



Q&A

- 1. I saw that Evenflo has issued a voluntary recall related to a harness buckle being difficult to unlatch. Is this a safety issue?**

No. Protecting children is Evenflo's number one priority. The issue does not affect the crashworthiness of the seat in the event of a motor vehicle accident. The buckle that we have chosen to voluntarily recall passed every government safety test, as well as Evenflo's own rigorous internal testing. If certain types of food or drinks contaminate the buckle, however, it may become resistant to unlatching. This condition may make it difficult to remove a child from the seat. If the buckle remains free from contaminants, it will function normally.

- 2. If the buckle is able to pass safety testing why has Evenflo chosen to recall the convertible car seats and harnessed boosters using the buckle?**

Consumer satisfaction. There are limited situations where the buckle can become difficult to unlatch. It is with an abundance of caution that Evenflo has decided to voluntarily recall convertible car seats and harnessed boosters that use this buckle. Evenflo has received no reports of injury to a child as a result of using this buckle and this issue does not affect the seat's crashworthiness.

- 3. How many Evenflo convertible car seats and harnessed boosters are affected by this recall?**

Approximately 1.3 million convertible car seats and harnessed boosters were manufactured using this buckle. The vast majority of those child restraints were from model years 2011-2013, as Evenflo has transitioned most models involved in this recall to newer buckle designs over the course of the last year.

- 4. Which Evenflo convertible car seats and harnessed boosters are being recalled?**

The voluntary recall affects select Chase, Maestro, Momentum, SecureKid, SureRide, Symphony, Titan 65, Snugli All-In-One and Snugli boosters, manufactured primarily between 2011 and 2013.

- 5. How can I determine if I have an affected seat?**

If you have a convertible car seat or harnessed booster with a model number that begins with one of the following prefixes: 306, 308, 310, 329, 345, 346, 371 or 385, please contact Evenflo at www.buckle.evenflo.com or 1-800-490-7591 with your model number and date of manufacture for your seat.

- 6. I am a registered owner of one of the recalled convertible car seats or harnessed boosters. What is Evenflo doing for me?**

Evenflo is sending a notice via U.S. mail to all registered consumers explaining this recall. In that letter, you will receive information about contacting the company to order your replacement buckle. You don't have to wait for your letter, however; you can register for your replacement buckle right away at www.buckle.evenflo.com or by calling 1-800-490-7591.



7. I have determined that I have an affected seat. What happens next?

Please contact us at www.buckle.evenflo.com or 1-800-490-7591. We will order a replacement buckle for you that will be sent to the address provided as soon as possible. Your kit will also have instructions on how to install your new buckle. Additionally, you can see a video at www.buckle.evenflo.com that will show you how to replace the buckle. If you are experiencing any difficulty unlatching your buckle before your replacement arrives, we recommend that you clean your buckle. Cleaning instructions can be found at www.buckle.evenflo.com.

8. Until I receive my replacement buckle, what can I do about traveling safely with my child?

The affected buckle is safe to protect your child during a motor vehicle accident. If you are experiencing any difficulty unlatching your buckle before your replacement arrives, we recommend that you clean your buckle. Cleaning instructions can be found at www.buckle.evenflo.com.

9. I am a parent and would like to talk to someone directly at Evenflo.

Please contact Evenflo's ParentLink Consumer Services Center at 1-800-490-7591 between 8AM and 5PM EST, Monday through Friday or via email at parentlink@evenflo.com.