

Voluntary Recall FAQs

- **Why is there a voluntary recall on the 4moms self-installing car seat?**
4moms has issued a voluntary recall on the 4moms self-installing car seat after learning of a potential issue with the infant carrier. The safety of our consumers and their children are of the utmost importance, so we investigated further. 4moms discovered that in some carriers, the coupling hooks – the hooks that lock the carrier into the base – have been improperly riveted, potentially causing them to stick and fail to attach to the car seat base. This defect has only been observed after extended use and testing.
- **Does it affect all of the 4moms self-installing car seats?**
This voluntary recall affects infant carrier units produced between July 1, 2016 and October 31, 2016. This defect is estimated to affect 2% of the 1,622 units manufactured during this time. To see if your car seat carrier is affected, visit www.4moms.com/recalls.
- **What do I do if I own one of the affected car seats?**
If your 4moms infant carrier is affected, complete the required form www.4moms.com/recalls, and 4moms will send you a replacement infant carrier at no charge.
- **Where can I find my serial number?**
You can find your nine-digit carrier serial number on the sticker located on the bottom of your carrier, under the bar code.



- **How long will it take to get a replacement carrier?**
Replacement carriers will be available on January 13, 2017. It will take between 5-10 business days for your new carrier to arrive after you've completed the online form. We will do everything we can to expedite this process and send you your new carrier as quickly as possible.

- **What do I do with my old carrier?**
Owners must destroy and discard their old carrier. Cut the harness straps to disable your old carrier so that someone could never use it by mistake. Click [here](#) to see how this is done.

We also recommend placing the old carrier inside a trash bag so that it is not visible to well-meaning pickers, and if it fits, place it inside a trashcan. Or, visit www.recycleyourcarseat.org for more information about car seat recycling programs in your area.

- **Can I still use my current carrier while I wait for my replacement?**
While you are waiting for your replacement carrier, you can use your current carrier once you've manually checked that the hooks on the carrier lock into the base. To confirm that the carrier has locked into the base, lift up on the carrier handle to ensure it's secure before every ride. Click [here](#) to watch how this is done.

If you are able to lift the carrier out of its base without first manually disengaging the coupling hook by pulling up on the carrier release, either manually install the car seat via a carrier-only installation (click [here](#) for carrier-only installation instructions) or discontinue using the car seat until your replacement arrives.

- **I placed the carrier into the base and it told me that everything was installed correctly? Do I still need to get a new carrier?**
Yes, we encourage all affected customers to replace their carrier, as the coupling hook failure has only been observed after extended use.
- **Will 4moms send me a new base, as well?**
No, the car seat base is not affected by this recall, only the infant carrier. 4moms will send a replacement carrier only.
- **Do I need to go directly through 4moms to replace my carrier or can I go to the store I purchased it from?**
In order to receive your replacement carrier, you must visit www.4moms.com/recalls.

- **If I purchased my car seat after 10/31/16 is it ok to use?**
Having purchased the car seat after 10/31/16 doesn't guarantee that it was manufactured after 10/31/16. Please visit www.4moms.com/recalls to determine if your car seat is affected.
- **Have there been any injuries?**
No, there have not been any reported injuries.
- **How long has 4moms known about this issue?**
4moms was notified by a customer about this potential issue in early December. After several thorough investigations, it was determined that this could pose a safety risk and we have been working in cooperation with the National Highway Traffic Safety Administration (NHTSA) since the end of December.