



RECARO North America, Inc. 4120 Luella Lane Auburn Hills, MI 48326

National Highway Traffic Safety Administration  
Mr. George Person  
Attn: Recall Management Division (NVS-215)  
1200 New Jersey Avenue S.E.  
Washington, DC 20590

**Fax** a.341.1

**From** Michael w. Murto  
**Organization ID** RECARO North America, Inc.  
**Department** Engineering  
**Telephone** (248) 364-3818

**Fax** (248) 364-3804  
**E-mail**  
**Internet** www.recarousa.com

**Date** 27 February 2009  
**Page** 1 of 7

Fax-No.: 202-366-7882

**Subject: SAFETY RECALL NOTIFICATION**

Dear Mr. Person,

On February 24, 2009 RECARO North America, Incorporated decided that a defect which relates to motor vehicle safety exists in certain RECARO Signo child restraint systems shipped from February 1<sup>st</sup>, 2008 until September 30<sup>th</sup>, 2008.

Explanation of attachments:

Pages 2 – 4 NHTSA 573 Report  
Page 5 NHTSA Announcement, Owner letter  
Page 6 NHTSA Announcement, Dealer letter  
Page 7 Inspection Instruction

Kind regards,

Michael W. Murto  
Director Engineering  
RECARO North America, Inc.  
4120 Luella Lane  
Auburn Hills, MI 48326  
Main Phone: (248) 364-3818 X232  
Main Fax: (248) 364-3804

RECARO North America, Inc. 4120 Luella Lane Auburn Hills, MI 48326

**Daniel C. Smith**  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attn: Recall Management Division (NVS-215)  
1200 New Jersey Avenue S.E.  
Washington, DC 20590

Your message SAFETY RECALL NOTIFICATION  
Your reference Michael Murto  
Our reference Director Engineering  
Organization ID RECARO North America, Inc.  
Department Engineering  
  
Telephone (248) 364-3818  
Fax (248) 364-3806  
E-mail [mike.murto@recaro-nao.com](mailto:mike.murto@recaro-nao.com)  
Internet [www.recaro.com](http://www.recaro.com)  
  
Date 27 February 2009  
Page 1 of 4

**Subject: SAFETY RECALL NOTIFICATION**

Dear Mr. Smith,

On February 24, 2009 RECARO North America, Incorporated decided that a defect which relates to motor vehicle safety exists in certain RECARO Signo child restraint systems shipped from February 1<sup>st</sup>, 2008 until September 30<sup>th</sup>, 2008.

RECARO is filing this Defect Information Report in compliance with 49 CFR 573.

**§ 573.6(c)**

*(1) The manufacturer's name:*

RECARO North America, Inc.  
4120 Luella Lane  
Auburn Hills MI 48326

Contact: Michael W. Murto

Phone: 248-340-1183

Email: [mike.murto@recarousa.com](mailto:mike.murto@recarousa.com)

*(2) Identification of the items of motor vehicle equipment potentially containing the defect:*

Signo child restraint systems manufactured from February, 2008 to September, 2008.

Signo Models:	Cobalt	330.00.MM58 & 330.01.MM58
	Midnight Desert	330.00.MM14 & 330.01.MM14
	Sand	330.00.MM34 & 330.01.MM34

Blush

330.00.MM5A & 330.01.MM5A

(3) *The total number of child restraint systems potentially containing the defect.*

Signo: 5,444 child restraint systems

(4) *The percentage items of equipment estimated to actually contain the defect:*

Less than 0.13 %

(5) *A description of the defect:*

Brief Description: The central front adjuster strap on some seats may slip within the metal adjuster (A lock) that controls tightness of the harness and may prevent the harness from being properly tightened. If this condition existed and a vehicle crash occurred, the child would not be securely fastened to their child restraint system and may sustain an injury. The defect exists at the time of delivery and RECARO believes that it is immediately recognizable by the consumer when securing a child.

(6) *A chronology of events that were the basis for the determination that the defect related to motor vehicle safety:*

In January 2009, RECARO North America received its first customer complaints regarding the A-lock not functioning properly. RECARO requested the return of the product for root cause analysis. All the seats were unused, as the defect was noticed by the consumers prior to the seat being used in the field.

Upon receipt of the returned seats, February 2009, RECARO verified the complaints and initiated our complaint management process which included contacting the manufacturer of the seat assembly and its relevant sub-component suppliers.

In February 2009, Recaro embargoed the seat complete inventories and began re-inspection. All seats are re-inspected prior to shipment. All A-lock assemblies, components, and in-process materials have been inspected and rechecked by our vendor and their sub-suppliers. The spring manufacturing process and stocks were re-checked and equipment's capability was re-confirmed.

Results:

- Defective Child Seats Discovered = Zero;
- Defective A-Locks Discovered = Zero;
- Defective Springs Discovered = Zero.

