

UNITED STATES OF AMERICA  
CONSUMER PRODUCT SAFETY COMMISSION

In the Matter of	)	
	)	
	)	
BRITAX CHILD SAFETY, INC.	)	CPSC DOCKET NO.: 18-1
	)	
Respondent.	)	
	)	

**ADDENDUM TO CONSENT AGREEMENT AND ORDER**  
**(IN CAMERA)**

Pursuant to Paragraph 27 of the Consent Agreement dated October 25, 2018 (“Consent Agreement”), and approved by Order of the Commission dated November 9, 2018, Britax Child Safety, Inc. (“Britax”) submits the following Addendum to the Consent Agreement, effective upon approval by the U.S. Consumer Product Safety Commission:<sup>1</sup>

1. At Britax’s request and as already reviewed by CPSC staff, Britax shall revise the dedicated website portal referenced in paragraph 11 of the Consent Agreement, and shall within 14 days of the Commission’s order approving this Addendum implement the following:
  - a. Add new graphics and text on the BOB Gear home page further directing consumers to the Information Campaign;
  - b. Add tabs to the website to improve user experience (e.g., Customer Support, User Guides, Live Video Chat, and FAQs, including an FAQ stressing the importance of properly engaging the quick release as instructed); and

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<sup>1</sup> Terms used in this Addendum that are defined in the Consent Agreement shall have the same meaning as in the Consent Agreement.


- c. Provide a new voiceover and controls (e.g., pause, rewind, and fast forward) for the U.S. version of the Instructional Video; and add tools for easier navigation, so users can return to the site for additional information once they complete the video.
2. Britax shall increase the frequency of confidential reporting information referenced in paragraph 13 of the Consent Agreement from quarterly to monthly, and shall include in the reports any consumer complaints related to obtaining the incentives identified in paragraph 11(e) of the Consent Agreement (“Incentives”), and any reported incidents or injuries involving the Modified QR and the Modified Thru-Bolt and its replacement, through January 10, 2021.
3. Britax shall extend the availability of the Incentives, the Instructional Video, and the availability of the website portal for ordering Incentives described in paragraph 11 of the Consent Agreement until at least January 10, 2021.
4. Britax shall increase the frequency of social media announcements referenced in paragraph 11(b)(v) of the Consent Agreement to every other month until January 10, 2021.
5. As soon as practicable, but in no event later than 30 days after the issuance of the Commission’s order approving this Addendum, Britax shall send additional direct notifications of the Information Campaign to all consumers for whom it has registration data that was collected under 16 C.F.R. Part 1130. The content of this notice shall be identical to that previously disseminated pursuant to paragraph 11(b)(ii) of the Consent Agreement. By approving this Addendum, the Commission authorizes Britax to send the additional notice.

6. The original Modified Thru-Bolt referenced in the Consent Agreement shall be replaced with the suitable replacement Modified Thru-Bolt approved by CPSC staff in RP190310.

7. Britax shall conduct a voluntary fast-track recall in cooperation with CPSC staff to ship replacement Modified Thru-Bolts as referenced in paragraph 6 above to the recipients of the original Modified Thru-Bolts who received them between January 10, 2019 and April 26, 2019, to address the risk of bolt breakage.

(continued on next page)

DATED: July 3, 2019



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Robert McCutcheon, President  
BRITAX CHILD SAFETY, INC.  
4140 Pleasant Road  
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Respondent



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