



IMPORTANT SAFETY RECALL

NHTSA Recall No. 18C001

Dear Harmony Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Harmony Juvenile Products (Harmony) is writing to advise you that under certain circumstances, the Big Boost Deluxe with Latch Positioning (Big Boost) may not comply with Federal Motor Vehicle Safety Standard No. 213, and a remedy will be provided under the terms listed below.

PRODUCT IDENTIFICATION:

This notice relates only to the following product:

Brand: Harmony
Model: Big Boost Deluxe With Latch booster seat
Model No.: 0304017CBK
Manufacture Dates: November 1, 2015 through June 24, 2017

THE ISSUE:

Since being introduced in the United States, Canadian, and European markets, there have been no reported incidents or injuries to any child relating to the Big Boost. However, a recent test conducted by a third-party laboratory on behalf of NHTSA found that when the seatbelt is anchored forward of the seat crease and does not wrap around the base of the Big Boost, forces could be applied to the restrained child's chest in excess of regulatory limits in the event of a collision. Harmony has decided to recall the Big Boost under the terms explained in this letter.

THE REMEDY:

Harmony will provide a replacement to eligible consumers, free of charge. The replacement is a booster seat of a different model. Eligible consumers are U.S. consumers who currently own a Big Boost unit **and** are the original purchaser, original owner, and/or original user of the Big Boost unit.

WHAT YOU SHOULD DO:

To obtain a replacement booster seat, consumers must take the following actions:

1. If you determine that you are an eligible consumer, you can request a free replacement by sending an email to recalls@harmonyjuvenile.com **or** by writing to Harmony Juvenile Products, 2435 Guenette Street, Montreal, Quebec, Canada H4R2E9. Your email or letter must:
 - include your full name, mailing address, and phone number or email;
 - include photograph of your Big Boost unit;
 - include a serial number for your Big Boost unit; and
 - state that you are the original purchaser, original owner, and/or original user of the Big Boost unit.



THIS UNIT CANNOT BE RETURNED TO THE RETAILER.

2. The replacement product will be directly shipped to you.
3. Once you receive the replacement product, please immediately stop using the Big Boost and:
 - black-out the serial number of the Big Boost;
 - remove and cut the fabric seat pad of the Big Boost; **and**
 - place the Big Boost in a dark black trash bag and dispose of it.

IF YOU HAVE QUESTIONS:

If you have questions or concerns about this recall, please contact Harmony Customer Service at 1-877-306-1001 (Monday through Friday, 9:00 AM to 5:00 PM Eastern Time), or by email to recalls@harmonyjuvenile.com.

If, after having attempted to take advantage of this recall, you feel that we did not remedy this issue or within a reasonable amount of time, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590. Alternatively, you may call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <https://www.safercar.gov>.

Harmony sincerely regrets any inconvenience. Protecting children on the road is our top priority, and we value your continued trust and support.

Sincerely,

Harmony Juvenile Products