

Has a child been injured due to a child accessing the harness adjustment button?

No injuries have been reported as a result of this circumstance.

Why is the Evolve 3-in-1 Combination Booster Seat being recalled?

Evenflo is replacing the harness adjustment button that is used in the first stage of the seat's three-stage design. To provide proper restraint in harnessed mode, the internal harness must be tightened to fit snugly around the child sitting in the seat. Evenflo is concerned that children using the seat in its first stage could intentionally gain access sufficient enough to activate the harness adjustment button without adult assistance, and possibly loosen their harness.

Where is the harness adjustment button located on the Evolve Booster Seat?

The Evolve's harness adjustment button is located underneath a small plastic shield in between the child-occupant's legs.



How can I determine if my seat is affected?

The impacted Evolve model numbers are 34411700 and 34411741 in the United States and 34411700C in Canada, all with dates of manufacture before February 9, 2016. To order a free remedy kit, or to determine if your child's booster seat is affected, please visit www.evolve.evenflo.com.

Is any other Evenflo seat affected by the recall?

No. The impacted Evolve model numbers are 34411700 and 34411741 in the United States and 34411700C in Canada, all manufactured before February 9, 2016.

Are these seats available at retail?

While our records show that there are no affected model numbers still in inventory at our retail partners, we have asked them to verify this and return any affected car seats to us. The impacted Evolve model numbers are 34411700 and 34411741 in the United States and 34411700C in Canada, all manufactured before February 9, 2016.

What is being done to remedy the issue with the Evolve Booster Seat?

Evenflo is providing a free remedy kit to consumers upon request. The remedy kit includes a push-style harness adjustment button, to replace the existing pull-style button. This change

effectively eliminates the child's ability to access and activate the harness adjustment button while in the seat.

Can the Evolve seat be used while I am waiting for my remedy kit?

If your child is not accessing and activating the harness adjustment button, then the Evolve may be used safely in harnessed mode until the remedy kit is installed. If your child is accessing the harness adjustment button in harnessed mode, then the seat should not be used until you install the remedy kit. Please remember that if your child meets the height and weight requirements for the belt-positioning modes (stages 2 and 3), then the seat may be used safely in these modes. Many older children who use a booster seat have the strength and dexterity to activate the vast majority of harness adjustment mechanisms available on car seats in the market today, so care should always be taken to teach children that the harness adjustment mechanism is not a toy and must not be activated in order to help keep them safe.

How many seats are affected by this recall?

Approximately 32,000.

I have already called Evenflo about this issue and I received a new harness adjustment button. Do I still need to register for the recall?

If you already received a replacement Evolve harness adjustment button from Evenflo, there is no need to register.

How long will it take to receive the kit?

You can expect shipment of your remedy kit within 1-2 weeks after ordering.

How long has Evenflo known about this issue?

Evenflo regularly tracks the consumer feedback it receives on its products. Trend analysis in the last several months showed a small number of consumers with a common concern that children were activating the Evolve's harness adjustment button and loosening the harness. While no injuries have occurred in connection with this consumer feedback, a snug harness is essential for proper restraint and Evenflo felt action should be taken.