

**Part 573 Safety Recall Report****14C-006****Manufacturer Name :** Evenflo Company, Inc.**Submission Date :** OCT 20,2014**NHTSA Recall No. :** 14C-006**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Evenflo Company, Inc.

Address : 225 BYERS ROAD

MIAMISBURG OH 45342

Company phone : 937-415-3300

**Population :**

Number of potentially involved : 202,346

Estimated percentage with defect : 100

**Child Restraint Information :****Make :** Evenflo

Model : Embrace 35

Seat Type :

Model No. : 30711365

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : JUN 01, 2012 - NOV 30, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 31511040

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : JAN 01, 2012 - AUG 31, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 31511323

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : AUG 01, 2012 - FEB 28, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 31511400

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : OCT 01, 2012 - MAR 31, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 3151198

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : DEC 01, 2011 - FEB 28, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 3151953

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : OCT 01, 2012 - MAR 31, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 31521138

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : DEC 01, 2011 - NOV 30, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 46811205

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : JAN 01, 2012 - FEB 28, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 46811237

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : JAN 01, 2012 - MAY 31, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48111200

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : DEC 01, 2011 - SEP 30, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48111215

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : JAN 01, 2012 - MAR 31, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48111215A

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : OCT 01, 2012 - OCT 31, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48111218

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : FEB 01, 2012 - SEP 30, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48111234

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : JAN 01, 2012 - MAR 31, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48111235

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : JAN 01, 2012 - OCT 31, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48111235A

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : OCT 01, 2012 - OCT 31, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48111462

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : JAN 01, 2013 - FEB 28, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48411391

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : DEC 01, 2012 - MAY 31, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48411391D

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : NOV 01, 2012 - NOV 30, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48411392

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : NOV 01, 2012 - FEB 28, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48411504

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : MAY 01, 2013 - MAY 31, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 48411504D

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : MAY 01, 2013 - MAY 31, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 52911307A

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : APR 01, 2012 - AUG 31, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 52921040

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : JAN 01, 2013 - JAN 31, 2013

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 55311138

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : APR 01, 2012 - APR 30, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type : NR

Model No. : 55311238

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : APR 01, 2012 - SEP 30, 2012

**Make :** Evenflo

Model : Embrace 35

Seat Type :

Model No. : 55311292

Platform Name / No. : NR

Brand Name : NR

Descriptive Information : The Embrace 35 is a two-piece, rear-facing infant child restraint.

Production Dates : APR 01, 2012 - SEP 30, 2012

**Description of Defect :**

Description of the Defect : Over time, due to exposure to various contaminants (like food and drink), the Embrace 35's QT1 harness buckle can become difficult to unlatch.

Description of the Safety Risk : The potential condition in the QT1 harness buckle may make it difficult to remove a child from a vehicle, increasing the risk of injury in the event that an emergency situation requires prompt exit from the vehicle.

Description of the Cause : The QT1 harness buckle can become difficult to unlatch due to exposure to contaminants, like food or drink.

Identification of Any Warning that can Occur : NR

**Supplier Identification :****Component Manufacturer**

Name : AmSafe Commercial Products, Inc.

Address : 22937 Gallatin Way

Elkhart INDIANA 46514

Country : United States

**Chronology :**

During the 2 1/2 years Evenflo used the AmSafe QT1 and QT3 buckles on the Embrace 35, it received 10 complaints that consumers were experiencing difficulty unlatching the buckle. None of these complaints involved a QT3 buckle or involved an emergency or injury. Engineering inspections confirmed that cleaning the buckle would remedy the unlatching difficulty. In Oct. 2012, NHTSA opened an investigation of various child restraints from Graco Children's Products, Inc. which used the AmSafe buckles. Following a recall request letter to Graco in Jan. 2014, Graco recalled numerous models using the QT1 and QT3 buckles. Days before Graco's recall announcement on Feb. 7, 2014, NHTSA opened an investigation of Evenflo's use of the same buckles. After consideration of NHTSA's public position regarding the AmSafe buckles on Graco's convertible restraints and booster seats, Evenflo agreed to voluntarily recall its convertible restraints and booster seats using the AmSafe buckles on April 2, 2014. Evenflo maintained, however, that use of the AmSafe buckles on its single model of rear-facing infant restraint, the Embrace 35, did not present an unreasonable risk to safety and therefore did not include that model in its recall. NHTSA continued to investigate Graco and Evenflo's use of the AmSafe buckles on infant restraints. On July 1, 2014, based on a starkly different data set than Evenflo's, Graco recalled millions of infant restraints using the QT1 buckle and conducted an awareness campaign for infant restraints equipped with QT3 buckles. Evenflo responded to NHTSA's information requests on August 29, 2014, renewing its position that no action was needed regarding the AmSafe buckles on the Embrace 35 and that the relative lack of field data confirmed this position. Despite Evenflo's analysis and submitted data, NHTSA renewed its request that Evenflo recall the Embrace 35s with QT1 buckles and conduct an awareness campaign for the QT3 buckles. Evenflo acquiesced on Oct. 14, 2014.

**Description of Remedy :**

Description of Remedy Program : Evenflo is no longer using either the QT1 or QT3 AmSafe buckle in the production of the Embrace 35. Evenflo intends to provide owners of Embrace 35 models equipped with a QT1 buckle a remedy kit, including a replacement buckle and instructions for easy consumer removal of the AmSafe buckle and installation of the newly-designed replacement buckle. In connection with the QT3 buckle, for which complaints on the Embrace 35 are virtually nonexistent to date, Evenflo will conduct a consumer awareness campaign alerting registered owners to the potential issue and providing, upon request, a replacement buckle and instructions for installation.

How Remedy Component Differs from Recalled Component : The replacement buckle for affected Embrace 35 restraints is newly designed to reduce susceptibility to contamination and is sourced from a different supplier.

Identify How/When Recall Condition was Corrected in Production : Evenflo last used the QT1 buckle on Embrace 35 production in May 2013 and transitioned to the QT3 buckle at that time. The QT3 buckle was last used in production in March 2014, despite a nearly nonexistent complaint rate, and was replaced with a newly-designed buckle from a different supplier.

**Recall Schedule :**

Description of Recall Schedule : \* Following NHTSA'S approval of Evenflo's Part 577 owner notification, Evenflo will begin mailing the notifications to all registered owners of affected Embrace 35 seats equipped with a QT1 buckle. The notification will explain the recall and provide instructions regarding how to obtain the remedy kit.  
\* Evenflo already has a dedicated recall website, [www.buckle.evenflo.com](http://www.buckle.evenflo.com), created in connection with the recall on this issue for convertible restraints and booster seats. Information regarding the Embrace 35 will be added to this location, including how to obtain a remedy kit and instructions on how to install the remedy kit of the replacement buckle. Links to other helpful information, such as frequently asked questions and answers, translations of key recall documents and cleaning instructions for the affected buckle (to be used until a consumer receives a remedy kit) will be included. In addition, Evenflo has created a dedicated toll-free number, 1-800-490-7591, to receive consumer telephone calls.  
\* In connection with the announcement of the recall, Evenflo will also issue a customer notice to all retailers with impacted Embrace 35 QT1 inventory.  
\* Regarding the AmSafe QT3 buckle, Evenflo will mail a letter to all registered owners, informing them of the potential condition and offering to replace the QT3 buckle upon request.

Planned Dealer Notification Date : OCT 21, 2014 - OCT 23, 2014

Planned Owner Notification Date : OCT 28, 2014 - NOV 04, 2014

**Purchaser Information :**

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

\* NR - Not Reported