

Century announce recall of 6,509 convertible car seats

In cooperation with the National Highway Traffic Safety Administration, Century Products announces a recall of 6,509 convertible child seats equipped with an A-lok assembly shipped between April 10, and May 10, 2001.

The models are: Encore (44612 GTN and 4662 WSC01); Bravo (44622 LTG, 44630 LTH, 44631 PFN and 44662 WSC), and Accel (45100 CHT, 45100 MTE, 45100 STH, 45200 MXM, 45600 JTI, 45600 MTE, 45600 MTO, 45600 MXM, 45600 SAF, 45700 GSD, and 45700 LFT); and Smartmove (44709 MTE and 44709 SVR).

The harness adjustment locking mechanism on the affected restraint system models may allow the harness webbing to slip through the device during a serious motor vehicle collision when the convertible restraint system is in the forward facing mode. The child may not be properly restrained, possibly resulting in serious injury or death.

Consumers with Century car seats manufactured between April 9, 2001 and May 10, 2001 should contact Century at **1 800 575 6097** regarding the arrangements to replace the car seat. Consumers should have the model name, model number and date of manufacture of the car seat when making the call to the company. The information is located on the label adhered to the car seat.

Consumers with questions about this recall campaign should call NHTSA's toll-free Auto Safety Hotline at **(800) 424-9393** or visit NHTSA's web site: www.nhtsa.dot.gov. ~~The NHTSA number to call in the Washington, DC area is (202) 366-0123.~~

888-327-4236.

Remark

Client: GRACO
Project: A-LOCK
Value: Seat

Application code: 52210000
Toll-Free Number: 800-000-0000
DNIS: 0000

Date: June 11, 2001
Version: FINAL
Live Date: 6/15/01 COB

IVR Script for Century A-Lock

A1-INTRO

Thank you for calling the Century A-lock recall line. Century Products, in cooperation with the National Highway and Transportation Administration, is recalling approximately 8,700 car seats manufactured between April 9, 2001 and May 10, 2001.

Go to A2

A2-INTRO2

The affected units have a A-lock part supplied by a subcontractor which did not meet specifications. If the car seat is in a vehicle which is in an accident, the seatbelt could slip, possibly creating an unsafe condition. Century is replacing the affected carseats in exchange for the defective units.

Go to A3

A3-INTRO3

In a moment you will be asked to enter the Model numbers and other critical information which are on the date label of the carseat and the safety harness of your unit. If you do not have your unit handy or are calling from a dial phone, please hang up and call back using a push button phone when the carseat is available for you to inspect.

Go to A4

A4-READY

If you have your unit handy now, please press 1.

*If no response, go to B1 1x. On 2nd time, go to B4
If any key, goto A5*

A5

Looking at the rear of the unit, on the crossover point of the seat belt, you will see a white tag with the imprint IMMI on it. The second line printed on the tag begins with the word Lot ID # followed by an 8 digit number.

Go to A6

Remark:

Client: GRACO
Project: A-LOCK
Voice: Scot

Application code: 4000000
Toll-Free Number: 180-000-0000
DNIS: 0000

Date: Jun 11, 2001
Version: FINAL
Live Date: 6/13/01 CCB

A6-GET LOT

Please enter the eight digit number using the keypad of your phone ignoring the dash that is in the number, now.

Go to A7

A7-PLAYBACK

You entered

Go to A8

A8-CONFIRM

If this correct, press 1. To change, press 2.

Go to A9

A9-NOT RECALLED

Your car seat is not affected.
calling. Good bye.

Thank you for

Go to A10

A10-GET MODEL (any model # is acceptable)

Now, Using your telephone keypad, please enter the four or five digit model number found on the label on the back of your carseat, followed by the # sign.

Go to A11

A11-PLAYBACK

You entered <digits>

Go to A12

A12-CONFIRM

If this is correct, press 1. To change, press 2.

Go to A13

Remark:

Client: GRACO
Project: A-LOCK
Vols: Seen

Application code: xxx0000
Toll-Free Number: 800-960-0000
DNIS: 0000

Date: June 11, 2001
Version: FINAL
Live Date: 6/15/01 COB

(valid model #s are in the chart below. Identify if it is a valid model, remember it, and continue to get fabric and manufacturing date before we tell the caller whether they are in or out).

4613
4620
4621
4662
4712
44612
44622
44630
44631
44662
44631
44709
45100
45200
45600
45700

A14-GET FABRIC LETTERS

Now, we'll need to know the three letter code that appears to the right of the model number. You'll notice that your telephone keypad contains letters and digits. Please enter the three letters that appear next to your model number.

Go to A15

A15-PLAYBACK

You entered <<PLAY LETTER BOX>>

Please create a box for each of the following:

"say"	if
CHT	248
GSD	473
GTN	486
JTI	584
KDF	633
LFT	636
LTG or	684
LTH	
MTE	683
MTQ	686
MXM	699
PFN	736
SAF	723
STH	784
SVR	787
TMP	887
WBO	872

Remark

Client: GRACO
Project: A-LOCK
Voice: Seat

Application code: xxx000
Toll-Free Number: 800-000-0000
DNIS: 0000

Date: June 11, 2001
Version: FINAL
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Go to A16

A16-CONFIRM

if this correct, press 1. To change, press 2.

Go to A17

A17-GET DATE (April 9, 2001 to May 10, 2001 window... YYYY-MM-DD ... remember the date)

Next, please enter the eight digit date code also found on the label of the
carseat.

Go to A18

A18-PLAYBACK

You entered

Go to A19

A19-CONFIRM

if this correct, press 1. To change, press 2.

Go to A20 or A21

A20 - NOT PART OF RECALL

Based on the Model number, letter code and manufacturing date, your unit is not
part of this recall. Thank you for calling. Goodbye.

A21-PART OF RECALL

Your car seat is affected and we'd like to replace your car seat. To do this, we'll
need your name, address and contact information.

Go to A22

A22-GETNAME

After the tone, please say your first and last names, spelling your last name and
then stay on the line.

Go to A23

Remark

Client: GRACO
Project: A-LOCK
Voice: Scott

Application code: xxx0000
Toll-Free Number: 800-000-0000
DNB: 0000

Date: June 11, 2001
Version: FINAL
Live Date: 6/13/01 COB

A21-GETADDRESS

After the tone, please say your complete mailing address including city, state and zip code. No PO boxes allowed.

Go to A24

A24-GETPHONE

Using your telephone keypad, please enter your complete telephone number beginning with the areacode now.

Go to A25

A25-PLAYBACK

You entered.

Go to A26

A26 - CONFIRM

If correct, press 1. To change, press 2.

Go to A27

A27-DELIVERY

In 1-2 weeks you will receive a new car seat to replace your current unit and a prepaid wll-call tag which will allow you to return your car seat to Century at no cost to you. We apologize for any inconvenience this may cause and thank you in advance for your cooperation.

B1 - Touch-Tone

Please respond using your touch-tone telephone. Rotary callers, please call again using a touch-tone telephone.

B2 - No Response

Please make your selection.

B3 - INVALID1

That choice is not offered.

B4 - INVALIDZ

It appears you're having difficulties using this service. Please try your call again, later. Goodbye