

21-017 QA PRODUCT RECALL – FACEBOOK QUEST 2 FACIAL INTERFACE DUE TO SKIN IRRITATION HAZARD

Date: 30 July 2021

Recall: # 21-017

Scope: Select Worldwide Stores and E-Commerce

In co-operation with the Consumer Product Safety Commission (CPSC), Facebook Technologies is recalling Removable Foam Interface for Oculus Quest 2 Virtual Reality Headsets due to skin irritation hazard.

Description:

UPC	ITEM DESCRIPTION
815820021292	OCULUS QUEST 2 64GB VR HEADSET
815820021308	OCULUS QUEST 2 256GB VR HEADSET
815820021681	OCULUS QUEST 2 FIT PACK V2
815820021179	OCULUS FACIAL INTERFACE

Hazard: The foam facial interfaces can cause facial skin irritation and reactions including rashes, swelling, burning, itching, hives, and bumps

Remedy: Consumers who experience a skin irritation or reaction should immediately stop using the recalled foam facial interface, and all consumers should contact Facebook Technologies to receive a free silicone cover. Facebook Technologies is contacting all Quest 2 users directly.

Incidents/Injuries: The firm has received approximately 5,716 reports of incidents of skin irritation and approximately 45 reports of consumers that required medical attention.

Sold at: BestBuy, GameStop, Target, Walmart, and other retailers, and online at Oculus.com, Amazon.com, BestBuy.com, Gamestop.com, Target.com, and Walmart.com between October 2020 and July 2021. The Exchange also sold this item in stores and online.

Consumer Contact: Facebook Technologies toll-free at 877-960-0889 anytime, or online at <https://www.oculus.com/quest-2/removable-facial-interface-alert> or www.oculus.com and click on Support at the top of the page then on the facial interface recall banner for more information