

4-in-1 Rock ‘n Glide Soother – Frequently Asked Questions

How many of the 4-in-1 Rock ‘n Glide Soothers have been shipped in the US? Globally?

Approximately 147,000 units have been shipped globally in total, including approximately 120,000 that have been shipped in the US.

When was the 4-in-1 Rock ‘n Glide Soother on the market?

The 4-in-1 Rock ‘n Glide Soother was shipped from January 2014 to December 2020.

What countries was the 4-in-1 Rock ‘n Glide Soother sold in?

The United States, Canada, and Mexico.

Which 4-in-1 Rock ‘n Glide Soother model numbers are affected?

All models of the product: CHP56, CHP55, and CBT81.

Where can I find the model number on the 4-in-1 Rock ‘n Glide Soother?

The model number is located on the underside of the base.

Are the recalls of the 4-in-1 Rock ‘n Glide Soother and 2-in-1 Soothe ‘n Play Glider in the US only or also occurring in other countries?

This voluntary recall applies to all models of the 4-in-1 Rock ‘n Glide Soother and the 2-in-1 Soothe ‘n Play Glider, in each country in which we shipped the product.

What are you planning to do for consumers who want to return their 4-in-1 Rock ‘n Glide Soother or 2-in-1 Soothe ‘n Play Glider?

Consumers may visit www.service.mattel.com and click on “Recalls & Safety Alerts” or call 855-853-6224 for more information, including eligibility for a refund.

Why are some consumers only eligible for a prorated refund for the 4-in-1 Rock ‘n Glide Soother and/or the 2-in-1 Soothe ‘n Play Glider?

Refund amounts will be determined based on whether the consumer has a receipt and the age of their 4-in-1 Rock ‘n Glide Soother or 2-in-1 Soothe ‘n Play Glider.

What are you planning to do for retailers who currently have the product in stock?

The 4-in-1 Rock ‘n Glide Soother has not shipped since December 2020 and we are not aware that the product is currently being sold. However, we are notifying retailers to immediately remove the product from shelves, and we will work with them to process returns.

We have directly notified 2-in-1 Soothe ‘n Play Glider retailers about the recall and have asked that they immediately remove these products from their shelves and warehouses, and we will work with them to process returns.

Have there been fatalities/injuries in the product(s)? How many?

As the recall press release states, four infant fatalities have reportedly occurred in 4-in-1 Rock ‘n Glide Soothers when infants were placed on their backs unrestrained in the product and later found on their stomachs.

While there have been no fatalities in the 2-in-1 Soothe ‘n Play Gliders, we proactively included it in this recall due to the similarity of the products. We remain committed to educating parents and caregivers on the safe use of all of our products, including the importance of following all warnings and instructions to ensure the health and safety of babies and children.