

Urgent Field Safety Notice

Action 3NG Transit wheelchair – Wheel Mounting fixation bolts

Date: 10th June 2022

Ref: 2022_FSCA_Screw_M6X45_1428892_Action_3NG

Important information

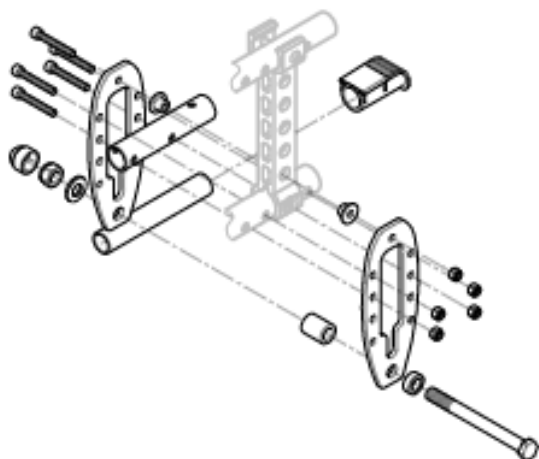
This letter is to provide you with important information concerning a field notice involving the Invacare Action 3NG Transit Wheelchairs.

Issue description

Invacare has identified that a limited quantity of bolts M6x45 used in the assembly of the Rear Wheel Mounting fixation bolts on some transit versions of the Action 3NG wheelchairs manufactured between January and March 2022 (Serial Number Range from 22AFM004678 to 22CFM002916) are not within the specification.

The durability of the Rear Wheel Mounting fixation bolts involved (as per images below) are impacted with a possible adverse effect on the resistance of the front rear wheel mounting fixation that can break up prematurely during use in worst case.

Action 3NG Transit Wheel Mounting fixation bolts assembly (bolts circled in yellow):



Therefore, Invacare has decided to perform an inspection on those Action 3NG Transit wheelchairs to ensure that the M6 bolts used are within the specification.

Invacare has quarantined the batch of non-conform bolts and is delivering Action 3NG Transit wheelchairs with a secured batch of bolts since March 2022.

Why are you being contacted?

According to our records, you received one or more potentially affected Action 3NG Transit wheelchairs, manufactured between January and March 2022 (Serial Number Range from 22AFM004678 to 22CFM002916).

What actions are required?

1. Invacare will contact the customers in alignment with the affected serial number range.
2. Stop using the devices and place them in quarantine.
3. Invacare will supply free of charge bolts and assembly instructions or will arrange the return of device(s) from customers in the affected serial number range for inspection.
4. Confirmation of the executed activities will be recorded by 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 us at: Quality and Regulatory Affairs department Invacare UK Ltd

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Email: serviceuk@invacare.com

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