

City Versa recall notice

To owners of the Baby Jogger City Versa™ pushchair.

Issue:

In a batch of City Versa™ we have determined that a component part interferes with the proper functioning of the fold mechanism in a very limited number of these strollers. While there have been no reported injuries, due to the high quality standards, we would like to replace all strollers that have been potentially affected.

Batch affected:

Batch Number You have an affected pushchair if you have a Baby Jogger City Versa™ pushchair with the Mft.Date:2012.08.10. The batch details are stamped on the outside of the side-moulding.

Please note: No other Baby Jogger products, versions or batches of the City Versa™ are affected.



'Mft.Date:2012.08.10'

What do I need to do?

Firstly we would ask that you check the batch on your City Versa™, and if you have an affected pushchair to stop using it and return it to your retailer. Unfortunately we are currently out of stock of replacement City Versa™ pushchairs to substitute for affected batch, so if you have one of these pushchairs, please take it back to your retailer and they will give you a full refund. You will also be refunded for any City Versa™ accessories that you may have purchased with the City Versa™.

Apology to affected customers:

Kooltrade Ltd, [UK distributors of the Baby Jogger City Versa™], would like to apologise to affected customers for the inconvenience that this will cause. We would like to emphasise that we consider the safety of our customers to be paramount and hope that affected customers will understand. We know that the City Versa™ is a very popular model and we expect the issue to be fully resolved in the near future.

Contact:

- Your first port of call is to contact your retailer [where you bought the City Versa™] directly.
- Should you require any further assistance these are the contact details for the main UK distributor:
- Call the UK customer helpline on 0161 335 2508
- Send us an email to customerservice@kooltrade.co.uk