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This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 3/16/2015

Incident Details

VQ-10732106-9156

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Report Number: 20150316-65F7A-2147434540

Report Submitted Date: 3/16/2015

Who You Are: Consumer

Incident Description: The LATCH clip failed on this car seat--Evenflo model #34611106, manufacture date 11/01/2011. One of the clips is stuck in a permanently depressed position, which is extremely dangerous since it won't clip onto the anchors.

Our use of this car seat has been extremely limited. We live in NYC and do not drive our car on a daily (or even a weekly) basis. In addition, our primary car is an older model vehicle without LATCH anchors, so most of the time we secure the seat using the belt path. We really only use LATCH when visiting grandparents or traveling. Our child is also very light, weighing only 33 lbs. The car seat has never been in an accident.

So, the LATCH anchors have received incredibly light use, which makes it all the more concerning they failed.

I am also concerned that when I contacted Evenflo's customer support line, they suggested I use a screwdriver to pry the LATCH back into place. It strikes me as incredibly dangerous for an untrained person to attempt these kinds of repairs. This isn't a cosmetic part of the car seat; it's literally the only anchor securing the child to the car.

Evenflo told me the car seat was out of warranty and offered me the option to purchase a LATCH replacement. I did not take them up on this offer as I no longer trust the quality of their manufacturing, given that a critical safety piece broke in such a dangerous way, with so little use.

I was frankly quite surprised that the consumer service representative was so blase about this major failure.

I was also shocked that Evenflo's first response was to tell me to try and fix it myself, that a LATCH replacement was at an additional cost, and that it was offered only after I declined to jeopardize my kid's life with my incredibly limited Mr. Fix-it skills.

Incident Date: 2/9/2015 This is an estimate

Incident Location: Other - [REDACTED], Brooklyn, New York, [REDACTED], United States This is my home address

Product Details

Product Description: Evenflo Symphony Car Seat. Model #34611106, manufacture date 11/01/2011. Evenflo The LATCH clip failed on this car seat.

Product Category: Toys & Children

Product Type: Strollers & Car Seats

Brand Name: Evenflo

Manufacturer / Importer / Private Labeler Name: I don't know.

Model Name or Number: 34611106

Serial Number:
Date 11/1/2011
Manufactured:
Manufacturer
Date Code:
Manufacturer Not specified
Address:
Manufacturer
Website URL:
Manufacturer
Phone Number:
Retailer: Babies R us
Retailer State: New Jersey

Additional Details

Purchase Date: 11/1/2012 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 contacted the manufacturer, who didn't really seem to care.

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] Brooklyn, New York, [REDACTED], United States

E-mail [REDACTED]

Phone Number: [REDACTED]

Consent

May we include your Report, including any documents or photographs Yes, you may include my Report with any attachments on SaferProducts.gov.

that you have
attached to
your Report,
but without
your name and
contact
information, in
CPSC's Public
Database?

May we release your name and contact information to the product manufacturer / importer / private labeler identified in your Report? No, do not release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I 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. Yes

OMB Control Number 3041-0146