

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 1/10/2013

Incident Details

VQ-10495881-3704

Document Number: I1310303A

Report Number: 20130110-9D206-2147459973

Report Submitted Date: 1/10/2013

Who You Are: Consumer

Incident Description: The Evenflo Triumph convertible car seat was installed in a rear-facing position in my vehicle. The crotch strap of the car seat was in the most forward of the two positions available. As my husband buckled our son into the car seat, the crotch strap became completely detached from the seat. Upon inspection, the loop that normally attaches to a metal plate under the seat was completely frayed through. After contacting Evenflo via phone and emailing the required photos for examination, their engineer deemed it "small animal damage." As this cause seemed dubious, I dismantled the seat to find the real cause. I discovered a spiky plastic protrusion just in front of the crotch strap's path when used in the forward position. When the strap was placed where it would be during use, the protrusion lines up with the most severe area of fraying.

Incident Date: 1/5/2013

Product Details

Product Description: Evenflo Triumph convertible car seat, on this model the cover is chocolate with mint green accents

Product Category: Toys & Children

Product Type: Strollers & Car Seats

Brand Name: Evenflo Triumph

Manufacturer / Importer / Private Labeler Name: Evenflo

Model Name or Number: Evenflo Triumph model 3801880

Serial Number:

Date: 4/24/2009

Manufactured:

Manufacturer

Date Code:

Manufacturer Address: 1801 Commerce Drive, Piqua, Ohio, 45356, United States

Manufacturer Website URL: www.evenflo.com

Manufacturer Phone Number: 1-800-233-5921

Retailer: Target Stores

Retailer State: Colorado

Additional Details

Purchase Date: 7/25/2009 This date is an estimate

I still have the product in my possession. Yes

The product was damaged before the incident. No

The product was modified before the incident. No

Have you contacted the manufacturer? Yes

If not, do you plan to contact them? N/A

Explanation: I have the dismantled product on my craft table. I dismantled it after contacting the manufacturer and their engineer claimed the defect was due to small animal damage. The engineer's assessment is incorrect.

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED], Apple Valley, Minnesota, [REDACTED] United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs that you have attached to your Report, but without your name and contact information, in CPSC's Public Database? Yes, you may include my Report with any attachments on SaferProducts.gov.

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? Yes, you may release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I Yes
have reviewed
the Report and
that the
information
provided in this
Report is true
and accurate to
the best of my
knowledge,
information,
and belief.

OMB Control Number 3041-0146