



## Parents Against Tip-Overs

June 24, 2019

Mr. Lars Petersson  
President  
IKEA U.S.  
420 Alan Wood Road  
Conshohocken, PA 19428

Dear Mr. Petersson,

This month marks three years since the recall of 29 million dressers that did not meet the stability standards set by ASTM F15-42, killing at least 10 children to date. Parents Against Tip-Overs (PAT), a network of families who have lost young children to tip-over incidents, is writing to request an update on IKEA's actions to educate consumers about the dangers of these recalled products and to remove these dressers from consumers' homes.

Specifically, we request the following actions by IKEA:

- Use your marketing, media, and communications expertise to alert consumers and encourage them to remove dressers recalled in 2016. This would include outreach to customers and media outlets via all media channels, as well as alerting the members of your Family Program.
- Honor the return of recalled products in any condition or quantity.
- Release the details of your recall efforts to date, including the number of dressers that have been returned through the recall.
- Make it easier for consumers to remove and get refunds for recalled dressers using IKEA's website.

Much more can and should be done to protect the lives of millions of children and families who still have these dressers in their homes. However, it's difficult to understand the full scope of past and current efforts given IKEA's lack of transparency on its activities and on information about recall effectiveness including the number of products returned to IKEA. Attempts to acquire this information from the CPSC have been obstructed by provision 6(b), which enables IKEA to keep this critical data a secret from the public.

We know that your recall informs consumers that they may request an anchor kit (with or without installation at the customer's home), a full refund for furniture returned at any IKEA store, or a pick-up and full refund from the homes of customers. However, we have heard time and again from consumers that they are unaware of the recall, and if they have heard about it, that they have been strongly encouraged to take an anchor kit for their recalled dresser. They

have been discouraged from getting their furniture picked up, and pressured by representatives to keep their recalled dressers in their homes. Your representatives should be presenting dresser removal as the very first option and ensuring timely pick-up.

We saw, a few weeks ago, that you have released a new line of dressers that you are touting as “untippable” and new in design. Interlocking drawers are not new and have been present in the marketplace a long time. They should be a part of all of your dresser lines, not just a limited edition product. The two dressers that cannot be sold in the U.S. market, as they cannot be tested as freestanding units, are not the right step to keep consumers safe. These two dressers require consumers to continue to do the work for you, and finish making the product safe by attaching it to the wall. Anchoring is not the way to solve the tip-over problem. Designing free-standing furniture, untippable without anchors, is the solution. For a multitude of reasons, anchoring is a challenging task for many consumers. This is reinforced by many studies of consumer behavior, including one in 2018 by [Consumer Reports](#), and the data published by the CPSC that shows the very limited reach and effectiveness of their Anchor It! Campaign.

We were also disappointed that you did not use the opportunity to remind consumers about the recall while you were promoting your new line of dressers. It is not just future dressers, but rather recalled ones that are still in people’s homes, that you should be concentrating on.

Your company is one of the largest manufacturers of furniture in the world. You have a moral and ethical responsibility to lead the industry in design and engineering of safe products and dynamic testing. We urge you to lead by example. Any IKEA dressers currently on the market that have been documented to harm or kill children, such as the 8 drawer HEMNES, whether they meet the voluntary standard or not, need to be recalled. IKEA must do everything in its power to get defective and recalled products out of consumer homes, publish your recall results, and openly support the STURDY Act to make a mandatory, tough standard to stop the deaths of one child every 10 days, due to tip-overs.

We look forward to your response to our letter.

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Meghan's Hope

