



## NEWS from CPSC and HC



Health  
Canada

Santé  
Canada

U.S. Consumer Product  
Safety Commission  
[www.cpsc.gov](http://www.cpsc.gov)

Health Canada  
[www.hc-sc.gc.ca](http://www.hc-sc.gc.ca)

FOR IMMEDIATE RELEASE  
September 8, 2011  
Release #11-321

**Firm's Recall Hotline: (855) 880-4504**  
CPSC Recall Hotline: (800) 638-2772  
CPSC Media Contact: (301) 504-7908  
HC Media Contact: (613) 957-2983

# Dolls Recalled by Pottery Barn Kids Due To Strangulation Hazard

WASHINGTON, D.C. - The U.S. Consumer Product Safety Commission and Health Canada, in cooperation with the firm named below, today announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately unless otherwise instructed. It is illegal to resell or attempt to resell a recalled consumer product.

**Name of Product:** Chloe, Sophie and Audrey soft dolls

**Units:** About 81,000 in the United States and 1,300 in Canada

**Importer:** Pottery Barn Kids, a division of Williams-Sonoma Inc., of San Francisco, Calif.

**Hazard:** The hair on the Chloe and Sophie dolls may contain loops that are large enough to fit around a child's head and neck, and the headband on the Audrey doll, if loosened, can form a loop that fits around a child's head and neck. These loops can pose a strangulation hazard.

**Incidents/Injuries:** The firm has received five reports of dolls with looped hair, including one report in which a loop of the Chloe doll's hair was found around the neck of a 21-month old child. The child was not injured.

**Description:** This recall involves soft dolls sold under the names Audrey, Chloe and Sophie. The dolls measure about 17 inches high and have hair made of yarn. Audrey's hair is black, Chloe's hair is dark brown and Sophie's hair is blonde. The dolls are part of Pottery Barn Kids' Girl Doll Collection. The doll's name can be found on a tag sewn onto her bottom.

**Sold exclusively at:** Pottery Barn Kids stores nationwide, online at [www.potterybarnkids.com](http://www.potterybarnkids.com) and through Pottery Barn Kids catalogs from July 2006 to April 2011 for about \$40.

**Manufactured in:** China

**Remedy:** Consumers should take the dolls away from children immediately and cut the looped hair of the Chloe and Sophie dolls and remove the headband of the Audrey doll to eliminate the hazard. Consumers may also call Pottery

Barn Kids for instructions on how to return the affected dolls for a merchandise credit.

**Consumer Contact:** For additional information, contact Pottery Barn Kids toll-free at (855) 880-4504 between 4 a.m. and 9 p.m. PT seven days a week or visit the firm's website at [www.potterybarnkids.com](http://www.potterybarnkids.com)

**Note:** Health Canada's press release is available at [http://cpsr-rspc.hc-sc.gc.ca/PR-RP/recall-retrait-eng.jsp?re\\_id=1389](http://cpsr-rspc.hc-sc.gc.ca/PR-RP/recall-retrait-eng.jsp?re_id=1389)

