

LED ROCKETSHIP PALPODZZZ RECALL WEBSITE FAQs

Recall Background

OSRAM SYLVANIA's LED Rocketship PalPODzzz™ product is a combination flashlight/nightlight/emergency light for use by children over the age of three. The product consists of two main components: a rocket ship shaped removable flashlight/emergency light component containing an LED light, and a 120-volt plastic charging base. When the rocket ship shaped flashlight/emergency light sits on top of the tabletop 120-volt plastic charging base the entire combined unit functions as a nightlight. In the event of a power outage, the flashlight unit will automatically illuminate and act as an emergency light.

- Product Description/Name: LED Rocketship PalPODzzz™
- Model No.: 72174
- Retail Price: Approximately \$15 to \$20
- Date Codes: "0808" and "0908" found on the bottom cover of the recharging base

This recall does not affect other PalPODzzz™ products imported and distributed by Sylvania (such as those designed in the shapes of Soccer Balls, Lady Bugs, etc.), as the company has determined that those other PalPODzzz™ products do not present the concern raised by this recall.

OSRAM SYLVANIA is cooperating with the U.S. Consumer Product Safety Commission to voluntarily recall the affected products and provide consumers with a \$20 coupon for OSRAM SYLVANIA products.

OSRAM SYLVANIA is providing a \$20 coupon for OSRAM SYLVANIA products and will also cover ordinary fees and shipping costs associated with the return of the recalled products by providing a prepaid, pre-addressed shipping pouch .

OSRAM SYLVANIA has a link on its webpage, www.sylvania.com, where customers can notify OSRAM SYLVANIA that they have a Rocketship Palpodzzz product and request a \$20 coupon for OSRAM SYLVANIA products, by filling in the form. You can also call the dedicated phone number for this recall, **1-877-423-3772**. Please also refer to the FAQ section below.

General Questions & Answers

Q: Why is OSRAM SYLVANIA recalling these products?

A: *“OSRAM SYLVANIA takes customer safety very seriously. The company has recently received reports in which the bottom plastic cover of the base recharging unit broke off and exposed internal electrical components. In each case, consumers received minor shocks when they touched the exposed electrical components while the unit was still plugged in.”*

Q: How many customers are affected by this recall?

A: *“Approximately 27,000 units were sold to consumers in the U.S.”*

Q: How do I get the LED Rocketship PalPODzzz™ replaced with a \$20 coupon for OSRAM SYLVANIA products or get more information about the recall?

A: *“Consumers can contact OSRAM SYLVANIA in two ways, through its toll-free customer service number (1-877-423-3772) and corporate Web site (www.sylvania.com). If you are a child, please ask your parent or guardian to help you. Once it has been determined that a consumer possesses a recalled product, the company will send a \$20 coupon for OSRAM SYLVANIA products and request the return of the recalled LED Rocketship PalPODzzz™. OSRAM SYLVANIA will provide consumers with a prepaid mailing pouch to send the unit back to OSRAM SYLVANIA. OSRAM SYLVANIA is no longer providing replacement LED Rocketship PalPODzzz™ and is no longer selling LED Rocketship PalPODzzz™.”*

Q: How do I identify if I have one of the affected LED Rocketship PalPODzzz™?

A: *“OSRAM SYLVANIA is only recalling LED Rocketship PalPODzzz™ units that were manufactured during August and September 2008. The recalled products have a label on the bottom of the base recharging unit which includes the following date codes: “0808” or “0908”. No other PalPODzzz™ products and no other LED Rocketship PalPODzzz™ units with other date codes, are affected or being recalled.”*

Q: Are other PalPODzzz products affected by this recall?

A: *“No, only the LED Rocketship PalPODzzz products are affected.”*

Q: Can I return my LED Rocketship PalPODzzz™ to a local retail outlet?

A: *“No, in order to ensure that consumers receive the appropriate replacement coupon, the recall is being handled only through OSRAM SYLVANIA. Do not go to a retailer for a replacement coupon.”*

Q: Will I have to pay for returning the defective LED Rocketship PalPODzzz™?

A: *“No, OSRAM SYLVANIA is providing a \$20 coupon for OSRAM SYLVANIA products and will also cover ordinary fees and shipping costs associated with return of the defective LED Rocketship PalPODzzz™ by providing prepaid mailing pouches.”*

Q: What should I do while I am awaiting the coupon?

A: *“If you have one of the affected LED Rocketship PalPODzzz™ products, you should stop using it immediately and unplug it.”*

Q: Are there other regions/countries affected beyond the U.S.?

A: *“No, this product was only sold in the United States.”*

Q: Can I get a replacement LED Rocketship PalPODzzz™

A: *“ No, OSRAM SYLVANIA is no longer selling its LED Rocketship PalPODzzz™.”*