



MACLAREN

QUESTIONS AND ANSWERS

1. Why is Maclaren USA having a Voluntary Recall?

Answer: An increase within the USA of children trapping their fingers in the elbow joint of the stroller while it is being unfolded has led Maclaren USA, Inc. to work with their national safety commission (“CPSC”) to develop the covers to offer protection beyond the existing US and global safety standards. There is no product defect or standards non-compliance involved.

2. What is a Voluntary Recall in the USA ?

Answer: The definition in the USA is different from the rest of the world, ‘recall’ does not mean manufacturing defects in USA, our products are entirely safe when used properly. The incidence in USA related to misuse of the products and analogous to trapping your fingers in your car door.

3. What is the nature of the incidents?

Answer: An increase within the USA of children trapping their fingers in the elbow joint of the stroller while it is being unfolded. These are linked to a misuse of the stroller and there is no manufacturing defect, actually all our products are compliant to the most stringent safety standard.

4. Is Maclaren Stroller safe?

Answer: Maclaren umbrella strollers meet all U.S. ASTM & JPMA compliance standards. These certifications guarantee Maclaren umbrella strollers meet the required maximum safety standards. Maclaren umbrella strollers have served as the benchmark for quality for umbrella strollers and have maintained outstanding records for safety along with durability for over 40 years.

5. Why we are not doing the Global Voluntary Recall?

Answer: Our products are safe and complied with all international safety standards. Our products are free from any manufacturing defects.

6. *What is action plan for the market? Especially outside of USA?*

Answer: There is no need for a recall of products since the Maclaren strollers have no defect, we will send to all markets a number of cover kits so that it can be made available to all customers or retailers requiring it.

7. *Are the Kits are made be available to the distributors/the consumers?*

Answer: Yes they will be, Maclaren will send a number of cover kits to all the markets immediately, they will all be available latest next week.