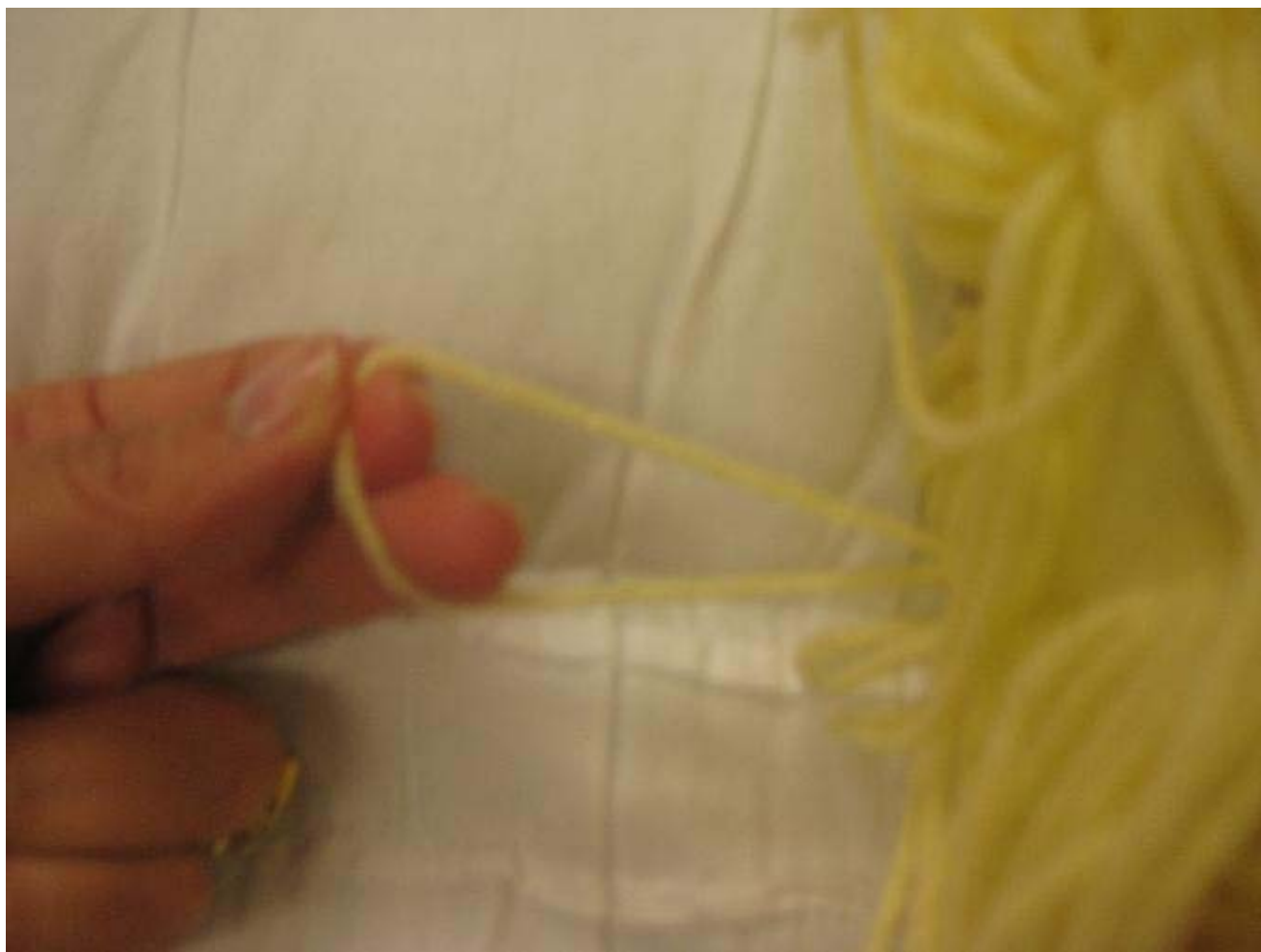


CHLOE





**SOPHIE**





AUDREY



---

The U.S. Consumer Product Safety Commission (CPSC) is still interested in receiving incident or injury reports that are either directly related to this product recall or involve a different hazard with the same product. Please tell us about your experience with the product on [www.saferproducts.gov](http://www.saferproducts.gov)

CPSC is charged with protecting the public from unreasonable risks of injury or death associated with the use of the thousands of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$900 billion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical, or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters, and household chemicals - contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 30 years.

Under federal law, it is illegal to attempt to sell or resell this or any other recalled product.

To report a dangerous product or a product-related injury, go online to: [www.saferproducts.gov](http://www.saferproducts.gov), call CPSC's Hotline at (800) 638-2772 or teletypewriter at (800) 638-8270 for the hearing impaired. Consumers can obtain this news release and product safety information at [www.cpsc.gov](http://www.cpsc.gov). To join a free e-mail subscription list, please go to <https://www.cpsc.gov/cpsclist.aspx>.

