

Urgent Field Safety Notice

Action 4NG heavy duty – Wheelchairs fitted with 5.5” front wheel

Date: 26th September 2022

Reference: 2022_FSCA_Action 4NG HD_CKA0905 option

Important information

This letter is to provide you with important information concerning a field notice involving the Invacare Action 4NG heavy duty manual wheelchairs.

Issue description

Invacare has identified that a limited quantity of Action 4NG heavy duty (HD) manual wheelchairs fitted with 5.5” solid tyre front wheels (option CKA0905), are not behaving as intended when subject to strong mechanical impacts or when intensively used. The heavy-duty option (CKA0004) is for customers with a user weight of max. 160kg.

The durability of the front fork is impacted with a possible adverse effect on the resistance of the castor housing assembly that can break up prematurely during use.

Therefore, Invacare has decided as a preventive action to replace the castor housing assemblies on the affected Action 4NG HD wheelchairs to ensure they can be used safely.

Note that only the Action 4NG HD wheelchair fitted with 5.5” solid tyre front wheels (CKA0905 option), manufactured between January and end of May 2022 are impacted.

All the other versions and configurations of the Action 4NG range are not impacted by this issue.

Why are you being contacted?

According to our records, you received one or more potentially affected Action 4NG HD manual wheelchair, manufactured between January and May 2022 (Serial Number Range from 22A05004758 to 22E05008394 with CKA0905 option).

What actions are required?

1. Invacare UK 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 a replacement kit which is adjusted to this configuration and assembly instructions or will arrange the return of device(s) from customers in the affected serial number range to replace the castor housing assemblies.
4. Confirmation of the executed activities will be recorded by Invacare UK, 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

Unit 4, Pencoed Technology Park, Bridgend, CF35 5AQ

Email: serviceuk@invacare.com

Tel.: 01656 776333

