orbitbaby

Toll Free Phone Number: 1-877-ORB-BABY (1-877-672-2229)
Email: strongarm@orbitbaby.com

November __, 2013

Subject: **PRODUCT RECALL NOTICE**
Recall No.: 13C-003
ORBIT BABY Car Seat Base G2 (Model No. ORB822000)
Date Manufactured: Between March 20, 2013 and July 20, 2013
Batch Numbers: A0840, A0860 and A0880

Dear ORBIT BABY Retailer:

This notice is being sent to you in accordance with the requirements of the National Highway Traffic Safety Administration. Orbit Baby, Inc. has determined that a manufacturing defect which does not allow proper installation of some bases in accordance with the installation instructions exists in **specific ORBIT BABY Car Seat Base G2 (Model No. ORB822000) units manufactured between March 20, 2013 and July 20, 2013 with one of the following Batch Numbers: A0840, A0860 and A0880.**

IMPORTANT NOTE: This recall only affects the Car Seat Base G2. The Infant Car Seat G2 carrier (Model No. ORB83300) is NOT included in this recall.

Description of the Defect

Some StrongArm Knobs on the affected Car Seat Base G2 units may detach or just spin without tightening the base when a spring pin that connects the StrongArm Knob falls out. In either of these cases, the Car Seat Base G2 cannot be installed securely because you must tighten the base into the vehicle by using the StrongArm mechanism.

This issue does NOT affect the Orbit Baby Infant Car Seat G2 carrier (Model No. ORB833000), which can be installed with or without the Car Seat Base G2. The Infant Car Seat G2 carrier can continue to be used without the base until the repair kit has been installed.

What Orbit Baby is doing for Consumers

All registered owners of the affected Car Seat Base G2 manufactured between March 20, 2013 and July 20, 2013 with Batch Numbers A0840, A0860 and A0880 will be sent a repair kit to re-attach the StrongArm Knob.

Consumers who have not registered their product should contact the ORBIT BABY information line, toll free at 1-877-ORB-BABY (1-877-672-2229) or visit www.orbitbaby.com/registration.

Detailed instructions for this product recall will be available online at: www.orbitbaby.com/safety-update

What We Would Like You to Do

Check your stock of ORBIT BABY Car Seat Base G2 (Model No. ORB822000) and Infant Car Seat G2 + Car Seat Base G2 (Model No. ORB840000) for bases manufactured between March 20, 2013 and July 20, 2013 with any of the Batch Numbers A0840, A0860 and A0880, and remove them from sale until after they have been repaired; provided, however, any of your stock with a green dot label is unaffected and not part of this recall. See below for image of the green dot label indicating that the stock is unaffected and not part of this recall.

Stock with the above green dot label is NOT part of this recall

If you have stock that is part of this recall, please contact Orbit Baby Retail Sales Support directly at 1-877-ORB-BABY (1-877-672-2229) or email: strongarm@orbitbaby.com

As a reminder, the Infant Car Seat G2 carriers used with the Car Seat Bases G2 are not part of this recall and do not require any action.

Also included in this notice, is the required Product Recall Notice Poster to be prominently displayed for consumer awareness at any of your physical retail location(s). For additional posters for multiple store locations, please contact Orbit Baby Retail Sales Support directly at 1-877-ORB-BABY (1-877-672-2229).

It is a violation of Federal law for a retailer to sell the affected product covered by the notification until the defect is remedied.

Questions

Please review this packet carefully and if you have questions or concerns contact Orbit Baby Retail Sales Support directly at 1-877-ORB-BABY (1-877-672-2229) or email: strongarm@orbitbaby.com

We apologize for any inconvenience this matter may cause.

Sincerely,

ORBIT BABY, INC.
8445 Central Avenue
Newark, CA 94560