



IMPORTANT SAFETY ANNOUNCEMENT

Future recall to repair Stokke® iZi Go X1 BeSafe® car seat

Potential risk when used in combination with ISOfix base

Owing to an identified safety issue related to using the Stokke® iZi Go™ X1 by Besafe® car seat in combination with the ISOfix base, we are currently working closely with relevant government authorities to plan a voluntary recall of the car seat for repair. The ISOfix base itself is not affected. The identified safety issue might cause severe harm to a child if the car seat were to detach from the base while they were seated in it.

Please note that no actual injury has been reported.

The risk is associated with the BeSafe iZi Go X1 seat carrying serial numbers from **ZG0247548 to ZG270529**.

Stokke® iZi Go™ X1 by Besafe® is safe to use when installed with the vehicle seat belt, but we would still urge all owners to have the car seat repaired in case possible subsequent owners combine it with the ISOfix base.

Since the manufacturer of the car seat, BeSafe, has identified the cause of the issue, it now has a repair solution which eliminates the safety risk. This repair solution has been thoroughly crash-tested to ensure that it makes the seat completely safe to use.

Stokke is asking you to return the seat and await further information about how we will be conducting the seat repair.

We sincerely apologise for the inconvenience this is causing and would remind you that our products are approved to all relevant safety standards currently in force.

The safety and wellbeing of babies and children using our products remain our foremost concern. To ensure that this standard is upheld, we continue to be committed to the continuous improvement of our products.

Thank you in advance for cooperating with us in this important matter. Please feel free to contact your customer service member or account manager for answers to any questions you may have.

**Best regards,
Stokke customer service**



IMPORTANT SAFETY ANNOUNCEMENT

Stokke® iZi Go™ by BeSafe® 汽車安全座椅召回計劃

在與 ISOfix 基座結合使用時可能存在安全隱患

由於 Stokke®iZi Go X1 by BeSafe® 汽車安全座椅在與 ISOfix 基座結合在車內使用且汽車發生強烈碰撞時可能存在安全隱患，因此，我們正在緊密配合相關政府部門主動報告召回計劃。ISOfix 基座不受本次召回影響，且安全座椅搭配 Stokke® 推車使用或在汽車內搭配汽車安全帶使用時亦不存在此安全隱患。當汽車發生強烈碰撞時，該安全隱患可能會造成安全座椅與底座分離並引發嚴重傷害。

此產品目前為止在全球未發現任何投訴、索賠、故障或事故案例。

本次召回涉及產品為序列號介於 **ZG0247548 至 ZG270529** 之間的 Stokke®iZi Go™ by BeSafe® 汽車安全座椅

Stokke®iZi Go X1 by BeSafe® 搭配 Stokke® 兒童推車使用或在汽車內搭配汽車安全帶使用時，不存在此安全隱患。但我們仍然敦促用戶配合我們完成此次召回，避免給未來由於轉手而導致的後續使用者造成安全隱患。

該汽車座椅的製造商 BeSafe 已經鑑定出造成該安全隱患的原因，並針對其製定了維修解決方案，以杜絕安全隱患。BeSafe 的維修解決方案已經完全通過了撞擊測試，能 100% 確保安全。

我們懇請您立刻將該產品退回並等候我們的進一步部署。

對給購買和使用 Stokke iZi Go™X1 by BeSafe® 汽車安全座椅的用戶帶來的不便，我們深表遺憾。我們的產品全部都達到了現有的相關安全標準。

您及您家人的安全始終是我們最關注的，我們也會持續不斷的鞭策和督促自己，繼續以高標準嚴要求來把好安全和質量關，把「將更好的給予孩子」的品牌理念繼續落實，把更好的產品帶給更多家庭。

非常感謝您對於此事給予我們的支持和幫助。如您還有任何疑問，請隨時聯繫我們的客服人員及銷售代表，我們將誠摯地為您提供進一步的服務。

此致
Stokke 客服團隊