

Consumer Services Q&A

Q1: Why are the Baby Jogger prams and pram kits being recalled?

A1: While we have received no reports of incidents or injuries in Canada, the Baby Jogger Prams and Pram Kits have not been tested to the Canadian Cribs, Cradles and Bassinet Regulations and may not meet the bassinet safety requirements for sleep accommodations. The products are not appropriate environments for sleep. Baby Jogger is providing consumers with updated product instructions and safety warnings, so consumers understand the prams are not to be used for any type of sleep. For more information on safe sleeping practices for infants, please read [Health Canada's Safe Sleep Practices for Infants](#).

Q2: Which prams and pram kits are being recall?

A2: This recall involves the Baby Jogger City Select Lux Pram Kit, Baby Jogger City Select Pram Kit, Baby Jogger Compact Pram, Baby Jogger Deluxe Pram and the Baby Jogger Mini 2 Pram. These products are sold as optional accessories for Baby Jogger strollers.

The following products are included in this recall:

Product	Model/Colour	Item Number	UPC
	Quartz	02257	745146022577
	Black Frame, Black	04410	745146044104
	Black Frame, Silver	04412	745146044128
	Black Frame, Teal	04429	745146044296
	Black Frame, Red	04430	745146044364
	Onyx	50926	745146509269
	Ruby	50927	745146509276
	Black Frame, Cobalt	2001001	047406143115
	Black Frame, Garnet	2001004	047406143122
	10th Anniversary Edition	2050967	047406153787
	Lagoon	2083817	047406164349
	Moonlight	2083820	047406164370
	Jet	2083845	047406164288
	Slate	2083860	047406164318
	Paloma	2083924	047406164400
Carbon	2083927	047406164431	
	Slate	2011521	047406144662

Baby Jogger City Select Lux Pram Kit 	Taupe	2011522	047406144679
	Port	2011523	047406144655
	Granite	2057687	047406155897
	Slate	2057690	047406155910
	Ash	2065258	047406157211
Baby Jogger Compact Pram 	Black	95180	047406165230
Baby Jogger Deluxe Pram 	10 th Anniversary	20590964	047406153756
	Black	2083648	047406164257
Baby Jogger Mini 2 Pram 	Black	2085503	047406165230

Q3: Are the Baby Jogger strollers being recalled?

A3: No. The prams and pram kits are sold as optional accessories for Baby Jogger strollers. The recall does not include the strollers.

Q4: Is my child safe in the pram/pram kit?

A4: The prams and pram kits can continue to be used as only a stroller accessory and not for sleep environments. They have not been tested to the Canadian Cribs, Cradles and Bassinet Regulations and

may not meet the bassinet safety requirements for sleep accommodations. Therefore, you should immediately stop using the products as a bassinet for a child's sleeping accommodation. You can download a new digital product instruction manual on the recall webpage, or we can mail you a hard copy of the manual.

Q5: Can I receive a refund for my pram/pram kit?

A5: We are not giving refunds as there is no product defect with the prams and pram kits. All you need is an updated product instruction manual that includes new instructions and warnings on how to safely use the products. The products are not to be used for any type of sleep environment for a child.

Q6: If I purchased this product for sleep, can I receive a refund?

A6: We are not giving refunds. The prams and pram kits were not intended for any type of sleep. We understand the "bassinet" name in the products was confusing. We apologize for that confusion and are providing new product instructions manual as a solution. For more information on safe sleeping practices for infants, please read [Health Canada's Safe Sleep Practices for Infants](#).

Q7: How do I get a new product manual?

A7: You can download a new digital product instruction manual from the recall webpage, or we can mail you a hard copy of the manual

Q8: Did Baby Joggers make changes to the prams and pram kits?

A8: There is no product defect and no changes were made directly to the products. The prams and pram kits can continue to be used but they have not been tested to the Canadian Cribs, Cradles and Bassinet Regulations and may not meet the bassinet safety requirements for sleep accommodations. Therefore, you should immediately stop using the products as a bassinet for a child's sleeping accommodation.

Q9: Have there been any injuries?

A9: We have received no reports of incidents or injuries in Canada

Q10: Where do I find the product's model, colour and item number?

A10: Please identify your pram and pram kit by the model, colour and item number which can be found under the mattress on the product's mattress support to download the new product instruction manual that matches your product.

