

Q1: Why has Step2 issued a voluntary recall?

Through our ongoing quality assurance and customer feedback program, we identified a potential issue that we've seen in a small number of certain Little Helper's Shopping Cart™ models that incorporate a part from one of our suppliers. It is possible that the basket on certain of these models may not meet our durability standards and prematurely break, posing a potential safety risk. We have isolated the issue to baskets on those models that were manufactured in May of 2019.

With consumer safety as our top priority and in keeping with our rigorous quality control standards, in an abundance of caution we contacted the U.S. Consumer Product Safety Commission (CPSC) and Health Canada requesting a voluntary fast track recall of certain Little Helper's Shopping Carts.

Q2: What product is being recalled?

We have isolated the issue to baskets on a small number of Little Helper's Shopping Cart™ models that were manufactured in May of 2019. The baskets in question are supplied on the following models and color combinations only:

- 8567KL (pink basket with gray cart) with date code combinations of "5" and "19"
- 708500 (pink basket with white cart) with date code combinations of "5" and "19"
- 700000 (blue basket with tan cart) with date code combinations of "5" and "19"

Q3: How many products are affected?

About 17,000 shopping carts are affected in the U. S. and about 3,000 in Canada.

Q4: Have there been any reports of injury from this issue?

No injuries have been reported to date.

Q5: Has Step2® fixed the issue?

Yes. We have isolated the issue to baskets on certain models that were manufactured in May of 2019.

As soon as we became aware of this potential issue, we immediately stopped shipment of the models affected and retrieved remaining inventory from our retail partners. The supplier has fixed the issue and all baskets for all Little Helper's Shopping Cart™ models once again now meet our quality and durability standards.

Q6: How can I determine if my product has been recalled?

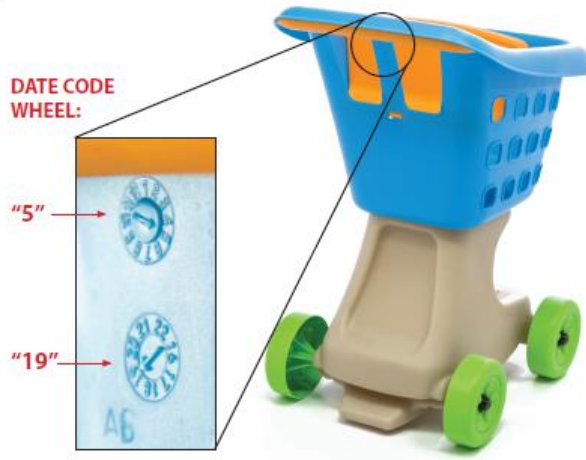
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Models described above with date combinations other than "5" and "19" are not affected.

Whether or not your cart is affected can be easily determined by referencing the date codes on the back of the basket:

700000 Little Helpers Shopping Cart



708500 Little Helpers Shopping Cart

