



May 26, 2016

RE: "Inspect and Replace or Use" Remedy for Recently Sold Osprey Poco AG Child Carriers

Dear Osprey Poco AG Owner:

We are writing to inform you of an "Inspect and Replace or Use" Plan that Osprey has developed with the Consumer Product Safety Commission (CPSC) to remedy a recent manufacturing error that may have impacted your Poco AG Child Carrier.

Osprey has determined that a cut buckle on a shoulder strap on the harness of a limited number of child carriers can cause the shoulder strap to release, posing a fall hazard. No injuries to US consumers have been reported. The issue is limited to child carriers manufactured for Osprey's Spring 2016 production and sold between January 2016 and May 2016. No Poco Child Carrier model purchased between January 2012 and December 2015 is affected by this action.

Under the Inspect and Replace or Use Remedy, you will inspect the buckles on both straps of your carrier harness to determine if there is a cut buckle on one or both of the straps. A cut buckle will generally be easily seen by inspecting each carrier buckle. Inspection instructions are being provided with this notice.

If no buckle on the straps of your carrier harness is cut, you may resume using your carrier. However, if one or both buckles are cut, stop using the carrier and contact Osprey for information regarding how to mail it back to Osprey for a replacement product or refund.

Alternatively, consumers who do not wish to self-inspect or are uncertain about a buckle's safety after inspecting the carrier may contact Osprey to have the carrier returned for inspection and, if necessary, a replacement or refund.

To contact Osprey with any questions, call us toll free at 800-303-1350 from 8 a.m. to 5 p.m. MT, Monday through Friday, or by email at pocosupport@ospreypacks.com or ospreypacks.com/pocosupport.

Thank you for your cooperation and assistance in this matter. We regret any inconvenience it may have caused you, and look forward to serving you well as a valued customer in the future.

Sincerely,

OSPREY

Osprey Packs, Inc. 115 Progress Circle Cortez, CO 81321 T 970.564.5900 F 970.565.2120 ospreypacks.com

HOW TO INSPECT THE INTEGRITY OF THE POCO AG™ BUCKLE (“TENSION LOCK”)



POCO AG™ PREMIUM



POCO AG™ PLUS



POCO AG™

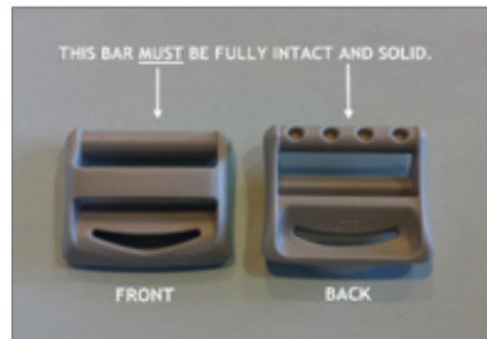
We have become aware that a small batch of products may have an incorrectly manufactured, cut buckle that poses a potential safety hazard. **YOUR SAFETY IS OUR NUMBER ONE PRIORITY.** Please follow the steps below to determine if this issue affects your Poco AG™ Series pack.

First, find the buckles on your carrier.



The issue is limited to buckles [“tension locks”] located at the end of the harness straps [circled above].

Example of normal buckle:



Example of cut buckle:



Using the instructions on the following page, check if the anchor bar that the webbing wraps around is fully intact and solid, or is cut.

CHECKING THE POCO AG™ BUCKLE (“TENSION LOCK”)



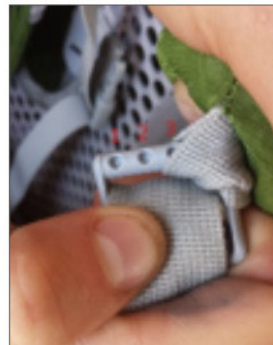
1. Grab the buckle [“tension lock”] and slide the webbing to one corner of the buckle.
2. Make sure there are **NO** cuts or cracks in the plastic anchor bar.



6. Slide the webbing to the opposite corner of the buckle.
7. Make sure there are **NO** cuts or cracks in the plastic anchor bar.



3. Rotate the buckle until you can see indentations on the back side of the buckle anchor bar.
4. Make sure there are **NO** cuts or cracks in the plastic anchor bar.



8. Rotate the buckle until you can see 3 indentations on the back side of the buckle anchor bar.
9. Make sure there are **NO** cuts or cracks in the plastic anchor bar.
10. Repeat these steps to check the buckle on the other harness strap, regardless of what you find on the first harness strap.



5. Slide the bar back into the webbing sleeve [the neutral position].



11. If one or both of the buckles on the harness straps are cut, or if you have any questions about the inspection process, please contact the Poco Inspection Team immediately at 1-800-303-1350, or by email at pocosupport@ospreypacks.com.