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This is a copy of your Report to the U.S. Consumer Product Safety Commission submitted on 3/25/2015

Incident Details

VQ-10732104-8537

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Report Number: 20150325-808B3-2147434250

Report Submitted Date: 3/25/2015

Who You Are: Consumer

Incident Description: I purchased a Britax Boulevard convertible car seat with the new Click Tight technology. The harness straps became increasingly hard to tighten and tighten unevenly, despite the seat "clicking" which ensures that the harness is tight enough, even though it is not. Thankfully I am educated and aware that a harness needs to be tight enough so that child does not slip out of the straps, and continued to try to tighten it past the initial click. However, as time has passed (just a few months) the straps are now impossible to tighten and the slack is so loose that my son [REDACTED] months old) can lift his arms out of the harness straps while I'm driving. This is incredibly unsafe. Britax is sending me a new seat, but where this is a new seat design, I've heard online that there are many other people with the same issue. I believe that Britax should consider a recall or at least refund consumers money and allow us to buy a different seat. I spent over \$300 on this seat and I'm positive it's not safe.

Incident Date: 3/24/2015

Product Details

Product Description: Britax Boulevard Convertible Car Seat with Click Tight technology

Product Category: Baby

Product Type: Brand Name: Britax

Manufacturer / Importer / Private Labeler Name: Britax

Model Name or Number: Boulevard Click Tight

Serial Number: E9It86h000566
Date: 10/1/2014

Manufacturer Date Code: 10/2014

Manufacturer Address: Not specified

Manufacturer Website URL:

Manufacturer Phone Number:

Retailer: Babies R Us
Retailer State: Massachusetts

Additional Details

Purchase Date: 11/1/2014 This date is an estimate

CPSC does not guarantee the accuracy, completeness, or adequacy of the contents of the Publicly Available Consumer Product Safety Information Database on SaferProducts.gov, particularly with respect to information submitted by people outside of CPSC.

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: Britax agreed to send me a new seat and I'll return the old one to them within 30 days

Your Contact Information

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED] Worcester, Massachusetts, [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? No, do not release my name and contact information to the product manufacturer / importer / private labeler.

I certify that I Yes

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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