February 2009, a Root Cause Analysis Results is still pending

(8)(i) *A description of the manufacturer's program for remedying the defect or noncompliance.*

RECARO is of the opinion that the defect is 100% detectable by the consumer prior to use. All reported complaints were discovered prior to use.

RECARO has implemented a 100% inspection of all goods, (containment actions implemented).

RECARO will contact consumers and dealers requesting they inspect the product. RECARO will replace any product containing the defect.

(ii) *The estimated date(s) on which it will begin sending notifications to owners, and to dealers and distributors:*

RECARO Dealer notification letter:	February 2009
RECARO announcement notification letter:	February 2009
RECARO Inspection Instructions	February 2009

(10) *A representative copy of all notices, bulletins, and other communications that relate directly to the defect or noncompliance and are sent to more than one manufacturer, distributor, dealer or purchaser. These copies shall be submitted to NHTSA's Recall Management Division (NVS-215) (RMD), not later than 5 days after they are initially sent to manufacturers, distributors, dealers, or purchasers. Submission shall be made by any means, including those means identified in §573.9 of this part, which permits the manufacturer to verify promptly that the copy was in fact received by RMD and the date it was received by RMD.*

Please see attached documents: Dealer Letter, Announcement Letter, Inspection instructions.

(11) *The manufacturer's campaign number, if not identical to the identification number assigned by NHTSA.*

RECARO North America intends to use the NHTSA campaign number, when it is assigned.

§ 573.13— Reimbursement for pre-notification remedies.

All the subject Child Restraint Systems are still under warranty, so Recaro is not implementing a pre-notification reimbursement plan.

Kind regards,



Michael W. Murto  
Director Engineering  
RECARO North America, Inc.  
4120 Luella Lane  
Auburn Hills, MI 48326  
Main Phone: (248) 364-3818 X232  
Main Fax: (248) 364-3804

Cc: Fax to George Person (202-366-7882)

February 2009

## SAFETY RECALL NOTIFICATION

Dear RECARO Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. RECARO has decided that a defect which relates to motor vehicle safety exists in Signo child restraint systems manufactured from February 1<sup>st</sup>, 2008 through September 30<sup>th</sup>, 2008. According to our records, your child restraint system may be affected.

### What's Wrong / Description of the Defect

A potential defect of the harness system was discovered during product evaluation and feedback from the field, the harness adjuster strap on some seats may slip within the metal adjuster (A-lock) that controls tightness of the harness and may prevent the harness from being properly tightened. If this condition existed and a vehicle crash occurred, the child would not be securely fastened to their child restraint system and may sustain an injury.

### What You Should Do

Potential of occurrence is extremely rare and this defect is 100% detectable; therefore RECARO is requesting consumers to inspect their Signo seat restraint systems to confirm proper function of the harness adjuster.

RECARO believes this defect is 100% detectable and therefore RECARO is requesting consumers to inspect their Signo seat restraint systems to confirm proper function of the harness adjuster.

To test your restraint:

- (1) On your empty car seat, fully tighten the harness system by pulling on the harness adjuster strap,
- (2) Pull on both shoulder harnesses without lifting or pressing the harness adjuster release lever (located on the front of the restraint under the cover flap).

- If the harness slips, use of the restraint should be stopped! Contact RECARO for further instructions.
- If the harness does not slip, the restraint can continue to be used, and no further action is necessary.

An inspection instruction sheet is enclosed.

It is recommended that you always ensure that your restraint harness is tight on your child by pulling on the harness straps at every use.

### Questions

Please contact our customer service department at 1-888-473-2290 or E-mail at [safety@recarousa.com](mailto:safety@recarousa.com) with any questions or concerns regarding this issue. When you call, please have the model, serial number and manufacturer date on hand.

If you believe that RECARO has failed or is unable to remedy this issue in a timely manner without cost, please call the RECARO customer service department at 1-888-473-2290. If you are not satisfied, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-8153) or go to <http://www.safercar.gov/>.

We apologize for this inconvenience however your child's safety is our number one priority.

Sincerely,

RECARO Child Seat Division



KeiperRecaro Group

RECARO North America, Inc.

4120 Luella Lane, Auburn Hills, MI 48326, USA

Phone: 248-364-3818 Fax: 248-364-3804

800-line: 1-888-473-2290

Email: [safety@recarousa.com](mailto:safety@recarousa.com) / Internet: [www.recaro.com](http://www.recaro.com)

February 2009

## SAFETY RECALL NOTIFICATION

Dear RECARO Dealer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. RECARO has decided that a defect which relates to motor vehicle safety exists in certain Signo child restraint systems manufactured from February 1<sup>st</sup>, 2008 until September 30<sup>th</sup>, 2008. According to our records, the child restraint systems in your store may be affected and should not be distributed until the harness system is properly inspected. A copy of inspection instructions is enclosed.

