

Graco Safety Notice

Consumers Frequent Asked Questions

1. What is this Safety Notice?

We have issued a Voluntary Safety Notice to inform consumers of a potential risk of injury on the canopy mechanism of Graco® Spree™, Passage™, Alano™ and Oasis strollers manufactured prior to March 2008. For affected strollers, we will be providing a canopy hinge cover to consumers free of charge.

2. What is the safety concern?

It has been determined that the canopy mechanism on select Graco® Spree™, Passage™, Alano™ and Oasis strollers may pose a risk of finger tip laceration to small children.

3. Has there been any reported injuries to small children with these particular strollers?

There has been no reported incidence of injury in Europe. This is a voluntary safety enhancement.

4. What model stroller does this apply to?

The affected models were manufactured prior to March 2008 and are constructed with a canopy hinge as shown in **Photo-A**. If your stroller is constructed with a canopy hinge as shown in **Photo-B**, you are not affected by this safety notice.

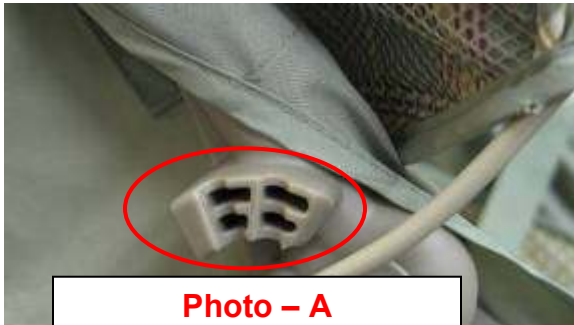


Photo – A
Hinge style requires
protective cover

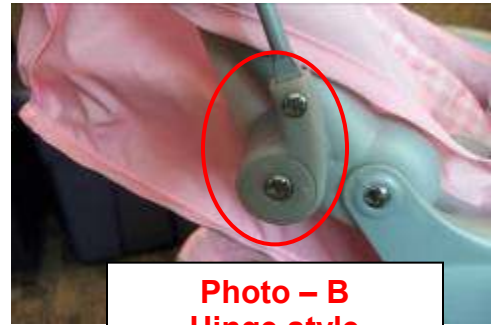


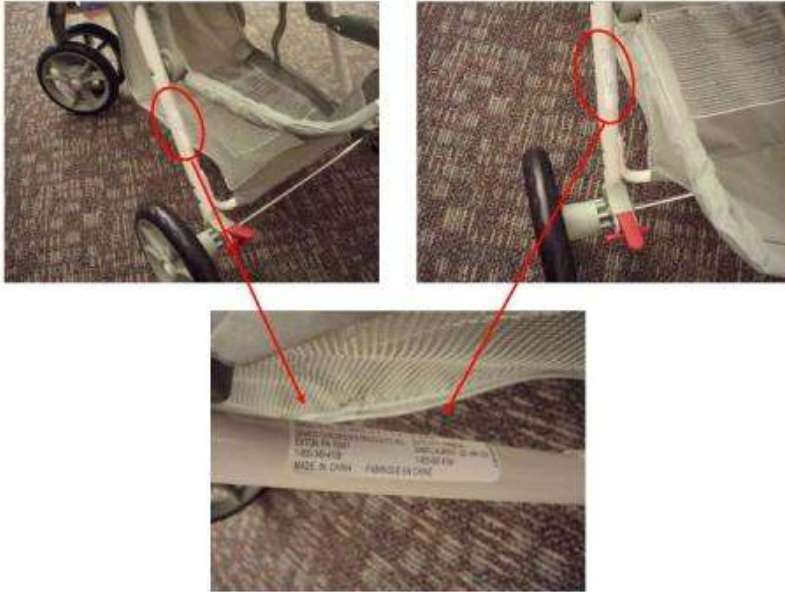
Photo – B
Hinge style
not affected

Affected model numbers are: **6318AUTE, 6318ERME, 6318FICE, 63181CEE, 6138MTRE, 6318PCSE, 6318REAE, 6687SORE, 6E98GLOE, 6E98GRAE, 6E98GRKE, 6E98GUIE, 6E99GLOE, 6E99GUIE, 7245AUTE, 72451CEE, 7245JEJE, 7245MTRE, 7245REAE, 7E97GASE, 7E97GMAE,**

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7E97GNIE, 6318REAE, 6E98GLOE, 6E98GNAE, 6E98GRAE, 6E98GRKE, 6E99GIZE, 6E99GLOE, 6303MYC, 7236CDR2, 7237HOL2, 7F00RSH31SI, 7240DNBU, 7255JJB31SI, 7E99GLOE, 7E99GNAE, 7E99GRKE, 7265BKWU, 7265GABU, 7265GEGU, 7265JEGU, 7247AUTU, 7247ETME, 7247GABU, 7247MTRU, 7247SNDU, 7248SNDU, 7F99GUIU, 6687SORE, 6818AUTE, 618ERME, 6E98GNAE,

Your stroller's model number and manufacturing date can be found on a sticker located on the lower, inside portion of the rear frame, above the rear wheels



5. What do I do if I have an affected model?

Graco will be providing a free canopy hinge cover to all consumers with affected strollers worldwide. To order the cover, fill out an online form here by visiting our safety notification page on www.graco.co.uk. If you have additional questions, please feel free to contact Graco by calling the consumer service line at 0844 412 12 12.

In an effort to further assist our consumers, additional information, demonstrations and instructions specific to this issue can also be found here:

- www.blog.gracobaby.com
- www.youtube.com/gracobaby
- www.twitter.com/gracobaby
- www.facebook.com/gracobaby

As caregivers await the arrival of their protective hinge cover, the North American Consumer Product Safety Commission advises to contact Graco for a protective hinge cover and to stop using their strollers until they receive the protective hinge. If you decide to keep using your stroller however, we recommend using caution when changing the position of the canopy while a child is seated in, or in the vicinity the stroller.

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6. Do I need to return my stroller to the store or to Graco to make the repair?

No, you do not need to return your stroller. You can request the protective covers by filling out the online form. The protective covers can be easily affixed. A video demonstration can be found on the Safety notification page.

7. What will I receive when I order the covers?

You will receive two covers to fit the left and right hand hinges on the sides of the affected stroller canopy.

8. Is it safe to use my stroller while I wait for the covers to arrive?

The North American Consumer Product Safety Commission advises to contact Graco for a protective hinge cover and to stop using their strollers until they receive the protective hinge. If you decide to keep using your stroller however, we recommend using caution when changing the position of the canopy while a child is seated in, or in the vicinity the stroller.

9. Does this protective cover fit other similar strollers made by a different manufacturer?

This protective cover is designed to fit Graco strollers only and are not available to owners of other strollers.

10. What information do I need when I order my protective cover?

Please be prepared with your model number and manufacture date, which can be found on a sticker located on the lower, inside portion of the rear frame, above the rear wheels, and check to see if your hinge matches the affected hinge in the image below:



11. Where were the affected models sold?

The strollers cited in this safety notice were sold at various retailers all around Europe.

12. Does this announcement affect products that are currently in stores?

Only models manufactured prior to March 2008 are affected by this announcement. We do not believe products currently in store were manufactured prior to March 2008.

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13. I have more than one Graco stroller. Can I order more than one set of protective covers?

You will need to fill out two applications as we can only supply one set of covers per order.

14. Where can I find instructions on how to apply the hinge cover?

A video demonstration can be found on the Safety notification page of our www.graco.co.uk website.

