

### Why is Transitions being recalled?

Evenflo identified a potential safety concern through its regular review of consumer feedback on Transitions. To provide proper restraint in harnessed mode, the Transitions' internal harness must be tightened to fit snugly around the child sitting in the seat. Unlike Evenflo's other seats, Transitions has a central front adjuster (CFA), a button that must be activated to loosen the seat's harness, which is uniquely accessible to the child sitting in the seat. This unique access makes it possible for an active, curious child to activate the Transitions CFA and simultaneously loosen the harness. Without a snug harness, the potential for injury in a crash increases. Please be aware that this issue only affects the use of this seat in harnessed mode and not in either high-back or no-back belt-positioning modes.

### Where is the CFA located on Transitions and what does it look like?

The CFA on Transitions is located at the foot of the seat and is covered by a large fabric flap in the bottom seat pad. See the photos below:



### Has a child been injured due to a loosening harness?

No. There have been no injuries associated with this condition. Evenflo identified a potential safety concern through its regular review of consumer feedback.

### How can I determine if my seat is affected?

The impacted Transitions model numbers are 34411029, 34411686 and 34411695, manufactured before January 29, 2016.

### Is any other Evenflo seat affected by the recall?

No. Only Transitions model numbers 34411029, 34411686 and 34411695, manufactured before January 29, 2016 are affected.

### **What is being done to remedy the issue with Transitions?**

Evenflo is providing, at no charge, a remedy kit that will prevent child access and activation of the CFA. The remedy kit includes a replacement bottom seat pad, CFA assembly and installation instructions. The remedy kit can be ordered through our website at [www.transitions.evenflo.com](http://www.transitions.evenflo.com) or by calling our ParentLink Consumer Resource Center at 1-800-233-5921. Evenflo requests that consumers with impacted seats not return their seats to retailers.

All Transitions models produced after January 29, 2016 will utilize the new seat pad design and the new CFA.

### **Can the Transitions seat be used while I am waiting for my remedy kit?**

Before receipt of the remedy kit, Evenflo asks consumers to pay attention to whether their children are accessing the CFA area. If they are not, then there is no risk of the CFA being activated, and the Transitions seat may be used safely in harnessed mode until the remedy kit is installed. If a child is accessing the CFA area prior receipt of a remedy kit, then the Transitions seat still may be safely used in either high-back or no-back belt-positioning mode with children at least 40 pounds and 43 inches. If the child does not meet the size requirements for use of Transitions as a belt-positioning booster and is also gaining access to the CFA area, then the seat should not be used until the remedy kit is installed.

Refer to the photos below for more guidance on Transitions' three modes of use:



**Harnessed Mode**



**High-Back Belt-Positioning Mode**



**No-Back Belt-Positioning Mode**

### **What is in the remedy kit?**

Evenflo is providing, at no charge, a remedy kit that will virtually eliminate child access and activation of the CFA. The remedy kit includes a replacement bottom seat pad, CFA assembly and installation instructions. The remedy kit can be ordered by contacting Evenflo at [www.transitions.evenflo.com](http://www.transitions.evenflo.com) or 1-800-233-5921. Evenflo requests that consumers with impacted seats not return their seats to retailers.

### **How many seats are affected by this recall?**

Approximately 56,000.

**I have already called Evenflo about this issue and I received a new seat pad. Do I still need to register for the recall?**

Evenflo encourages consumers with seats impacted by this recall to register, even if they already have received a replacement bottom seat pad. The remedy kit includes not only the replacement seat pad, but also a new CFA assembly. When these replacement parts are used together, the possibility of child access and activation of the CFA is virtually eliminated.

**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?**

In late January 2016, during regular review of consumer feedback, the company identified that a handful of consumers had reported a child-occupant loosening the Transitions harness by accessing and activating the CFA. No injuries were involved with these incidents. While Transitions has been in the marketplace for over a year and Evenflo has sold over 55,000 units, Evenflo prioritized an investigation of these complaints. On February 12, 2016, following a complete internal investigation, Evenflo reported the issue to the National Highway Transportation Safety Administration (NHTSA) to initiate a voluntary recall.