



## Q&A

### **Why is Evenflo recalling the Embrace 35 with the AmSafe QT1 harness buckle and only conducting a consumer awareness campaign on the Embrace 35 with the AmSafe QT3 harness buckle?**

Despite Evenflo's belief that the QT1 buckle does not present an unreasonable risk to safety, Evenflo has acquiesced to NHTSA's request that we recall Embrace 35 models equipped with a QT1 buckle. On the other hand, NHTSA agrees with Evenflo that the QT3 buckle is a newer design and field data confirms that consumers are not having difficulty unlatching the QT3 buckles on the Embrace 35. Accordingly, Evenflo will notify all registered owners of an Embrace 35 with a QT3 buckle of the potential issue and replace the buckle, upon request.

### **Why didn't Evenflo recall the Embrace 35 in its April 2014 buckle recall?**

One of the primary reasons Evenflo recalled its convertible and harnessed booster seats equipped with the AmSafe buckles in April was because Graco Children's Products, Inc. had already done so and NHTSA's negative views of the buckle were publicly known. Evenflo's field data, in a different set of circumstances, would have suggested that Evenflo not recall all those seats. One thing was clear in the review of our data prior to that recall: the Embrace 35 had a virtually nonexistent complaint rate for this issue. The low complaint rate made sense because children—infants—do not tend to eat and drink in these seats—so the buckles aren't subjected to the same level of contamination, and, importantly, caregivers do not unbuckle the harness buckle of this infant seat in the vehicle. The Embrace 35 is a two-piece rear-facing seat, so parents tend to leave their infant children restrained within the carrier portion of the seat and carry them inside before unlatching the harness buckle. Accordingly, the Embrace 35 was excluded from the April buckle recall. Nevertheless, 6 months later, based on the same relevant data, NHTSA has requested that we recall the Embrace 35 with the QT1 buckle, and Evenflo has agreed to do so.