



VTech Technologies Canada Ltd.

IMPORTANT – URGENT SAFETY RECALL

November 8, 2017

Dear Customer,

In collaboration with Health Canada, we are voluntarily recalling the VTech® Shake & Sing Elephant Rattle™ model number 80-184800 and 80-184805 with date codes ranging from VT5353 – VT7095. **Products with date codes later than VT7095 are not impacted by this recall.**

(See Appendix A for location of date codes on the product giftbox and further information)

We have received five consumer complaints in Canada that the elephant's ear can break off when dropped or hit against hard surfaces. No injuries have been reported.

We are also asking consumers to stop using the recalled product and contact our customer service department to assist them in identify if their product is involved in this recall, and to receive a repair kit or replacement product free of charge.

Our customer service is available in English and French at 1-877-352-8697, Monday thru Friday 8am to 7pm CST. Email inquiries can be sent to toys@vtechcanada.com

We have already taken steps to stop shipping affected product from our warehouse and new stock should be arriving in our warehouse over the next few weeks. All new stock shipped from our warehouse is not impacted by this voluntary recall.

We sincerely regret and apologize for the inconvenience. Creating and developing VTech® products is accompanied by a responsibility that we take very seriously. It is important for you to know that we stand behind our products and offer products that are safe for the families who enjoy them.

Thank you for your cooperation.

Sincerely,

VTech Technologies Canada Ltd.



APPENDIX A

Product Description:

VTech® Shake & Sing Elephant Rattle™

Item no. 80-184800 and 80-184805

UPC code – 3417761848005 (ENGLISH), 3417761848050 (FRENCH)

Age – 3 Months +

Product description:

Press the adorable elephant's light-up button and it will play melodies, songs and fun phrases. Little ones will also build fine motor skills by turning the elephant's trunk and his soft, textured ears, which are perfect for teething. When they grasp the black and white textured handle and shake the rattle, they will activate the motion sensor and be rewarded with a variety of silly sounds.

Features:

1 light-up button on the elephant's tummy, 1 turning trunk, 2 twistable ears, black and white handle with colourful rattle beads.



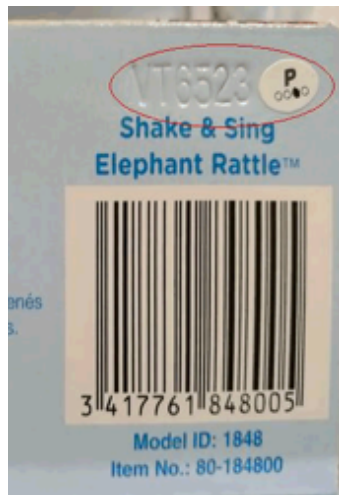


Date Code Locations:

VT5353 – VT7095



Master Carton



Giftbox



Product (inside battery cover)

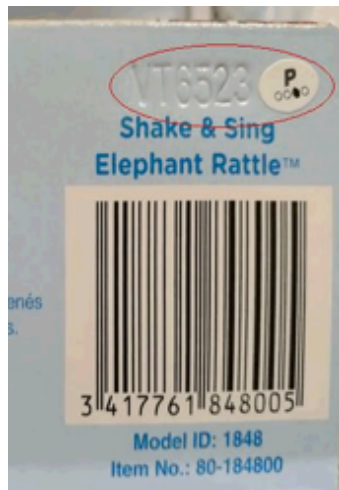
Reworked product:

Some product with affected date codes have been reworked.

Reworked product is in full compliance with this recall and the safety issue is no longer a concern. The reworked product are not included in this recall. They do NOT have to be returned.

The following markings indicate re-worked product.

- 1) Master Carton includes a Q2 following the date code.
- 2) P label with the 3rd circle coloured black will appear next to the date code.
- 3) P label with the 3rd circle coloured black will appear on the back of the product.





VTech Technologies Canada Ltd. recalls the VTech Shake & Sing Elephant Rattle

Starting date:	Nov 17, 2017	Report a Concern
Posting date:	Nov 17, 2017	
Type of communication:	Consumer Product Recall	
Subcategory:	Children's Products, Toys	
Source of recall:	Health Canada	
Issue:	Product Safety	
Audience:	General Public	
Identification number:	RA-65127	
▪ Affected products	▪ What you should do	
<h3>Affected products</h3>		
<h4>VTech Shake & Sing Elephant Rattle</h4>		
<h4>Product description</h4>		
<p>This recall involves the VTech Shake & Sing Elephant Rattle. The rattle consists of a purple elephant with one yellow ear and one blue ear. The rattle can light up and play melodies, songs, and fun phrases. There is also a black and white striped handle with colorful rattle beads.</p> <p>Only rattles with date codes VT 5353 to VT 7095 are included in the recall. The date codes can be found at the bottom of the box and inside the battery cover.</p>		
<h4>Hazard identified</h4>		
<p>The ears on the elephant rattle can break releasing a metal rod that can pose as a choking hazard to young children.</p> <p>As of November 2, 2017, the company has received 5 reports of the ear breaking in Canada, and no reports of injury.</p> <p>For some tips to help consumers choose safe toys and to help them keep children safe when they play with toys, see the General Toy Safety Tips.</p>		
<h4>Number sold</h4>		
<p>Approximately 16,700 units of the affected products were sold in Canada.</p>		

Time period sold

The product was sold from November 2015 to November 2017.

Place of origin

Manufactured in China

Companies

Distributor	VTech Technologies Canada Richmond BC CANADA
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Manufacturer	VTech Electronics limited Tai Po, Hong Kong CHINA
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What you should do

Consumers should immediately stop using the rattle and contact VTech for a repair kit.

For more information, consumers can contact Vtech at 1-877-352-8697 Monday to Friday 8am to 7pm CST or by email at toys@vtechcanada.com.

Please note that the *Canada Consumer Product Safety Act* prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](http://www.hc-sc.gc.ca/cps-spc/advisories-avis/incident/index-eng.php) (<http://www.hc-sc.gc.ca/cps-spc/advisories-avis/incident/index-eng.php>).

This recall is also posted on the [OECD Global Portal on Product Recalls website](http://globalrecalls.oecd.org/Search.aspx?lang=en) (<http://globalrecalls.oecd.org/Search.aspx?lang=en>). You can visit this site for more information on other international consumer product recalls.

Images



Image 1
VTech Shake & Sing Elephant Rattle



Image 2
Bottom of box with date code



Image 3

Date code inside battery cover

Date modified: (Automatically generated date)