

— LIVE YOUR BEST —

32 Wedgwood Road
Bicester, Oxfordshire OX26 4UL

Correction for model S74 with Leoch, 20 Amp/hour batteries

Manufacturers Serial Number Range
SG211113017FVO – SG211113148FVO
SG216713002FVO – SG216713169FVO
SG219313286FVO – SG219313335FVO
SG219313114FVO – SG219313211FVO

February 10th 2014

Urgent Field Safety Notice
Pride Elite Sport battery

Dear Dealer:

This letter is to inform you of a product safety correction on the S74 (Elite Sport) scooters with 20 amp/hours batteries manufactured by Leoch, product serial number range effective is listed above.

After evaluation of the unit, Pride has found that there is a potential for the batteries to 'swell' during the charging cycle. This may lead to reduced range or failure of the product to drive as expected post charge.

Pride has received several consumer complaints on this issue. We acknowledge the potential that such a malfunction in the product can occur and although the risk of serious personal injury and/or death is remote.

In order to alleviate any potential for this type of malfunction, Pride will replace the batteries manufactured by Leoch, with new batteries.

You will need to perform the following:

1. Locate any potentially affected S74 (Elite Sport) scooters from the provided list of serial numbered units.
2. Contact the patient(s) and inform them of the product correction. **We have provided a sample letter that you may distribute to your users (consumers) alerting them to the device correction (see attached).**
3. Contact Pride to order the replacements batteries (please have the serial number of the unit available).
4. Make an appointment with the consumer and replace the existing batteries. **Please note - for your efforts, Pride will credit your account for each set of batteries replaced £45.**
5. Complete and return Pride's correction completion card that has been submitted to you. This card notifies Pride that you have completed the upgrade. The card must be completed in its entirety to receive credit.

We apologize for any inconvenience this action may have caused you or your patient(s). Please be assured that Pride's efforts in this matter are intended to demonstrate our continued commitment to manufacturing safe, high quality products. Thank you for your continued support.

Contact reference person:
Parts Department
Pride Mobility Products Limited
32 Wedgwood Road
Bicester, Oxfordshire OX26 4UL
Telephone: 01869 324600 / Fax: 01869 323070

This notice needs to be passed on to all those who need to be aware within your organization where the potentially affected devices have been transferred.

Thank you

Pride Mobility Product Limited



— LIVE YOUR BEST —

32 Wedgwood Road
Bicester, Oxfordshire OX26 4UL

Correction for model S74 with Leoch, 20 Amp/hour batteries
Manufacturers Serial Number Range
SG211113017FVO – SG211113148FVO
SG216713002FVO – SG216713169FVO
SG219313286FVO – SG219313335FVO
SG219313114FVO – SG219313211FVO

Date:

Urgent Field Safety Notice – Consumer Letter Example
Pride Elite Sport battery

Dear Consumer:

This letter is to inform you of a product safety correction on the S74 (Elite Sport) scooters with 20 amp/hours batteries manufactured by Leoch, product serial number range effective is listed above.

After evaluation of the unit, Pride has found that there is a potential for the batteries to 'swell' during the charging cycle. This may lead to reduced range or failure of the product to drive as expected post charge.

Pride has received several consumer complaints on this issue. We acknowledge the potential that such a malfunction in the product can occur and the risk of serious personal injury and/or death is remote.

In order to alleviate any potential for this type of malfunction, Pride will replace the batteries manufactured by Leoch, with new batteries.

You have been identified as a consumer with a product that may require a battery set replacement on your S74 (Elite Sport) scooter. In order to identify if your unit requires this replacement, you will need to perform the following:

1. Our records indicated that you have a unit that is included in the recall. The serial number is SG_____ Please confirm that you have this serial number.
2. Please contact your dealer to make an appointment to have the batteries replaced.

We apologize for any inconvenience this action may have caused you. We continue to be committed to ensuring the utmost safety and high quality standards of our products.

Thank you for your support in this matter. Please contact us immediately on xxxxx xxxxxxxx to arrange for a technician to visit you home to make the required changes. If you have any questions please don't hesitate to call us.

Thank you

Pride Mobility Products Ltd

