

## **Urgent Field Safety Notice**

### **Action 3 Comfort - Transportation**

**FSN 020**

Date: 17<sup>th</sup> August 2009

Ref: 2009/001/020/301/002

#### **Urgent Safety Information:**

In the interests of the safety of our customers we would like to advise owners of Action3 Comfort wheelchairs, that this model is not suitable to be used as a seat in transportation.

Please note that some Action Comfort wheelchairs may display tie down labels, however, Invacare advise that the chairs should not be used as a seat in transportation. The instructions for use have been amended accordingly. Current revisions of the user guide (issue V6 dated 01/2009) for Action 3 wheelchairs can be down-loaded from Invacare website – [www.invacare.co.uk](http://www.invacare.co.uk). Alternatively, please contact the Technical Service Department (contact details below), where you may request a copy of the latest revision of the user guide for your wheelchairs. Failure to adhere to these instructions could result in injury to the wheelchair user, and / or other occupants of the vehicle.

This notice does not apply to any other models in the Action 3 range of wheelchairs.

Affected serial number range – all wheelchairs manufactured before 28<sup>th</sup> May 2009, (with serial number before 050917939137).

Please check affected wheelchairs for tie down labels and remove where fitted.

However, mindful of the requirements of our clients, we are improving the design of this product in order to pass the crash test in accordance to the appropriate standards. Customers will be notified with an Invacare bulletin upon successful completion of this testing and the availability of the redesigned backrest on the future wheelchairs.

Please ensure that the information in this notice is made available to all relevant personnel within your organisation and / or customer base, and / or any organisation where the potentially affected devices have been transferred. Please also ensure that awareness is maintained for an appropriate period.

Invacare acknowledges that this may be an inconvenience; however it is not an option and must be done immediately to mitigate the potential safety risk.

**INVACARE UK OPERATIONS LIMITED**

South Road Bridgend Industrial Estate Bridgend CF31 3PY  
Sales/Technical Service Tel: 01656 647327 Fax: 01656 649016 Reception Tel: 01656 664321  
Registered in the UK No. 3281202



By Appointment to  
HM Queen Elizabeth The Queen Mother  
Wheelchair Manufacturer  
Invacare  
Bridgend



If you have any questions relating to this bulletin, or should you require any additional information, please contact;

### **Technical Services Department**

Tel. 01656 647327

Fax. 01656 753299

Invacare confirms that the relevant Competent Authorities have been informed of this Field Safety Corrective Action.

**New text included in the Action 3 user manual can be found on page 22 and is copied below;**

#### **2.1.6. Comfort version**

**The Action3 Comfort version (wheelchair for passive user) is not designed or tested to be used as a seat in a vehicle (not crash tested) it is necessary to use a vehicle seat adapted to your transportation.**

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F A X T R A N S M I S S I O N

MHRA REF: 2009/001/020/301/002
TO: Quality Department
FAX NUMBER: 01656 753244
SENT BY:
ORGANISATION:
REF: Completion of rework – Action 3 Comfort
NUMBER OF PAGES: 1

This is to confirm that the necessary corrective action, as documented in the Field Safety Notice, FSN 020, is now complete. The serial number(s) of the repaired / reworked product(s) are as follows:

Signed.....
Company.....
Contact No..... Date.....

N.B. Please include all the serial numbers listed above on your invoice, this will enable Invacare to process your invoice quickly and ensure payment.