

Remedy Kit:

1. For occupants under 65 pounds, forward-facing, using lap belt only, we are providing a free Remedy Kit that contains a lap belt cushion for use in lap belt only installations, a new warning label, a replacement chest clip, and instructional addendum.
2. For occupants over 65 pounds, forward-facing, with 5-point harness, you must use with top tether attached OR you must change to belt positioning booster mode.

What You Should Do:

1. Determine if your Diono Convertible Car Seat is affected by this voluntary recall.
2. Install the replacement chest clip and warning label, which is being sent to all registered owners as part of a separate mailing beginning December 4, 2017.
3. Review printed instructional addendum before using the lap belt cushion.

If You Need ANY Further Information:

Diono has established a page and secure portal on our website, that offers answers to consumer inquiries: us.diono.com/safety-notice

Diono has also established a dedicated Customer Care team on this toll-free number **1-855-215-4951**.

If you are having difficulty getting your Diono convertible car seat remedied within a reasonable amount of time, you may write to the following address. For U.S. consumers:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

Or you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 or (TTY: 1-800-424-9153), or visit www.safercar.gov and search Recall ID: 17C003.

If you have previously attempted to repair one of the Diono child restraints listed above through purchase of an alternative chest clip or lap belt cushion, Diono has a reimbursement program in place. This program applies only to attempts to find substitutes to those two components, and applies only to substitution efforts made between November 25, 2013 and November 22, 2017. To make a claim under this policy, provide a photograph of your substitute component, a photograph showing the model number of your Diono child restraint, identify the person seeking reimbursement, and provide a receipt



showing the cost of the substituted part previously applied. Only one reimbursement per part will be processed per child restraint, reimbursements will be limited to the purchase price of the chest clip and lap belt cushion provided by this recall program. Any reimbursement requests shall be sent by mail to the following address: Diono LLC, PO Box 77129, Seattle WA 98177.

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Diono appreciates the trust you and your family place in our products. We are committed to your child's safety and we apologize for any inconvenience this matter may have caused.

Sincerely,

Diono, LLC

