



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

March 30, 2021

Greg Parks  
Director of Compliance  
Diono  
14810 Puyallup St. E, Suite 200  
Sumner, WA 98390

NEF-107CL  
21C-002

**Subject:** Headrest May Break or Separate/FMVSS 213

Dear Greg Parks:

This letter serves to acknowledge Diono's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

DIONO/CAMBRIA 2/9999

**Mfr's Report Date:** March 24, 2021

**NHTSA Campaign Number:** 21C-002

**Components:**

CHILD SEAT

**Potential Number of Units Affected:** 6,920

**Problem Description:**

Diono is recalling certain Cambria 2 Booster Seats model numbers 31200-US-01, 31201-US-01, and 31202-US-01. In the event of a crash, a crack between the headrest and backrest can occur, allowing the headrest to separate. As such, these seats fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 213, "Child Restraint Systems."

**Consequence:**

A broken or separated headrest increases the risk of injury during a crash.

**Remedy:**

Diono will notify owners and will provide a replacement backrest with headrest assembly, free of charge. The recall is expected to begin March 31, 2021. Owners may contact Diono customer service at 1-855-463-4666.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

We have received Diono's proposed owner notification letter and envelope and they are currently under review. You will be notified of any changes or concerns once our review is complete.



Please be reminded of the following requirements:

You are required to submit copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Diono's contact for this recall will be Choon Lee who may be reached by email at [choon.lee@dot.gov](mailto:choon.lee@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement