

URGENT – Field Safety Notice

ISO 7176-19 Hook labels for the AVIVA™ RX power wheelchair

Date: November 30, 2021

Invacare reference: FSN_AVIVA_Hook_Label_2021-11

Important information

This letter is to provide you with important information concerning a field notice involving the Invacare Aviva RX power wheelchair.

Issue description

Invacare discovered that an ISO 7176-19 requested hook label is missing on the easily accessible front tie-down points (Option ***2894) which can be ordered as additional option for power wheelchairs. The labels are only missing on the additional easy accessible tie-down points for the Aviva RX. It is present on all standard tie-down points (4- or 6- point tie down system).



There is no safety risk present, the device is safe to use since the other tie-down points have the labels present, indicating if the wheelchair can be safely used as a vehicle seat in transportation. The correct use of the device and hooks is also stated in the User Manual provided with every device and accessible on our website.

Why are you being contacted?

According to our records, you have received one or more potentially affected Invacare Aviva RX power wheelchair.

What units are affected?

All Aviva RX power wheelchairs with the ordered option of easily accessible front tie-down points (Option ***2894) are potentially affected.

What actions are required?

1. Review your existing stock to locate the affected units.
2. Review the attached work instruction sheet (60131411~A - ISO 7176-19 Hook labels for the AVIVA™ RX)
3. Check on the devices if the labels are already present. If so, continue with point 7.
4. Attach the provided ISO 7176-19 Hook labels when missing on affected units during the next regular scheduled maintenance service following the clear work instruction sheet provided.

NOTE: The provided labels shall ONLY be attached if the wheelchair has been ordered in a configuration to be used as Vehicle Seat, according to ISO 7176-19 (Options ***1494 or ***1401). This is also indicated by the same label being present, already, on other tie-down points. The provided work instruction shows how to attach the provided ISO 7176-19 hook labels on tie-down points located, respectively, on the left-hand side and right-hand side of the mobility device.

5. The action should be completed on affected units during the next regular scheduled maintenance service. If you currently use a service provider for maintenance and repair, they can execute this action service.

NOTE: The device should be checked once a year to maintain its driving safety and roadworthiness, as stated in the User Manual.

6. You are responsible for ensuring that this action is conducted with your customers.
7. Confirm the executed activities back to Invacare, e.g. via "Customer Reply Form".

Please ensure that the information in this notice is made available to all relevant personnel within your organization and / or customer base, and that awareness is maintained for an appropriate period.

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

Thank you for your immediate attention to this important matter. We appreciate your cooperation.

If you have any questions relating to this Field Safety Notice, or should you require any additional information, please contact your local Invacare customer service:

Tel: 01656 776333

Email: serviceuk@invacare.com