

1. Why is Evenflo issuing a Product Notice? Is a Product Notice the same as a Recall?

This not a recall. All seats impacted by the Product Notice continue to meet all regulatory requirements and can be used safely. In the summer of 2015, Evenflo implemented use of a new serrated CFA retaining screw on select car seat models after noticing an increase in consumer inquiries about the CFA retaining screw loosening and/or detaching. With this change, Evenflo is confident that the potential loosening and/or detaching of the CFA retaining screw has been addressed on products since that change. However, because several of the models that could be impacted are designed for extended use and already in the field, Evenflo is providing a free remedy kit of a replacement screw for consumers experiencing this issue but would like to have the CFA properly attached to the shell for the remainder of time their child uses the seat.

2. What Evenflo seats are included in the Product Notice?

Select 2011-2015 Symphony, SureRide, Titan 65, Momentum and Snugli car seats may experience loosening of the CFA retaining screw. To find out if your child's car seat is included, [please click here](#).

3. Where is the screw located on the seat?

The CFA is located at the front of the seat and permits adjustment of the car seat's harness length and tightness around the child occupant. The CFA retaining screw mounts the CFA to the car seat shell. The CFA retaining screw is located on the bottom of the CFA underneath the harness adjuster strap, in the location shown below.



4. Has a child been injured due to the screw becoming loose?

There have been no injuries associated with this issue.

5. How can I determine if my seat is affected?

If the CFA retaining screw is loose or missing, the condition will be easily noticeable by the parent or caregiver when placing a child in the car seat and pulling on the harness adjuster strap to tighten the harness. In the unlikely event that the CFA retaining screw loosens or detaches while a child is already properly secured in the car seat, the harness will remain tight around the child and there is no influence on the retention of the child in a crash.

6. If my seat is affected, how do I order a remedy kit?

Consumers who have a car seat on which the CFA retaining screw is loose or detached can contact Evenflo at 1-800-265-0749 or cfakit.evenflo.com to receive a free remedy kit. The affected car seats should not be returned to the retailer.

7. How long will it take to receive the remedy kit?

Please allow one-two weeks after ordering to receive your remedy kit.

8. If my seat is affected, can it be used while I wait for my remedy kit?

Yes. All seats impacted by this notice continue to meet all regulatory requirements and can be used safely.

9. What is in the remedy kit?

The remedy kit includes a replacement CFA retaining screw and installation instructions.