



FAQ's: Britax B-Ready Arm Bar Recall

Britax Child Safety, Inc., in cooperation with the U.S. Consumer Product Safety Commission and Health Canada, is conducting a voluntary recall of select B-Ready stroller and replacement top seat models. This recall involves the foam-padded arm bar on select B-Ready strollers and replacement top seats manufactured between April 1, 2010 and December 31, 2012.

Q: *How do I know if my stroller or replacement top seat is part of the recall?*

A: Does the foam-padded arm bar on your B-Ready top seat have arm-bar cover zippered over it? If not, you may request a remedy kit by visiting www.B-ReadyRecall.com.

Q: *My stroller or replacement top seat is part of the recall. What should I do?*

A: If you own a recalled product, you should follow the steps below:

1. Visit www.B-ReadyRecall.com to request a free remedy kit.
2. Remove and discontinue use of the foam-padded arm bar until you receive and apply the zippered fabric cover and warning label. Using the stroller or replacement top seat without the arm bar is safe and permitted. The arm bar is used for child passengers to rest their hands and is not critical for safe use of the stroller or replacement top seat.

Q: *Why is my stroller being recalled?*

A: The foam padding on the stroller's arm bar can come off in fragments if the child bites the arm bar, posing a choking hazard.

Q: *I do not live in the United States or Canada. Is my B-Ready stroller included in this recall?*

A: Yes. For consumers and retailers outside of the U.S. and Canada with product included in this recall, Britax will make free remedy kits available. In order to receive your free remedy kit, please email our Customer Service Department at Britax.Recall@britax.com.

Q: *When should I expect delivery of my remedy kit?*

A: Britax will send a free remedy kit to each consumer who submits a request by visiting www.B-ReadyRecall.com. Kit delivery should take within 7-10 business days of the date your kit request is confirmed.

Q: *What is the remedy?*

A: The free remedy kit contains a zippered arm bar cover, warning label and an instruction sheet.

Q: *Can I continue to use my stroller until the remedy kit arrives?*

A: Yes. Remove and discontinue use of the foam-padded arm bar until you receive and install the remedy kit. Using the stroller or replacement top seat without the arm bar is safe and permitted. The arm bar is used for child passengers to rest their hands and is not critical for safe use of the stroller or replacement top seat.

Q: *Will you be replacing my recalled B-Ready stroller or replacement top seat?*

A: No, Britax is not replacing products included in this recall. Britax has alleviated any potential risk, by alerting B-Ready users to apply the free fabric cover and warning label to the arm bar.

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Q: *Why does it read “recall,” but I’m only getting a remedy kit?*

A: “Recall” is the umbrella term for a safety action involving a consumer product. In this case, replacement of the product is not warranted and a remedy kit is all that is needed to remedy the defect.

Helpful Resources:

US & Canadian Customer Service: 1-800-683-2045

Customer Service Business Hours: Monday-Thursday 8:30 am - 5:45 pm (ET) and Friday 8:30 am - 4:45 pm (ET)

For consumers outside of the US and Canada, please e-mail: britax.recall@britax.com.

Recall Website: www.B-ReadyRecall.com

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