



SAFETY NOTICE

April 27, 2017

Dear Poco Customer:

In cooperation with Health Canada, Osprey is conducting a recall of Poco, Poco Plus, and Poco Premium models manufactured for sale from January 2012 to December 2014 in order to provide a **FREE** Seat Pad Insert for customers to install in their carriers. A child seated in the Poco carrier can slip through the leg openings, posing a fall hazard to children. Owners of these Poco models need not return their carriers to Osprey but should stop using the product and contact Osprey's support team to obtain the **FREE** Seat Pad Insert. Customers who previously received and installed the insert, as a result of an earlier notice from Osprey or otherwise, need not take any further action in response to this notice.

The Pocos subject to the recall (Poco, Poco Plus and Poco Premium models manufactured for sale from January 2012 to December 2014) were sold in three colors: "Romper Red," "Koala Grey," and "Bouncing Blue." They have a metal frame and a gray padded child's seat inside. The production date is stamped on a black label sewn into the interior of the large lower zippered compartment on the back of the carrier. The relevant production date codes include S12SBPR1, S12SBPR1B, S12SBPR2, S12SBPR3, S12SBPR4, F12SBPR1, F12SBPR2, S13SB IPO, S13SBPR1, S13SBPR2, S13SBPR3, S13SBPR4, F13SBPR1, F13SBPR2, F13SBPR3, S14SBPR1, S14SBPR2, S14SBPR3, S14SBPR4, S14SBPR5. "Osprey" is printed on the fabric above the kick stand. The model name is printed on the back at the bottom of the carrier.

The Poco Seat Pad quickly attaches to your current child seat. Once you have received the pad, follow the instructions printed on the back of the pad. The instructions are also detailed in this short video <https://vimeo.com/197966170>.

To obtain your **FREE** Seat Pad Insert, please contact us in one of the following ways:

- Email pocosupportcanada@insport.ca
- Online at www.ospreypacks.com and click on "Poco Safety Notices" located within the navigation bar at the top right corner of the page for more information
- Toll-free at 1 800-465-9637 from 8am – 5pm ET, Monday through Friday
- Mail to Poco Seat Pad, OCSP, LLC., 125 Montpellier Boulevard, Montreal, QC H4N 2G3

Thank you for being a valued Osprey customer. We wish you and your child years of happy hiking down the trail.

Sincerely,

The Team at Osprey Child Safety Products, LLC

