

**Attention: Urgent Field Safety Corrective Action Required**

**Our Ref: 459000156 - 2017/010/012/291/040 & V32549**

**Date:** 16<sup>th</sup> October 2017

**Affected products**

Voyager Evo - Rigid Frame Wheelchair  
(P/No: 480A76=00000\_K)

Delivered between: 05/02/2014 - 23/06/2017



**Actions required:**

Contact all customers and carry out a modification to the Castor journals as described in the attached Instruction Document

**Completion Date:**

This action must be completed as soon as possible

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**Addressee:**

- User
- Specialist dealer

**Discription of the problem:**

The reason for issuing this FSCA is that our previous FSN issued we requested customers carry out an inspection of the castor journal to confirm its alignment was correct and the connection fully secured. In most cases the consequence of the connection coming loose, is that the castor fork goes out of adjustment affecting the driving characteristics of the chair. However in the worst case scenario this can allow the castor head journal to rotate backwards causing the front of the chair to collapse, which in turn could cause the user to be pitched forwards or even out of the chair, depending on what that the user was doing at the time.



In terms of its design, the connection of the castor head journal to the frame is via a forced fit into an internal cone and for additional safety it is glued and secured using a self-locking countersunk head socket screw.

Currently we believe that the securement of this assembly is being compromised by subsequent adjustment of the castor head journal angle, carried out locally to optimize the chairs setup for the user's sitting position.

Otto Bock Mobility Solutions GmbH | Lindenstraße 13 | 07426 Königsee-Rottenbach, Germany

**Corrective action required:**

**User:**

Users are asked to contact their dealers/supplier to arrange a suitable appointment for the required modification to prevent the castor alignment from moving be carried out.

**Specialist Dealer:-**

Please ensure this information is disseminated to all customers identified as being affected and once the modification has been carried out please complete and return the completion document to the Technical Service Department at the following address:-

Ottobock Healthcare Plc  
Technical Services Department  
32 Parsonage Road  
Englefield Green  
Egham  
Surrey TW20 0LD  
Tel: 01784744900 – Option: 2

On behalf of the Manufacturer - Otto Bock Mobility Solutions GMBH, in Germany; please accept our sincere apologies for the inconvenience that matter will cause to you and your customers, and we thank you for your understanding and cooperation.

Yours sincerely,



Russell Pizey  
Technical Services Manager  
Ottobock Healthcare PLC