### What's Wrong / Description of the Defect

A potential defect of the harness system was discovered. The central front adjuster strap on some seats may slip within the metal adjuster (A lock) that controls tightness of the harness and may prevent the harness from being properly tightened. If this condition existed and a vehicle crash occurred, the child would not be securely fastened to their child restraint system and may sustain an injury.

### What You Should Do

RECARO believes this defect is 100% detectable and therefore RECARO is requesting dealers and consumers to inspect their Signo seat restraint systems to confirm proper function of the harness adjuster. All consumers who returned a registration card to RECARO will automatically receive a recall notice containing instructions to test for the defect. Defective products are to be returned to RECARO.

To test your restraint:

- (1) On your empty car seat, fully tighten the harness system by pulling on the harness adjuster strap,
- (2) Pull on both shoulder harnesses without lifting or pressing the harness adjuster release lever (located on the front of the restraint under the cover flap).

- If the harness loosens, use of the restraint should be stopped! Contact RECARO for further instructions.
- If the harness does not loosen, the restraint can continue to be used, and no further action is necessary.

An inspection instruction sheet is enclosed

**It is important to point out that it is a violation of Federal law for a dealer to deliver a child restraint system covered by this safety recall notice under a sale or lease until the defect or non-compliance is remedied.**

### Questions

Please contact our customer service department at 1-888-473-2290 or E-mail at [safety@recarousa.com](mailto:safety@recarousa.com) with any questions or concerns regarding this issue. When you call, please have the model, serial number and manufacturer date on hand.

We apologize for this inconvenience however the child's safety is our number one priority.

Sincerely,

RECARO Child Seat Division



Keiper Recaro Group

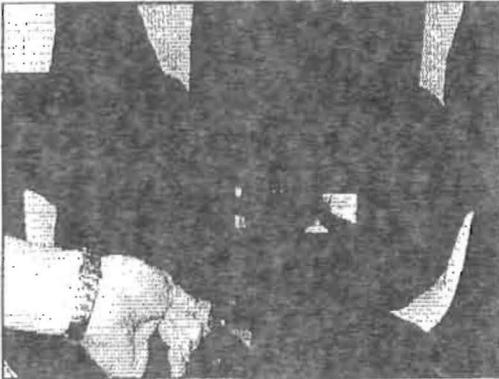
RECARO North America, Inc.  
4120 Luella Lane, Auburn Hills, MI 48326, USA  
Phone: 248-364-3818 Fax: 248-364-3804  
800-line: 1-888-473-2290  
Internet: [www.recaro.com](http://www.recaro.com),  
Email: [safety@recarousa.com](mailto:safety@recarousa.com)

## Harness Tightness Confirmation

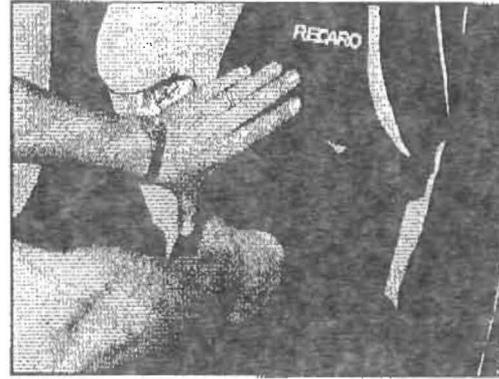
Recall Campaign # \_\_\_\_\_

### Inspection Instructions for All Signo Models

Manufactured between February 1st, 2008 & September 30th, 2008



1) On your empty car seat, fully tighten the harness system by pulling on the central front adjuster strap.



2) Pull on both shoulder harnesses without lifting or pressing the harness adjuster release lever (located on the front of the restraint under the cover flap).

- If the harness slips, use of the restraint should be stopped! Contact RECARO @ 1-888-473-2290 for further instructions.
- If the harness does not slip, the restraint can continue to be used, no further action is necessary.



If your barcode sticker located on the bottom of your child restraint has a green "indication" dot on it, your seat has been inspected by Recaro North America for initial adjuster integrity.

Please contact our customer service department at 1-888-473-2290 or E-mail at [safety@recarousa.com](mailto:safety@recarousa.com) with any questions or concerns regarding this issue. When you call, please have your model, serial number and manufacture date on hand.

We apologize for this inconvenience, however your child's safety is our number one priority.

Sincerely,  
RECARO Child Team Division

RECARO North America, Inc.  
4120 Luella Lane, Auburn Hills, MI 48326, USA  
Phone: 248-364-3818 · Fax: 248-364-3804  
800-line: 1-888-473-2290  
Internet: [www.recarousa.com](http://www.recarousa.com), E-mail: [safety@recarousa.com](mailto:safety@recarousa.com)