



2020 CAMBRIA 2 BOOSTER SEAT RECALL

Subject: Diono Cambria 2 31200-CA-01, 31201-CA-01, and 31202-CA-01

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your restraint system or booster seat may be non-compliant with the requirements of the *Motor Vehicle Restraint Systems and Booster Seats Safety Regulations* and that the non-compliance could affect the safety of a person. – Transport Canada Recall no. 2021-190



Dear Valued Diono Consumer,

Diono has determined through continuous product testing, that certain Diono Cambria 2 31200-CA-01, 31201-CA-01, and 31202-CA-01. **Only** those bearing the serial numbers listed below, manufactured between September 2020 and November 2020, fail to conform to Canadian Motor Vehicle Safety Standard 213 (CMVSS 213). All other Cambria 2 are free of the defect and conform to all requirements of CMVSS 213.

Affected child restraints could exhibit a cracking or breakage of the headrest assembly during the severe frontal crash tested by CMVSS 213. CMVSS 213 does not permit headrest breakage to occur. This breakage has only been observed to occur (1) during a severe frontal crash (2) while the seat is occupied with its carrying weight. Although CMVSS injury limits are still satisfied, the headrest could detach from the booster seat under these conditions and possibly contact another occupant or object in the vehicle. No prior warning of breakage is available. No injuries have been reported at the time of the submission. You may continue to use the seat without the backrest while waiting for the replacement backrest. This seat complies with CMVSS 213 when used as a backless booster.



Out of an abundance of caution, Diono has elected to voluntarily conduct a recall on the affected seats. All affected seats will be remedied at no charge to the owner. Diono will ship a replacement backrest / headrest to all owners at Diono's expense. Diono expects that the replacement headrests will be available for shipment by May 9, 2021, but the replacement headrests may be available before that time.

NOTE: No other DIONO products are included in this recall.

If your Diono Cambria 2 does not have the Serial numbers listed below, it is NOT included in this recall. Other Diono Cambria 2 booster seats do not have the identified issue and fully comply with CMVSS 213.

What to do next...

Step 1

Identify if my Cambria® 2 booster seat is affected. Look at the first 6 digits of your serial number sticker.

**648770, 648808, 648809, 648810, 648811,
648812, 648813, 648831, 648832, 648833,
648834, 648835, 648836, 648837, 648838,
648890, 649002.**

Step 2

Complete the online registration form here: <https://bit.ly/3IKRrbT> to receive your free replacement backrest remedy kit. Or contact us at **1-866-954-9786** / www.diono.ca/contact-us. Do not return the product to the retailer that the child restraint was purchased from or contact the retailer. The retailer will only refer you to Diono.

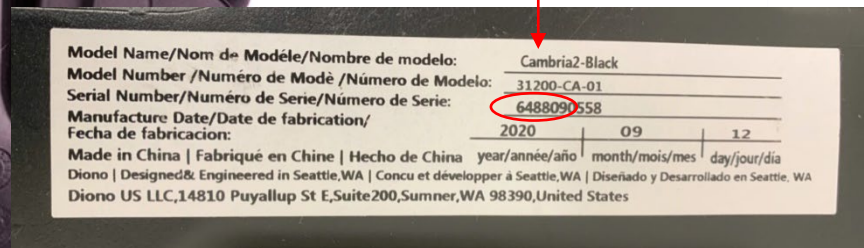


How to find your Serial Number



Your serial number is located on the sticker on the base of the car seat.

The first 6 digits of your serial number can be found here



Step 3

Receive a copy of your online registration form notification. Follow the instructions and

provide a photograph of the manufacturing sticker to the email provided.

Step 4

Receive your replacement backrest Remedy Kit and follow the kit instructions.

If You Need Further Information:

Please contact us at **1-866-954-9786** or <https://diono.ca/contact-us/> and we will be happy to support you with any questions you may have.

Diono has established a page on our website that offers answers to consumer inquiries: <https://diono.ca/safety-notice>

Diono is committed to your child's safety and we apologize for any inconvenience this matter may have caused.

Sincerely,

Diono, ULC