

B00U2RWHEI Paw Patrol Water Rescue Pack

Common complaints

- “leaks water” – see attached photo next slide.

Consumers often do not understand the pin hole on refill cap is there purposely to help suck in air and create the vacuum to make the toy work

- Hose on bottom keeps falling off. We noticed this in June/July specifically on Amazon reviews, and as noticed the Paw Patrol Water item is twisted to the TMNT water item. We did not see the same complaints on the TMNT item, so we went back to the factory with a request to modify the hose fitting specifically on the Paw Patrol version.

- “Broke” several Amazon reviews said simply “it broke” without specifics

- “Does not squirt water” it only mists. LKI received a couple back from consumers and found dirt and grit. Used dirty/muddy water which helped plug the device that sprays. Hose at bottom can be “kinked” in package and needs to be straightened out once play begins. See photo

B00U2RWHEI Paw Patrol Water Rescue Pack Refill Cap



B00U2RWHEI Paw Patrol Water Rescue Pack Kinked hose



B00U2RWHEI Paw Patrol Water Rescue Pack Specific complaint – “will not squirt water”

- This toy uses a ball valve that when functioning correctly should move back and forth to help create the vacuum and then the seal.
- We tested 12 samples today (1.12.16), and found some intermittent issues with the ball valve “sticking”
- In our testing, with firm pressure, this ball joint will free up and the toy can become usable. We would not expect the consumer to know this on their own, and unsure if a younger child would have the force to do it. A parent can easily do this.
- Little Kids will send a PDF “cheat sheet” to post against this AISN. Additionally we’ve made an mp4 video that can be submitted and uploaded also to help Amazon customer service and consumers right on the item landing page.
- Little Kids has reached out to the manufacturer to make an adjustment at assembly to help prevent the ball valve from sticking in future production.

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Instructions on package

